

**Report of the Trustees and
Financial Statements
for the Year Ended 31 March 2021
for
Family Help Darlington CIO**

Family Help Darlington CIO

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Family Help Darlington CIO
Report of the Trustees
for the Year Ended 31 March 2021

The Trustees present their report with the financial statements of the charity for the year ended 31 March 2021. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and Aims

The objects of the CIO are to relieve the needs of victims and survivors of domestic abuse:

- (a) by provision of refuge accommodation for women and their children; and
- (b) by provision of emotional and practical support, advice, guidance and such other assistance as the Trustees see fit.

This is subject to a provision that any use of funds must also meet the requirements of charity law in Scotland and Northern Ireland.

Significant Activities

Family Help Darlington CIO - Who we are...

Established in 1976, Family Help Darlington CIO is an independent charity, which is home to Darlington's only women's refuge - one of the longest-standing refuges in the UK. Family Help provides safe, temporary accommodation for women and children fleeing domestic abuse. Every year, Family Help accommodates around 60 women and 100 children from all over the UK that are suffering domestic abuse. Family Help's refuge provides a safe, welcoming home and a supportive team who encourage victims' progress towards positive and safe outcomes where they are free from violence and domestic abuse.

The former registered charity of 'Family Help' was wound up in 2013 with all activities transferred to the present charitable incorporated organisation Family Help Darlington CIO although the charity continues to use "Family Help" as a working name.

Service Overview

In line with its charitable objectives, Family Help Darlington CIO provides:

- a) A holistic package of support including refuge accommodation for women and women with children.
- b) A confidential helpline for any person affected by domestic abuse, advocacy, options, information, signposting and move-on support to clients.

The primary beneficiaries of the charity are the service users of (a) and (b), although there is also a benefit to the wider society if domestic abuse is addressed. The Trustees confirm they have considered the Charity Commission's guidance on public benefit in planning the work of the charity.

Family Help Darlington CIO

Report of the Trustees for the Year Ended 31 March 2021

OBJECTIVES AND ACTIVITIES

Significant Activities Cont.

45 years in the making:

We started our journey when our charity was established by a group of dedicated local people back in 1976. Just five years after the first UK domestic abuse refuge opened in London; having recognised a need for refuge accommodation in Darlington, the group launched a pilot project in a condemned two-bedroomed terraced house in the town centre. With very little funding to run on, the project relied on donations of furniture and supplies from the local community.

The founders decided to name the project 'Family Help' and, although we have maintained the same name and same commitment to ensuring women and children are safe from violence and abuse, the charity has evolved enormously over our near 50-year history.

Despite humble beginnings, Family Help quickly developed into something quite remarkable and soon outgrew the terraced house. The refuge moved into an ex-Army hut, and later old hospital rooms on the grounds of an old workhouse. Back then, we were known as the 'home for battered wives' rather than a safe haven for survivors.

In 2003, we moved into an 8-unit purpose-built refuge. At the time it was state of the art; today it is no longer meeting the needs of our clients or the charity; we need to double our size to cope with demand for our service.

Fast forward to 2021, we have reincarnated several times to keep up with the ever-changing demands and expectations from society but we still remain independent and true to our original cause. This allows us to be on the front-line and adapt our work swiftly and innovatively to meet the evolving needs of the women and children that access our service.

Although Family Help responds to people in crisis and deals with many crises every week, the charity is not a purely reactive service. Service users benefit from support staff to assist with housing, legal issues, education and benefits as well as an in-house counsellor whom provides emotional support and a domestic abuse programme designed to educate and empower. Service users with children have access to two children's and young people's workers that provide much-needed respite for both children and mothers alike.

Family Help offers survivors the space, time and resources to make informed life choices and its central purpose is to enable survivors to change their own lives and move towards more positive and safer outcomes. The refuge is a place where women and their children can be free from violence and domestic abuse. Family Help's person-centred approach is shaped by the service user, which promotes social inclusion and allows them to build upon their strengths and find their own solutions.

The skills that service users gain help them to remove themselves from unhealthy relationships and grow in awareness, equipping them to improve not just their own life but the lives of those around them. For those service users that move on to a new home in the Darlington area, Family Help provides a move-on service for up to 6 weeks to support and assist with the transition from refuge.

Through on-site office cover and out-of-hours emergency mobile phone cover, Family Help provides a 24-hour service, 365 days a year.

Family Help's helpline is available Monday to Friday 9am - 5pm and Saturday 9am - 12pm for any person affected by domestic abuse, directly or indirectly.

Family Help is a fantastic charity that continues to stand as a guardian and a beacon for a better future for all those affected by domestic abuse.

Since March 2020, the uncertainty and economic downturn caused by the COVID-19 pandemic has had a significant impact on Family Help's usual income and, as a result, we have had to come up with some ingenious ways to find income and fundraise to ensure our quickly depleting funds did not have a devastating impact on the services we provide. The charity has never experienced times as challenging as these in its near-50-year history.

Family Help Darlington CIO
Report of the Trustees
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OBJECTIVES AND ACTIVITIES

Significant Activities Cont.

45 years in the making Cont.:

Family Help has had to, and must continue to, adapt its refuge setting significantly in order to adhere to the Covid-19 infection control standards set by the Government and keep its staff and clients safe. Family Help has created new office spaces within the refuge, and developed a self-contained unit for new clients to self-isolate, before they can integrate with the rest of the household, minimising the potential threat of bringing COVID-19 into the building. This, along with the provision of suitable PPE for staff and the increased distribution of sanitising and cleaning products for clients, has come at a significant cost which is likely to continue for some time.

Trustees' recognition of staff

Our staff team consists of 4 full-time workers, 7 part-time workers and some volunteers.

'Keyworker' and 'hero' are words that have been used a lot in the past year, and this certainly applies to our wonderful staff team. They have gone above and beyond what a lot of refuges have been able to offer, remaining open whilst staying fully-staffed, even if remotely, providing a very much needed service to all our clients. Our staff team have worked through extremely difficult times, putting others before themselves, and, as Chairperson, I am extremely grateful and proud of them all. I had pleasure in welcoming some new staff members, whom have already made a positive difference to the service and the families they work with.

The dedication and enthusiasm that is generated by all the staff team, has been recognised by the achievement of several award wins over the last year. Myself and the Trustees wish to thank all of the staff team for their hard work, dedication and commitment this year. Our CEO has made great headway in moving the charity forwards and is a shining star in the organisation; always leading from the front, she is greatly respected by Family Help and other organisations for her knowledge and work around domestic abuse.

2020 was a significant year for so many reasons but perhaps the most poignant part of the last 12 months was the retirement of our longest serving member of staff, our Assistant CEO, Susan Degnan!

Susan joined Family Help ten years after it was established and has been a huge part of the charity ever since. To put her incredible service into perspective, our Service Manager and Service Administrator were both born in 1986 so Susan has worked for Family Help for the whole of their lives!

For 35 years, Susan was the heart and soul of the charity and as a team we are determined to continue her legacy for many more years to come.

The Trustees, staff and the charity are sad to see Susan go but she has been an incredible employee and mentor. Her knowledge and dedication to support victims and survivors of domestic abuse as well as her work in the community throughout the years has been astounding. For now, she has gone to spend time with her husband and family, but we are assured she will be back to support the charity. The Trustees wish to thank Susan for all her years of loyal service to the charity.

