

DAISY PROGRAMME

England & Wales · Charity number 1166033

Details

Status Registered

Legal form CIO

Registered 2016-03-14

Register [View on the Charity Commission register](#)

Contact

Address Unit 1
Ventura House
Norwich Road
Watton
Norfolk
IP25 6JU

Phone 01953880903

Email help@daisyprogramme.org.uk

Website www.daisyprogramme.org.uk

Activities

Objects: TO RELIEVE THE NEEDS AND PROVIDE SUPPORT FOR PEOPLE LIVING IN NORFOLK WHO HAVE SUFFERED OR ARE EXPOSED TO DOMESTIC AND SEXUAL ABUSE BY SUPPORTING THEIR EMOTIONAL, PHYSICAL AND MENTAL HEALTH IN PARTICULAR BUT NOT EXCLUSIVELY BY CONTRIBUTING TO TRAUMA INFORMED INTERVENTIONS, COUNSELLING, AWARENESS-RAISING, CONFIDENCE BUILDING, PERSONAL DEVELOPMENT AND SOCIAL CONNECTION TO ACHIEVE SUSTAINED RECOVERY.

Activities: The charity provides support both emotional and practical to people impacted by abuse. This support is in the form of counselling for complex issues, psycho-educational programmes such as Freedom Programme and Confidence building courses. We also provide therapeutic support in the form of a Choir, shared lunches, book club etc to encourage community engagement and peer to peer support.

Classification

- **How:** Provides Services
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Other Charitable Purposes
- **Who:** The General Public/mankind

Geography

- Norfolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£713,535	£654,115	£253,917	22
2024-03-31	£497,722	£398,046	-	-
2023-03-31	£269,841	£290,510	-	-
2022-03-31	£291,000	£253,000	-	-
2021-03-31	£201,489	£182,874	-	-

Trustees

Name	Role	Appointed
Lynda Turner	Chair	2025-11-18
Andrew Nigel Feather		2025-12-16
Gail Violaris		2025-12-16
Vito Natale		2025-10-29

Accounts

Daisy Programme Trustee Annual Report

April 2024 – March 2025



Daisy Programme & Rowan Project

Trustees' Annual Report 2024–2025

Registered Charity Number: 1166033

Address: Unit 1, Ventura House, Norwich Road, Watton, Thetford, IP25 6JU

Telephone: 01953 880903

Email: help@daisyprogramme.org.uk | rowanproject@daisyprogramme.org.uk

Who we are:

The Daisy Programme is a registered charity supporting adults, children and young people who are living with, or have been affected by, domestic and sexual abuse across the Breckland area and wider Norfolk. Since 2015, we have delivered trauma-informed services that empower survivors to recover, build resilience and create safer, healthier futures.

Executive Summary

Our Mission

To empower people who have experienced abuse to recover, build resilience and live positive, healthy and productive lives.

Our Purpose

To work collaboratively, especially with those who have lived experience, to raise awareness and understanding of domestic and sexual abuse, and to support survivors to look forward to the future rather than be controlled by the past.

Our Objectives

Our charitable objectives are to relieve the needs of people in Norfolk who have experienced domestic abuse, supporting their emotional, physical and mental health.

We achieve this by:

- Supporting people to develop confidence and belief in their ability to create a safer future through tailored support planning, risk assessment, safety planning, IDVA support, casework and emotional support.
- Enabling people to move forward from past trauma through therapeutic interventions, including counselling.
- Helping people to value themselves by understanding abuse and recognising their progress and achievements.

- Creating supportive networks and a sense of belonging through peer and parenting support groups.
- Providing tools to reduce stress, build skills and release trauma through creative, mindful and body-based activities.
- Empowering survivors to develop purpose and potential through volunteering and peer mentoring.

Our Values

- **People at our centre:** We recognise that every experience of abuse is unique and we value choice, dignity and voice.
- **Strength-based:** We believe everyone has the capacity for change and growth when supported with compassion and collaboration.
- **Seeing people, not trauma:** We provide high-quality, safe, transparent and evidence-based services that recognise the whole person, not just their experiences.

Public Benefit Statement

The Trustees confirm that they have complied with their duty to have due regard to the Charity Commission's guidance on public benefit.

"Thank you so much I have gone from not leaving my house to being able to go out alone this is a really big thing for me, I have recommended you to others who were in the same situation." *A Daisy Domestic Abuse Client*

"I owe you so much. I am still here because of the time, effort, understanding and non-judgmental support given to me. I am facing some of the hardest things in my life at the moment, and there are times where I have just wanted it all to stop, but with your support I can now see a future." *A Rowan Client*

Activities, Achievements and Performance

Overview

2024–2025 has been a year of exceptional growth and development. We expanded our reach to support adults impacted by domestic and sexual abuse, alongside children and young people who have lived with domestic abuse. Our staff team grew from 13 to 22, and we welcomed four new Trustees, strengthening governance and leadership.

Key developments included: - Expansion of our NIDAS provision to cover King's Lynn & West Norfolk and North Norfolk. - Growth in therapeutic and trauma recovery services, significantly reducing waiting times for counselling. - Continued delivery and expansion of our Fantastic Families service for children and young people. - Increased community outreach, training and partnership working across Breckland and Norfolk.

Over the past year, we have witnessed a marked shift in the complexity and urgency of the needs presented by the individuals and families we support. The landscape of social care and community support has evolved significantly, with increasing pressures on both the people we serve, and the systems designed to assist them.

One of the most notable trends has been the escalation in mental health challenges. We have seen a significant rise in referrals from organisations working with individuals experiencing mental illness, reflecting a broader societal increase in psychological distress. Many of these referrals involve people facing acute anxiety, depression, and trauma-related conditions, often exacerbated by prolonged uncertainty and systemic delays.

In parallel, there has been a sharp increase in the number of children with neurodiverse needs, including those diagnosed with autism spectrum conditions, ADHD, and other developmental differences. A growing proportion of these children are also under the protection of children's services, highlighting the vulnerability and complexity of their circumstances. These cases often require multi-agency collaboration and specialist interventions, which are increasingly difficult to coordinate due to resource constraints.

Poverty and financial insecurity have deepened across the communities we serve. More families are experiencing food poverty, with a noticeable rise in reliance on food banks and emergency support services. The cost-of-living crisis continues to impact household stability, leading to increased stress, housing insecurity, and reduced access to essential services.

The family justice system has also faced significant challenges. Long delays in cases coming to court or reaching resolution have placed immense emotional strain on families, particularly those involved in child protection and custody proceedings. These delays contribute to heightened anxiety, prolonged uncertainty, and in some cases, deterioration in mental health and family relationships.

Compounding these issues, we have experienced the closure or temporary suspension of referral pathways from several partner agencies. This has placed additional pressure on our services, as we have had to absorb more complex cases without the usual support structures in place. The disruption in referral networks has also led to gaps in care and delayed interventions for those in urgent need.

In summary, the past year has underscored the growing complexity and interrelated nature of the challenges faced by the people we support. Mental health concerns, neurodiversity, poverty, systemic delays, and service disruptions have converged to create a landscape of need that is more acute and multifaceted than ever before. As we move forward, it is essential that we continue to adapt our approaches, advocate for systemic improvements, and work collaboratively to ensure that no one is left behind.



Our Reach and Impact

During the year we: - Supported **2,107 people** aged 5–98. - Received **139 self-referrals**, reflecting increased trust and accessibility. - Delivered **1,200 counselling hours**. - Supported **83 people** through programmes and structured support groups. - Engaged **850 people** through Daisy Ambassadors and community activities.

Key Highlights

No Lengthy Waiting Lists

We continue to offer timely support, with all assessments and support plans completed within two weeks of referral. Our small but dedicated team ensures clients receive regular emotional support, remain safe, and are empowered to rebuild their lives. We are currently working with 380 families across all our services.

Peer Support & Programmes

Our two peer support groups remain vibrant hubs for creative and well-being activities, engaging over 80 individuals. We also delivered:

- 4 Power to Change courses
- 3 Fantastic Families programmes
- 4 Domestic Abuse Recovery Toolkit programmes
- 2 Sexual Abuse Recovery Toolkit programmes

Family Engagement

We worked with 498 families, offering parenting programmes and inclusive family activities such as drumming workshops, picnics, and seasonal events.

Therapeutic support

We provided specialist counselling to 116 survivors delivering more than 1200 counselling sessions.

Community Outreach

Through outreach sessions and local events, we engaged face-to-face with nearly 850 people, raising awareness and connecting with communities across our service areas.

Specialist Collaboration

We are working with NSFT psychologists to enhance support pathways for survivors of sexual abuse in Breckland who are experiencing severe mental health challenges. Feedback shows our services are making a measurable difference in emotional well-being and psychological health.

New Services

In partnership with the Norfolk Integrated Care Board, we introduced services to support women in accessing preventative health measures such as breast and cervical cancer screening. This work has helped the ICB better understand the barriers women face in maintaining their health and builds on our previous collaboration with trainee midwives to promote trauma-informed, abuse-aware care across Norfolk.

Children & Young People

Referrals for support remain high, and early intervention continues to be a priority to reduce long-term impact. Our work has significantly strengthened family cohesion and understanding, helping to reduce challenging behaviours and support children and young people (CYP) in achieving their educational milestones. Feedback from schools and Children's Services highlights a notable decline in the need for specialist interventions and a reduced reliance on alternative forms of support.

Many of the CYP we work with have also made considerable progress in their wellbeing—often ceasing self-harming or high-risk behaviours. This has contributed to a reduction in both medical and mental health interventions.

A number of children who initially faced serious concerns about transitioning to high school have gone on to manage the shift successfully, thanks to the support they received. We've also invested in training our team to work effectively with neurodiverse conditions, especially where these intersect with trauma responses. This has helped reduce the frequency and intensity of behaviours often associated with neurodiversity.

Our parenting programmes play a key role in reinforcing this progress by embedding a whole-family approach. These efforts have led to better outcomes not just for the child receiving support, but also for their parents and younger siblings, creating a more stable and nurturing home environment.

Adult Survivor Support

Our work with adults remains central to our mission. Survivors of domestic and sexual abuse have accessed a range of services from crisis intervention and therapeutic support to long-term recovery planning. Through compassionate, non-judgmental care, we continue to help adults reclaim control, confidence, and hope.

Progress Against Our Aims

- Expanded and embedded NIDAS coverage to include King's Lynn & West Norfolk and North Norfolk, providing seamless, holistic support across all levels of risk.
 - Launched a new Trauma Recovery Support Service, supported by National Lottery Community Funding.
 - Introduced new courses and group programmes to improve flexibility and accessibility.
 - Strengthened Fantastic Families through increased staffing and specialist accredited training.
 - Expanded community outreach with monthly drop-ins across Breckland.
-

Norfolk Integrated Domestic Abuse Service (NIDAS)



NIDAS is a countywide partnership delivered with Leeway Domestic Abuse Service and Safe Partnership, supporting individuals assessed at high or medium risk of harm.

In January 2024, our NIDAS team expanded to 12 posts, including Family IDVAs and Community

Development and Recovery Facilitators. During the year, we have embedded this service within Daisy Programme and filled all the vacant roles to ensure a full service is delivered across King's Lynn & West Norfolk and North Norfolk.

Referrals received: 1,653

Outcomes reported: - 83% felt safer - 70% reported improved health and wellbeing - 65% experienced increased confidence and self-esteem - 61% improved engagement with their local community

Client feedback highlights the life-changing impact of consistent, compassionate IDVA support.

"I wish to express my sincere appreciation to the NIDAS team. I was in desperate need of guidance support and a voice to talk matters through. You through and through ensured my wellbeing was priority, I really dread to think where I'd be if it were not for the support. Today I have a fresh home and can look forward to a new life as I begin to build on the confidence given and the knowledge that the support got me to where I am."

"My Idva, was absolutely out of this world, she helped me so much and I have gained a lot more confidence in how to deal with situations. She is the best. I'm not the easiest person to deal with as I shut down n put my head in the sand, but she has helped me overcome these things, I can't thank her enough 😊, all you guys absolutely rock and do amazing, so thank you."

“If it wasn't for the extremely helpful advice and support, I got, I wouldn't be alive today and that isn't an over statement or a joke. At the beginning of this traumatic situation it was really the end of decades of abuse for me and you gave me the courage to face the process of what help I actually needed and where to get it, as well as guiding me through the processing of the actual events that occurred and coming to terms with what had actually happened to me. But most of all, you believed me and reassured me that my behaviours when they occurred were because I was a victim of abuse and not as an abuser as I had been accused. You made me feel safe, which is something I hadn't realised for a long time. My Idva did this in such a gentle but empowering way, how totally miraculous, above and beyond professional. I cannot thank your service enough for your time and care, it really is appreciated. I am moving on to a new home soon, my case comes up shortly and it's going to be a guilty plea, the OIC is applying for a Court Order also to keep me covered after sentencing. My life has been transformed.”

The Rowan Project – Sexual Abuse Recovery

The Rowan Project forms part of our Trauma Recovery Service, providing specialist support to survivors of sexual abuse.

- **Referrals:** 198
- **Self-referrals:** 43%

Following client feedback, referral processes were simplified to reduce re-traumatisation. Support includes one-to-one casework, counselling, peer support, and creative and mindful activities.

During the year, we received additional Ministry of Justice funding for this vital work through our partnership with Sue Lambert Trust, Brave Futures and One to One Project. This has enabled us to provide another day of counselling and increase our Client Caseworker resources to improve pre and post counselling support.



“My counsellor was amazing, she has helped me feel confident to speak about things. I now need help to deal with everything that has happened and to pack it away so hopefully I can move on. I wish there was a way to give back to the Rowan Project and would love to know about the groups etc you do. I am not ready yet but would like to in the future. You have made a huge difference to me and have been so supportive and a light in a very dark place. I owe you so much.”

Client testimonies demonstrate significant improvements in wellbeing, confidence and hope for the future.

I feel better able to cope with aspects of everyday life	87.6%
My health and wellbeing has improved	83.8%
I feel safer	84.8%
If I am feeling unwell, I am more able to recognise the signs & I feel more empowered to seek help and/or help myself	89.9%

“You supported me to open boxes I’ve needed to open for over 25 years, and this was a huge thing for me. Your help made me feel supported, listened to and safe.”



Daisy Domestic Abuse Recovery

A key part of our trauma recovery service, we supported 198 standard-risk survivors through longer-term recovery services. Clients are supported by dedicated trauma-trained caseworkers, ensuring continuity, trust and holistic support planning.

- **Support plans completed:** 192
- **Accredited programmes delivered:** 8
- **Clients accessing programmes:** 65

Many clients also accessed counselling alongside psycho-educational courses, supporting sustained recovery. With funding from the National Lottery Community Fund, we increased the number of counselling slots by 60% to ensure that waiting lists were kept to no more than a minimal period, so that no client needed to wait many months for counselling.

During the year, we also introduced some shorter, less intensive programmes for those clients who found it difficult to commit to our longer courses or found the more in-depth investment difficult. Many clients found these were an important gateway to their longer-term recovery.



“I found my counselling sessions really helpful and completely changed my mind set from when I started to when I finished. Daisy Programme was way more than I could’ve expected, always understanding and compassionate and the wealth of knowledge helped me rationalise a lot of the doubt I had in my head. I will be forever grateful to the Daisy Programme for helping me through one of the toughest years.”

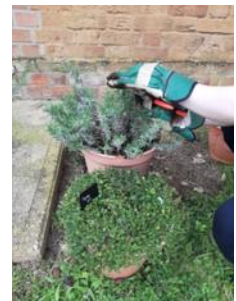
Every client receives a co-created personal support plan and a named personal client caseworker to work with them as part of their recovery journey.

“I don't know where I would have been without your support. A different person walked out of the Daisy Programme than walked in. You have supported me and been my rock these past months. Thank God you were there. Forever grateful x”

Peer Support and Wellbeing Activities

Peer support remains central to our work, reducing isolation and fostering connection. Alongside core support groups, we delivered: - Mind and body programmes - Yoga and mindful movement - Drumming workshops - Creative writing and art activities - Mindful walking and crafts

These activities were largely volunteer-led by people with lived experience of abuse who are positive role models that demonstrate change is possible. We remain deeply grateful for their commitment and skill.



Fantastic Families – Children and Young People

“I would like to say xxx was one of the best humans I have met. She truly has given me the strength I didn’t know I had to overcome things I never thought I would. She showed me that there are people out there that will believe you and who are willing to support and help you as much as possible! Thank you for giving me the support and allowing me to take the next step in my life.”

Our Fantastic Families service supported **98 children and young people**, delivering **594 interventions**, facilitating **three parenting courses** and provided **six family drumming sessions**. Our work has led to better family cohesion and understanding, reducing challenging behaviours and enabling CYP to achieve their educational milestones. Feedback from schools and Children’s Services is that this has resulted in a reduction in the need for specialist support and less reliance on alternative interventions. Additionally, many of the CYP who we support cease self-harming and dangerous behaviours resulting in a decrease in medical and mental health interventions.

The most significant change for the children and young people we support is recognising that their behaviour is rooted in trauma rather than “acting out.” Understanding the impact of domestic abuse helps them develop healthier coping strategies, including emotional regulation, assertive communication, positive self-belief, and calming techniques. Weekly one-to-one support with a trusted adult further reinforces their sense of safety and worth, helping them understand that they are not to blame for adult behaviour.



As a result, children show improved emotional expression, greater confidence in education, and stronger relationships with family and peers. Those maintaining contact with an abusive parent are better equipped to process these interactions and build resilience. Our evaluations reflect this progress: 97% feel more heard and understood, 96% feel better able to manage difficult emotions, 90% recognise the link between their experiences and behaviour, and 88% report improved feelings about their behaviour. Parents report increased optimism, happier children, and a better understanding of the emotional roots of behaviour.

Our highly skilled, trauma-informed team places the voice of the child at the centre of all support. Children actively shape their own plans, working at their own pace on what matters most to them. This personalised, holistic approach builds lasting trust and impact, ensuring children are supported as individuals and never defined by their trauma.

things I can control.	things I can't control.
my actions and behaviour.	how other people treat me.
taking care of myself.	other people being honest.
Apologising to someone.	the future.
Asking for help when I need it.	other peoples behaviour.
Being Kind.	Past mistakes/bad decisions.
Making the right choices.	what others think, feel or say
friends I choose.	

We firmly believe that with the right support, every child has the potential to move forward and thrive. The earlier we intervene, the more likely they are to achieve lasting, life-changing progress.

"I would like to take this opportunity to thank you for all your hard work with my daughter. She was emotional and was lost and a very angry little girl, who didn't understand what was going on in her head. Without your help I don't know where she would be. She has become a kind caring and sympathetic little girl who is better at handling situations and is always helping me around the house. I'm so proud of how much progress she has made and a massive thanks to Daisy Programme."

Daisy in the Community



Our community outreach expanded significantly, including: 45 regular monthly drop-in sessions across Breckland, supported advice and information for 120 local residents, more than 20 awareness and training sessions reaching over 200 people, attendance at 33 community events and 31 partnership meetings.

