



**CHARITY COMMISSION**  
FOR ENGLAND AND WALES

## **Trustees' Annual Report for the period**

**From** 1<sup>st</sup> April 2023 **To** 31<sup>st</sup> March 2024

**Charity name: NOUR**

**Charity registration number: 1144213**

## **Objectives and Activities**

Summary of the purposes of the charity as set out in its governing document	<ol style="list-style-type: none"><li>1. To relieve the needs, and preserve and protect the physical and mental health of those who are suffering from or have suffered domestic violence, sexual violence or childhood abuse in minoritised communities, in particular, but not exclusively, those from the Muslim communities. This will be through trauma-informed, culturally competent services the trustees think fit, including but not limited to the provision of counselling, legal advice and practical, financial and emotional support.</li><li>2. To advance the education of the public in the subject of domestic abuse, sexual violence and childhood abuse, in particular, but not exclusively, among the Muslim community and to work with the perpetrators of domestic violence with a view to rehabilitate them.</li></ol>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	We have provided trauma-informed, culturally competent services to adult survivors of abuse, including, but not limited to, survivors of domestic abuse, sexual violence and childhood abuse. We provided free counselling, legal advice, emotional and practical support, financial assistance amongst other services, to survivors from minoritised communities in the UK. We have delivered workshops raising awareness of abuse and the support available, with the aim to also educate communities who can champion and advocate whenever possible.
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Trustees can confirm that we have regard to the Charity commission's public benefit guidance.

## Achievements and Performance

<p>Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.</p>	<p>In the past year we have provided wrap-around trauma-informed services to support survivors sense of safety and healing by building trusting and reliable relationships. We promoted empowerment and self-efficacy, so survivors move towards leading fulfilled and independent lives. Our culturally competent approach facilitated deeply relational interactions with people of diverse cultures who overwhelmingly face intersectionality; nurturing safe &amp; compassionate environments that fostered deeper engagement and collaboration. This approach enabled our beneficiaries to progress towards greater healing and leading meaningful lives. Our Support Worker's case management allowed us to meet the unique and diverse needs of each client, meeting them where they are. As a by and for charity, the majority of staff and volunteers have lived experience which has contributed to the design and develop of services so they continue to be relevant and appropriate. All our services have been introduced because clients have told us this is what they need to recover and heal from their experiences, we seek feedback for all our services as a standard practise; a commitment to providing meaningful support and advocacy. All our services have been accessible in several community languages alongside English, which has enabled greater access for those whom language is a constant barrier to accessing services.</p> <p><b><u>Walk &amp; Talk - a safe, therapeutic walking group</u></b></p> <p>Nour's Walk &amp; Talk sessions is developing as a safe walking group for women survivors in London, particularly in response to clients who have expressed deep loneliness and isolation. We arranged several walks over the last year with many women registering to attend. Some of the reasons shared for wanting to join the walks include; "to improve physical and mental health", "enjoy landscape", "do something new", "walking with [other] survivors".</p> <p>Nour's support team and counselling staff were available to provide support to attendees on the day. Following our walks, we received encouraging feedback including; "This service is brilliant I am enjoying taking part and enjoying conversations outside of being mum." "I really enjoyed today's event. Great company and good conversation. Looking forward to the next event." "The Nour team members are very friendly it felt like I was out and</p>
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about with friends.” We will continue to offer coffee mornings and walks for survivors into the new year. ‘My mind feels fresher to be outside and with others who can relate to/have been through the same things as me’

### **Workshops**

We have conducted workshops in various community settings, including schools and community groups, where we deliver presentations on abuse, its recognition, available resources for help, and the efforts of our charity in supporting survivors. These presentations are tailored to suit the audience and encourage active participation. Through these workshops, we have observed that people feel more comfortable sharing their experiences in smaller in-person groups, often realizing that certain behaviours they had considered normal were actually forms of abuse or unhealthy. The response to these events has been positive, with attendees reaching out to request workshops for other groups and referring individuals to our services. Additionally, we have collaborated with organisations like One Plus One to provide comprehensive workshops that cover related topics, such as effective communication and its impact on relationships. We have run a workshop with a community group for those living with sight impairment or sight loss, called GlobalEyes, it was very well attended, and they were able to share with us the challenges they face accessing support while living with a disability. We found it incredibly useful to look at the barriers facing disabled victim/survivors of abuse and think about how we would overcome these as a service.