Well done and thank you to you all, you really do make a difference. I also wish to thank the Trustees for giving up their time to attend Trustee meetings via Zoom.

Family Help Darlington CIO
Report of the Trustees
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OBJECTIVES AND ACTIVITIES

Significant Activities Cont.

Demand and need for Family Help's Service

The service has 8 units, 2 kitchens, a children's playroom, counselling room, communal lounge, laundry facilities and garden with play equipment.

There is internet access available throughout the building, free to clients.

The refuge has achieved 67% capacity during 2020-2021.

The length of stay at the refuge can fluctuate dependent on individual circumstances and choices. In recent years, Family Help has accommodated:

	Women	Children
2020/2021	34	39
2019/2020	63	83
2018/2019	55	59
2017/2018	68	100
2016/2017	53	81

In 2020/21, we had 33 clients whose sole income was through benefits, 0 residents with no recourse to public funds and 1 client who was working at the time of their stay.

Unfortunately, due to being full at the time of the call, we were unable to accommodate a total of 116 women and 107 children. Of these, 11 women and 10 children were from the Darlington area. For these women other options were explored and they were signposted to other agencies or refuges as appropriate.

The helpline received 37 calls for advice and 275 referrals in 2020/2021. These calls are a lifeline for many people who are suffering domestic abuse. If the caller does not require refuge accommodation, then staff will listen to the caller and signpost them to the most relevant agencies.

National statistics still show that 1 in 4 women and 1 in 6 men will suffer domestic abuse at some stage in their lifetime.

According to the Crime Survey of England and Wales (CSEW) for the year ending March 2019, an estimated 1.6 million women aged 16 to 74 years experienced domestic abuse in the last year (ONS, 2019).

On average, the police in England and Wales received over 100 calls relating to domestic abuse every hour. (HMIC, 2015). According to CSEW data for the year ending March 2018, only 18% of women who experienced partner abuse in that period reported the abuse to the police.

Insights into some of our lives whilst working and living through Covid-19. One year on...

This year we have chosen to continue to focus our Trustees' comments on our experience of surviving the Covid-19 pandemic.

Chairperson:

During this last year, I have witnessed the development of Family Help, in how we have had to adapt and cope with new working practices because of the pandemic. And I have to say it has been what the organisation has needed. We were forced to make changes, whereas before we talked about it, and we always found a way of working around it. The changes have been phenomenal; the service is more efficient, everyone has a role and they work within that role, keeping safe, supporting clients, each other and allowing the charity to remain open for business throughout, with restrictions in place. Clients have found the lockdown challenging, but staff have always been at hand to support, advise and help when needed. One of our newest staff members Coco, our therapy dog, has made a lot of new friends and has been able to break down some of the barriers, especially among the children. It's lovely to see such happy and smiley faces when she is around.

Family Help Darlington CIO

Report of the Trustees for the Year Ended 31 March 2021

OBJECTIVES AND ACTIVITIES

Significant Activities Cont.

Chairperson Cont.:

Government grants have enabled us to keep going, pushing forwards in the right direction, and staff have always stayed positive, thus being rewarded by winning various accolades. The Trustees have met via Zoom meetings, and supported the team virtually along the way. As we come out of the lockdown, I am sure the demand for the service will be even greater as women and men seek the help in the coming months, but a sure thing is Family Help will be there to support them in any way they can.

On a personal note, like many others, I have lost family members and friends during this period and have been unable to say the goodbyes I wish I could have. My workload has been greatly reduced from four roles to one, besides Chairperson, and it has given me some thinking time, some time to take a look at your life time. I like to be busy and have filled this time doing things I like to do, hobbies and helping out (hands-on) at the refuge. I have welcomed into my family a granddaughter, who is super cute, and I hope to spend lots of time getting to know her. Life hopefully will come back to some normality, and we can be back together to all make happy memories going forwards.

Secretary:

Living during COVID19: Family law solicitor - one year on

I have reflected upon the year, which many of us will have done when we have had the time. There have been many changes to our everyday lives both personally and professionally. It was extremely frightening when the pandemic hit, no one really knew what was going on, and lots of people have suffered and sadly lost their lives. It does feel as though we understand the terrible virus much more and the majority of people have adapted and become accustomed to the new way of life. Sadly, there is the minority that do not think that the virus can have any impact upon them and they do not feel that they have to abide by the guidance and rules. On a brighter note, however the majority have got on board with the changes and shown their 'Dunkirk spirit'.

I work as a family solicitor, and therefore as a key worker I have worked throughout the lockdown with no let-up of new work. There has been an increase in work particularly with regards to social service involvement and domestic abuse. Therefore, it has been vitally important to adapt to the new processes and the way the Courts have been dealing with matters. Positively in our area, the practitioners and the Courts have adapted well and have managed to ensure that cases are dealt with justly and fairly. It has been difficult at times, as my day to day work is very different with limited face-to-face interaction with my clients. The new normal has been using technology to ensure that I am able to support and guide clients through Court proceedings. Due to the increase in work, it has meant longer working hours, which at times has impacted upon my own personal life. It has definitely made it more apparent the importance of a work life balance, however, that can be tough at times, especially when you care about the people who you work with as much as I do.

It has been a hard year for Family Help, but the continued dedication, commitment and hard work from the staff and Trustees has enabled the charity to grow from strength to strength. It has been a pleasure to see that the charity has remained strong to ensure that an invaluable service is provided to women and their children fleeing domestic abuse.

Although it has been an unprecedented situation, and lasted a lot longer than anticipated, I feel that we will be able to look back on this time and be very proud as to how the majority of people have shown fabulous community spirit and positivity. It feels as though there is light at the end of the tunnel and the pandemic will hopefully have provided individuals with food for thought. The most important thing for me is recognising even more so the importance of good people around you, always offering support and kindness, and really valuing those nearest and dearest. With Family Help that is certainly what the charity values and prides itself on and I am ever so grateful to be a part of the charity and for the service to be available in our community. I very much hope that the charity is rewarded and the amazing service, which is offered, does not go unnoticed in our local community.

Family Help Darlington CIO
Report of the Trustees
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OBJECTIVES AND ACTIVITIES

Significant Activities Cont.

Treasurer:

"During the pandemic as Trustee and Treasurer."

Whilst recognising the nature of our charity and the fact that me being a man it is understandable that sometimes some of the ladies within the refuge may see men in general as a threat, I try therefore to limit my visits to necessity only.

Due to the pandemic, as Treasurer and Trustee I have found that it has been harder to keep abreast of everything that is happening financially, or otherwise within the refuge; However, and I take no credit for this, fortunately our financial position has not suffered as a result. In fact, it is down to our CEO and her staff for doing such a good job.

As a Trustee, I believe that the early use of Skype and now Zoom has kept all Trustees well abreast of events and it maybe, that whilst I still believe it is valuable to have face to face Trustee's meetings. I would suggest it is also perhaps productive to perhaps mix and match them with Zoom meetings. This of course would need to be discussed with all Trustees, to see whether they agree.

On a personal note.

Like everyone, my family and I have missed the company of others and being unable to travel to other pastures has affected our mental health, being a qualified Clinical Hypnotherapist, one might expect I should be able to deal with this better than some, and this may be the case. However, like many others it has still affected me, not just mentally but in other ways, finance being one of many.

I still have some wits left, so hopefully not too much damage has occurred, and I will continue to function normally in the future. Time will tell!