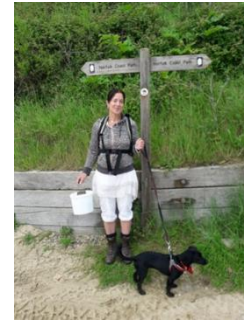
Over the year, we reached nearly 850 people.

These initiatives provide accessible steps into support and strengthen local responses to abuse.



"Daisy Programme was brilliant and it's so reassuring to know there is someone at the end of a phone who 'just gets it', without judgement. The service is professional but personable too and has encouraged me to make decisions, sign posted me to other agencies and advised me giving with personal insight. Thank you for all your support, an invaluable service that is much needed in the midst of the crisis fog."

Thank you to our amazing supporters, donors, and funders. We couldn't keep our vital work going without your generosity and encouragement. Your belief means so much for all our volunteers, staff and trustees, and most importantly the survivors and children we support.



Future Plans

- We will continue to integrate our domestic and sexual abuse services to provide a holistic trauma recovery service.
- We will complete a revamp of our branding, marketing, and promotional activity to better promote our services.
- We will diversify our income streams to include more non-restricted funding.
- We will strengthen our organisational resilience to meet future challenges.
- We will strengthen our partnership working with external partners to enhance services for victims of abuse across Norfolk.



Positivity for the future from our Thursday Craft and Support Group

Governance and Financial Review

Trustees

Trustees approving Report

- Lynda Turner Chair (appointed 18th November 2025, elected Chair 21st January 2026)
- Charlotte Richardson (appointed 30th September 2025)
- Vito Natale (appointed 29th October 2025)
- Andrew Feather (appointed 16th December 2025)
- Gail Violaris (appointed 16th December 2025)

Trustees during the reporting period

- Sandra Ferreira (resigned 14th January 2026)
- Stacey Woodward (resigned 2nd December 2025)
- David Leathart (resigned 9th June 2025)
- Athena Poole (resigned 1st May 2025)
- Eileen Wood (resigned 27th May 2025)
- Isabel Christophers (resigned 23rd April 2025)

Senior Staff

- Kate Biles – Programme Director

Bank

Barclays Bank (Leicester)

Recruitment and appointment of Trustees

The trustees are recruited through advertising on the Daisy Programme website and a variety of other websites and social media platforms. Prospective trustees are interviewed by at least two members of the Trustee Board and then invited to attend a trustee meeting to introduce themselves and their reasons for wanting to be a trustee to the current board members. A vote of the existing trustees is then taken to confirm appointment.

Trustees follow a comprehensive induction process, lasting up to three months following appointment.

During the year several of our longstanding trustees left for personal reasons. We now have a new, committed and energetic board in place with a range of skills and experience to ensure Daisy Programme continues its vital work. We will seek further trustees to meet additional identified skills gaps.

Statement of the Charity's Policy on Reserves

The Charity's Financial Regulations include a policy on maintaining reserves at a suitable level to meet any financial commitments on dissolution of the CIO. The trustees confirm that this objective was met throughout the year. The trustees have undertaken a review of the

current financial situation of the charity and calculate those reserves of a minimum of £108,000 should be held going forward. This amount is based on three months of core work expenditure of £66,000, plus £12,000 for any contractual winding up costs and £30,000 for any unexpected expenditure costs or investment into service opportunities. This figure is reviewed on an annual basis and represents a 32% increase from the previous year. Our unrestricted funds of £127,505 met that target.

Details of Any Funds Materially in Deficit

The trustees declare that the charity had no funds which were materially in deficit at the date of the statement of assets and liabilities.

State of the Charity's Finances

Our income has increased by 43% from the income received in the previous financial year. The major changes have been a full year of funding for our extended NIDAS contract to cover King's Lynn and West Norfolk and North Norfolk.

The additional funding secured has given us a strong financial base for this year and next year. However, most of our current funding will end in 2026 and we face a cliff edge at that time. The trustees have identified this as a priority for the coming year to address the longer-term governance, financial and promotional issues that we face. Most of our expenditure is on staff salaries and we are fortunate that our overhead costs with regards to premises are relatively low.

The accounts are showing a total carry forward figure of £253,917. Details of how this is made up are given below in the notes to the financial statements. Expenditure in this year increased by 64%. This was largely due to the full year of staffing costs for NIDAS staff.

Overall, the trustees consider that Daisy Programme is a viable financial organisation and believe that the charity finances are in a healthy state going forward and that the charity will be able to meet all its ongoing financial commitments. Whilst it is not anticipated that there are likely to be significant changes to our income streams in the coming year, we are mindful that many of these are due to end of 2026-2027. Additionally, we have been advised that our sexual abuse service funding from Office of Police and Crime Commissioner for Norfolk for 2025-2026 will be reduced by 50%. Government grants represent 12% of our total funding which is a continued reduction from the previous year due to an increase in funding from partnerships with Leeway and Sue Lambert Trust.

Unrestricted Funds

We received an additional £10,000 of unrestricted income this year, mainly due to the increase in our second year of funding from Trusthouse Charitable Foundation. Our unrestricted fund carry forward has increased by 38% in the year, to £127,505, which is above the amount set by the trustees of £108,000. We hope to increase this amount through some planned fundraising activities in the coming year.

Designated Funds

We do not have any designated funds.

Particulars of Any Outstanding Guarantee Given by the Charity

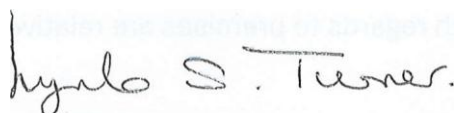
The trustees declare that the charity has given no guarantee where potential liability is outstanding at the date of the statement of assets and liabilities.

Particulars of Any Outstanding Debt

The trustees declare that the charity has no outstanding debts which are secured by an express charge on any of the assets of the charity at the date of the statement of assets and liabilities.

Declaration

The trustees declare that they have approved this report and authorised that it be signed on their behalf.



Lynda Turner Chair
of Trustees

Date: 26th Jan 2026

Independent Examiner

Independent Examiner's Report to the Members of the Daisy Programme

I report on the accounts of the charity for the year ended 31st March 2025, which are set out on pages 22 to 30.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Adam James MAAT
Eric Southwick & Co
Accountants
51 The Avenue
Seaham
Co. Durham, SR7 8NS

Date: 23/01/2026

Statement of Financial Activities

For the year ended 31st March 2025

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and legacies	3	6,998	-	6,998	5,002
Charitable activities	4	62,300	639,786	702,086	485,453
Other trading activities	5	4,451	-	4,451	7,267
Total		73,749	639,786	713,535	497,722
Expenditure on:					
Raising funds	6	480	-	480	-
Charitable activities	7	37,921	615,714	653,635	398,046
Total		38,401	615,714	654,115	398,046
Net income/(expenditure)		35,348	24,072	59,420	99,676
Transfers between funds		-	-	-	-
Net movement in funds		35,348	24,072	59,420	99,676
Reconciliation of Funds					
Total funds brought forward		92,157	102,340	194,497	94,821
Total funds carried forward		127,505	126,412	253,917	194,497

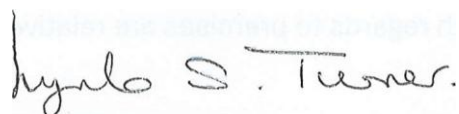
The notes on pages 25 to 37 form part of these accounts.

Balance Sheet

As at 31st March 2025

	Note	2025 £	2024 £
Fixed Assets			
Tangible assets	11	9,883	12,020
Total fixed assets		<u>9,883</u>	<u>12,020</u>
Current assets			
Debtors	12	37,242	525
Cash at bank and in hand		210,262	186,698
Total current assets		<u>247,504</u>	<u>187,223</u>
Current Liabilities			
Creditors: Amounts falling due within one year	13	3,470	4,746
Net current assets		<u>244,034</u>	<u>182,477</u>
Total assets less current liabilities		<u><u>253,917</u></u>	<u><u>194,497</u></u>
Charity funds			
Restricted funds	14	126,412	102,340
Unrestricted funds	14	127,505	92,157
Total charity funds		<u><u>253,917</u></u>	<u><u>194,497</u></u>

The financial statements were approved by the Trustees, authorised for issue, and are signed on their behalf by:



Lynda Turner Chair of Trustees

Date: 26th Jan 2026

The notes on pages 25 to 37 form part of these accounts.

Statement of Cash Flows

For the year ended 31st March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash used in operating activities	17	<u>23,680</u>	<u>142,443</u>
Cash flows from investing activities			
Purchase of tangible fixed assets	11	<u>(116)</u>	<u>(2,628)</u>
Net cash used in investing activities		<u>(116)</u>	<u>(2,628)</u>
Change in cash and cash equivalents in the year		23,564	139,815
Cash and cash equivalents at the beginning of the year		186,698	46,883
Cash and cash equivalents at the end of the year	18	<u>210,262</u>	<u>186,698</u>

The notes on pages 25 to 37 form part of these accounts.

Notes to the financial statements

1 Accounting policies

In preparing the accounts the following accounting policies have been complied with:

- a) The charity is a public benefit entity and therefore the financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP FRS 102) and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).
- b) Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note, this is a change from the previous year and therefore the comparative figures have been restated.
- c) Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- d) Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.
- e) There are no material uncertainties existing to suggest that the use of the going concern basis is inappropriate.
- f) All incoming resources are included in the statement of financial activities when the charity is entitled to the income, and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:
 - i) donations and legacies are received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable. Grants, where entitlement is conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
 - ii) Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
 - iii) Income from investments is included when receivable.
 - iv) Income from charitable activities, where related to performance and specific deliverables, are accounted for when the charity earns the right to consideration by its performance.
- g) Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:
 - i) Costs of raising funds comprise costs associated with attracting voluntary income, including costs of trading for fundraising purposes and the use of a fundraising consultant.
 - ii) Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. It also includes those costs associated with meeting the constitutional and statutory requirements of the charity and include the costs linked to the strategic management of the charity.
 - iii) All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis as set out in the notes.

2 Taxation

The charity is exempt from taxation on its income and gains where they are applied for charitable purposes. Irrecoverable VAT is included in the cost of the goods or services on which it was charged.

Notes to the financial statements (continued)

3 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Donations	6,998	-	6,998
	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Donations	5,002	-	5,002

4 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Grant income	62,300	639,786	702,086
	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Grant income	50,200	434,053	484,253
Income from training courses	1,200	-	1,200
Total	51,400	434,053	485,453

Notes to the financial statements (continued)

5 Income from other trading activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Fundraising events	3,877	-	3,877
Our Breckland Lottery	574	-	574
Total	4,451	-	4,451

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Fundraising events	6,515	-	6,515
Our Breckland Lottery	752	-	752
Total	7,267	-	7,267

6 Expenditure on raising funds Costs of raising voluntary income

	Unrestricted funds 2025 £	Total funds 2025 £
Raising funds	480	480

	Unrestricted funds 2024 £	Total funds 2024 £
Raising funds	-	-

Notes to the financial statements (continued)

7 Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £
Charitable activities	579,122	74,513	653,635

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £
Charitable activities	343,607	54,439	398,046

Analysis of direct costs

	Total funds 2025 £	Total funds 2024 £
Staff costs	534,811	312,893
Sessional staff	6,768	5,020
Staff training	7,428	4,766
Staff expenses	15,912	11,179
Counselling costs	-	2,525
Volunteer expenses	343	191
Telephone	3,600	2,207
Light, heat & water	1,231	-
Advertising & marketing	173	468
Miscellaneous expenses	53	201
Equipment	2,961	2,520
Client grants	2,750	-
Venue costs	352	-
Group facilitation	2,740	1,637
Total	579,122	343,607

Notes to the financial statements (continued)

7 Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2025 £	Total funds 2024 £
Staff costs	52,033	33,127
Staff training	72	304
Staff expenses	1,210	819
Rent & rates	11,324	10,785
Computer expenses	187	419
Telephone	821	781
Printing, postage & stationery	1,138	706
Governance costs	1,134	1,529
Insurance	2,152	1,587
Repairs & renewals	94	102
Light, heat & water	2,037	3,219
Cleaning	1,272	1,024
Miscellaneous expenses	1,039	37
Total	74,513	54,439

8 Independent Examiner's remuneration

	2025 £	2024 £
Fees payable to the Independent Examiner for the examination of the annual accounts	935	1,020

Notes to the financial statements (continued)

9 Staff costs

No employee received emoluments in excess of £60,000 during the period (2024:202). Employee costs during the period were as follows:

	2025	2024
	£	£
Wages and salaries	534,855	320,708
Social security costs	42,182	20,623
Pension costs	9,807	4,689
	<u>586,844</u>	<u>346,020</u>

The average number of persons employed by the charity during the year was as follows:

	2025	2025	2024	2024
	No.	FTE	No.	FTE
Charitable activities	21	16	13	10
Governance and administration of the Charity	1	1	1	1
	<u>22</u>	<u>17</u>	<u>14</u>	<u>11</u>

10 Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or benefits (2024 – £NIL).
During the year, no Trustee expenses have been incurred (2024 - £36).

Notes to the financial statements (continued)

11 Fixed Assets

	Furniture	Office equipment	Total
	£	£	£
Cost			
At 1 April 2024	4,926	16,139	21,065
Additions	116	-	116
At 31 March 2025	<u>5,042</u>	<u>16,139</u>	<u>21,181</u>
Depreciation			
At 1 April 2024	1,738	7,307	9,045
Charge for the period	487	1,766	2,253
At 31 March 2025	<u>2,225</u>	<u>9,073</u>	<u>11,298</u>
Net book value			
At 31 March 2025	<u>2,817</u>	<u>7,066</u>	<u>9,883</u>
At 31 March 2024	<u>3,188</u>	<u>8,832</u>	<u>12,020</u>

Furniture is depreciated at 15% per annum on a reducing balance basis and office equipment is depreciated at 20% per annum on a reducing balance basis. Items below £100 are not capitalised.

12 Debtors

	2025	2024
	£	£
Trade debtors	36,479	-
Prepayments	763	525
	<u>37,242</u>	<u>525</u>

13 Creditors: Amounts falling due within one year

	2025	2024
	£	£
Other creditors and accruals	<u>3,470</u>	<u>4,746</u>

Notes to the financial statements (continued)

14 Statement of funds

Statement of funds – current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2025 £
Restricted funds					
Breckland District Council - Daisy Ambassadors	31,960	35,479	(30,907)	-	36,532
Breckland District Council - Sponsorship Fund	1,498	-	-	-	1,498
Children In Need	22,910	30,000	(23,817)	-	29,093
Leeway - NIDAS	12,201	359,202	(353,099)	-	18,304
National Lottery Community Fund	31,504	93,169	(93,784)	-	30,889
NCF - Community Voices Project	-	9,862	(1,670)	-	8,192
Norfolk Community Foundation - Surviving Winter Fund	-	1,550	(1,550)	-	-
Police & Crime Commissioner Norfolk - Rowan Project	2,267	88,491	(88,854)	-	1,904
Sexual Abuse Counselling	-	201	(201)	-	-
Sue Lambert - Rape & Sexual Abuse Fund	-	19,082	(19,082)	-	-
St Martin's in the Fields	-	500	(500)	-	-
Women's Aid	-	2,250	(2,250)	-	-
	<u>102,340</u>	<u>639,786</u>	<u>(615,714)</u>	<u>-</u>	<u>126,412</u>
Unrestricted funds					
General fund	<u>92,157</u>	<u>73,749</u>	<u>(38,401)</u>	<u>-</u>	<u>127,505</u>
Total of funds	<u>194,497</u>	<u>713,535</u>	<u>(654,115)</u>	<u>-</u>	<u>253,917</u>

Notes to the financial statements (continued)

14 Statement of funds (continued)

Breckland District Council – Daisy Ambassadors – funding received to raise awareness of domestic abuse and to provide support in the community.

Breckland District Council – Sponsorship Fund – funds received to sponsor teams and events in the community.

Children In Need – funds received to support our children and young people service.

Leeway – NIDAS - funding to provide a domestic abuse service for those assessed as being high or medium risk of harm.

National Lottery Community Fund – funding to create our Trauma Recovery Service.

Norfolk Community Foundation – Surviving Winter – funds received to provide activities in a warm, friendly environment to vulnerable clients.

Police & Crime Commissioner Norfolk – Rowan Project – funding received to provide counselling to victims of sexual abuse in Breckland.

Sue Lambert – Rape & Sexual Abuse Funding – Partnership to provide counselling and support to victims of rape & sexual abuse

St Martin's in the Fields – grant for client

Women's Aid – grants for clients

Notes to the financial statements (continued)

14 Statement of funds (continued) Statement of funds – prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2024 £
Restricted funds					
Breckland District Council - Daisy Ambassadors	20,402	35,479	(23,921)	-	31,960
Breckland District Council - Sponsorship Fund	1,498	-	-	-	1,498
Charles Hayward Foundation	7,000	-	(7,000)	-	-
Children In Need	-	30,000	(7,090)	-	22,910
Leeway - NIDAS	6,649	168,123	(162,571)	-	12,201
National Lottery Community Fund	-	84,281	(52,777)	-	31,504
Norfolk Community Foundation - Surviving Winter Fund	73	2,000	(1,392)	(681)	(0)
Norfolk Community Foundation - Domestic Abuse Counselling Support	-	5,000	(5,000)	-	-
Norfolk Community Foundtaion - Victory Homes	1,623	-	(1,623)	-	-
Police & Crime Commissioner Norfolk - Rowan Project	2,701	96,449	(96,883)	-	2,267
Sue Lambert - Rape & Sexual Abuse Fund	-	12,721	(12,721)	-	-
	<u>39,946</u>	<u>434,053</u>	<u>(370,978)</u>	<u>(681)</u>	<u>102,340</u>
Unrestricted funds					
General fund	<u>54,875</u>	<u>63,669</u>	<u>(27,068)</u>	<u>681</u>	<u>92,157</u>
	<u>94,821</u>	<u>497,722</u>	<u>(398,046)</u>	<u>-</u>	<u>194,497</u>

Notes to the financial statements (continued)

15 Summary of funds

Summary of funds – current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2025 £
Restricted funds	102,340	639,786	(615,714)	-	126,412
General funds	92,157	73,749	(38,401)	-	127,505
	<u>194,497</u>	<u>713,535</u>	<u>(654,115)</u>	<u>-</u>	<u>253,917</u>

Summary of funds – prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2024 £
Restricted funds	39,946	434,053	(370,978)	(681)	102,340
General funds	54,875	63,669	(27,068)	681	92,157
	<u>94,821</u>	<u>497,722</u>	<u>(398,046)</u>	<u>-</u>	<u>194,497</u>

16 Analysis of net assets between funds

Analysis of net assets between funds – current period

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Fixed assets	4,780	5,103	9,883
Current assets	122,725	124,779	247,504
Creditors due within one year	-	(3,470)	(3,470)
	<u>127,505</u>	<u>126,412</u>	<u>253,917</u>

Analysis of net assets between funds – prior period

	Unrestricted 2024 £	Restricted 2024 £	Total funds 2024 £
Fixed assets	5,887	6,133	12,020
Current assets	86,270	100,953	187,223
Creditors due within one year	-	(4,746)	(4,746)
	<u>92,157</u>	<u>102,340</u>	<u>194,497</u>

Notes to the financial statements (continued)

17 Reconciliation of net movement in funds to net cash flow from operating activities

	2025 £	2024 £
Net income/expenditure for the period (as per Statement of Financial Activities)	<u>59,420</u>	<u>99,676</u>
Adjustments for:		
Depreciation charges	2,253	2,279
(Increase)/decrease in debtors	(36,717)	38,800
(Decrease)/increase in creditors	(1,276)	1,688
Net cash provided by operating activities	<u><u>23,680</u></u>	<u><u>142,443</u></u>

18 Analysis of cash and cash equivalents

	2025 £	2024 £
Cash at bank and in hand	<u><u>210,262</u></u>	<u><u>186,698</u></u>

19 Analysis of changes in net debt

	At 1 April 2024 £	Cash flows £	At 31 March 2025 £
Cash at bank and in hand	<u>186,698</u>	<u>23,564</u>	<u>210,262</u>
	<u><u>186,698</u></u>	<u><u>23,564</u></u>	<u><u>210,262</u></u>

20 Pension Commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £9,807 (2024 - £4,689). Contributions totalling £Nil (2024 - £Nil) were payable to the fund at the balance sheet date.