### **Expanding hardship grants programme**

Our hardship funds have seen an increase in demand. We have developed two separate funds from which we support clients with financial needs. One fund offers support with immediate needs such as purchase of clothing, food, essential items such as pushchairs, beds and mattresses. We have a second fund offering larger grants, often for clients who have inherited debts following financial abuse. Our larger grants involve a more rigorous assessment process to ensure we are helping clients who are most in need and ensuring fair access to this unique and much needed fund. This grant has facilitated clients to not only receive financial assistance but access to our other services including legal advice, emotional support, and financial management assistance, thereby empowering our clients to make lasting changes. This service has provided relief from debts and worries around meeting essential needs, which has also alleviated the mental load associated with financial insecurity.

Our funding supported Kelly (a pseudonym), a 31-year-old woman and has 4 children. Kelly is an asylum seeker, currently receiving Home Office support in the form of a small weekly allowance and lives in temporary housing. Kelly has severe back problems and has been sleeping on an unsuitable mattress. Kelly has limited money which she needs for basic food and household items including warm clothing for her children. Despite her health issues, Kelly often walked to appointments, sometimes walking more than one hour. Nour supported Kelly by providing a mattress, clothing for her children and covering some of her travel costs. Nour's support team provided emotional support and identified activity spaces for her children at local children's centres, and a community project which provides a social space for Kelly.

We received feedback from Somaya, a survivor of abuse who faced sudden unemployment, who shared *"Nour helped me in my time of need. I was due for an eviction, and they supported me throughout with my debts and rent arrears. Very helpful and sensitive staff. Really understanding and loving. Very profound and helpful and eased my debts"*.

"I am very grateful for the support I have received so far from Nour, and I am looking forward to receiving further support which will hopefully be beneficial for my mental and emotional wellbeing."

"The lady dealing with my application was so kind in her words, compassionate and non-judgmental. I felt supported throughout the process, and it did not take long before my application was approved which was a huge relief."

### **Counselling**

The counselling service continues to be the most demanded service the charity offers. The team is growing and in the past year has supported the training of 11 counsellors from diverse backgrounds speaking several community languages at the final stages of their training.

Feedback received from one student;

"My placement has provided great opportunities to progress in my training and I have now completed all aspects of my course with their help. I was allocated diverse clients with varying needs which helped me develop my skills. I am grateful for the supervision and clinical support which developed my professional and compassionate approach. The team have a wealth of knowledge and experience in working with survivors of abuse from diverse backgrounds." (Trainee counsellor)

A new role was developed to further enhance the experience of the trainees as well as improve efficiency, the Clinical Lead offers specialist oversight and ongoing individual support as the service receives more complex cases.

Our counselling service continues to create significant positive impact on the lives of clients. In this reporting period, 100% of clients have reported an improvement in their overall wellbeing, and an improvement in their symptoms related to PTSD, anxiety or depression. We have shared some feedback from clients below:

"This therapy was such an important part of my life's journey. I cannot praise my counsellor enough. It has been very valuable and rewarding for me. I have made small changes for myself. It has allowed me to see things from a different perspective. It has helped me mentally and emotionally. I can now better meet the needs of my family. I think and feel more positively about myself. I feel worthy and able. The reflections during the sessions have helped me to realise my abilities. Nour is an absolutely brilliant organisation. To be able to access these sessions and for free as well means a lot to women like me".

"I am grateful to Nour for giving me this opportunity to talk about my difficulties, understand my trauma and move on with my life in a healthier way. It's a service much needed in the community."

"I feel an improvement in my condition. I feel more confident and hopeful, and less angry."

"Speaking to [my counsellor] really helped to just express how I felt without feeling embarrassment fear or judgement. I just needed someone to listen and that's exactly what she did. She is amazing!"

"I cannot thank Nour enough for making these sessions free, as I do not think I could have afforded them otherwise"

"I wish I had more sessions."

"I felt truly lost a year ago. I feel so much stronger in my life. Thank you for everything that you have done. I truly appreciate the support and the time that you have given me to unburden my soul of my past traumas and my current difficulties in life. Without [my counsellor], I wouldn't have got through the past year or survived it so well. [my counsellor] has given me a space to discuss and vent some of the roughest parts of my life without ever making me feel uncomfortable or awkward."

"I have had suicidal thoughts in the past and did think about death a lot, but I don't believe I am in the same mental space as I was at that time. I feel I am in a better place now and have been able to regain my self-esteem, identity, and confidence. Since then, I have had a few setbacks and have thought about death but not in the same extreme that I did before."

"I have stopped eating in past, as a form of punishment. I don't do this anymore; it does make sense to me. Also, I want to live. My children are the best things in my life, and I want to give them the best, which means the best version of me. I know

and completely believe that children need a mum who is healthy and well rather than one that is weak and miserable. Taking care of yourself is a part of taking care of your children. And although I do have days where this is very hard, I am able bounce back up much quicker than I used before.”