Trustee:

'Being resilient and adapting have been key to surviving 2020, this from the perspective of the charity as a whole, an individual Trustee and at a personal level. We have embraced new technology that will enhance the charity's work but come to the realisation that 'in-person' contact is still very much needed and valued for many situations.'

An Observer of the Board:

In the first lockdown, my Dad had just returned home after having a triple bypass. My Mam and myself had spent a few days in the hospital and I stayed with them when Dad came home. We decided a week prior to lockdown that it was beneficial if I returned home as my parents would be shielding as they were both classed as vulnerable.

On returning home, I became obsessed with the news around Coronavirus and began being unable to sleep. I am a very sociable person and used to being out in the Community or at my workplace. My mental health started to deteriorate as I felt that I had abandoned my parents when they needed me most and that I was helpless to protect them, other family members, friends and residents.

I took to my bedroom and was unwilling to leave as this became my safe space. My partner was amazing and took on all necessary roles.

This not only impacted on my mental health but also on my physical health as I was sent to hospital twice with severe palpitations and also chest pains. As things did not ease, I sought medical help and Counselling which were of great benefit to me. In the early stages, my Co-Councillor supported me within my work until I felt able to continue.

Feeling trapped, I began to re-live the domestic abuse I had suffered many years ago and found my partner to be understanding and very supportive.

As I began to improve, I awoke one day and thought I never ever want to feel like that again and I fought hard with my fantastic support network to recover.

Thanks to the help and support I received I am now more able to manage my situation.

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OBJECTIVES AND ACTIVITIES

Significant Activities Cont.

An Observer of the Board Cont.:

All I kept thinking was that I am one of the lucky ones, with an amazing family, friends and residents, I have food, heat, a home and what about the fantastic frontline workers who are battling on? I continued to work from home and also began supporting others via Zoom and telephone and branched out to delivering in the community.

Another lockdown came and this time I was raring to go. This one was still extremely hard but in a different way. I was energetic, focused and able to do so much more than previously. We have all suffered in our own ways and we must not forget we are not alone.

CEO:

Throughout this year of change, I have greatly valued the support of our dedicated and experienced team. They have all responded quickly and appropriately to the needs of the women and children we support, committing their time and considerable expertise to ensure Family Help has been able to respond to each transition effectively, agilely and with a clear focus.

Covid-19 continues to present us with many risks to consider and challenges to overcome.

Contingency plans, risk assessments and procedures are still in place and reviewed by staff and residents regularly. We have implemented infection control measures to minimise risk i.e. PPE supplies available to everyone; increased cleaning throughout the refuge; changed the use of one of our units to an isolation intake unit allowing refuge admissions to continue. Extra on-site office provision in the form of a new Portakabin with its own refreshment and toilet area has allowed staff to continue working in a close yet socially-distanced proximity with residents.



Throughout all of this we have still managed some incredible achievements Including being awarded:

Regional Domestic Abuse Service of the Year - UK Enterprise Awards 2020.

National Domestic Abuse Service - Innovation & Excellence Awards 2020.

Global Domestic Abuse Service 2020 - Innovation & Excellence Awards 2020.

Our vision and values moving forward:

This year has taught us to seize new opportunities and not to be afraid to take necessary risks in pursuit of our mission and vision.

Our vision still is one of a society in which women and children are safe, healthy and have equal opportunities at work, at home and in public life.

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OBJECTIVES AND ACTIVITIES

Significant Activities Cont.

We are still very much a responsive service. This year we have had to adapt our work swiftly and innovatively to meet the ever-changing needs of the women and children that access our service and still keep everyone safe and well. We hope that what our service has managed to contribute this year has still improved the lives of women and children that have come through our doors despite the pandemic.

Under normal circumstances, we would expect to support around 80 women annually, with regular engagement from support staff whom assist with housing, legal issues, education and benefits as well as one-to-one sessions, and our in-house counsellor who provides emotional support and a domestic abuse programme designed to educate and empower our service users.

We provide our clients with the support to make informed choices, enabling them to make positive life changes and move towards safer outcomes. Our person-centred approach means that each client has their own bespoke combination of emotional and practical support.

We continue to provide practical and emotional support to clients on a weekly basis for 6 weeks after they have moved out of the refuge, helping to support them in their transition to a safer and more positive environment within Darlington.

This year, we introduced and copyrighted our new domestic abuse programme. We have witnessed incredible progress in clients with improvements made in confidence, self-belief and self-care. In the last 12 months, 92% of clients accessed the programme with 100% of those clients agreeing that the programme had helped them.

We are a collaborative service. We work with and for our service users and stakeholders, constantly identifying ways to collaborate rather than compete. We know systemic change happens when people and organisations work together to a common goal.

We are an inclusive service. We value the diversity of the women and children we help and we seek to harness the power of all our different perspectives.

We are a transparent service. We are always learning, whether it be as an organisation or on a personal level and through all of our training, work and non-financial development support from some grant bodies, we have learnt that we may be small but together we are mighty and we are now recognising our power and the differences we can make. We will continue to strive to improve our work, being accountable through openness about what we do, why we do it, what works and what doesn't.

Valuing our friends and supporters:

This year has seen the Covid-19 global pandemic have a devastating effect on many women's and girls' organisations. It was clear from the start that the Covid-19 crisis would exacerbate pre-existing inequalities: impacting women and men differently, disproportionately affecting women and taking an unconscionable toll on disadvantaged and at-risk women and girls.

As the economic cost of the pandemic is counted, women's and girls' organisations across the globe have been faced with significant challenges to continue delivering vital services, advocacy work and ensuring that the inequalities faced by girls and women can be properly understood and addressed.

Every one of us at Family Help are hugely grateful to all of our supporters within the community, grant bodies and all of those that have donated to and supported our cause throughout the pandemic.

We understand that this past year has been extremely taxing for everyone, and we regard everything that has been done to support our work to be an act of solidarity between the people of our community and our organisation.

We applaud you all - Thank you.

Family Help Darlington CIO
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OBJECTIVES AND ACTIVITIES

Significant Activities Cont.

Service Manager:

Before I started to compose my contribution to Family Help's 2021 annual report, I reminded myself of what I wrote for the annual report in 2020...It was a matter of months into the pandemic when I penned my first write-up for an annual report and, looking back, it was clear that we had no idea what was to come but we were optimistic and determined to succeed.

Fast forward 12 months, and I am pleased to say that our collective positivity and determination meant that not only did we survive... we thrived! I had feared that the pandemic would put a stop to our plans to develop our service but we responded so efficiently and effectively that we were one of the first refuges in the UK to be fully operational in a COVID-safe way and we were able to focus on securing much-needed funding, appointing new staff and moving forward with our plans to improve our service offering.

I had started my role as Service Manager on a part-time basis, but soon after my appointment we recognised a need for me to put in more time to Family Help. My background, although not third sector, is critical to the further development of the charity and I welcomed the opportunity to take on the role full-time in September 2020. Since then, I have been involved operationally and commercially as well as heading up the service department. I have relished the opportunity to get involved in every element of Family Help and I have learned so much since the last time I wrote a piece for Family Help's annual report. I take great pride in having been involved in recent achievements and being surrounded by an incredibly supportive team that have contributed to such achievements.