Notes to the financial statements (continued)

21 Comparative Statement of Financial Activities by fund type

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Income from:			
Donations and legacies	5,002	-	5,002
Charitable activities	51,400	434,053	485,453
Other trading activities	7,267	-	7,267
Total	<u>63,669</u>	<u>434,053</u>	<u>497,722</u>
Expenditure on:			
Charitable activities	<u>27,068</u>	<u>370,978</u>	<u>398,046</u>
Total	<u>27,068</u>	<u>370,978</u>	<u>398,046</u>
Net income/(expenditure)	36,601	63,075	99,676
Transfers between funds	681	(681)	-
Net movement in funds	<u><u>37,282</u></u>	<u><u>62,394</u></u>	<u><u>99,676</u></u>

22 Related Parties

The charity does not have any transactions with related parties that require disclosure.

23 Controlling Parties

The charity is controlled by the Trustees.

24 Other Information

The charity is a charitable incorporated organisation which is registered in England and Wales with its registered office and its principal place of operation Unit 1, Ventura House, Norwich Road, Watton, IP25 6JU.

Accounts



DAISY PROGRAMME

Trustees' Annual Report 2023-2024

Daisy Programme

Trustees' Annual Report and Financial Statements for the period 1 April 2023 to 31 March 2024

My Home, my prison

He hit me.

He hurt me.

He humiliated me.

He made me believe I was someone I'm not.

He told me no one else would want me.

Ever.

Anger.

Fear.

Intimidation.

Know my limits.

Fight for my values.

For honesty, integrity, kindness.

If not for me, then for my girls.

My beautiful girls.

Learning.

I love learning.

I learn fast.

Learn not to fight back.

Learn to leave.

Learn to run.

Learn to hide.

Learn not to speak.

Learn to watch, watch, watch.

And learn to react fast.

Hope.

I have to hope.

I have hope.

Sometimes.

A NIDAS client

Unit 1, Ventura House, Norwich Road, Watton, IP25 6JU

Daisy Programme is a Charitable Incorporated Organisation governed by a CIO Foundation Constitution and overseen by a Board of Trustees

Registered Charity Number 1166033

Executive Summary

Our Mission

To empower people who have experienced abuse to recover, build resilience and live positive, healthy, and productive lives.

Our Purpose

To work with others, especially those with lived experience, to build awareness and understanding of domestic and sexual abuse and to support survivors to look forward to the future and not be controlled by the past.

Our Objectives

Our objectives are to relieve the needs and provide support for people living in Norfolk who have suffered or are exposed to domestic and sexual abuse by supporting their emotional, physical, and mental health.

We achieve this by:

- ✓ Supporting people to develop confidence and belief in their ability to create a new future (Jointly agreed support planning, practical support, risk assessment and safety planning, Idvas (Independent Domestic Abuse Advisors), Client Caseworkers, phone support, emotional support).
- ✓ Enabling people to move on from their past with better well-being and new ways of thinking and behaving (Therapeutic interventions such as counselling).
- ✓ Helping people to value themselves by understanding abuse and their experiences and have pride in their progress and achievements (Power to Change, Raising Children course, Rock Pool Recovery Toolkits).
- ✓ Creating support networks and a sense of belonging (Peer support groups, parenting support groups).
- ✓ Giving people tools to reduce stress, build skills and release trauma held in the body through creative and mindful activities (Art and Support Group, Choir, Mindfulness, Yoga, Therapeutic Writing, Drumming workshops, Mind and Body sessions).
- ✓ Empowering survivors to achieve a sense of purpose and potential (Volunteering, Peer Mentoring).

Our Values

We put people at the centre of what we do – We believe each person is different, as is their experience of abuse, and we will listen to and value those differences, giving choice in how people receive our services.

We build people's personal strengths – We believe that with the right support every person has the potential to improve their lives, and we will help people to build on their personal strengths to achieve lasting change through collaboration and empowerment.

We see people not trauma – We believe people should not be defined by the trauma they have experienced, and how that presents, and we will provide high quality services that are safe, consistent, transparent and evidence based.



*A Sponsored walk by Daisy Programme friends and staff
raising more than £5,000*

Statutory Declaration on Public Benefit

The Trustees declare that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

Activities, Achievements & Performance

Overview

This year marked a period of incredible growth and development as we expanded our services to support adults impacted by domestic and sexual abuse, as well as children and young people who have lived with domestic abuse.

We were proud to continue our NIDAS service in Breckland, in partnership with Leeway Domestic Abuse Service and Safer Partnership to assist high and medium risk victims. In January, we took on responsibility for the NIDAS service in Kings Lynn & West Norfolk and North Norfolk, recruiting to unfilled posts, so that we have been able to offer a comprehensive service for victims of domestic abuse at most risk across Central, West and North Norfolk. Our NIDAS team is now twelve staff.

Our trauma-informed approach continues to empower survivors on their journey to sustained recovery. With support from National Lottery Community Fund, Office of the Police and Crime Commissioner for Norfolk (OPCCN) and Ministry of Justice through our Norfolk Sexual Abuse partnership, we have increased our therapeutic and one to one support, with additional counselling sessions, new programs and activities, an additional peer support group and we piloted a bespoke Moving Forwards course to aid recovery. By the end of the year with some additional funding provided by OPCCN, we reduced our waiting list for counselling to two clients and with no one waiting longer than three weeks to receive therapeutic support.

We've extended our Fantastic Family service, offering holistic support for children, young people, and their parents. This much needed service was facing closure due to funding reductions, but our work with children and young people has flourished, boosted by additional staff funded by the Trusthouse Foundation and Children in Need.

Through partnerships, such as our collaboration with Breckland Council, our Early Help and Community services continued to foster stronger community support networks and enhanced professional responses through training and awareness initiatives. We have joined a new partnership with Sue Lambert Trust, One to One Project and Brave Futures to share best practice and better integrate support for sexual abuse survivors across Norfolk.

All of these services exceeded expectations in both referrals and the number of clients served. Our staff team has expanded from 13 to 22 at the end of the year. This incredible year of growth is detailed further below, highlighting our ongoing aim to making a lasting impact in the communities we serve.

This year also saw growth in our governance and team cohesion, with an expanded Trustee Board and two Daisy full-team development days involving our volunteers, staff, and Trustees. These sessions have strengthened our collective commitment to making a difference.

Our Outputs

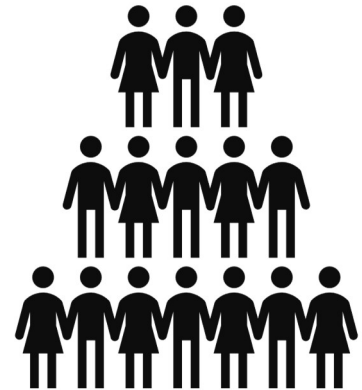


1227 People Supported
Aged 5 - 98



37% Self-referrals*
reflecting trust and engagement with
our community

**500 people reached at activities and
events through our Daisy
Ambassadors community service**



**1500 counselling sessions for
abuse survivors**

**95 survivors participated in our
programmes and support groups**



*Excluding our NIDAS service where referrals are primarily from police

Progress against our aims

This year we have made significant progress against our key aims.

1. We have expanded our NIDAS partnership working with high and medium risk victims of domestic abuse to cover Kings Lynn & West Norfolk and North Norfolk as well as Breckland. We have integrated this work into our other services so that support for clients is holistic, available for all family members and provides a seamless journey of recovery where no client needs to repeat their story. Breckland is the only area of Norfolk where one organisation can provide specialist continuing domestic abuse support for clients at all levels of risk.
2. Applying our learning from our domestic abuse recovery service and from our therapeutic work in the Rowan Project, we have introduced our new Trauma Recovery Support service to empower people who have experienced abuse of any type, historically or more recently, to recover, build resilience and live positive, healthy, and productive lives and we have been granted National Lottery Community Funding to support this going forward.
3. We have introduced new courses and group programmes to provide better choice and flexibility in how people can engage with us.
4. We have enhanced our support for Fantastic Families team by increasing our staffing and ensuring that all team members are accredited in working with children and young people who have experienced domestic abuse.
5. We have continued to develop and expand our community outreach, providing regular presentations to practitioners working for Breckland Council and our community-based support services as set out below. We have introduced monthly drop-in sessions across Breckland in local venues, accessible to anyone who has experienced domestic abuse.

Winter Wellbeing

A six week course

for mind and body

STARTING FRIDAY 3RD NOVEMBER
FROM 10-12

DAISY HUB, UNIT 1, VENTURA
HOUSE, NORWICH ROAD, WATTON,
IP25 6JU

CONTACT HELP@DAISYPROGRAMME.ORG.UK
TO BOOK A PLACE

ALL WELCOME. NO PHYSICAL ABILITY
REQUIRED. GENTLE EXERCISE AND
RELAXATION TO BRING HARMONY AND
HEALTH



Our Impact



88% of people say they are more positive about the future



79% of people state they are thinking more clearly



74% of people at our groups report feeling closer to other people



86% people say they are more relaxed



85% of people state they are dealing with problems well



83% counselling clients reported reduced psychological distress



92% of people say they feel safer



100% of our volunteers say they feel useful and that they are giving back



Our NIDAS (Norfolk Integrated Domestic Abuse Service) service is a countywide partnership delivered by specialist service providers, with Leeway and Safe Partnership working together to ensure people assessed to be at high or medium risk of harm from domestic abuse, across Norfolk have access to a full range of help and guidance regardless of where they live. This service is the first system of its kind in the county, offering a fully integrated service with intensive one-to-one support, a multi-agency response and help towards practical solutions available.

In January 2024, our NIDAS team expanded to include staff working in Kings Lynn & West Norfolk and North Norfolk and we now have twelve NIDAS staff. They work in multi-agency partnerships to support those at the highest risk of domestic abuse providing safety planning, risk management and practical support with a range of issues including housing, debt and legal matters. We have three Family Idvas who work directly with the children of the adults we are supporting and two Community Development and Recovery Facilitators.

In the year, the team received **850 referrals**.

*"My IDVA came into my life and changed it.
And she's still there for me.
Always there. Her voice in my head saying it'll be ok, telling me I'm good enough, never failing to believe in me even when I've felt utterly lost.
My IDVA has helped me remember someone before him. Someone happy and confident. And time and her support have made me realise I'm not just an ok mum but a really, really good one"*

"My IDVA was brilliant and it's so reassuring to know there is someone at the end of a phone who 'just gets it', without judgement. She was professional but personable too and encouraged me to make decisions, sign posted and advice giving with personal insight. Thank you for all your support, an invaluable service that is much needed in the midst of the crisis fog"

NIDAS support

- 83% of clients accessing support said they feel safer
- 70% reported improved health and wellbeing
- 61% felt an improvement in their ability to engage with the local community
- 65 % of clients reported an improvement in their confidence and self-esteem

The Rowan Project

Our sexual abuse recovery support sits within our Trauma Recovery Service. We had 74 referrals to this project within the year. 43% of referrals to Rowan Project are self-referrals. Following feedback from clients, we have gradually reduced the information required on referral and only ask for brief reason for referral so that people do not have to discuss the incident. Most of our referrals are by email, text or social media because many of our clients find calling in very difficult initially.



Increased funding has enabled us to provide additional counselling sessions each week and by the end of the year we only had two people waiting for counselling. All our clients receive regular check in calls, pre counselling booklets, help with practical issues, access to courses and peer support groups. We also offer creative and mindful activities, including crafts, gardening and walks.



"Before I referred myself to the rowan project I was suffering with regular flashbacks and depression and anxiety. I was unable to focus on day-to-day tasks and felt that my whole life and everything in it was too overwhelming to cope with.

The counselling I received from The Rowan Project allowed me to speak out loud about my abuse for the first time in over 30 years. I was able to address my feelings of guilt and shame in a safe non-judgemental environment and I was able to realise that the guilt and shame I had been carrying for the last 30 years was not mine to carry. This was a massive first step on my healing journey.

After my counselling finished I felt like a new person. I had confidence in my own abilities, I started to like myself for the first time in my life and realised that I am a good person with a lot of good qualities.

I no longer had feelings of overwhelm and was able to function a lot better as a mum to my little girl and I started to look forward to the future with a sense of purpose that I have never had before.

I am so grateful for the support that the Rowan Project gave me that I want to give something back. I want to make the Rowan Project even better for clients and give them more tools to help them in their continued recovery from sexual abuse."

In both parts of our Trauma Recovery Service – sexual and domestic abuse, we have seen an increase in referrals from healthcare professionals and clients presenting with more complex or multiple needs. Our assessments are focused on the person not the abuse and put the client's voice at their heart. From these we develop a holistic support plan based on Maslow's hierarchy of needs. 192 support plans were completed within the year.

The Recovery Toolkit
A 12 week plan to support your journey from Domestic Abuse
Sue Penney
of The Recovery Support Group Programme

Many of our domestic abuse clients are also able to access counselling.

I've gained so much from the course; it's made me have so much more knowledge about domestic abuse and especially child abuse too and what the perpetrator does. Every part of the course ticked every single box what I've been through. I'm so grateful for Daisy & all your help as this is going to help me so much to keep fighting for my son and use all the tools what I've learnt.

It's been a privilege to have attended this course with so many other brave and courageous people - both Stacey and Hazel ensured we stayed in your safe hands and were engaging, uplifting and always kind.

Peer Support

We have two main support groups, with additional groups running in winter as part of the Norfolk Community Hotspots initiative. These provide vital peer support to address loneliness and demonstrate that a life after abuse is possible.



During the year, we also introduced two new mind and body courses – Spring into Spring and Winter Wellbeing, which were a mix of yoga, mindful movement, grounding and relaxation techniques. We also held drumming workshops, creative writing courses, mindful walking sessions and crafts such as candle making, collage and glass painting.



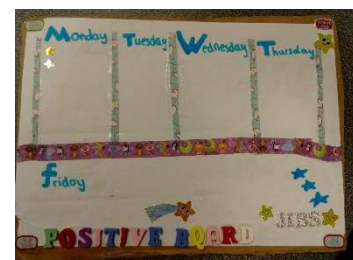
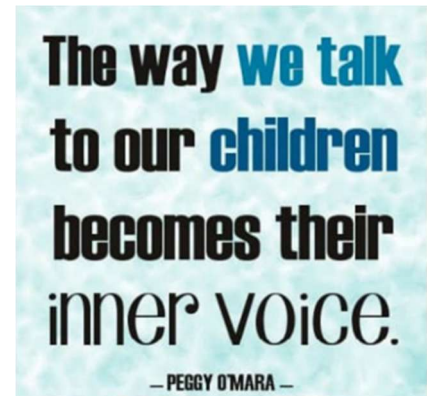
Most of our courses and groups are facilitated by our wonderful volunteers who are so valuable in the support they give to Daisy Programme. We would not be able to make the difference we do to so many lives without their enduring enthusiasm and commitment.

Fantastic Families

Our workers are experienced in creating positive change for children and young people. They are very creative in identifying activities, resources and means to engage with our clients and build trust so that children and young people (CYP) feel able to be open and know that they will not be judged. We have invested in accredited trauma training to enable our workers to develop understanding and knowledge and to identify options to support. They work in partnership with parents, schools and other professionals to develop a "whole" child approach.

We have piloted several new activities to better address trauma held within the body which have been open to both adults and children of all ages. The drumming sessions have been very popular. We have five staff working directly with CYP, including an additional part time term time specialist children and young person's worker. She has a background in working with children with special educational needs, especially neuro-diverse conditions which has been valuable as the number of more complex referrals for children and parents with complex and co-existing needs has risen.

We worked with 68 CYP during the year. We delivered a total of 594 interventions to children and young people, ran two parenting courses and provided four family drumming sessions. Our work has led to better family cohesion and understanding, reducing challenging behaviours and enabling CYP to achieve their educational milestones. Feedback from schools and Children's Services is that this has resulted in a reduction in the need for specialist support and less reliance on alternative interventions. Additionally, many of the CYP who we support cease self-harming and dangerous behaviours resulting in a decrease in medical and mental health interventions.



Dylan aged 10 was referred to us by his school. From a very young age, had witnessed a lot of serious physical and emotional abuse from his father to his mother, including seeing his mother being locked out of the house. The parents were separated two years ago, and he was having some contact with his father at a contact centre.*

He was having huge meltdowns at home, becoming very emotional and unable to self-regulate. At school he was withdrawn, becoming upset and hyperventilating and staring continuously. He also had separation anxiety and an extreme fear of getting hurt and dying. He could not sit in the classroom with his peers and spent most of his day sitting at a desk outside or in the toilets. He refused to eat with the other children at lunchtime or go to the playground at breaks. He had received school support for four years to build his emotional literacy, but that had made no difference.

His worker understood that these behaviours are often trauma responses, and she would need time to build trust. She completed an assessment with him looking at positives as well as negatives to build on his strengths. His mother and the school identified that he loved drawing and was kind to others. He was very closed initially and refused to talk about anything that he found difficult. He had very conflicted feelings about his father and shut down any conversation that asked how he was feeling. He also held a soft toy for comfort throughout the session. Gradually over time, their relationship developed. Through lots of patience and a range of creative activities and games such as Dobble and Uno, she enabled him to talk about his feelings and disclose his traumatic experiences. The worker also used a range of resources to help him to articulate his emotions and be able to share them with his safe people. She introduced tools that he could use to regulate his emotions and helped him to curb his automatic negative thoughts.