“Trying new things and going out more, children now say I go out too much. I used to stay in the same clothes for days without changing even to sleep, last few months I’ve been changing my clothes even when I sleep and have pyjamas, children said they haven’t seen me in pyjamas in years. Started to brush hair again – my children have noticed that. Don’t feel sad all the time anymore, feel ok being alone sometimes – before I had that fear all the time, I still initially panic but then feel ok – one of the biggest things for me.”

“I have recommended it to so many people. It changed my mindset about counselling, before I thought what will talking do, but it’s helped so much.”

### **Restructure**

We have further restructured our staffing, and this has enhanced our ability to work efficiently through creating critical lead roles. Our staff members are now in positions that align with their strengths, resulting in improved work efficiency and better support for staff and our clients. New staff have been recruited to enhance and develop services.

### **Feedback collection**

As a trauma-informed charity, we have adopted the Internal Trauma Questionnaire as a tool to assess and track clients experience of our counselling service. The ITQ is a thorough and accessible tool to collect data from clients and allows us to use this information in a meaningful way. We have updated our feedback questions for our services, and these will be integrated within our CRM to make data collection and service review easier.

### **CRM System**

There has been investment in designing and building a CRM system, working with Lamplight to create a system that meets all the data collection and reporting needs of the charity in its period of growth. Nour’s core team will be trained in the coming months to begin utilising the system which has been developed considering Nour’s range of services, funders and reporting requirements. We look forward to benefiting from the CRM which will help us capture accurate feedback from clients, help us monitor our impact and improve our internal systems and processes.

We have organised several events to both champion the incredible survival stories of our clients and promote awareness in the community on the devastating impact of abuse on families and the wider community. We ran a boxercise event to empower

	<p>survivors in a safe and supported environment as part of UNICEF's '16 Days of Activism'.</p> <p>We have run a crowdfunding campaign to raise awareness on the healing journey of survivors of abuse and the need for public support not just for the 'victim' and their family, but as a part of the work in recognising the impacts of abuse and the activism involved in ending abuse.</p>
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## Financial Review

Review of the charity's financial position at the end of the period	
Statement explaining the policy for holding reserves stating why they are held	The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately six months of unrestricted charitable expenditure. The trustees consider that this level will provide sufficient funds to continue providing the free counselling service which is offered to the beneficiaries as well as maintaining our staff. The trustees consider that a level of six months is sufficient, which allows trustees to acquire funding from either the public domain or grant applications.
Amount of reserves held	£74,515
Reasons for holding zero reserves	n/a
Details of fund materially in deficit	n/a
Explanation of any uncertainties about the charity continuing as a going concern	none

## Structure, Governance and Management

Description of charity's trusts:	
Type of governing document	Constitution
How is the charity constituted?	Unincorporated Association

Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Meeting
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### **Additional information (optional)**

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	
The charity's organisational structure and any wider network with which the charity works	
Relationship with any related parties	
Other	

### **Reference and Administrative details**

Charity name	Nour Domestic violence
Other name the charity uses	Nour
Registered charity number	1144213
Charity's principal address	Unit 216 Lock Studios 7 Corsican Square London E3 3YD



### **Names of the charity trustees who manage the charity**

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Mahfuja Ahmed			
2	Morium Ali			
3	Nehara Begum			
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Corporate trustees – names of the directors at the date the report was approved

[illegible]

Name of trustees holding title to property belonging to the charity

[illegible]

## Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

### Additional information (optional)

#### Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

#### Name of chief executive or names of senior staff members (Optional information)

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## Exemptions from disclosure

Reason for non-disclosure of key personnel details

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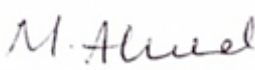

## Other optional information

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Declarations

The trustees declare that they have approved the trustees’ report above.

Signed on behalf of the charity’s trustees

Signature(s)			<i>N. Begum</i>
Full name(s)	Mahfuja Ahmed	Morium Ali	Nehara Begum
Position (eg Secretary, Chair, etc)			
Date	18/01/2025	18/01/2025	18/01/2025



Charity Name: Nour			Charity No		1144213		CC17a
Annual accounts for the period							
	01-Apr-23	To	Period end date	31-Mar-24			