Together with our Community Engagement Worker, I launched our new quarterly newsletter 'In The Loop' which showcases our recent achievements and news whilst highlighting domestic abuse issues and ways to donate to our cause. We have released two editions so far, which have been received positively and help us to remain connected with the community when we are not able to meet face-to-face. We have also worked hard to increase our presence on social media to help us stay connected with the community via Facebook, Instagram, Twitter and LinkedIn.

Within the refuge itself, we have installed new office space in the form of a modern portakabin we call 'The Studio' which allows for socially-distanced working as well as developing a self-isolation unit for us to accept new clients/families in a COVID-safe way. We have transformed the young people's room into the 'Serendipity Room'... a welcoming space for our in-house counsellor and domestic abuse programme facilitator to offer emotional/educational support to our clients and their children.

We have also transformed the existing portakabin into a storage area affectionately known as 'Arkwright's' due to its convenience store feel and the donations from our incredible local community can now be stored in the way I'd always wanted! We can now effectively operate stock takes on food, clothing, toiletries, cleaning products, small appliances and PPE. All we need is a little bell to chime every time the door is opened!

Further transformations came in the form of new staff, two new children's and young people's workers and a service administrator have been appointed in the last year and have settled in perfectly with staff and clients. Our new additions share our vision to improve our service offering and continue to go the extra mile to help us get there.

With the team we have today, we have achieved a balance of skills, experience and a collective shared value for Family Help's mission - to support victims and survivors to live a life free from domestic abuse. However, we will never become complacent, we will continue to learn and adapt to improve our service offering and provide our award-winning service to those that need it.

As a team, we have experienced significant cultural changes in the last 12 months and I am proud of every member of staff for their resilience in these difficult times. In the midst of a pandemic, new ways of working have been introduced to improve our effectiveness and efficiency including new electronic systems for receiving and recording data; throughout these changes, staff have adapted without complaint and dealt with changes without affecting our clients.

Family Help Darlington CIO
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OBJECTIVES AND ACTIVITIES

Significant Activities Cont.

Service Manager Cont.:

From the outset, I knew Family Help was deserving of recognition. With almost 45 years of continuous service as an independent charity, continued growth and ambitious plans for the future; in 2020, we were recognised for our top-class domestic abuse service both regionally and nationally. Our award plaques are displayed proudly in our entrance vestibule and we are so proud to be recognised for our achievements. Later this year, there is a particular prestigious charity award I would like Family Help to receive so I hope that in next year's annual report I will be reporting of our success!

As COVID-19 restrictions start to relax, I wait in anticipation for a time that we can reconnect with our support network in person. The opportunity to connect properly with Trustees, volunteers and supporters cannot come soon enough. Later this year, Family Help will turn 45 and I hope that we will be able to celebrate with people in person. We are so grateful to all of the support we have received throughout the last year, from the local authority and grant bodies to volunteers and supporters... we could not have done this without you!

Service Users' reflections:

"Your guardian angels are not supposed to be visible, but I saw them every day I was in Family Help's refuge. I will be forever grateful to staff, always."

"Thought it was just accommodation, did not expect to get all the support that was received"

"Much nicer than expected, nice communal areas have helped with my mental health"

"I have had so much support, it's been a hard journey but I feel without the staff here it would have been so much harder"

"I'm going to miss being here. But I am extremely grateful to everyone that has supported me and my children."

"It's the best refuge I've been in and I've been in three."

"Better than expected - Staff are non-judgemental and really supportive. It's a nice building and well maintained."

Strategic relevance

Locally and nationally - Family Help's contract with Darlington Borough Council ensures that the work of the charity addresses the priorities of the Darlington Borough Council Supporting People Strategy and the National Supporting People Strategy.

To offer vulnerable people the opportunity to improve their quality of life by providing a choice of well planned, high quality, reliable housing related support, which allows them to live more independently.

Partnership Working

Safer Darlington Partnership - Domestic and Sexual Abuse Network (DASAN)

Terms of Reference:

- To provide a co-ordinated response to domestic abuse and sexual violence, take relevant actions to progress strategies in relation to domestic abuse and sexual violence.
- To provide a forum where ideas can be shared in a fair and equitable manner.
- To raise awareness of the issues around domestic abuse and sexual violence
- To monitor performance/progress in relation to services and agreed action plans.
- There are a number of key agencies who regularly attend bi-monthly meetings, with Family Help being one of these.

Multi Agency Risk Assessment Conference - MARAC

Family Help staff and other agencies attend MARAC meetings. They discuss identified cases of high-risk domestic abuse victims and what actions are required to safeguard the victim/family.

Social Services - Family Help staff liaise with Social Services in all aspects of Safeguarding.

Family Help Darlington CIO

Report of the Trustees for the Year Ended 31 March 2021

OBJECTIVES AND ACTIVITIES

Significant Activities Cont.

Acknowledgments

45 years of Family Help's work continues to be supported by many hundreds of women, men and children across Darlington without whom our achievements described in this report would not be possible. Through individual giving, workplace fundraising, generous anonymous donations, to name but a few, Family Help is able to continue to contribute to improving the lives of the women and children that access our service.

We would particularly like to thank Darlington Borough Council and Home Group for their ongoing support and commitment to Family Help.

We would also like to thank:

The National Lottery Community Fund

BBC Children in Need

County Durham Community Foundation

Ministry of Housing, Communities & Local Government

Lloyds Foundation

Hospital of God at Greatham

Amongst others

And everyone in the community that has supported Family Help

Public benefit

The charity's aims and achievements are set out within this report. The activities set out in this report have been undertaken to further the charity's charitable purposes for the public benefit. The trustees have complied with the duty under Section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission and the trustees have paid due regard to this guidance in deciding what activities the charity should undertake.

FINANCIAL REVIEW

Financial position

Grants and Contracts

Main objectives funded by:

Darlington Borough Council - Contract and Commissioning: Family Help's contract with the local authority has been extended for another year to end of March 2022. £78,000

Restricted Funds:

- Garfield Weston £30,000 - final year of grant contributing towards the continuation of providing a service and enhancing facilities.
- Lottery Community Fund £14,214 - 5 year grant contributing towards maintaining the post of Community Engagement Worker.
- BBC Children in Need £14,260 - 3 year grant contributing towards two part time children and young person's support workers.
- A local Charitable Trust £10,000
- Normanby Charitable Trust £ 2,000
- Darlington Borough Council & County Durham-CDCF £10,000
- Darlington Borough Council & County Durham-CDCF Round 2 £10,000
- CDCF £5,000
- Ministry of Communities, Housing and Local Government £59,941
- Cummins - Global Giving £3,903
- Masonic Lodges £840

Designated Funds:

Facility Improvement Fund - for the improvement of current facilities and potential new refuge build.

- The National Lottery Community Foundation £18,000
- Lloyds Bank Foundation £33,000
- Leathersellers £3,000
- The Hospital of God at Greatham £1,000
- Tees Valley Community Foundation £1,000

Family Help Darlington CIO
Report of the Trustees
for the Year Ended 31 March 2021

FINANCIAL REVIEW

Reserves Policy and Risk Assessment

Family Help's policy is to hold sufficient free reserves to cover core expenditure (defined as unrestricted expenditure) for a minimum of three months and a maximum of six months.

This is to allow Family Help to continue some level of operation in the event of a sudden deterioration or fluctuation in its finances.

At 31st March 2021, our free reserves were £247,843 (2020: £133,710) and equate to about 15 months of unrestricted funds. This is higher than we would normally hold, but we considered it prudent to hold an increased amount to cover the turbulence expected from the impact of the Covid19 pandemic.