He started to sit in the classroom and formed a positive friendship with another child. She supported him in setting up a drawing club over lunchtimes at school and designing a poster to invite his classmates. By the time the support ended, he was fully integrated into school life, joining his classmates during lunch and breaks. His behaviour at home was much better with meltdowns reducing from three-four a week to less than once a month and being much less severe. Mum and the school described him as being chatty, confident and smiley. He described himself as being happy. His overall well-being score increased from 27 to 41, a 52% increase.

He said "I don't know why; I just feel better now. I don't have lots of friends, but I do have three good friends, and I don't feel lonely anymore. I'm always happy at home. I like school, I like my teachers and I like my friends."

**Not real name*

Daisy in the Community



We have expanded our community work this year with four additional monthly drop-in/support groups in Dereham, Swaffham Attleborough and Thetford, continuing to work in partnership with Flagship housing in Dereham and Thetford groups. In total 45 drop-in sessions have been held supporting 120 Breckland residents affected by domestic abuse. These are often the first step someone makes to accessing support, enabling them to attend with a friend in a local venue with an informal approach.

Our community team have also delivered various domestic abuse awareness training in more than 20 sessions to the public, Breckland Council staff, other professionals and community groups reaching more than 200 people. In addition, our Early Help and Community Officer together with our Daisy Ambassadors have attended 33 community events and engaged with over 140 people. She also attended and contributed to 31 Breckland Collaboration meetings, four which she chaired and co-facilitated a Trauma based CBT course over 12 weeks with 9 clients attending each week.

'I have come out of the house for the first time in years to go to something other than doctor's appointment or shops. I still looked over my shoulder but when I got to group I felt safe and was able to talk about things that no-one else understands, I can't tell you how much that means.'

"The support has honestly changed my life, I got some support for my Daughter too with the Rowan project. We both also attend the Craft and coffee group in Dereham and love the non-judgmental group. My life has turned around because Daisy really understands."

'To Christina thank-you for all the help and support you have given over these last months, you have made such a difference for me, and given me the tools and courage to fight the demons I didn't even know I was fighting. Thanks to you and the rest of the Daisy team, I am now in a much better place. Thanks from the bottom of my heart.' - This client relocated from Denmark to escape her perpetrator

Thank you

We are grateful to all our supporters who make our work possible. The brilliant organisations that not only provide us funding but also amazing support and guidance.



*Breckland Conservative Councillors
with Christmas toys*



*Former PCC, Giles Orpen-Smellie meets the Daisy
team*

And those who help in so many other ways, by providing toys, toiletries, clothing and food to help families who often flee their homes with just the clothes they are wearing. We are also very grateful to all the fantastic people who work in partnership with us to create the best possible outcomes for survivors of abuse and make healthy, happy and positive lives a reality.



I was in survival mode before contacting you. I saw no light at the end of the tunnel and felt I was just existing, not actually living. I felt nobody could understand what. What? What it was I was dealing with, but I couldn't see it at that moment. I was signposted to this project by the police the first time I rang them. I remember feeling scared and vulnerable. The first person I spoke to was very patient and I felt listened to and heard. She didn't make anything a big deal and gave me the best advice. Everything was at my pace and engaging with what I could manage.

All the support given was life changing from the weekly check in calls to see how I was doing to the group of people I sat and made out with. The counselling service was incredible. It was offered at the perfect time in my journey and really helped me understand what I had gone through. The courses I had access to were also very worthwhile. To meet other people who had gone through similar experiences. We were on a journey of self-growth together. It was empowering.

The support changed my life. I was stuck in survival mode and couldn't see it at the time. I wasn't enjoying life and the support made me start to smile and enjoy life again. Helped me find myself worth. When I first reached out, I was single parent to a disabled child with complex needs. Dealing with trauma from my previous relationship and feeling the world was against me. That life just wouldn't get any better. I didn't think it could ever improve for us and I had to accept that.

I am now working full time. My son is accessing education. I have hobbies I enjoy, and I took my son on holiday last year, which was a huge achievement for us. Something I always used to see other people to be able to do, but never thought it could be me. I will forever be grateful for the support that the Daisy programme has given me.

Future plans

1. We will continue to integrate our domestic and sexual abuse services to provide a holistic trauma recovery service.
2. We will undertake a revamp of our branding, marketing, and promotional activity.
3. We will diversify our income streams to include more non-restricted funding.
4. We will strengthen our organisational resilience to meet future challenges.

Governance and Financial Review

Trustees

David Leathart (Chair from September 2023)

Steve Jackman (Chair to September 2023)

Isabel Christophers (Vice Chair)

Eileen Wood

Stacey Woodward (appointed 12th July 2023)

Sandra Ferriera (appointed 21st September 2023)

Athena Poole (appointed 15th May 2024)

Senior Staff Member

Kate Biles (Programme Director)

Bank

Barclays Bank (Leicester)

Recruitment and appointment of Trustees

The Trustees are recruited through advertising on the Daisy Programme website and a variety of other websites and social media platforms. Prospective Trustees are interviewed by at least two members of the Trustee Board and then invited to attend a Trustee meeting to introduce themselves and their reasons for wanting to be a Trustee to the current board members. A vote of the existing Trustees is then taken to confirm appointment.

Statement of the Charity's Policy on Reserves

The Charity's Financial Regulations include a policy on maintaining reserves at a suitable level to meet any financial commitments on dissolution of the CIO. The Trustees confirm that this objective was met throughout the year. The Trustees have undertaken a review of the current financial situation of the charity and calculate those reserves of a minimum of £82,000 should be held going forward. This amount is based on three months of core work expenditure of £52,000, plus £10,000 for any contractual winding up costs and £20,000 for any unexpected expenditure costs or investment into service opportunities. This figure is reviewed on an annual basis and represents a 52% increase from the previous year.

Details of Any Funds Materially in Deficit

The Trustees declare that the charity had no funds which were materially in deficit at the date of the statement of assets and liabilities.

State of the Charity's Finances

Our income has increased by 84% from the income received in the previous financial year. The major changes have been the funding for our Fantastic Families service supporting children and young people (CYP) affected by domestic abuse, increased funding for our extended NIDAS contract to cover Kings Lynn and West Norfolk and North Norfolk, and increased funding for our Trauma Recovery Service, especially our work with survivors of sexual abuse.

The additional funding secured has given us a strong financial base for this year and next year. However, most of our current funding will end in 2026 and we face a cliff edge at that time. The Trustees have identified this as a priority for the coming year to address the longer-term governance, financial and promotional issues that we face. Most of our expenditure is on staff salaries and we are fortunate that our overhead costs with regards to premises are relatively low, so we have not been hit as much by the increases in utility costs that other organisations have. In this year we have taken on an additional nine staff, but our infrastructure to support areas such as HR, IT and book-keeping has not increased, so we need to allocate more funding to this. The Trustees are however cautious that we do not commit to financial obligations that we will not be able to meet in 2026.

The accounts are showing a total carry forward figure of £194,947. Details of how this is made up are given below. Expenditure in this year increased by 37%. This was largely due to increased staffing costs because of the additional NIDAS staff and increased staff hours for our Trauma Recovery and CYP workers. Overall, the Trustees consider that Daisy Programme is a viable financial organisation and believe that the charity finances are in a healthy state going forward and that the charity will be able to meet all its ongoing financial commitments. Whilst it is not anticipated that there are likely to be significant changes to our income streams in the coming year, we are mindful that many of these are due to end in 2025-2026. Additionally, our sexual abuse service will be part of a county wide tender process during 2025, which means that we may lose that element of our operations, and the funding associated with it. Government grants represent 27% of our total funding which is a substantial reduction from the previous year due to an increase in funding from charitable trusts and funding from National Lottery Community Fund alongside a reduction in funding from Office of Police and Crime commissioner of Norfolk for two specialist posts.

Unrestricted Funds

We received nearly four times the amount of unrestricted income this year, mainly due to generous grants from Lloyds Bank Foundation and Trusthouse Charitable Foundation. Our unrestricted fund carry forward has increased by 68% in the year, to £92,157, which is above the amount set by the Trustees of £82,000. We hope to increase this amount through some planned fundraising activities in the coming year and support from Lloyd's Bank Foundation to increase our unrestricted funding streams.

Designated Funds

We did not receive any designated funds during the year.

Particulars of Any Outstanding Guarantee Given by the Charity

The Trustees declare that the charity has given no guarantee where potential liability is outstanding at the date of the statement of assets and liabilities.

Particulars of Any Outstanding Debt

The Trustees declare that the charity has no outstanding debts which are secured by an express charge on any of the assets of the charity at the date of the statement of assets and liabilities.

Declaration

The Trustees declare that they have approved this report and authorised that it be signed on their behalf.



David Leathart

Date: 20/12/2024

Independent Examiner

Independent Examiner's Report to the Members of the Daisy Programme

I report on the accounts of the charity for the year ended 31st March 2024, which are set out on pages 22 to 30.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Adam James MAAT
Eric Southwick & Co
Accountants
51 The Avenue
Seaham
Co. Durham
SR7 8NS

Date: 20/12/2024

 **Eric Southwick & Co**
A dns Company | Accountants & Charity Experts

Statement of Financial Activities

For the year ended 31st March 2024

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	3	5,002	-	5,002	4,765
Charitable activities	4	51,400	434,053	485,453	258,723
Other trading activities	5	7,267	-	7,267	6,353
Total		<u>63,669</u>	<u>434,053</u>	<u>497,722</u>	<u>269,841</u>
Expenditure on:					
Charitable activities	6	27,068	370,978	398,046	290,008
Other trading activities	7	-	-	-	502
Total		<u>27,068</u>	<u>370,978</u>	<u>398,046</u>	<u>290,510</u>
Net income/(expenditure)		36,601	63,075	99,676	(20,669)
Transfers between funds	13	681	(681)	-	-
Net movement in funds		<u>37,282</u>	<u>62,394</u>	<u>99,676</u>	<u>(20,669)</u>
Reconciliation of Funds					
Total funds brought forward		54,875	39,946	94,821	115,490
Total funds carried forward	13	<u>92,157</u>	<u>102,340</u>	<u>194,497</u>	<u>94,821</u>

The notes on pages 24 to 30 form part of these accounts.

Balance Sheet**As at 31st March 2024**

	Notes	2024 £	2023 £
Fixed Assets			
Tangible assets	9	12,020	11,671
Total fixed assets		<u>12,020</u>	<u>11,671</u>
Current assets			
Debtors & prepayments	10	525	39,325
Cash at bank and in hand		186,698	46,883
Total current assets		<u>187,223</u>	<u>86,208</u>
Current Liabilities			
Creditors: Amounts falling due within one year	11	4,746	3,058
Net current assets		<u>182,477</u>	<u>83,150</u>
Total assets less current liabilities		<u><u>194,497</u></u>	<u><u>94,821</u></u>
Charity funds			
Restricted funds	13	102,340	39,946
Unrestricted funds	13	92,157	54,875
Total charity funds		<u><u>194,497</u></u>	<u><u>94,821</u></u>

The financial statements were approved by the Trustees, authorised for issue, and are signed on their behalf by:



David Leathart

Date: 20/12/2024

The notes on pages 24 to 30 form part of these accounts.

Notes to the accounts

1 Accounting policies

In preparing the accounts the following accounting policies have been complied with:

- a) The charity is a public benefit entity and therefore the financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP FRS 102) and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).
- b) Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note, this is a change from the previous year and therefore the comparative figures have been restated.
- c) Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- d) Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.
- e) There are no material uncertainties existing to suggest that the use of the going concern basis is inappropriate.
- f) All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:
 - i) donations and legacies are received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable. Grants, where entitlement is conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
 - ii) Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
 - iii) Income from investments is included when receivable.
 - iv) Income from charitable activities, where related to performance and specific deliverables, are accounted for when the charity earns the right to consideration by its performance.
- g) Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:
 - i) Costs of raising funds comprise costs associated with attracting voluntary income, including costs of trading for fundraising purposes and the use of a fundraising consultant.
 - ii) Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. It also includes those costs associated with meeting the constitutional and statutory requirements of the charity and include the costs linked to the strategic management of the charity.
 - iii) All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis as set out in the notes.

2 Taxation

The charity is exempt from taxation on its income and gains where they are applied for charitable purposes. Irrecoverable VAT is included in the cost of the goods or services on which it was charged.

Notes to the accounts (continued)**3 Income from donations and legacies**

	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
Breckland District Council - Chairman's Donation	-	-	-	200
Other donations	5,002	-	5,002	4,565
Total	5,002	-	5,002	4,765

4 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
Breckland District Council - Daisy Ambassadors	-	35,479	35,479	35,479
Charles Hayward Foundation	-	-	-	7,000
Children In Need - CYP	-	30,000	30,000	-
Leeway - NIDAS	-	168,123	168,123	56,572
Lloyds Bank Foundation	25,000	-	25,000	-
National Lottery Community Fund	-	84,281	84,281	-
Norfolk Community Foundation - Surviving Winter Fund	-	2,000	2,000	2,000
Norfolk Community Foundation - Domestic Abuse Counselling Support	-	5,000	5,000	-
Police & Crime Commissioner Norfolk - CYP Idva	-	-	-	36,937
Police & Crime Commissioner Norfolk - Rowan Project	-	96,449	96,449	78,620
Police & Crime Commissioner Norfolk - VA Idva	-	-	-	37,990
Sue Lambert - Rape and Sexual Abuse Support Fund	-	12,721	12,721	-
Tesco - Bags of Help	-	-	-	750
Trusthouse Charitable Foundation	25,200	-	25,200	-
The Sir Jules Thorn Charitable Trust	-	-	-	2,000
Income from training courses	1,200	-	1,200	1,375
Total	51,400	434,053	485,453	258,723

Notes to the accounts (continued)

5 Income from other trading activities

	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
Fundraising events	6,515	-	6,515	1,866
Our Breckland Lottery	752	-	752	807
Use of premises	-	-	-	1,680
Breckland District Council - Sponsorship Fund	-	-	-	2,000
Total	7,267	-	7,267	6,353

6 Analysis of expenditure on charitable activities

	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
Wages and salaries	23,992	322,028	346,020	247,120
Other staff costs	1,173	17,501	18,674	10,868
Sessional staff costs	500	4,520	5,020	1,822
Volunteer costs	-	341	341	382
Trustee expense	-	36	36	-
Premises costs	54	15,075	15,129	13,499
Insurance and governance	-	2,532	2,532	2,413
Independent Examiner's fee	-	1,020	1,020	960
Repairs and renewals	3	81	84	94
Office costs	-	1,654	1,654	1,184
Advertising and marketing	-	700	700	129
Counselling costs	-	2,525	2,525	1,358
Groups and activities	90	1,547	1,637	5,387
Furniture & equipment	-	204	204	-
Networking	-	-	-	446
Mobilisation costs	-	-	-	-
Venue costs	-	-	-	52
Depreciation	1,250	1,028	2,278	2,687
Miscellaneous	6	186	192	1,607
Total 2024	27,068	370,978	398,046	290,008
Total 2023	3,547	286,461	290,008	

7 Analysis of expenditure on other trading activities

	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
Advertising and marketing	-	-	-	502

Notes to the accounts (continued)

8 Trustee and employee information

a) Trustee information

During the year, no Trustees received any remuneration or benefits (2023 – £NIL).

During the year, £36 was reimbursed to one Trustee for travel expenses (2023 - £NIL).

b) Employee Information

No employee received emoluments in excess of £60,000 during the period (2023:2024). Employee costs during the period were as follows:

	2024	2023
	£	£
Wages and salaries	268,729	198,552
Social security costs	66,350	41,970
Pension costs	10,941	6,598
	<u>346,020</u>	<u>247,120</u>

The average number of people employed during the period was as follows:

	2024	2024	2023	2023
	No.	FTE	No.	FTE
Charitable activities	13	10	11	8
Governance and administration of the Charity	1	1	2	1
	<u>14</u>	<u>11</u>	<u>13</u>	<u>9</u>

9 Fixed Assets

	Furniture	Office equipment	Total
	£	£	£
Cost			
At 1 April 2023	4,245	14,192	18,437
Additions	681	1,947	2,628
At 31 March 2024	<u>4,926</u>	<u>16,139</u>	<u>21,065</u>
Depreciation			
At 1 April 2023	1,295	5,471	6,766
Charge for the period	443	1,836	2,279
At 31 March 2024	<u>1,738</u>	<u>7,307</u>	<u>9,045</u>
Net book value			
At 31 March 2024	<u>3,188</u>	<u>8,832</u>	<u>12,020</u>
At 31 March 2023	<u>2,950</u>	<u>8,721</u>	<u>11,671</u>

Furniture is depreciated at 15% per annum on a reducing balance basis and office equipment is depreciated at 20% per annum on a reducing balance basis. Items below £100 are not capitalised.

Notes to the accounts (continued)**10 Debtors**

	2024	2023
	£	£
Trade debtors	-	38,788
Prepayments	525	537
	<u>525</u>	<u>39,325</u>

11 Creditors: Amounts falling due within one year

	2024	2023
	£	£
Other creditors and accruals	<u>4,746</u>	<u>3,058</u>

12 Analysis of net assets between funds

		2024		2023
		£		£
Restricted funds				
Fixed assets	6,133		5,215	
Current assets	<u>96,207</u>	102,340	<u>34,731</u>	39,946
Unrestricted funds				
Fixed assets	5,887		6,456	
Current assets	<u>86,270</u>	92,157	<u>48,419</u>	54,875
		<u>194,497</u>		<u>94,821</u>

Notes to the accounts (continued)

13 Statement of funds

	At 1 April 2023 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 March 2024 £
Restricted funds					
Breckland District Council - Daisy Ambassadors	20,402	35,479	(23,921)	-	31,960
Breckland District Council - Sponsorship Fund	1,498	-	-	-	1,498
Charles Hayward Foundation	7,000	-	(7,000)	-	-
Children In Need	-	30,000	(7,090)	-	22,910
Leeway - NIDAS	6,649	168,123	(162,571)	-	12,201
National Lottery Community Fund	-	84,281	(52,777)	-	31,504
Norfolk Community Foundation - Surviving Winter	73	2,000	(1,392)	(681)	-
Norfolk Community Foundation - Domestic Abuse Counselling Support	-	5,000	(5,000)	-	-
Norfolk Community Foundtaion - Victory Homes	1,623	-	(1,623)	-	-
Police & Crime Commissioner Norfolk - Rowan Project	2,701	96,449	(96,883)	-	2,267
Sue Lambert - Rape & Sexual Abuse Fund	-	12,721	(12,721)	-	-
	<u>39,946</u>	<u>434,053</u>	<u>(370,978)</u>	<u>(681)</u>	<u>102,340</u>
Unrestricted funds					
General fund	<u>54,875</u>	<u>63,669</u>	<u>(27,068)</u>	<u>681</u>	<u>92,157</u>
	<u>94,821</u>	<u>497,722</u>	<u>(398,046)</u>	<u>-</u>	<u>194,497</u>

Breckland District Council – Daisy Ambassadors – funding received to raise awareness of domestic abuse and to provide support in the community.

Breckland District Council – Sponsorship Fund – funds received to sponsor teams and events in the community.