## Section A Statement of financial activities

Recommended categories by activity	Note	Restricted				
		Unrestricted funds	income funds	Endowment funds	Total this year	Total last year
		£	£	£	£	£
Incoming resources		F01	F02	F03	F04	F05
Donations		29,371	22,596	-	51,967	162,050
Gift aid claim		126		-	126	-
Grants			198,731	-	198,731	-
Incoming resources from charitable activities				-	-	-
Other incoming resources		-	-	-	-	-
Total incoming resources		29,497	221,327	-	250,824	162,050
Resources expended						
Charity Projects		9,448	32,663	-	42,111	33,874
Rent, Rates and Insurance		1,667	-	-	1,667	483
telephone postage and stationery		806	-	-	806	747
Wages and salaries		6,553	151,415	-	157,968	105,519
Softwares		1,629	-	-	1,629	1,311
Travelling expense		628	-	-	628	2,791
Staff Training		1,095		-	1,095	21
Bank charges		115	-	-	115	7,431
Advertising		629	-	-	629	189
Website		374	-	-	374	374
legal and professional fees			5,191	-	5,191	2,020
Depreciation		3,573	-	-	3,573	8,026
		-	-	-	-	-
Total resources expended		26,517	189,269	-	215,786	162,786
Net incoming resources		2,980	32,058	0	35,038	-736
Gross transfers between funds		-	-	-	-	-
Net incoming (outgoing) resources before other recognised gains/(losses)		2,980	32,058	0	35,038	-736
Other recognised gains/(losses)						
Gains and losses on revaluation of fixed assets for the charity's own use		-	-	-	-	-
Gains and losses on investment assets		-	-	-	-	-
Net movement in funds		2,980	32,058	0	35,038	-736
Total funds brought forward		83,972	30,025	0	113,997	114,733
Total funds carried forward		86,952	62,083	0	149,035	113,997

## Section B Balance sheet

	Note	Unrestricted funds £ F01	Restricted income funds £ F02	Endowment funds £ F03	Total this year £ F04	Total last year £ F05
<b>Fixed assets</b>						
Tangible assets		1,803	889	-	2,692	6,265
				-	-	-
Investments		-	-	-	-	-
<b>Total fixed assets</b>		1,803	889	-	2,692	6,265
<b>Current assets</b>						
Stock and work in progress		-	-	-	-	-
Debtors	1	6,252	-	-	6,252	345
(Short term) investments		-	-	-	-	-
Cash at bank and in hand		33,134	108,523	-	141,657	107,387
<b>Total current assets</b>		39,386	108,523	-	147,909	107,732
<b>Creditors: amounts falling due within one year</b>	2	1,565	-	-	1,565	-
<b>Net current assets/(liabilities)</b>		37,821	108,523	-	146,344	107,732
<b>Total assets less current liabilities</b>		39,624	109,412	-	149,036	113,997
<b>Creditors: amounts falling due after one year</b>		-	-	-	-	-
<b>Provisions for liabilities and charges</b>		-	-	-	-	-
<b>Net assets</b>		39,624	109,412	-	149,036	113,997
<b>Funds of the Charity</b>						
Unrestricted funds		39,624			39,624	14,606
		-			-	-
Restricted income funds			109,412		109,412	99,391
Endowment funds				-	-	-
<b>Total funds</b>		39,624	109,412	-	149,036	113,997
Signed by one or two trustees on behalf of all the trustees		Signature	Print Name	Date of approval		
			Morium Ali	15-Jan-25		
			Mahfuja Ahmed	15-Jan-25		
			Nehara Begum	15-Jan-25		

**Note 1 Basis of preparation****1.1 Basis of accounting**

These accounts have been prepared on the basis of historic cost (except that investments are shown at market value) in accordance with:

- Accounting and Reporting by Charities – Statement of Recommended Practice (SORP 2005);
- and with\* 

✓

 Accounting Standards;
- or
- and with the Charities Act.

**Income**

Income is accounted for on a receipts basis.

**Resources expended**

Resources expended are accounted for as the liability is incurred. Expenditure includes irrecoverable VAT which is reported as part of the expenditure to which it relates.



Section A

Independent Examiner's Report

Report to the trustees/  
members of

Nour

On accounts for the year  
ended

31-March-2024

Charity no

1144213

Set out on pages

Page 1 - 2

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31/03/2024**

Responsibilities and  
basis of report

As the charity trustees, you are responsible for the preparation of the accounts in accordance with the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of 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 Act.

Independent  
examiner's statement

The charity's gross income has not exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ACCA & ICAEW.

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

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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 accounts to be reached.

Signed: W H Baloch

Date: 31/01/2025

Name: Wajahat Hussain Baloch (FCA, FCCA) on behalf of Redbird Accountants

Relevant professional  
body:

Institute of Chartered Accountants in England and Wales  
Association of Chartered Certified Accountants

Address:

Redbird Accountants  
72 Evington Road, Leicester  
LE2 1HH

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

**Give here details of any items that the examiner wishes to disclose.**

None