The general reserves of the charity stand at £143,209 (2020: £124,665).

The total expenditure of the charity this year was £357,675 (2020: £303,328). So the general reserve of £143,209 represents just 21 weeks running costs (2020: £124,665 - 21 weeks).

Risk Management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable reassurance against fraud and error. Risks are assessed both from a financial and reputational point of view. The Trustees maintain a risk register and review it bi-annually, along with the measures taken to mitigate and manage these risks. They are satisfied that systems are in place to minimise exposure to risks.

Family Help Darlington CIO seek to ensure that all of our services are safe and those at risk from harm are protected. We have a strong commitment to protecting and promoting health, wellbeing and safety for all beneficiaries of our work.

This year we have reviewed and updated our safeguarding policies and procedures, we will continue to do so periodically and when law or practice changes come in or following an incident where necessary.

All new staff have undertaken the relevant training provided by Darlington Borough Councils Safeguarding Partnership.

We have had no significant safeguarding concerns related to our service provision and/or wider charitable activities which required reporting to regulators.

Any identified concerns for the safety or wellbeing of any client and/or their family members were passed on to the relevant authorities.

Due to Covid-19 very few fundraising events took place in 2020/21:

All fundraising events were either digital or remote. Several 'contactless' raffles were held with varying levels of success. Although it enabled some fundraising, it did not provide the same kind of return as in-person fundraising.

Donations (Cash or Kind) and other funding to Family Help

The Trustees wish to acknowledge, with thanks, the following grants, donations and support offered to Family Help throughout the year in its efforts to support women and children during the Covid-19 pandemic:

Darlington Borough Council

BBC CIN

CDCF

Lloyds

MHCLG

The National Lottery Community Foundation

And all other local Charitable Trusts

Family Help Darlington CIO
Report of the Trustees
for the Year Ended 31 March 2021

FINANCIAL REVIEW

Other donations in cash or kind:

ABC Parent & Toddler Group	E Elliott
P Adair	Enthuse
H Applegarth	Fareshare
Asda Foundation	L Fernandes
T Atkinson	Forty 7 Salon
S Bailey	C Freed
J Bannister	E Freeman
M Beresford Peirce	J Furness
P Bishop	J Garthwaite
D Bleasdale	J Goodchild
Boudoir Darlington	S Gravell
Bread & Butter Thing	M Gravenor
B Broad	M Griss
L Broadhead	J Hall
K Buckle	B Hardy
A Burns	B&S Harrison
S Cable	S Harrison
J Carr	T Harrison
S Carrell	Hartbeeps
L Chinery	L Holmes
H Clarkson	J Honsby
L Claydon	S Howe
G Coffey	HR2Day Ltd
J Coppock	B Hunt
I Craig	Hurworth Methodists Church
Darlington Afternoon Trefoil guild	B Ibbotson
Darlington BC	Inner Wheel Darlington
Darlington Building Society	D James
Darlington Football Club Supporters Group	A Jamieson & Friends
Darlington Freemasons	Kids Out
Darlington Lions Club	E Kilvert
Darlington Rotary Club	C Knight
Darlington Round Table	Laing- Russell
Darlington West WI	J Lynn
A Dawson	N MacMurray
S Degnan	D&B Marshall
B Dixon & L Henderson	Middlesbrough Football Club
E Dodds	C Milburn
P&J Drummond	A Miller
Durham High School	J Miller
F Dykes	L Milne
East Cowton All Saints	J Mitchell
A Elliot	R Morris

Family Help Darlington CIO

Report of the Trustees for the Year Ended 31 March 2021

FINANCIAL REVIEW

Other Donations in cash or kind:

M&G Morrison	A Sopp
A Mulroy	Soroptimists
S Murton	ST Mary's Church Richmond
A Muxlow & Friends	B Stanton
LF Pass	Stanwick Churches
D Pattison	S Stapleton
E Peart	S Still
Mr & Mrs Priestley	H Storey
L Pybus	C Stubbs
P Ramsey	P Stubbs
N Regan	S Swainston
W Richardson	M Talbot
Richmond and Hudswell PCC	N Tansley
A Robinson	L Thompson
D Robinson	S Thompson
E Robinson	W Thompson
R Robinson	C Trevett
D Rocket	L Tunaley
Rolling Mills Line Dancers	TVR Car Club - PR Caygill
Sainsbury's	L Urwin
L Scriven	H Wealands
C Sculthorpe	C Welton
SI Richmond	D Whitehouse
A Simpson	M Wieclawak
J Sinclair	C Williamson
A Smith	E Wilson
M Smith	A Wright
H Snowden	D Wright
C Sobkowiak	N Yahiro

Other Donations:

Many thanks are also expressed to the wider community for their support and generosity by providing clothing, food, toiletries, PPE, time and services etc. during this unprecedented year.

Family Help Darlington CIO

Report of the Trustees for the Year Ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust and constitutes an unincorporated charity.

The organisation is a Charitable Incorporated Organisation (formed under the Charities Act 2011) and is governed by its constitution as incorporated 13 February 2013.

The charity is a foundation CIO where the only members of the CIO are the charity Trustees.

Recruitment and appointment of new trustees

In accordance with our constitution, new Trustees are appointed by the Board for a three-year term and may be re-appointed for a further two - three-year terms.

When recruiting new Trustees, the Board actively considers the need for diversity alongside a range of relevant skills and experience, and our strategic direction.

On induction, new Trustees are provided with background documentation and guidance from the existing Board and staff as well as Charity Commission guidance on the responsibilities of Trustees.

The board would be interested in hearing from women wanting to become a Trustee that have experience in women's issues, philanthropy, corporate social responsibility and partnerships, fundraising, governance, charity law, grant giving, finance and communications.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1150798

Principal address

PO Box 248
DARLINGTON
Co Durham
DL1 1WQ

Trustees

Trustees

The CIO had 7 charity Trustees at 31 March 2021.

No Trustees were appointed or stepped down during the year.

There were 2 resignations and 2 new appointments of Trustees between 31 March 2021 and the date of approval of this report.

The CIO has been given a dispensation by the Charity Commission under regulation 40(4) of the Charities (Accounts and Reports) Regulations 2008 from publishing the names of the Trustees in the Annual Report.

Three Councillors from Darlington Borough Council are eligible to attend Trustee meetings on a non-voting basis.

Independent Examiner

Clive Owen LLP
Chartered Accountants
140 Coniscliffe Road
DARLINGTON
Co Durham
DL3 7RT

Family Help Darlington CIO

**Report of the Trustees
for the Year Ended 31 March 2021**

REFERENCE AND ADMINISTRATIVE DETAILS

Advisers

Bankers

National Westminster Bank plc
25 High Row
DARLINGTON
Co Durham
DL3 7QP

The Co-operative Bank plc
1 Balloon Street
MANCHESTER
M4 4BE

Landlords

Home Group Ltd

PRESENTATION OF ACCOUNTS AND FINANCIAL CONTROLS

The charity trustees of the CIO acknowledge their responsibility to maintain proper accounting records, to prepare Annual Accounts which show a true and fair view of the activities of the charity and to take appropriate measures to protect the assets of the charity from major loss. We believe we have suitable arrangements for financial administration within the organisation.