Charles Hayward Foundation – funds received to support our children and young people service.

Children In Need – funds received to support our children and young people service.

Leeway – NIDAS - funding to provide a domestic abuse service for those assessed as being high or medium risk of harm.

Notes to the accounts (continued)

National Lottery Community Fund – funding to create our Trauma Recovery Service.

Norfolk Community Foundation – Surviving Winter – funds received to provide activities in a warm, friendly environment to vulnerable clients.

Norfolk Community Foundation – Domestic Abuse Counselling Support - Handelsbanken Mental Health & Wellbeing funding to provide 1:1 counselling support for domestic abuse survivors.

Norfolk Community Foundation – Victory Homes - funds received to provide support to Victory Homes tenants.

Police & Crime Commissioner Norfolk – Rowan Project – funding received to provide counselling to victims of sexual abuse in Breckland.

14 Comparative Statement of Financial Activities by fund type

	Unrestricted funds £	Restricted funds £	Total funds 2023 £
Income from:			
Donations and legacies	4,765	-	4,765
Charitable activities	4,125	254,598	258,723
Other trading activities	4,353	2,000	6,353
Total	13,243	256,598	269,841
Expenditure on:			
Charitable activities	3,547	286,461	290,008
Other trading activities	-	502	502
Total	3,547	286,963	290,510
Net income/(expenditure)	9,696	(30,365)	(20,669)
Transfers between funds	9,077	(9,077)	-
Net movement in funds	18,773	(39,442)	(20,669)

15 Related Parties

The charity does not have any transactions with related parties that require disclosure.

16 Controlling Parties

The charity is controlled by the Trustees.

17 Other Information

The charity is a charitable incorporated organisation which is registered in England and Wales with its registered office and its principal place of operation Unit 1, Ventura House, Norwich Road, Watton, IP25 6JU.

Accounts



DAISY PROGRAMME

Trustees' Annual Report 2022-23

Daisy Programme

Trustees' Annual Report and Financial Statements for the period

1 April 2022 to 31 March 2023

A Poem

*When I was at my lowest, you took me by the hand
Showed me I was not alone, that others understand
The fights, the battles, the sad times too, you gave a helping hand
Gave us someone to rely on, someone who understands
You raised us up and taught us well, without you I'd be lost
All done from the kindness of your heart, your guidance had no cost
So thank you for shaping me into the woman I am today
For helping me recover, to carry on with each day
I've found my tribe all thanks to you, they help in days of strife
All thanks to you I have true friends who will be with me for life
So thanks again for all the wonderful things you do
Keep on striving for the best and always being you.*

By A Rowan Recovery Toolkit Client

January 2024

Unit 1, Ventura House, Norwich Road, Watton, IP25 6JU

Daisy Programme is a Charitable Incorporated Organisation governed by a CIO Foundation Constitution and overseen by a Board of Trustees

Registered Charity Number 1166033

Executive Summary

Objectives

Our objectives are to relieve the needs and provide support for people living in Norfolk who have suffered or are exposed to domestic and sexual abuse by supporting their emotional, physical, and mental health.

We achieve this by:

- ✓ Supporting people to develop confidence and belief in their ability to create a new future (Jointly agreed support planning, practical support, Client Support Officers, phone support, emotional support).
- ✓ Enabling people to move on from their past with better well-being and new ways of thinking and behaving (Therapeutic interventions such as counselling).
- ✓ Helping people to value themselves by understanding abuse and their experiences and have pride in their progress and achievements (Power to Change, Raising Children course, Rock Pool Recovery Toolkits).
- ✓ Creating support networks and a sense of belonging (Peer support groups, parenting support groups).
- ✓ Giving people tools to reduce stress, build skills and release trauma held in the body through creative and mindful activities (Art and Support Group, Choir, Mindfulness, Yoga, Therapeutic Writing, Drumming workshops, Mind and Body sessions).
- ✓ Empowering survivors to achieve a sense of purpose and potential (Volunteering, Peer Mentoring).

Our Values

We put people at the centre of what we do – We believe each person is different, as is their experience of abuse, and we will listen to and value those differences, giving choice in how people receive our services.

We build people's personal strengths – We believe that with the right support every person has the potential to improve their lives and we will help people to build on their personal strengths to achieve lasting change through collaboration and empowerment.

We see people not trauma – We believe people should not be defined by the trauma they have experienced, and how that presents, and we will provide high quality services that are safe, consistent, transparent and evidence based.

Our purpose

To work with others, especially those with lived experience, to build awareness and understanding of domestic and sexual abuse and to support survivors to look forward to the future and not be controlled by the past.

Our mission

To empower people who have experienced abuse to recover, build resilience and live positive, healthy, and productive lives.



Some of our Daisy Team

Statutory Declaration on Public Benefit

The trustees declare that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

Activities, Achievements & Performance

Overview

During the year we continued to develop and expand our services for adults impacted by the trauma of domestic and sexual abuse and children who have experienced domestic abuse in their homes. We have established our NIDAS service in Breckland in a partnership with Leeway Domestic Abuse service working with high and medium risk victims of domestic abuse and successfully completed the two-year pilot of the Rowan Project service for survivors of sexual abuse. This service has now been extended to March 2025. Our trauma-



informed work with survivors of domestic abuse has continued to provide a variety of support to create sustained recovery and we have embedded our Fantastic Family service for children and young people and their parents. Our Vulnerable Adults Idva service also provided specialist support for people with barriers to access due to age or disability. These services have all received more referrals and supported more clients than we anticipated. Our Early Help and Community service continued to work with others, especially Breckland Council to provide support within communities and improve the response of professionals through training and awareness raising. Details of each of these services is given below.

We have enabled 283 people to participate in our groups, events, and activities. We have provided advocacy for 97 service users so that their voices can be better heard. We have signposted, referred, or directly supported clients to access 410 different services. And we have provided just under 3000 counselling sessions for survivors of abuse.

As we have grown, we have implemented further structural changes to support our service delivery and to ensure that we are fully compliant with Charity Commission guidance.

Our evaluations show the differences we make to people's lives, and we can evidence our impact by the data we collect. However, it is the individual feedback provided by our clients, such as those that we have reproduced throughout this report, that provide a powerful testimony that we are effective in all we have achieved during the past year.

Mental Well-being



We measure Mental Well-being by the Short Warwick Edinburgh Mental Well-being Scale (SWEMBS) which is a well-recognised, validated measure of mental well-being. Research tells us that a change of 1-3 points is significant in individual scores.ⁱ Our evaluations show an improvement of 4.17 points across our service users in the last year. *This represents a net social value of £590,511.ⁱⁱ*

Psychological Distress

We use Clinical Outcomes in Routine Evaluation (Core 10) to measure levels of psychological distress. This is important for assessing need and priorities for our therapeutic work. Using this measure, we can see that our clients average a 43% improvement in their psychological state, moving from a severe/moderate measure to a mild measure of psychological distress.



Drumming workshop at the Hub

ⁱ

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6303870/#:~:text=SWEMWBS%20is%20responsive%20to%20change%20at%20group%20level%20and%20individual,change%20at%20the%20individual%20level>

ⁱⁱ https://hact.org.uk/wp-content/uploads/2021/11/HACT-WEMWBS_web.pdf

“When I first had support from Daisy Programme, I felt that it was the last resort for me as I felt completely trapped in my situation. During the initial discussion, I felt that there was this tiny little light of hope that my situation could change and what if that could happen for me. I definitely felt that I had a sense of support that I had never had before and that I could be guided into freedom. I didn't feel as though I was walking in the dark anymore. Nobody had allowed me to make my own free choices about my situation and what I wanted to happen. We talked about possible options that I could take, and I was able to explore these, and I was able to make informed choices, this included the decision that I wanted my own home, so that I could begin to heal from the experiences I have been through. My IDVA brought all the professionals involved in supporting me to a meeting where I was included, so that we could work together collaboratively to progress my journey. I now have my own flat and I am now moving forward taking small steps and this has included me taking myself on a bus into town, which I had never done before and this week I ventured further and took myself on the bus to Dereham. Before the support from Daisy Programme, leaving home was a huge effort for me with my traumas, learning difficulty and anxiety. I feel so grateful for all the support I have had in place and wouldn't be where I would be today as it was something that felt impossible at the time in July 2022 to where we are now in February 2023.”

Progress against our aims

We have made significant progress against our key aims.

1. We consolidated and expanded our new services, Fantastic Families, The Rowan Project, and our support for vulnerable adults. The success of these services has demonstrated that there is a significant need for this support, and we currently have waiting lists for our sexual abuse support and children and young people's support. We have acquired funding for the Fantastic Families and Rowan Project to continue this work. Whilst we have not been able to do so for our Vulnerable Adults service, this role has been transferred to the NIDAS service where it continues to benefit victims of abuse across Norfolk. We have consolidated our NIDAS partnership working with high and medium risk victims of domestic abuse and integrated this work into our other services so that support for clients is holistic, available for all family members and provides a seamless journey of recovery where no client needs to repeat their story. We are the only organisation in Norfolk that can provide specialist ongoing domestic abuse support for clients at all levels of risk.

2. We have continued to develop and expand our community outreach, providing regular presentations to practitioners working for Breckland Council and our community-based support services as set out below. Our volunteer team has received additional training to deliver services across a range of peer support, creative activities, and therapeutic sessions.
3. We have made the case for a Trauma Recovery Support service to empower people who have experienced abuse of any type, historically or more recently, to recover, build resilience and live positive, healthy, and productive lives and we have been granted funding to support this going forward.

Activities

Once again there have been some important changes for our charity.



Leigh Doran

Our Founder and Programme Director, Leigh Doran left her role with Daisy Programme in June 2022 to focus on several new personal initiatives. Her contribution in building the organisation to its current form has been enormous and enabled more than 1000 people to receive support to move on from abuse. She will continue her involvement as a Daisy Programme Patron.

In the past year we have received a total of 862 new referrals for services, this is a 96% increase on the previous year of 440 referrals.

During the year, our team expanded to fourteen from ten. Although Leigh has left and our Vulnerable Victim Idva was transferred to Leeway at the end of the year, we anticipate further growth in our staff team in the coming year due to successful fundraising.

Fantastic Families

We have received 126 referrals to our Fantastic Families service during the two-year pilot.

The service uses interventions that are trauma-informed and based on a CBT approach, building on the Rockpool CYP Recovery Toolkit, but also introducing a range of creative activities and tools, and some story books to re-enforce coping skills and recovery from trauma.

Those CYP (Children and Young People) living in a situation where domestic abuse is still occurring are supported with safety planning and reassurance. The service received 24 referrals where abuse was still present in the daily lives of the children. Research shows that it is not possible to support sustained recovery until the CYP are free from the abuse and constant changes in circumstances, so interventions for this group are focused on key messages: You have a right to be safe; Abuse is

not your fault; You cannot stop the abuse, only the person doing it can; Everyone has the right to be respected.

Most of the children referred are no longer living with abuse but still suffering from the trauma of their experiences which manifests in challenging behaviour, low self-esteem, relationship difficulties, feelings of self-blame and self-harming and eating disorders. Increasingly the service is working with children who are part of families receiving support from Children's Services, either at Family Practitioner or Social Work level or subject to an EHAP. Most parents are at standard level of risk. We have received several referrals where there has been a death associated with abuse, either of the victim or perpetrator and we work closely with other agencies, such as Nelson's Journey or Winstons Wish to provide wrap around support.

Each child has an individual assessment which places their voice at its heart. Unlike other CYP support services which require a child to fit a pre-determined support programme, individual support plans are created which are based on need and developmental level. Interventions use evidence-based practices and tools which focus on emotional regulation, self-worth, relationships with others and making better choices. The length of support varies according to the trauma suffered and impact on the CYP.

Results from our evaluations show significant increases in well-being for all CYPs referred. We are working in partnership with Family Practitioners, Social Workers, and Domestic Abuse Caseworkers to achieve sustained improvements for these CYP. Most of them are of primary school age, which gives us an opportunity to make an impact before behaviours are embedded and change thinking and feelings to create better life chances.

Target	Outcome
70% of CYP will know how to seek help and support in unsafe situations	93%
70% of CYP will know how to maintain their own safety	96%
70% of CYP will know what a healthy relationship is	90%
70% of CYP will have improvement in feelings of blame	85%
50% of CYP will develop their own coping strategies	88%

The assessment and support planning process reflects the voice of the child and enables our practitioners, parents and carers, schools, and Children's professionals to work in partnership and collaboratively to make support effective. It is based on a Signs of Safety model in which the child's voice is paramount.

We have delivered two complete courses of our Parenting Programme, Fantastic Families which has enabled significant improvements in the parenting confidence of parents attending. The

"It been fantastic doing the fantastic parenting course it really has made me feel I can be a great parent and allow me to understand my children's needs and moods more. In respecting what I need to say and put by boundaries in place." Raising Children Attendee

Parents and their CYP have attended a variety of events designed to strengthen family connections and share tools that parents can use creatively to support their children's recovery.

"I started the course feeling lost in terms of my parenting strategies. I knew I wanted to change my approach but didn't know what to do instead. Talking through the domestic abuse aspect of parenting concerns has been immensely helpful. I'm still learning but feel I'm capable now as I have good tools and strategies to apply." Raising Children Attendee

Psycho-educational courses

Responding to feedback from clients, we have introduced a new Power to Change course which is delivered in two six session modules. This has been very successful as some clients are anxious about committing to longer periods. The flexibility of the course and the ability to adapt has meant we are able to tailor it to meet need.

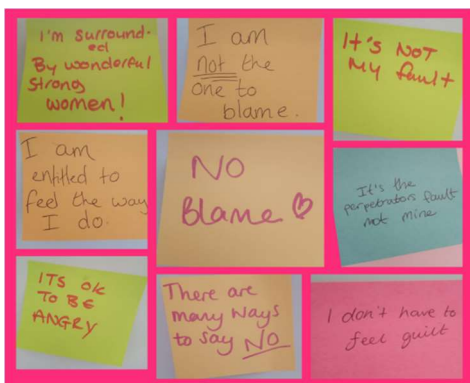
We have delivered seven group programmes during the year to help clients make sense of their experiences, reduce self-blame, and develop the tools to move on with their lives with better well-being for them and their families.

Towards the end of the year, we also piloted a Mind and Body course "Spring into Spring" which was developed especially for Daisy Programme clients. The course is based on the understanding that trauma is held within the body as well as the mind and that addressing this through gentle exercise alongside mindful approaches can support recovery. This first course was very successful, and we will be running another one in the coming year to evidence its impact so that we can seek funding for this to continue.

We continue to offer the very effective Rockpool Recovery Toolkits, and these have recently been introduced to our Rowan Project for sexual abuse survivors.

This year, following Covid, most courses have been offered online, but we have recently seen that there is more enthusiasm to meet others face to face and the number of face-to-face group programmes is now increasing.

Course Feedback



"Thank you so much, you are both fantastic strong inspiring and inspirational women. You've helped me so much see a different light and I'll carry this on through my life. I'm not afraid anymore, I don't doubt myself and feel worthless and my goal is to one day in the future help others how you've helped me. Thank you"

"I feel that the structure and progression of each week's session has helped me to better understand my experience and in doing so - has helped me detach from the initial

intensity which - at times - was just overwhelming. The facilitators created a safe and welcoming space and were very engaging and supportive throughout. I'm very grateful for the opportunity to attend this course. Without it I wouldn't of been able to make the progress that I have done. It's simply been hugely valuable and it's also been a privilege to share and understand the other participants' experiences and to see them begin to engage and grow in confidence over the course of the six weeks - Thank you".

"I've gained so much from the course; it's made me have so much more knowledge about domestic abuse and especially child abuse too and what the perpetrator does. Every part of the course ticked every single box what I've been through. I'm so grateful for Daisy & all your help as this is going to help me so much to keep fighting for my son and use all the tools what I've learnt. In the future when the time is right, I'd love to help how you've helped me become a stronger person."

First Contact Officer and standard risk support

The First Contact Officer received 385 referrals from 1st April 2022 to 1st April 2023. 105 were not suitable for Daisy Programme and were supported to find the appropriate service in their area or to meet their needs. We have undertaken more than 300 assessments and created 280 person-centred support plans.

In total 84 clients are currently open to Daisy Programme standard risk domestic abuse recovery service.

The First Contact Officer has piloted facilitation of three Power to Change courses run via Zoom in an evening. This is an invaluable course that provides clients with an understanding and awareness of domestic abuse and its various forms but more importantly ways to manage the emotions that are a result of trauma through grounding and relaxation exercises.

They also provide crisis support and welfare calls with clients once they are waiting to access other Daisy services which maintain engagement and demonstrate our commitment to them.

"Daisy Programme has made me feel safer, realise that the fun factor is within me and that you can overcome fears. I have been able to make new friends and talk about my experiences."



White Ribbon Day at Breckland Council

Vulnerable Adults Independent Domestic Violence Advisor

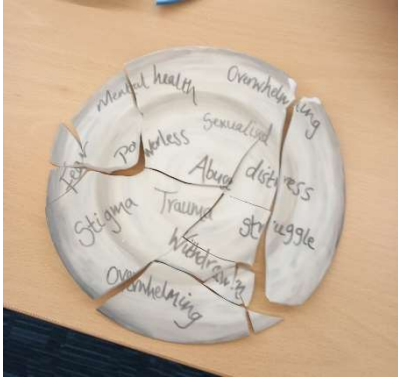
Total number of clients supported by Vulnerable Adults Independent Domestic Violence Advisor (Idva) over funding period (Apr21 – Mar23) was 102. Our Vulnerable Adults Idva works to the Department of Health definition of a vulnerable adult as a person aged 18 or over who may need community care services because of a disability (mental or other), age, or illness.

They act as a primary point of contact, from immediate crisis, by assessing risk, identifying suitable options, and developing safety and support plans using a person-centred approach. They will advocate for the victim at MARACs and through criminal and civil courts processes, housing options and services available from other organisations. This can include bringing together any professionals who are supporting the client and family, to enable proportionate information sharing to understand the wider picture of what is happening. Our Vulnerable Adults Idva also supports the victim in longer term recovery by helping them to access therapeutic interventions, peer support and creative and social activities.

The cases they work with are often complex and can have multiple issues, needing time and trust in to build a rapport with the client to enable them on their journey of recovery from trauma. A primary focus for the role is advocating for clients, being their voice but also empowering them to be able to make informed choices and building foundations for their recovery journey. The clients are also more likely to experience abuse from family members.

We understand that when people have experienced trauma/adverse childhood experiences it can take a long time to recover, and the impact can become embedded deep within. This is especially true of the clients receiving this specialist support. By being trauma informed, we know that a client's presentation and behaviour may reflect their experiences and we support them to address the feelings that underpin them.

The pilot finished at the end of March 2023 and the role is now part of NIDAS working with high and medium risk victims. We will continue to seek funding for a Daisy Programme post as we know that many older victims do not report or minimise the abuse they experience and are therefore not in these higher risk cohorts.