Approved by order of the Board of Trustees on 16/10/2021 and signed on its behalf by:

V Dugdale *S Lamont*

.....
Trustee

**Independent Examiner's Report to the Trustees of
Family Help Darlington CIO**

Independent examiner's report to the trustees of Family Help Darlington CIO

I report to the charity Trustees on my examination of the accounts of Family Help Darlington CIO (the Trust) for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity Trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of 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 Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England and Wales 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:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do 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.

C P Beaumont

Christopher Beaumont BA (Hons) BFP FCA DcHA
Institute of Chartered Accountants in England and Wales
Clive Owen LLP
Chartered Accountants
140 Coniscliffe Road
DARLINGTON
Co Durham
DL3 7RT

Date: 16/10/2021

Family Help Darlington CIO

**Statement of Financial Activities
for the Year Ended 31 March 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	44,201	-	44,201	22,906
Charitable activities	5				
Charitable Activities		298,850	148,158	447,008	263,243
Other trading activities	3	3,388	-	3,388	7,866
Investment income	4	<u>30</u>	<u>-</u>	<u>30</u>	<u>107</u>
Total		346,469	148,158	494,627	294,122
EXPENDITURE ON					
Charitable activities	6				
Charitable Activities		233,049	124,566	357,615	303,328
NET INCOME/(EXPENDITURE)		113,420	23,592	137,012	(9,206)
Transfers between funds	14	<u>1,008</u>	<u>(1,008)</u>	<u>-</u>	<u>-</u>
Net movement in funds		114,428	22,584	137,012	(9,206)
RECONCILIATION OF FUNDS					
Total funds brought forward		133,710	1,433	135,143	144,349
TOTAL FUNDS CARRIED FORWARD		<u>248,138</u>	<u>24,017</u>	<u>272,155</u>	<u>135,143</u>

The notes form part of these financial statements

Family Help Darlington CIO

Balance Sheet 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	11	295	13,730	14,025	591
CURRENT ASSETS					
Debtors	12	12,243	-	12,243	19,634
Cash at bank and in hand		<u>244,149</u>	<u>10,287</u>	<u>254,436</u>	<u>155,020</u>
		256,392	10,287	266,679	174,654
CREDITORS					
Amounts falling due within one year	13	(8,549)	-	(8,549)	(40,102)
NET CURRENT ASSETS		<u>247,843</u>	<u>10,287</u>	<u>258,130</u>	<u>134,552</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>248,138</u>	<u>24,017</u>	<u>272,155</u>	<u>135,143</u>
NET ASSETS		<u>248,138</u>	<u>24,017</u>	<u>272,155</u>	<u>135,143</u>
FUNDS	14				
Unrestricted funds				248,138	133,710
Restricted funds				<u>24,017</u>	<u>1,433</u>
TOTAL FUNDS				<u>272,155</u>	<u>135,143</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 16/10/2021 and were signed on its behalf by:

V Dugdale *S Lamont*

.....
Trustee

The notes form part of these financial statements

Family Help Darlington CIO

Notes to the Financial Statements for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The financial statements are prepared on a going concern basis under the historical cost convention. Covid has not financially impacted the charity as the Trustees sort additional/alternative funding during 2020/21.

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

Financial reporting standard 102 - reduced disclosure exemptions

The charity has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

Significant judgements and estimates

In the application of the charity's accounting policies the trustees are required to make judgements, estimates and assumptions about the carrying amounts of certain assets and liabilities. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. The items in the financial statements where these judgements and estimates have been made include:-

Depreciation -

Depreciation is calculated so as to write off the cost of an asset, less its residual value, over the useful economic life of that asset. An estimate of the useful economic life of assets is detailed in the depreciation accounting policy.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

The majority of a resident's rent is met by Housing Benefit and the ineligible shortfall is met by the resident personally. Amounts of Housing Benefit which remain due at year end, and overpayments due to be repaid, are recognised as debtors and creditors respectively. However, the rental amounts paid directly by residents are recognised at the date of receipt: in view of the variable nature of such rents which depend on the residents' circumstances from week to week, the trustees do not consider that it would be prudent to recognise these amounts prior to receipt.

In the case of income under Supporting People, funds are normally received on a four weekly cycle and depending on when the payment dates fall in relation to the charity's year end, the charity may hold modest amounts of advance revenue at year end. Funds received under Supporting People relating to full weeks falling after year end are shown on the balance sheet under 'income received in advance' and recognised in the following year.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources. All expenditure is stated inclusive of input VAT.

Family Help Darlington CIO

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings - 25% on cost

Purchases of fixed assets under £500, computer equipment and all items of children's play equipment are written off in full in the year of purchase.

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments

Basic financial instruments are recognised at amortised cost with changes recognised in profit or loss.

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	39,854	19,027
Gift aid	<u>4,347</u>	<u>3,879</u>
	<u>44,201</u>	<u>22,906</u>

Income from donations and legacies was £44,201 (2020: £22,906) of which £44,201 was unrestricted (2020: £22,856) and £0 restricted (2020: £50).

3. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Fundraising events	2,364	4,380
Other generated funds	1,024	486
Sundry income	<u>-</u>	<u>3,000</u>
	<u>3,388</u>	<u>7,866</u>

Income from other trading activities was unrestricted during both the current and previous year.

Family Help Darlington CIO

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

4. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	<u>30</u>	<u>107</u>

Investment income was unrestricted during both the current and previous year.

5. INCOME FROM CHARITABLE ACTIVITIES

	2021 Charitable Activities	2020 Total activities
	£	£
Housing benefit	123,957	115,570
Residents' rent	10,022	8,677
Supporting people payments	78,000	78,000
Grants	225,446	46,665
Awarded income	-	5,000
Management charge	<u>9,583</u>	<u>9,331</u>
	<u>447,008</u>	<u>263,243</u>

Income from charitable activities was £447,008 (2020: £263,243) of which £298,850 (2020: £216,578) was unrestricted and £148,158 (2020: £46,665) was restricted.

Grants received, included in the above, are as follows:

	2021	2020
	£	£
Hospital of God at Greatham	1,000	-
CDCF	5,000	-
BBC Children in Need	14,260	-
Garfield Weston Foundation	30,000	30,000
A local Charitable Trust	10,000	-
Lottery Grant	14,214	16,665
Leathersellers	3,000	-
Masons of England	840	-
JRS Income	9,288	-
Ministry of Housing, Communities and Local Government	59,941	-
Tees Valley Community Fund	1,000	-
Normanby Charitable Trust	2,000	-
Lloyds Bank Foundation	33,000	-
Cummins Global Giving	3,903	-
Lottery Grant - Community Engagement Worker	18,000	-
CDCF - DBC	10,000	-
CDCF - DBC Round 2	<u>10,000</u>	<u>-</u>
	<u>225,446</u>	<u>46,665</u>

Family Help Darlington CIO

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Charitable Activities	<u>201,421</u>	<u>156,194</u>	<u>357,615</u>

Charitable activity costs were £357,615 (2020: £303,328) of which £233,049 (2020: £248,329) were unrestricted and £124,566 (2020: £54,999) was restricted.