"The consistency from Daisy has been brilliant, I am now able to function, I have come out of the dark, dark place and I have been able to slow down rather than going at 90 miles to the dozen. Thank you."

Daisy in the Community



Christina, our Early Help and Community Officer

The Daisy Early Help and Community Officer develops relationships with partner organisations to provide a holistic response and promotes the Daisy Programme within our community. They maintain Daisy's working relationship with Breckland District Council by attending bi-monthly meetings with the council management and community team. This allows the council to keep up to date with the support that Daisy can offer to the residents of the Breckland area.

The Community Lead attends weekly Breckland Early Help Collaboration meetings. These meetings involve our partner agencies which include local charities, the Police, Adult and Children's services, the Harbour Centre, and local schools. This role is an integral way to get the right support and help to domestic abuse survivors who do not reach the high-risk threshold in the Breckland area.

The Officer attends promotional events such as White Ribbon Day at Breckland Council Offices, alongside awareness raising sessions with a variety of community groups. They also organised a fund-raising collection with Dereham Football Club who we sponsor with our logo on their shirts.

During the year, they have developed a peer support partnership with Victory Housing with funding provided through the Norfolk Community Foundation and now jointly deliver regular support groups in Thetford for Victory Housing residents. Additionally, they have set up and delivered other drop-in sessions at local libraries and the Mind Rest café.

During the winter, we were grateful to receive Warm Spot funding to enable clients who were struggling with increased heating costs to access warm spaces in groups at our Hub. This provided a safe warm space with hot soup and rolls for clients.

We were also very grateful for the fantastic support of so many organisations and members of the community in providing toys, toiletries, and food for clients at Christmas 2022. In particular, the Conservative Group on Breckland Council provided gifts for 60 of our children and young people which was a fantastic achievement and meant so much to our families facing challenges due to the cost-of-living increases.



Christmas toys at Dereham Windmill

NIDAS



The NIDAS service for high and medium risk clients has now been operating in Breckland for just over 12 months, during most of that time the team has been made up of a Senior Idva and a part time Idva who has successfully completed the full Idva training. The work is much more risk-led, and safety focused than some of our other services. Through the first year we have worked with both high and medium risk clients, outcomes include supporting clients in accessing

refuge, attending court for legal orders, supporting in child protection conferences, improving housing options, installation of cameras to homes, facilitating the arrest of a sleeping perpetrator and even rehoming a pig!

"You have been my rock; I couldn't have done this without you" NIDAS client

choice our clients have gained back control and taken ownership of the safety of themselves and their families. This first year has also been a time where we have built strong working relationships with other agencies including Breckland Council, Childrens Services, Norfolk Police, and local schools. The Idvas are now working alongside OPT officers in



One rehomed pig

Thetford and Dereham police stations, this has enabled them to learn more about how police work within Breckland and improve outcomes for NIDAS clients. Feedback from clients has been excellent in the first year. This shows that even without a fully staffed team the Breckland Idva's have made a significant impact in improving victim safety. We are now looking forward to our second year, but hopefully no more rehoming of pigs!

"It's the best thing I have ever done for myself... building my confidence, allowing me to have a voice, making new friends, having support and camaraderie, having a routine, helping my memory, learning new things, etc... It has helped me to grow as a person and have hope for the future."

The Rowan Project

Daisy Programme continues to provide support to the survivors of sexual abuse through The Rowan Project. The project has secured another two years of funding from the Office of the Police & Crime Commissioner, Norfolk which will allow the service to continue to offer the much-needed recovery support to survivors.

During our two-year pilot we received 253 referrals to Rowan Project of which 42% were self-referrals. 196 people have received counselling and 1630 counselling sessions have been delivered. 24% of our referrals to Rowan Project

come from the Harbour Centre, the Norfolk Sexual Abuse Referral Centre. Our staff have completed specialist training from Survivors Trust, PESI UK, Mind, Carolyn Spring, and Safe CIC.

We currently have two counsellors sharing the one full time counsellor position. At any one time, they can support up to 20 clients with counselling.

85% of all our clients have planned exits from our service, so levels of disengagement remain low. Our waiting list as at 31st March 2023 was 28 with the average waiting time being 6 months. However, we have secured additional funding in the coming year which will increase the number of available counselling slots and reduce the waiting time significantly.

Referral Process

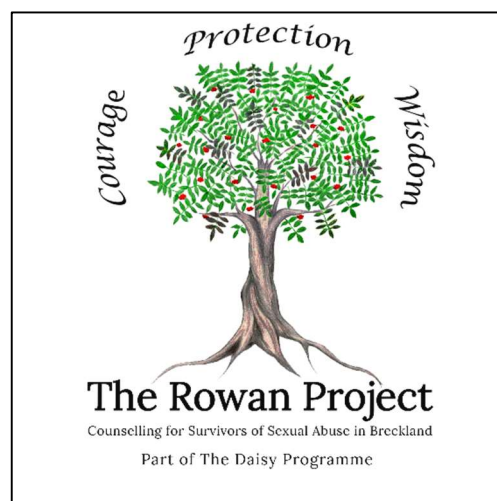
Following feedback from service users we have refined the referral process and forms so that service users do not have to provide detailed information about the trauma they have suffered and are not having to repeat their stories several times. We have also introduced more structured support for grounding and stabilisation to enable clients to benefit more effectively from their counselling. This is delivered by our Project Support Officer.

Feedback



Kathy, our Rowan Project Support Officer

We continue to ask our service users for their feedback on the service they have received. From this feedback it became clear that further support after counselling was required for some service users which we have addressed by offering a group recovery course, Rockpool Sexual Violence Recovery Toolkit. Our Project Support Officer raised funds by climbing a mountain in Wales which was used to attend the Sexual Violence Recovery Toolkit Facilitator training which she completed in



October 2022. In January 2023 we welcomed our first group of service users onto the Recovery Toolkit course. The Sexual Violence Recovery Toolkit programme is an evidence-based programme that supports service users to be the expert, and at the centre of their own recovery.

The topics covered on the course include sexual violence myths, psychoeducation on autonomic nervous system, introduction to self-esteem, perpetrators of sexual violence, post-traumatic stress, self-esteem, and affirmations, being assertive, intimate relationships post disclosure, building healthy relationships and guilt and shame.

We have seen some noticeable improvements with our service users during the course with their self-esteem scores improving for all. We have received positive feedback from all our clients and are in the process of organising our next course which we will be running in September 2023.

We are also starting a Rowan Support Group and creative writing course.



Recovery Toolkit attendees

"I had happy tears last night thinking about if I had gone through with ending my life, how I wouldn't be here today doing all the amazing things I am doing. Again, it's all thanks to you lovely bunch at Rowan!"

"Working with my counsellor has been life changing for me. I no longer have the overwhelming feelings of guilt and shame about the abuse I suffered. It has not been an easy journey and I have had many ups and downs but with my counsellors support I had the courage to continue and now that my sessions are over, I feel so much stronger and positive about my life. Thank you for helping me."

"I have tried so many different counselling groups and never got anything out of it. I lost all hope in counselling and therapy, until I found you guys. I want to Thank you so much for all your help. You made me have faith in myself and helped me believe in my future."

"This may seem a little odd, but I actually liked the waiting list. I was very anxious and hesitant about starting counselling, so having that period of time to get used to the idea that I was actually going to do this helped me to feel ready for it when I finally started."

"I no longer have the overwhelming feelings of guilt and shame about the abuse I suffered".

Client Case Study

"Before I was contacted by The Rowan Project I was in a difficult place, I was withdrawn from my family and not really myself at all. I was experiencing panic attacks, black outs, flash backs, bad dreams and often tried to not leave the house beyond going to work.

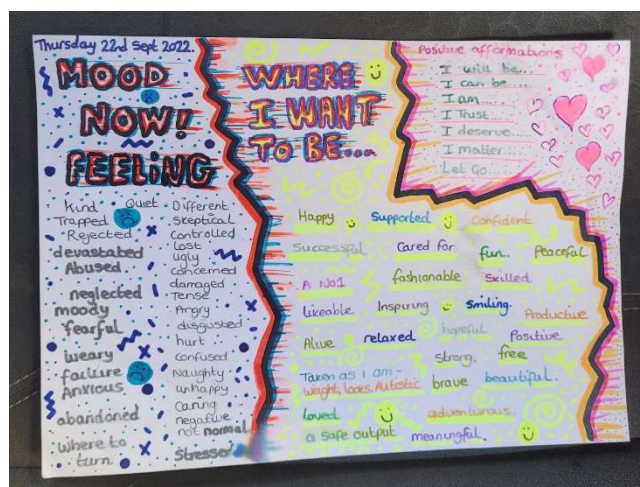
I contacted The Daisy Programme, who I already follow-on Facebook and was put on The Rowan Project waiting list.

Whilst on the waiting list I was contacted regularly by a counsellor who listened to me and gave me some coping techniques that I still turn to now. The one I like the most is telling myself my name and my age when I'm feeling anxious. I think I like using this as it reminds me that what happened to me was a long time ago and that I am safe now.

When I started counselling my counsellor listened to me without judgement and supported me as I explored the things that were difficult for me to process. I felt like I was nurtured and cared for. For the first time in many years, I have been able to let go of shame.

*I feel like a different person since my counselling sessions, not like my old self, but a new self. I am able to control my emotions better and have been able to experience new things to see what I enjoy and what I don't. I even started to face some fears, like swimming in the sea, which I loved!! I can do more with the kids and be genuinely enjoying it now. My husband and I have been able to reconnect again! I am able to open up about my past to others that I trust, and this **helped me to feel supported and strengthened some friendships.** I have changed my job and have decided to study counselling myself in order to help others.*

I would just like to thank all at The Rowan Project for all your work and dedication for those who need it. This process gave me my life back."



Our Daisy Ambassadors and Volunteers

We recognise the value and power of lived experience in shaping our service, and many of our volunteers and some of our staff members are ex-service users.

We have an amazing team of five ambassadors, one general volunteer and four volunteer placement counsellors working with us at the Daisy Programme. Some of our ambassadors and volunteers are survivors of or have been affected by domestic abuse in their lives so they understand first-hand how being involved in the Daisy Programme can give them hope, education, and a chance to build their confidence and self-esteem.

Over the past year our volunteers have helped us to deliver a total of three Freedom Programmes, two Raising Children courses and one Rock Pool Recovery Toolkit course. These are all life changing and vital courses that promote hope and education for all those attending.

Two of our ambassadors run our Craft and Support group every Thursday at our hub in Watton.

"It was brilliant. It has really opened my eyes to what I have been living both through and with. The penny has dropped with me about setting boundaries. I know I still have a way to go but can honestly say that I feel different and those close to me say they have noticed a difference in me in recent weeks. I'm going to miss our Monday sessions and would welcome some kind of refresher in the future as there was so much to take in week by week. I have started going to the Thursday support group which is sort of an extension of our Monday chats. I know there are a lot of areas for me to work on not least the sexual abuse, but I feel I have made a start on finding the 'real' me again and living by my 'Bill of Rights'. I have to mention Hazel and Stacey in my feedback ... having two 'leaders' who are DA survivors meant so much ... they get it ... and whenever one or some of us found ourselves struggling with the discussion topics they were so kind and understanding. Thank you all."
Daisy Programme & Rowan Project Client

This is a vital group that again promotes peer support and the chance to learn a new craft or art in a fun supportive environment.



Craft creations

We estimate that our volunteers have contributed over 3,000 hours this year in supporting our work. Based on the Real Living Wage which is the minimum pay level we pay to our staff; this equates to more than £35,000 this year.

Future plans

1. We will continue to integrate our domestic and sexual abuse services to provide a holistic trauma recovery service.
2. We will undertake a revamp of our branding, marketing, and promotional activity.
3. We will diversify our income streams to include more non-restricted funding.
4. We will strengthen our organisational resilience to meet future challenges.

Governance and Financial Review

Trustees

Steve Jackman (Chair to September 2023)

Sheila Cardow (resigned March 2023)

David Leathart (Chair from September 2023)

Susan Jane Dowling (resigned March 2023)

Isabel Christophers (appointed March 2022, Vice Chair from September 2022)

Eileen Wood (appointed March 2023)

Senior Staff Member

Kate Biles (Programme Director)

Bank

Barclays Bank (Leicester)

Recruitment and appointment of Trustees

The trustees are recruited through advertising on the Daisy Programme website and a variety of other websites and social media platforms. Prospective trustees are interviewed by at least two members of the Trustee Board and then invited to attend a trustee meeting to introduce themselves and their reasons for wanting to be a trustee to the current board members. A vote of the existing trustees is then taken to confirm appointment.

Statement of the Charity's Policy on Reserves

The Charity's Financial Regulations include a policy on maintaining reserves at a suitable level to meet any financial commitments on dissolution of the CIO. The trustees confirm that this objective was met throughout the year. The trustees have undertaken a review of the current financial situation of the charity and calculate those reserves of a minimum of £54,000 should be held going forward. This amount is based on three months of core work expenditure of £34,000, plus £10,000 for any contractual winding up costs and £10,000 for any unexpected expenditure costs or investment into service opportunities. This figure is reviewed on an annual basis and represents a 100% increase from the previous year.

Details of Any Funds Materially in Deficit

The trustees declare that the charity had no funds which were materially in deficit at the date of the statement of assets and liabilities.

State of the Charity's Finances

Whilst there has been a slight fall in income received during the year of 7%, this was largely due to the amount of income received at the end of the previous financial year and held in restricted reserves for on-going projects. However, at the end of this year we have increased our unrestricted reserves and been able to carry forward a similar amount in total reserves to 2022. The major changes have been the reduction in funding for the Caseworker and Children's worker roles at the end of March 2022 and the end to our two-year specialist Idva projects in March 2023.

The accounts are showing a total carry forward figure of £94,821. Details of how this is made up are given below. Expenditure in this year increased by 15%. This was largely due to increased salary costs because of new NIDAS staff. Overall, the trustees consider that Daisy Programme is a viable financial organisation and believe that the charity finances are in a healthy state going forward and that the charity will be able to meet all its ongoing financial commitments. We have received some very good news about funding for projects in the coming year which represent a significant increase to the charity's funds and consequently, the trustees are confident that not only will Daisy Programme be able to continue to provide its vital support in Breckland, but to expand its services further.

We are thrilled that funding from Children in Need and Trusthouse Foundation means that our Children and Young People's service which was at risk will now be able to continue for at least another three years and will be further strengthened by the addition of a new NIDAS role for children and young people.

Restricted Funds

During the year the charity received £256,598 in grants that are restricted. At the year end, £39,946 of these grants were carried forward for projects continuing in the next financial year. Government grants represented 71% of our total income. We anticipate that this proportion will reduce going forward as the Specialist Idva funding ends and new funding starts in the next financial year.

Unrestricted Funds

Our unrestricted fund carry forward has increased by 52% in the year, to £54,875, which is above the amount set by the Trustees of £54,000. We hope to increase this amount through some planned fundraising activities in the coming year.

Designated Funds

We did not receive any designated funds during the year.

Particulars of Any Outstanding Guarantee Given by the Charity

The trustees declare that the charity has given no guarantee where potential liability is outstanding at the date of the statement of assets and liabilities.

Particulars of Any Outstanding Debt

The trustees declare that the charity has no outstanding debts which are secured by an express charge on any of the assets of the charity at the date of the statement of assets and liabilities.

Declaration

The trustees declare that they have approved this report and authorised that it be signed on their behalf.



David Leathart

Date: 23/01/2024



Independent Examiner

Independent Examiner's Report to the Members of the Daisy Programme

I report on the accounts of the charity for the year ended 31st March 2023, which are set out on pages 25 to 26.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Adam James MAAT
Eric Southwick & Co
Accountants
51 The Avenue
Seaham
Co. Durham
SR7 8NS



Date: 10/01/2024

 **Eric Southwick & Co**
A dns Company | Accountants & Charity Experts

Statement of Financial Activities

For the year ended 31st March 2023

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and legacies	3	4,765	-	4,765	5,846
Charitable activities	4	4,125	254,598	258,723	283,971
Other trading activities	5	4,353	2,000	6,353	1,141
Total		<u>13,243</u>	<u>256,598</u>	<u>269,841</u>	<u>290,958</u>
Expenditure on:					
Charitable activities	6	3,547	286,461	290,008	253,025
Other trading activities	7	-	502	502	-
Total		<u>3,547</u>	<u>286,963</u>	<u>290,510</u>	<u>253,025</u>
Net income/(expenditure)		9,696	(30,365)	(20,669)	37,933
Transfers between funds	13	9,077	(9,077)	-	-
Net movement in funds		<u>18,773</u>	<u>(39,442)</u>	<u>(20,669)</u>	<u>37,933</u>
Reconciliation of Funds					
Total funds brought forward		36,102	79,388	115,490	77,557
Total funds carried forward	13	<u>54,875</u>	<u>39,946</u>	<u>94,821</u>	<u>115,490</u>

The notes on pages 27 to 34 form part of these accounts.

Balance Sheet**As at 31st March 2023**

	Notes		2023 £	2022 £
Fixed Assets				
Tangible assets	9		11,671	14,135
Total fixed assets			<u>11,671</u>	<u>14,135</u>
Current assets				
Debtors	10	39,325	1,113	
Cash at bank and in hand		46,883	103,622	
Total current assets		<u>86,208</u>	<u>104,735</u>	
Current Liabilities				
Creditors: Amounts falling due within one year	11	<u>3,058</u>	<u>3,380</u>	
Net current assets			<u>83,150</u>	<u>101,355</u>
Total assets less current liabilities			<u><u>94,821</u></u>	<u><u>115,490</u></u>
Charity funds				
Restricted funds	13		39,946	79,388
Unrestricted funds	13		54,875	36,102
Total charity funds			<u><u>94,821</u></u>	<u><u>115,490</u></u>

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



David Leathart

Date: 23/01/2024

The notes on pages 27 to 34 form part of these accounts.

Notes to the accounts

1 Accounting policies

In preparing the accounts the following accounting policies have been complied with:

- a) The charity is a public benefit entity and therefore the financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP FRS 102) and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).
- b) Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note, this is a change from the previous year and therefore the comparative figures have been restated.
- c) Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.
- d) Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.
- e) There are no material uncertainties existing to suggest that the use of the going concern basis is inappropriate.
- f) All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:
 - i) donations and legacies are received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable. Grants, where entitlement is conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
 - ii) Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
 - iii) Income from investments is included when receivable.
 - iv) Income from charitable activities, where related to performance and specific deliverables, are accounted for when the charity earns the right to consideration by its performance.
- g) Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:
 - i) Costs of raising funds comprise costs associated with attracting voluntary income, including costs of trading for fundraising purposes and the use of a fundraising consultant.
 - ii) Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. It also includes those costs associated with meeting the constitutional and statutory requirements of the charity and include the costs linked to the strategic management of the charity.
 - iii) All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis as set out in the notes.

2 Taxation

The charity is exempt from taxation on its income and gains where they are applied for charitable purposes. Irrecoverable VAT is included in the cost of the goods or services on which it was charged.