7. SUPPORT COSTS

	Management £	Governance costs £	Totals £
Charitable Activities	<u>149,161</u>	<u>7,033</u>	<u>156,194</u>

Support costs, included in the above, are as follows:

Management

	2021 Charitable Activities £	2020 Total activities £
Rates and water	3,025	3,662
Insurance	2,152	2,152
Light and heat	10,123	11,739
Telephone	3,693	3,146
Postage and stationery	2,199	2,674
Sundries	20,489	-
Repairs and renewals	12,967	12,322
Rent	44,733	45,572
Other premises costs	10,958	3,752
Other running costs	30,665	14,272
Training	590	2,892
Events	236	1,056
Advertising	2,459	6,793
Depreciation of tangible and heritage assets	<u>4,872</u>	<u>1,028</u>
	<u>149,161</u>	<u>111,060</u>

Family Help Darlington CIO

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

7. SUPPORT COSTS - continued Governance costs

	2021 Charitable Activities	2020 Charitable activities
	£	£
Independent examination	3,408	3,108
Legal and Professional	<u>3,625</u>	<u>785</u>
	<u>7,033</u>	<u>3,893</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

9. STAFF COSTS

	2021	2020
	£	£
Wages and salaries	188,104	172,361
Social security costs	10,206	12,401
Other pension costs	<u>3,039</u>	<u>2,649</u>
	<u>201,349</u>	<u>187,411</u>

The average monthly number of employees during the year was as follows:

	2021	2020
All staff	<u>10</u>	<u>10</u>

No employees received emoluments in excess of £60,000.

The average number of full time equivalent staff during the year was 6 (2020: 6).

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	22,856	50	22,906
Charitable activities			
Charitable activities	216,578	46,665	263,243
Other trading activities	7,866	-	7,866
Investment income	<u>107</u>	<u>-</u>	<u>107</u>
Total	247,407	46,715	294,122

Family Help Darlington CIO

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Charitable activities			
Charitable Activities	248,329	54,999	303,328
	<hr/>	<hr/>	<hr/>
NET INCOME/(EXPENDITURE)	(922)	(8,284)	(9,206)
Transfers between funds	<u>3,748</u>	<u>(3,748)</u>	<u>-</u>
Net movement in funds	2,826	(12,032)	(9,206)
RECONCILIATION OF FUNDS			
Total funds brought forward	130,884	13,465	144,349
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS CARRIED FORWARD	<u><u>133,710</u></u>	<u><u>1,433</u></u>	<u><u>135,143</u></u>

11. TANGIBLE FIXED ASSETS

	Fixtures and fittings £
COST	
At 1 April 2020	68,843
Additions	<u>18,306</u>
At 31 March 2021	<u>87,149</u>
DEPRECIATION	
At 1 April 2020	68,252
Charge for year	<u>4,872</u>
At 31 March 2021	<u>73,124</u>
NET BOOK VALUE	
At 31 March 2021	<u><u>14,025</u></u>
At 31 March 2020	<u><u>591</u></u>

Family Help Darlington CIO

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Prepayments and accrued income	<u>12,243</u>	<u>19,634</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Accruals	8,549	10,102
Deferred income	<u>-</u>	<u>30,000</u>
	<u>8,549</u>	<u>40,102</u>

14. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	124,665	121,370	(102,827)	143,208
DBC Gov Covid Fund	-	(10,940)	10,940	-
Unrestricted Fixed Assets	591	(295)	-	296
General Fundraising Fund	-	2,364	(2,364)	-
Facility Improvement Fund	3,378	-	96,622	100,000
Bank Top Awards	4,634	-	-	4,634
Monthly Draw	<u>442</u>	<u>921</u>	<u>(1,363)</u>	<u>-</u>
	133,710	113,420	1,008	248,138
Restricted funds				
Restricted Fixed Assets	-	(4,576)	18,306	13,730
Swim and Soft Play	50	-	-	50
Community Engagement Worker	1,383	3,677	(400)	4,660
DBC CDCF Covid Funding	-	1,824	(1,824)	-
MCHLG	-	16,482	(16,482)	-
BBC Children in Need	<u>-</u>	<u>6,185</u>	<u>(608)</u>	<u>5,577</u>
	<u>1,433</u>	<u>23,592</u>	<u>(1,008)</u>	<u>24,017</u>
TOTAL FUNDS	<u>135,143</u>	<u>137,012</u>	<u>-</u>	<u>272,155</u>

Family Help Darlington CIO

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

14. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	275,081	(153,711)	121,370
Repairs and Renewals	2,000	(2,000)	-
DBC Gov Covid Fund	10,000	(20,940)	(10,940)
Unrestricted Fixed Assets	-	(295)	(295)
General Fundraising Fund	2,364	-	2,364
Tees Valley Community Fund	1,000	(1,000)	-
Monthly Draw	1,024	(103)	921
Leathersellers	3,000	(3,000)	-
Hospital of God Greatham	1,000	(1,000)	-
Lottery Community Fund	18,000	(18,000)	-
Lloyds Bank Foundation	<u>33,000</u>	<u>(33,000)</u>	<u>-</u>
	346,469	(233,049)	113,420
Restricted funds			
Restricted Fixed Assets	-	(4,576)	(4,576)
Garfield Weston	30,000	(30,000)	-
A local Charitable Trust	10,000	(10,000)	-
Community Engagement Worker	14,214	(10,537)	3,677
Masons of England	840	(840)	-
CDCF Covid Funding	5,000	(5,000)	-
DBC CDCF Covid Funding	10,000	(8,176)	1,824
MCHLG	59,941	(43,459)	16,482
Cummins Global Giving	3,903	(3,903)	-
BBC Children in Need	<u>14,260</u>	<u>(8,075)</u>	<u>6,185</u>
	<u>148,158</u>	<u>(124,566)</u>	<u>23,592</u>
TOTAL FUNDS	<u><u>494,627</u></u>	<u><u>(357,615)</u></u>	<u><u>137,012</u></u>

Family Help Darlington CIO

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

14. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	116,561	1,647	6,456	124,664
Unrestricted Fixed Assets	1,619	(1,027)	-	592
General Fundraising Fund	-	2,708	(2,708)	-
Facility Improvement Fund	12,704	(9,326)	-	3,378
Bank Top Awards	-	4,634	-	4,634
Monthly Draw	-	442	-	442
	<u>130,884</u>	<u>(922)</u>	<u>3,748</u>	<u>133,710</u>
Restricted funds				
Broadacres HA	277	(277)	-	-
Greggs Foundation	10,808	(10,808)	-	-
A local Charitable Trust	2,500	-	(2,500)	-
Community Engagement Worker	(120)	2,751	(1,248)	1,383
Swim and Soft Play	-	50	-	50
	<u>13,465</u>	<u>(8,284)</u>	<u>(3,748)</u>	<u>1,433</u>
TOTAL FUNDS	<u>144,349</u>	<u>(9,206)</u>	<u>-</u>	<u>135,143</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	237,541	(235,894)	1,647
Unrestricted Fixed Assets	-	(1,027)	(1,027)
General Fundraising Fund	4,380	(1,672)	2,708
Facility Improvement Fund	-	(9,326)	(9,326)
Bank Top Awards	5,000	(366)	4,634
Monthly Draw	486	(44)	442
	<u>247,407</u>	<u>(248,329)</u>	<u>(922)</u>
Restricted funds			
Broadacres HA	-	(277)	(277)
Garfield Weston	30,000	(30,000)	-
Greggs Foundation	-	(10,808)	(10,808)
Community Engagement Worker	16,665	(13,914)	2,751
Swim and Soft Play	50	-	50
	<u>46,715</u>	<u>(54,999)</u>	<u>(8,284)</u>
TOTAL FUNDS	<u>294,122</u>	<u>(303,328)</u>	<u>(9,206)</u>

Family Help Darlington CIO

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	116,561	123,017	(96,371)	143,207
DBC Gov Covid Fund	-	(10,940)	10,940	-
Unrestricted Fixed Assets	1,619	(1,322)	-	297
General Fundraising Fund	-	5,072	(5,072)	-
Facility Improvement Fund	12,704	(9,326)	96,622	100,000
Bank Top Awards	-	4,634	-	4,634
Monthly Draw	-	1,363	(1,363)	-
	130,884	112,498	4,756	248,138
Restricted funds				
Broadacres HA	277	(277)	-	-
Restricted Fixed Assets	-	(4,576)	18,306	13,730
Greggs Foundation	10,808	(10,808)	-	-
A local Charitable Trust	2,500	-	(2,500)	-
Community Engagement Worker	(120)	6,428	(1,648)	4,660
Swim and Soft Play	-	50	-	50
DBC CDCF Covid Funding	-	1,824	(1,824)	-
MCHLG	-	16,482	(16,482)	-
BBC Children in Need	-	6,185	(608)	5,577
	13,465	15,308	(4,756)	24,017
TOTAL FUNDS	<u>144,349</u>	<u>127,806</u>	<u>-</u>	<u>272,155</u>

Family Help Darlington CIO

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	512,622	(389,605)	123,017
Repairs and Renewals	2,000	(2,000)	-
DBC Gov Covid Fund	10,000	(20,940)	(10,940)
Unrestricted Fixed Assets	-	(1,322)	(1,322)
General Fundraising Fund	6,744	(1,672)	5,072
Tees Valley Community Fund	1,000	(1,000)	-
Facility Improvement Fund	-	(9,326)	(9,326)
Bank Top Awards	5,000	(366)	4,634
Monthly Draw	1,510	(147)	1,363
Leathersellers	3,000	(3,000)	-
Hospital of God Greatham	1,000	(1,000)	-
Lottery Community Fund	18,000	(18,000)	-
Lloyds Bank Foundation	33,000	(33,000)	-
	<u>593,876</u>	<u>(481,378)</u>	<u>112,498</u>
Restricted funds			
Broadacres HA	-	(277)	(277)
Restricted Fixed Assets	-	(4,576)	(4,576)
Garfield Weston	60,000	(60,000)	-
Greggs Foundation	-	(10,808)	(10,808)
A local Charitable Trust	10,000	(10,000)	-
Community Engagement Worker	30,879	(24,451)	6,428
Swim and Soft Play	50	-	50
Masons of England	840	(840)	-
CDCF Covid Funding	5,000	(5,000)	-
DBC CDCF Covid Funding	10,000	(8,176)	1,824
MCHLG	59,941	(43,459)	16,482
Cummins Global Giving	3,903	(3,903)	-
BBC Children in Need	14,260	(8,075)	6,185
	<u>194,873</u>	<u>(179,565)</u>	<u>15,308</u>
TOTAL FUNDS	<u>788,749</u>	<u>(660,943)</u>	<u>127,806</u>

Unrestricted funds represent resources available for the general work of the charity. Designated funds represent amounts set aside by the trustees for various long term commitments or to allow gifts to be applied in accordance with a donor's preferences but they are not subject to any external restriction.

General Fund receives residents' rents (in most cases met by housing benefit), contract income from the Supporting People programme, and miscellaneous donations. The general fund meets staff salaries and the running costs of the refuge and helpline (other than those met by restricted funds).

The IT Requirements and Facility Improvement Funds hold amounts designated by the trustees for identified future expenditure. These funds assist in long term budgeting for certain items of expenditure to avoid sudden charges to the general fund in a year when significant extra costs arise.

The Unrestricted Fixed Assets Fund holds the value of unrestricted equipment and vehicles thus keeping them separate from the operational funds above. When fixed assets are acquired funded from unrestricted income the cost of the acquisition is transferred to this fund and depreciation is then charged to this fund.

Family Help Darlington CIO

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

14. MOVEMENT IN FUNDS - continued

The General Fundraising Fund holds the income from fundraising events organised primarily by Family Help staff, committee and volunteers. Fundraising expenses are charged as expenditure from this fund. At the end of each year most or all of the fund is transferred to the general fund.

Restricted funds represent resources provided by grants and donations received for specific purposes.

The Restricted Fixed Asset Fund holds the value of restricted equipment and furnishing thus keeping them separate from operational funds above. When fixed assets are acquired funded from restricted funds the cost of the acquisition is transferred from the relevant restricted fund to this fund and depreciation is then charged to this fund.

The BBC Children in Need Fund holds grant income to enable the charity to continue to employ 2 children and young person's support workers to assist families with the emotional effects of domestic abuse and to support women and children in achieving their goals and aspirations.

The Garfield Weston Fund holds grant income from Garfield Weston Foundation to enable the charity to continue to provide a service and enhance facilities.

A local Charitable Trust represents income held to cover core expenditure of the CIO.

The Community Engagement Worker Fund represents grant income from The National Lottery Community Fund to enable the charity to employ a community engagement worker to assist families in the local community. (New 5 year post started April 2019).

Transfers between Funds

During the year several transfers were made between the general, designated and restricted funds these related to the management and admin annual allowances and closure of unnecessary designated funds.

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021 (2020: £nil).

Family Help Darlington CIO

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2021**

	2021 £	2020 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	39,854	19,027
Gift aid	<u>4,347</u>	<u>3,879</u>
	44,201	22,906
Other trading activities		
Fundraising events	2,364	4,380
Other generated funds	1,024	486
Sundry income	<u>-</u>	<u>3,000</u>
	3,388	7,866
Investment income		
Deposit account interest	30	107
Charitable activities		
Housing benefit	123,957	115,570
Residents' rent	10,022	8,677
Supporting people payments	78,000	78,000
Grants	225,446	46,665
Awarded income	-	5,000
Management charge	<u>9,583</u>	<u>9,331</u>
	<u>447,008</u>	<u>263,243</u>
Total incoming resources	494,627	294,122
EXPENDITURE		
Charitable activities		
Wages	188,104	172,361
Social security	10,206	12,401
Pension contributions	3,039	2,649
Other staff costs	<u>72</u>	<u>964</u>
	201,421	188,375
Support costs		
Management		
Rates and water	3,025	3,662
Insurance	2,152	2,152
Light and heat	10,123	11,739
Telephone	3,693	3,146
Postage and stationery	2,199	2,674
Sundries	20,489	-
Repairs and renewals	12,967	12,322
Carried forward	54,648	35,695

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Family Help Darlington CIO

Detailed Statement of Financial Activities for the Year Ended 31 March 2021

	2021 £	2020 £
Management		
Brought forward	54,648	35,695
Rent	44,733	45,572
Other premises costs	10,958	3,752
Other running costs	30,665	14,272
Training	590	2,892
Events	236	1,056
Advertising	2,459	6,793
Depreciation of tangible and heritage assets	<u>4,872</u>	<u>1,028</u>
	149,161	111,060
Governance costs		
Independent examination	3,408	3,108
Legal and Professional	<u>3,625</u>	<u>785</u>
	<u>7,033</u>	<u>3,893</u>
Total resources expended	<u>357,615</u>	<u>303,328</u>
Net income/(expenditure)	<u><u>137,012</u></u>	<u><u>(9,206)</u></u>

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