Notes to the accounts (continued)**3 Income from donations and legacies**

	Unrestricted funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
Breckland District Council - Chairman's Donation	200	-	200	100
ETUD Charities	-	-	-	150
T-Bar	-	-	-	450
The Round Table	-	-	-	166
Other donations	4,565	-	4,565	4,980
Total	4,765	-	4,765	5,846

4 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
Breckland District Council - Daisy Ambassadors	-	35,479	35,479	35,479
Breckland District Council - Mental Health First Aid	-	-	-	450
CAST	-	-	-	5,000
Charles Hayward Foundation	-	7,000	7,000	-
Leeway - NIDAS	-	56,572	56,572	31,761
Norfolk County Council - Sport England	-	-	-	1,389
Norfolk Community Foundation - Surviving Winter Fund	-	2,000	2,000	-
Norfolk Community Foundation - Victory Homes	-	-	-	5,000
Police & Crime Commissioner Norfolk - Caseworker	-	-	-	29,304
Police & Crime Commissioner Norfolk - CYP Idva	-	36,937	36,937	38,488
Police & Crime Commissioner Norfolk - CYP Worker	-	-	-	29,000
Police & Crime Commissioner Norfolk - Rowan Project	-	78,620	78,620	68,760
Police & Crime Commissioner Norfolk - VA Idva	-	37,990	37,990	39,190
Tesco - Bags of Help	750	-	750	-
The Sir Jules Thorn Charitable Trust	2,000	-	2,000	-
Income from training courses	1,375	-	1,375	150
Total	4,125	254,598	258,723	283,971

Notes to the accounts (continued)

5 Income from other trading activities

	Unrestricted funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
Fundraising events	1,866	-	1,866	402
Our Breckland Lottery	807	-	807	739
Use of premises	1,680	-	1,680	-
Breckland District Council - Sponsorship Fund	-	2,000	2,000	-
Total	4,353	2,000	6,353	1,141

6 Analysis of expenditure on charitable activities

	Unrestricted funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
Wages and salaries	-	247,120	247,120	212,631
Other staff costs	-	10,868	10,868	7,951
Sessional staff costs	586	1,236	1,822	4,812
Volunteer costs	-	382	382	356
Premises costs	-	13,499	13,499	11,510
Insurance and governance	-	2,413	2,413	1,715
Independent Examiner's fee	135	825	960	800
Repairs and renewals	22	72	94	566
Office costs	3	1,181	1,184	1,354
Advertising and marketing	-	129	129	203
Counselling costs	-	1,358	1,358	1,933
Groups and activities	143	5,244	5,387	5,492
Networking	-	446	446	-
Mobilisation costs	-	-	-	1,000
Venue costs	-	52	52	70
Depreciation	1,055	1,632	2,687	2,477
Miscellaneous	1,603	4	1,607	155
Total 2023	3,547	286,461	290,008	253,025
Total 2022	1,214	251,811	253,025	

7 Analysis of expenditure on other trading activities

	Unrestricted funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
Advertising and marketing	-	502	502	-

Notes to the accounts (continued)

8 Trustee and employee information

a) Trustee information

No trustee received remuneration or was reimbursed expenses during the year.

b) Employee Information

No employee received emoluments in excess of £60,000 during the period (2022:2023). Employee costs during the period were as follows:

	2023	2022
	£	£
Wages and salaries	198,552	158,929
Social security costs	41,970	47,012
Pension costs	6,598	6,690
	<u>247,120</u>	<u>212,631</u>

The average number of people employed during the period was as follows:

	2023 No.	2023 FTE	2022 No.	2022 FTE
Charitable activities	11	8	9	6
Governance and administration of the Charity	2	1	1	1
	<u>13</u>	<u>9</u>	<u>10</u>	<u>7</u>

9 Fixed Assets

	Furniture £	Office equipment £	Total £
Cost			
At 1 April 2022	4,245	13,969	18,214
Additions	-	223	223
At 31 March 2023	<u>4,245</u>	<u>14,192</u>	<u>18,437</u>
Depreciation			
At 1 April 2022	774	3,305	4,079
Charge for the period	521	2,166	2,687
At 31 March 2023	<u>1,295</u>	<u>5,471</u>	<u>6,766</u>
Net book value			
At 31 March 2023	<u>2,950</u>	<u>8,721</u>	<u>11,671</u>
At 31 March 2022	<u>3,471</u>	<u>10,664</u>	<u>14,135</u>

Furniture is depreciated at 15% per annum on a reducing balance basis and office equipment is depreciated at 20% per annum on a reducing balance basis. Items below £100 are not capitalised.

Notes to the accounts (continued)**10 Debtors**

	2023	2022
	£	£
Trade debtors	38,788	627
Prepayments	537	486
	<u>39,325</u>	<u>1,113</u>

11 Creditors: Amounts falling due within one year

	2023	2022
	£	£
Other creditors and accruals	<u>3,058</u>	<u>3,380</u>

12 Analysis of net assets between funds

		2023		2022
		£		£
Restricted funds				
Fixed assets	5,215		8,749	
Current assets	<u>34,731</u>	39,946	<u>70,639</u>	79,388
Unrestricted funds				
Fixed assets	6,456		5,386	
Current assets	<u>48,419</u>	54,875	<u>30,716</u>	36,102
		<u>94,821</u>		<u>115,490</u>

Notes to the accounts (continued)

13 Statement of funds

	At 1 April 2022 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 March 2023 £
Restricted funds					
Leeway - NIDAS	26,756	56,572	(76,766)	87	6,649
Police & Crime Commissioner Norfolk - Caseworker	2,676	-	-	(2,676)	-
Police & Crime Commissioner Norfolk - Rowan Project	3,298	78,620	(79,217)	-	2,701
Police & Crime Commissioner Norfolk - CYP Worker	418	-	-	(418)	-
Police & Crime Commissioner Norfolk - CYP Idva	8,094	36,937	(38,921)	(6,110)	-
Police & Crime Commissioner Norfolk - VA Idva	2,729	37,990	(40,759)	40	-
Breckland District Council - Daisy Ambassadors	30,417	35,479	(45,494)	-	20,402
Norfolk Community Foundaion - Victory Homes	5,000	-	(3,377)	-	1,623
Breckland District Council - Sponsorship Fund	-	2,000	(502)	-	1,498
Charles Hayward Foundation Norfolk Community	-	7,000	-	-	7,000
Foundation - Surviving Winter	-	2,000	(1,927)	-	73
	<u>79,388</u>	<u>256,598</u>	<u>(286,963)</u>	<u>(9,077)</u>	<u>39,946</u>
Unrestricted funds					
General fund	<u>36,102</u>	<u>13,243</u>	<u>(3,547)</u>	<u>9,077</u>	<u>54,875</u>
	<u>115,490</u>	<u>269,841</u>	<u>(290,510)</u>	<u>-</u>	<u>94,821</u>

Leeway – NIDAS - funding to provide a domestic abuse service for those assessed as being high or medium risk of harm.

Police & Crime Commissioner Norfolk - Caseworker – funding received to provide support to clients of domestic abuse in Breckland.

Police & Crime Commissioner Norfolk – Rowan Project – funding received to provide counselling to victims of sexual abuse in Breckland.

Police & Crime Commissioner Norfolk – CYP Worker – funding received to provide support to children and young people who are affected by domestic abuse in Breckland.

Notes to the accounts (continued)

Police & Crime Commissioner Norfolk – CYP Idva – funding received to provide effective support to protect children and young people in Breckland experiencing familial domestic abuse.

Police & Crime Commissioner Norfolk – VA Idva – funding received to advocate for older victims of domestic abuse and those who require care and support in Breckland.

Breckland District Council – Daisy Ambassadors – funding received to raise awareness of domestic abuse and to provide support in the community.

Norfolk Community Foundation – Victory Homes – funds received to provide support to Victory Homes tenants.

Breckland District Council – Sponsorship Fund – funds received to sponsor teams and events in the community.

Charles Hayward Foundation – funds received to support our children and young people service.

Norfolk Community Foundation – Surviving Winter – funds received to provide activities in a warm, friendly environment to vulnerable clients.

14 Comparative Statement of Financial Activities by fund type

	Unrestricted funds £	Restricted funds £	Total funds 2022 £
Income from:			
Donations and legacies	5,846	-	5,846
Charitable activities	150	283,821	283,971
Other trading activities	1,141	-	1,141
Total	<u>7,137</u>	<u>283,821</u>	<u>290,958</u>
Expenditure on:			
Charitable activities	1,214	251,811	253,025
Total	<u>1,214</u>	<u>251,811</u>	<u>253,025</u>
Net income/(expenditure)	5,923	32,010	37,933
Transfers between funds	2,040	(2,040)	-
Net movement in funds	<u>7,963</u>	<u>29,970</u>	<u>37,933</u>

15 Related Parties

The charity does not have any transactions with related parties that require disclosure.

Notes to the accounts (continued)

16 Controlling Parties

The charity is controlled by the trustees.

17 Other Information

The charity is a charitable incorporated organisation which is registered in England and Wales with its registered office and its principal place of operation Unit 1, Ventura House, Norwich Road, Watton, IP25 6JU.

Accounts



DAISY PROGRAMME

Trustees' Annual Report 2021-22

Daisy Programme

**Trustees' Annual Report and Financial Statements for the period
1 April 2021 to 31 March 2022**

"The support that I have received from Daisy Programme has been life changing - I have found my confidence and can deal with things more than when I first accessed the service. I have felt listened too, not judged and believed in my experiences. I have also accessed support from the Rowan Project which has also helped me on my recovery journey." Daisy & Rowan Project Client

July 2022

Unit 1, Ventura House, Norwich Road, Watton, IP25 6JU

Daisy Programme is a Charitable Incorporated Organisation governed by a CIO Foundation Constitution and overseen by a Board of Trustees

Registered Charity Number 1166033

Executive Summary

Covid19 continued to feature in this financial year with further lockdowns and challenges. As always, the team at Daisy rose to the challenge and continued to provide client support and training online, and to work towards our organisations' mission to empower people who have experienced abuse to recover, build resilience and live positive, healthy, and productive lives.

Evening training courses have become a great success in this reporting period. This has enabled many of our clients, often single parents to spend some time in adult company during the long evenings and hybrid working for Daisy is very much still on the agenda.

Daisy Programme has continued to grow during the last year, taking on four new staff members, and for the first time since inception began, to work to support children impacted by domestic abuse. We also secured funding to bring in a case worker specifically to work with vulnerable and older adults impacted by domestic abuse. The Rowan Project, a pilot funded by the Office of the Police & Crime Commissioner, Norfolk, supported 65 clients impacted by sexual abuse during this time. At the end of the year, we became partners in a new countywide service, NIDAS (Norfolk Integrated Domestic Abuse Service) for high and medium risk clients of domestic abuse and our first NIDAS IDVA began working with us.

The Daisy staff and volunteers once again stepped up to provide ongoing support to those most in need in the local community, building networks and connections with schools in Breckland to further impact our reach into the young people in our society all too often traumatised by witnessing abuse in the family home or by separated parents.



Objectives

Daisy Programmes objectives are to relieve the needs and provide support for people living in Norfolk who have suffered or are exposed to domestic and sexual abuse by supporting their emotional, physical and mental health.

We will achieve this by:

- ✓ Supporting people to develop confidence and belief in their ability to create a new future (Jointly agreed support planning, practical support, caseworker support, phone support, emotional support).
- ✓ Enabling people to move on from their past with better well-being and new ways of thinking and behaving (Therapeutic interventions such as counselling).
- ✓ Helping people to value themselves by understanding abuse and their experiences and have pride in their progress and achievements (Freedom Programme, Raising Children course, Rock Pool Recovery Toolkit).
- ✓ Creating support networks and a sense of belonging (Peer support groups, parenting support groups).
- ✓ Giving people tools to reduce stress, build skills and release trauma held in the body through creative and mindful activities (Art and Support Group, Choir, Mindfulness, Yoga, Therapeutic Writing).
- ✓ Empowering survivors to achieve a sense of purpose and potential (Volunteering, Peer Mentoring).

Statutory Declaration on Public Benefit

The Trustees declare that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.



Activities, Achievements & Performance

Overview

During the year we have successfully established three new services, Fantastic Families, a Vulnerable Adults IDVA service and NIDAS, as well as completing a full year of The Rowan Project service for survivors of sexual abuse. These services have all received more referrals and supported more clients than we anticipated. Details of each of these projects is given below.

We were also part of a new partnership commissioned to provide a countywide service to high and medium risk victims of domestic abuse. We have one new member of staff working on this service and are actively recruiting another three.

These new services have led to an increase in staff and in the income of the Charity. As we have grown, we have implemented further structural changes to support our service delivery and to ensure that we are fully compliant with Charity Commission guidance.

Our evaluations show the differences we make to people's lives, and we can evidence our impact by the data we collect. However, it is the individual feedback provided by our clients, such as those that we have reproduced throughout this report, that provide a powerful testimony that we are effective in all we have achieved during the past year.

"Since January I walked away for good, got kids in to school (were home educated by abuser) stopped sleeping with a rolling pin and started to sleep!! Had weekly therapy, controlled panic attacks with hypnosis techniques, moved to a new house, imagined a better life, and believed I deserve it.... When I look at what I've done it feels huge.... most importantly I have given my kids a shot at 'normal'

Activities

There have been many new and exciting changes for the Daisy Programme during the past year.

We have extended our Community Hub in Watton by moving into the adjoining unit allowing for more counselling rooms and office space. Towards the end of this reporting year, we have been happy to see a return to clients at our hub. Our Art and Support group now meet every Thursday and face to face meetings with our clients have resumed. Our choir group also resumed their meets by getting together outside in the fresh air at our hub in Watton and later having some meetings at Dereham Town Football Club.

In the past year Daisy have received a total of 440 new referrals for service, this is a 71% increase on the previous year with the previous year receiving 258 referrals.

Daisy Programme welcomed four new members of staff – two to work in our new Fantastic Families service, one as a new counsellor for The Rowan Project and one as an IDVA in the NIDAS service. Daisy also welcomed two new placement volunteer counsellors to assist us with the counselling service for our Daisy clients.

We were thrilled to start our new Fantastic Families service in June 2021. Children are often the forgotten victims of domestic abuse, but the impact of living with abuse can have far reaching consequences that continue long into later life. Our experienced and highly skilled professionals support children individually and in small groups. The trauma of children's experiences of abuse can manifest in challenging behaviour, low self-esteem, relationship difficulties, feelings of self-blame, self-harming and eating disorders. Increasingly the service is working with children who are part of families receiving support from Children's Services, either at Family Practitioner or Social Work level or subject to an EHAP (Early Help Assessment & Plan).

We offer support to children and young people whether the abuse is current or historic and whether they have experienced it within their home or their own relationships. In the last nine months, we have supported over 100 children through direct one to one support and eleven group sessions delivered during school holidays for non-abusive parents and their children. Each child has a trauma-informed personal assessment which places their voice at its heart. Unlike other Children and Young People support services which require a child to fit a pre-determined support programme with a set number of sessions, individual support plans are created which are based on each child's situation, their need and developmental level. Interventions use evidence-based practices and tools which focus on emotional regulation, self-worth, relationships with others and making better choices. They include a range of creative activities and tools, and some story books to re-enforce coping skills and recovery from trauma. The length of support varies according to the trauma suffered and its impact.

"Thank you so much for all the work you have done with him. He loved seeing you each week, especially with the juggling! You have been a great support to him 😊" Necton VA Primary School

We offer support to parents as parenting can be difficult and challenging at the best of times, but for those who live with or are trying to escape domestic abuse, there can be huge additional difficulties. Confidence in their parenting skills and authority as parents may have been severely undermined, either indirectly or directly as part of the abuse, yet children who have experienced the trauma of domestic abuse need confident, positive support from their non-abusive parents and a strong relationship with them.

During the year, we started delivery of Raising Children (developed by Sharing Parenting). This is a ten-week accredited, evidence-based course which provides high quality parenting information and support delivered by accredited facilitators. The aim of the course is to give parents who have suffered domestic abuse the confidence, skills, and knowledge to develop positive strategies and to enable them to raise healthy, happy children living in families free from abuse.

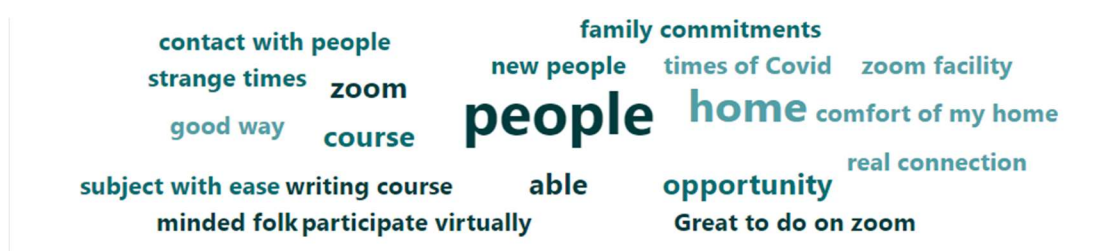
"It has been fantastic doing the fantastic parenting course it really has made me feel I can be a great parent and allow me to understand my children's needs and moods more. In respecting what I need to say and put my boundaries in place" Raising Children Attendee

Psycho-educational courses

Daisy continued to deliver vital and life changing courses to our clients. This past year we have delivered three Freedom Programme courses, two Raising Children courses and we have delivered our first Rock Pool Recovery Toolkit course which is brand new to Daisy.

We have delivered a further "Yoga for Recovery Programme" in February 2022 for 10 weeks which can aid in the improvement of breathing, control over thoughts, ability to become calm, sleep, flexibility, posture and lowered stress and anxiety levels. The course like last years was a success.

We were pleased to offer a further therapeutic writing group in this reporting year. Here is some feedback from course participants:



Vulnerable Adults IDVA

Our Vulnerable Adults IDVA uses the Department of Health definition of a vulnerable adult as a person aged 18 or over who may need community care services because of a disability (mental or other), age, or illness.

They act as a primary point of contact, from immediate crisis, by assessing risk, identifying suitable options, and developing safety and support plans using a person-centred approach. They will advocate for the victim at MARACs and through criminal and civil courts processes, housing options and services available from other organisations. This can include bringing together any professionals who are supporting the client and family, to enable proportionate information sharing in order to understand the wider picture of what is happening.

Our Vulnerable Adults IDVA will also support the victim in longer term recovery by helping them to access therapeutic interventions, peer support and creative and social activities.

The cases they often work with are complex and can have multiple layers, this takes time and trust in building a rapport with the client to enable our Vulnerable Adults IDVA to elicit as much information and evidence as possible in order to help them on their journey of recovery from trauma.

The majority of the time supporting clients is advocating for them, being their voice but also empowering them to be able to make informed choices and building their foundations using Maslow's Hierarchy of Needs for their recovery journey.

We understand that if they have had trauma/adverse childhood experiences it can take a long time to recover, and the impact can become embedded deep within. By being trauma informed, we are aware of this and how our client's present and behave may be a reflection of their experiences.

"The initial meeting where you believed me and took the time to listen to me was invaluable, it has left me with a feeling of comfort from the support I have had. It's like someone holding my hand on my journey. The consistency of having regular calls and knowing that there is someone there who gets it. Five stars to Daisy Programme and their staff. Attending the Freedom Programme has been good as it has made me more aware of the abuse I received and having other people who have been through similar things is comforting and reassuring in sharing their experiences in a safe place. Hearing the progress of one of the volunteers on the course who had been where I am currently to seeing her now delivering the course is inspiring. If she can do that then why can't I."

Daisy in the Community

Our Daisy Early Help and Community Lead have been integral in developing relationships with our partners and other agencies in the Breckland area by promoting the work of the Daisy Programme within our community.

They are maintaining and improving Daisy's working relationship with Breckland District Council by attending bi-monthly meetings with the council management and community team. This allows the council to keep up to date with the support that Daisy can offer to the residents of the Breckland area.

The Community Lead attends weekly Breckland Early Help Collaboration meetings. These meetings involve our partner agencies which include local charities, the Police, Adult and Children's services, the Harbour Centre, and local schools to name but a few. Daisy's role within our community is again promoted through these meetings and are an integral way to get the right support and help to domestic abuse survivors in the Breckland area.

On 25th November 2021 Breckland council held an all-day event for White Ribbon Day. Our Community Lead and three of our Daisy Ambassadors attended the event. The day was a great success and provided our team with a fantastic opportunity to speak with the local councillors about the work that Daisy is currently undertaking supporting and empowering our clients within the Breckland area.

Daisy's Community Lead has delivered domestic abuse awareness sessions for the staff at Breckland Council, staff at Watton GP practice and attended HMP Norwich on 8th March for International Women's Day. They promoted NIDAS (Norfolk Independent Domestic Abuse Service), Daisy and The Rowan Project to help highlight the work that Daisy is doing in the community and raise domestic and sexual abuse awareness.

One of the Community Leads most positive achievements this past year was to develop a Healthy Relationships power point presentation aimed at the younger generation. This presentation was developed with the help of one of our Daisy Ambassadors. The team delivered this to Dereham Town Football Academy students who are aged 15-17 years old. This was received better than expected with lots of enthusiasm, engagement, and participation from the attendees.

Daisy received extremely positive feedback from the football academy regarding this presentation and aim to continue to help educate and raise awareness of domestic and sexual abuse to our younger generation in the future.



“Just to let you know that your team were brilliant with the boys on Monday. The session was well thought through with all the boys fully engaged and sharing their views. This is something that should be rolled out in schools, and I think the football association would be keen to get involved. The structure of the lesson involving red and yellow cards to make it relevant to football really worked.”

Our Community Lead has some great future plans. These include but are not limited to; to trial a new Art and Support Group in Dereham and Thetford (as currently we only have these offered in Watton), a fundraiser is being planned at Dereham Town FC as they have kindly offered us their grounds for this over the summer months. The Community Lead will be attending a new community group in Thetford and will be continuing to create community links with key local organisations and promoting Daisy in our community.

The Rowan Project

The Daisy Programme continues to provide support to the survivors of sexual abuse through The Rowan Project. A two-year pilot funded by the Office of the Police & Crime Commissioner, Norfolk.

In the past year, The Rowan Project has received 103 referrals for the service, 53% of these have been self-referrals and 47% have been referrals received from professionals - with the Harbour Centre being our main professional referrer.



At this time, Rowan has 49 clients who have completed their counselling. 16 clients currently in counselling and 20 clients on the waiting list. The average wait time for counselling is approximately 3-4 months.

In June 2021, the Rowan team decided to start making check in calls to clients who were on the waiting list for counselling. It was recognised that the waiting list was growing, and we felt it would be beneficial for clients to receive a call from one of the counsellors. The counsellors routinely conduct check in calls every six weeks; however, we occasionally have made ad hoc calls when we have been made aware that a client is struggling.

The Rowan counsellors have created a 25-page "Guide to Counselling" booklet which is shared with clients on the waiting list. It has been created to offer support to those waiting for the service and gives guidance on their upcoming counselling and what to expect when their counselling sessions begin. We find this helps clients that are feeling nervous about starting counselling and is an aid to keep clients engaged with our service.

The total number of counselling sessions required by clients can vary depending on their individual needs. In the past year Rowan have had 31% of clients complete the full 18 weeks' worth of counselling sessions offered. Some clients, however, have needed more sessions, and in the past year there have been six clients who have completed additional sessions on top of the original 18 sessions offered.

At the end of October, Rowan started asking clients for their feedback on the service they had received and how they felt about the length and number of sessions Rowan offers.

- 100% of clients were happy with the number of sessions they received.
- 80% of clients said if we were to be offered extra sessions or any other type of support after their counselling, they would accept this.

In the client feedback survey, we ask how Rowan can improve the service we offer. There have been three primary areas that have been highlighted by clients which are:

1. Face to face counselling to be offered in other areas of the district e.g. Thetford or Dereham.
2. Waiting list time to be reduced.
3. Support groups for clients after counselling sessions have been completed.

The feedback forms have also given some wonderful feedback about The Rowan Project. Here are just a few recent comments:

"I was very traumatised and emotional when I began my sessions. I now feel much calmer and more able to accept the trauma as part of my past that cannot harm me anymore. My counsellor was very emphatic and supported me well. Keep up the good work and thank you for your service."
Rowan Client

"My counsellor was very supportive, understanding and helpful - I am very grateful to her and the project." Rowan Client

"Working with my counsellor has been life changing for me. I no longer have the overwhelming feelings of guilt and shame about the abuse I suffered. It has not been an easy journey and I have had many ups and downs but with Rowans support I had the courage to continue and now that my sessions are over, I feel so much stronger and positive about my life. Thank you for helping me."
Rowan Client

Our Daisy Ambassadors and Volunteers

We recognise the value and power of lived experience in shaping our service, and many of our volunteers and some of our staff members are ex-service users.

We have an amazing team of five ambassadors, one general volunteer and four volunteer placement counsellors working with us at the Daisy Programme. Some of our ambassadors and volunteers are survivors of or have been affected by domestic abuse in their lives so they understand first-hand how being involved in the Daisy Programme can give them hope, education, and a chance to build their confidence and self-esteem.

Over the past year our volunteers have helped us to deliver a total of three Freedom Programmes, two Raising Children courses and one Rock Pool Recovery Toolkit course. These are all life changing and vital courses that promote hope and education for all those attending.

This year our Art and Support group merged, with two of our ambassadors running this every Thursday at our hub in Watton. This is a vital group that again promotes peer support and the chance to learn a new craft or art.



Daisy Art & Support Groups Creations

We estimate that our volunteers have contributed over 3,000 hours this year in supporting our work. Based on the Real Living Wage which is the minimum pay level we pay to our staff; this equates to more than £30,000 this year.

NIDAS

We were excited to be part of a successful tender to deliver a new countywide domestic abuse support service. NIDAS (Norfolk Integrated Domestic Abuse Service) is a partnership providing innovative, person-centred support to high and medium risk clients of domestic abuse and their families.

NIDAS stands for Norfolk Integrated Domestic Abuse Service and is a domestic abuse support service for those assessed to be high or medium risk. We also offer dedicated support for Children and Young People (if their parent/care giver has been/or is being supported by an IDVA), recovery programmes, coordinated multi-agency support, and access to IDVA support in criminal courts for people who are at medium or high risk.

NIDAS is a countywide partnership delivered by specialist service providers – Leeway, Daisy Programme and Safe Partnership. The service has been commissioned and shaped by the Office of the Police & Crime Commissioner for Norfolk, Norfolk County Council, Norwich City Council, South Norfolk, and Broadland District Councils. It is a consortium of specialist support services working together to ensure people living across the county have access to a full range of help and guidance regardless of where they live.

This service is the first system of its kind in the county, offering a fully integrated service making intensive one-to-one support, a multi-agency response and help towards practical solutions available. NIDAS addresses the postcode lottery for support in Norfolk, ensuring that all service users are able to access the service, regardless of where they live or who they are.



Impact

We measure the impact of our service for our clients by using two measurements scales, The Core 10 (Clinical Outcomes in Routine 10) and the Warwick Edinburgh Mental Health and Wellbeing Scale.

In the past year the results of our Core 10 evaluations for clients have shown a 37% decrease in levels of physiological distress overall with clients saying that they feel less tense, less anxious and less nervous after receiving support from the Daisy Programme.

The results of our Warwick Edinburgh Mental Health and Wellbeing Scale have shown that overall, our clients have seen a 17% improvement in their wellbeing, with 80% clients saying that they have increased their feelings of feeling safe, relaxed and optimistic after receiving support from the Daisy Programme.

Both these results show statistically significant improvements on both the scales. With these results and the feedback we have received over the past year further highlights the positive impact the Daisy Programme has on its clients.

"My experience of Daisy Programme has been that they have listened, believed, and helped me to create my journey of recovery."

"It has been really helpful having someone to listen to me and not judge me as I have a disability. It's been tough time for me with my situation but having the consistency of my Vulnerable Adults IDVA contacting me has enabled me to build trust with them and to be able to tell them that I can't attend group sessions at the moment but know when I am in a better position to work on the domestic abuse that I can reach out to them and know how I can contact them."

"The initial meeting where you believed me and took the time to listen to me was invaluable, it has left me with a feeling of comfort from the support I have had."

"Attending the Freedom Programme has been good as it has made me more aware of the abuse I received and having other people who have been through similar things is comforting and reassuring in sharing their experiences in a safe place. Hearing the progress of one of the volunteers on the course who had been where I am currently to seeing her now delivering the course is inspiring. If she can do that then why can't I."

Social Value Evaluation of the social value benefits of our work with domestic abuse clients, measured the social impact calculator developed by HACT and Simetrica, using the Warwick Edinburgh Mental Wellbeing Scale, has shown that our work provides an average social value of £11,410 per client. For the clients engaging with recovery support, that equates to £1,817,240, against an expenditure of £187,254 equivalent to a social value return on investment of £10 for every £1 spent.

Future plans

We have three main priorities for the coming year and until 2025.

The first is to consolidate and expand our new services, Fantastic Families, The Rowan Project and our support for vulnerable adults. We will actively seek funding to make these vital support streams as sustainable as possible. The success of these services has demonstrated that there is a significant need for this support, and we currently have waiting lists for our sexual abuse support and children and young people's support. We will also consolidate our newest service, our NIDAS partnership working with high and medium risk victims of domestic abuse. Funding for this service in Breckland has been secured for three years until December 2024, with the possibility of two further year extensions. We will integrate this work into our other services so that support for clients is holistic, available for all family members and provides a seamless journey of recovery where no client needs to repeat their story.

Secondly, we will continue to develop and expand our community outreach, providing further presentations and community based support services. We will develop and support our ambassador team to meet the needs of survivors of sexual and domestic abuse across a range of peer support, creative activities and therapeutic sessions.

Finally, we will submit further funding applications and make the case for Trauma Recovery Support to empower people who have experienced abuse of any type, historically or more recently, to recover, build resilience and live positive, healthy, and productive lives.

"The abuse is deep set and has often had very many years of eating at core of your thoughts and mindset etc. We all carry deep running scars, often hidden, of some kind or other. These scars may lighten in their appearance over time, but rarely will they go all together. Sometimes they will upset us more than other times. This is why Daisy's ongoing availability to us clients is key. Getting past the experience of abuse is certainly not easy. Not for anyone. It won't be a quick fix, but it can improve a step at a time from the moment you walk across Daisy's threshold. It continues to make my future brighter and more hopeful in such a unique way." Daisy client.

Governance and Financial Review

Trustees

Steve Jackman (Chair)

Sheila Cardow (Vice Chair)

David Leathart

Polly Johnson (resigned April 2022)

Robin Trewartha (resigned June 2021)

Michaela Sorensen (resigned December 2021)

Susan Jane Dowling (appointed March 2022)

Isabel Christophers (appointed March 2022)

Senior Staff Member

Leigh Doran (Programme Director)

Bank

Barclays Bank (Leicester)

Recruitment and appointment of Trustees

The Trustees are recruited through advertising on the Daisy Programme website and a variety of other websites and social media platforms. Prospective Trustees are interviewed by at least two members of the Trustee Board and then invited to attend a trustee meeting to introduce themselves and their reasons for wanting to be a trustee to the current board members. A vote of the existing Trustees is then taken to confirm appointment.

Statement of the Charity's Policy on Reserves

The Charity's Financial Regulations include a policy on maintaining reserves at a suitable level to meet any financial commitments on dissolution of the CIO. The Trustees confirm that this objective was met throughout the year. The Trustees have undertaken a review of the current financial situation of the charity and calculate those reserves of a minimum of £27,000 should be held going forward. This amount is based on three months of core work expenditure of £16,000, plus £6,000 for any contractual winding up costs and £5,000 for any unexpected expenditure costs or investment into service opportunities. This figure is reviewed on an annual basis.

Details of Any Funds Materially in Deficit

The Trustees declare that the charity had no funds which were materially in deficit at the date of the statement of assets and liabilities.

State of the Charity's Finances

Whilst specific Covid support funding has now stopped, our income has increased this year by 41%. This was largely due to several new projects mainly funded through additional MoJ Funding via the Office of the Police & Crime Commissioner, Norfolk. We have been very grateful to be able to meet the significant need for support for children and young people in Breckland who have suffered trauma as a result of domestic abuse and to develop this service with two new staff during the year. Additionally, our new service for vulnerable adults through a specialist post has been met by this MoJ funding stream. We also received a full year's funding for The Rowan Project from the Office of the Police & Crime Commissioner, Norfolk, which has enabled us to fully establish the service.

The biggest change to our funding at the end of the year, was the introduction of the new NIDAS service and our participation as a Tier 2 partner in delivering this. However, due to difficulties in recruiting staff to roles within this service and the late award of some MoJ funding has meant that we are carrying forward a high level of restricted funds that we will be required to repay or utilise against this coming year's expenditure. Due to the aftermath of Covid restrictions, we did not carry out as much fundraising as we had done in previous years. We hope to resume activities in the coming year to increase this to our previous levels.

The huge amount of time and work spent on our NIDAS Partnership Tender Response, and the associated uncertainty about future domestic abuse support delivery in Breckland and our role within that, also meant that we were unable to make as many trust applications as we have done

in previous years. The Trustees are aware that future staffing pressures could also impact on this work and are undertaking a cost analysis of the value of using external consultants for this whilst the new management structure is being finalised. The accounts are showing a total carry forward figure of £115,490. Details of how this is made up are given below. Expenditure in this year increased by 45%. This was largely due to increased salary costs as a result of the new posts and increased premises costs from the additional unit. Overall, the Trustees consider that Daisy Programme is a viable financial organisation. Whilst there are some uncertainties about the future of several currently funded projects which could impact on future growth, we have mitigations identified to manage any changes and consider that the charity can continue to meet its charitable purpose and aims in future years. As a result of the increase in income we are now required to prepare our accounts on an accruals basis under the Charity Commission Statement of Recommended Practice (SORP). Samantha Skipper, our Business Support Officer - Finances has transferred our financial procedures and accounts production to meet the new requirements, as well as ensuring that financial reports are timeous and clear.

Restricted Funds

During the year the charity received £283,821 in grants that are restricted. At the year end, £79,388 of these grants were carried forward for projects continuing in the next financial year. Government grants represent 81% of our total income. The Trustees are keen to diversify our income streams so that we are less reliant on this source of income. This will be linked to the decision on how fundraising can be managed going forward.

Unrestricted Funds

Our unrestricted fund carry forward has increased by 28% in the year, to £36,102, which is above the amount set by the Trustees of £27,000. We hope to increase this amount through a number of planned fundraising activities from September onwards.

Designated Funds

We did not receive any designated funds during the year.

Particulars of Any Outstanding Guarantee Given by the Charity

The Trustees declare that the charity has given no guarantee where potential liability is outstanding at the date of the statement of assets and liabilities.

Particulars of Any Outstanding Debt

The Trustees declare that the charity has no outstanding debts which are secured by an express charge on any of the assets of the charity at the date of the statement of assets and liabilities.

Declaration

The Trustees declare that they have approved this report and authorised that it be signed on their behalf.

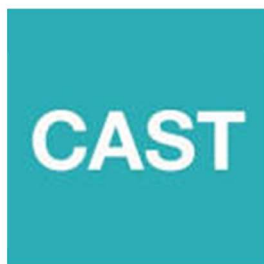


Steve Jackman

Date: 20th July 2022

"It's the best thing I have ever done for myself... building my confidence, allowing me to have a voice, making new friends, having support and camaraderie, having a routine, helping my memory, learning new things, etc... It has helped me to grow as a person and have hope for the future."

"Daisy Programme has made me feel safer, realise that the fun factor is within me and that you can overcome fears. I have been able to make new friends and talk about my experiences."



The Mrs Smith
& Mount Trust



Independent Examiner

Independent Examiner's Report to the Members of the Daisy Programme

I report on the accounts of the charity for the year ended 31st March 2022, which are set out on pages 21 to 29.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Eric Southwick BA(Hons) FCA FCIE DChA
Eric Southwick & Co
Charity Accountants
51 The Avenue
Seaham
Co. Durham
SR7 8NS



Date: 20th July 2022



Eric Southwick & Co
CHARITY ACCOUNTANTS

Statement of Financial Activities**For the year ended 31st March 2022**

	Notes	Unrestricted funds £	Restricted funds £	Total funds 2022 £	Total funds 2021 £
Income and endowments from:					
Donations and legacies	3	5,846	283,821	289,667	204,564
Other trading activities	4	1,291	-	1,291	1,208
Total		<u>7,137</u>	<u>283,821</u>	<u>290,958</u>	<u>205,772</u>
Expenditure on:					
Charitable activities	5	1,214	251,811	253,025	174,500
Total		<u>1,214</u>	<u>251,811</u>	<u>253,025</u>	<u>174,500</u>
Net income/(expenditure)		5,923	32,010	37,933	31,272
Transfers between funds		2,040	(2,040)	-	-
Net movement in funds		<u>7,963</u>	<u>29,970</u>	<u>37,933</u>	<u>31,272</u>
Reconciliation of Funds					
Total funds brought forward		28,139	49,418	77,557	46,285
Total funds carried forward	11	<u>36,102</u>	<u>79,388</u>	<u>115,490</u>	<u>77,557</u>

The notes on pages 23 to 29 form part of these accounts.

Balance Sheet**As at 31st March 2021**

	Notes	£	2022 £	£	2021 £
Fixed Assets					
Tangible assets	7		14,135		11,711
Total fixed assets			14,135		11,711
Current assets					
Debtors	8	1,113		4,476	
Cash at bank and in hand		103,622		64,263	
Total current assets		104,735		68,739	
Current Liabilities					
Creditors: Amounts falling due within one year	9	3,380		2,893	
Net current assets			101,355		65,846
Total assets less current liabilities			115,490		77,557
The funds of the charity					
Restricted income funds	11		79,388		49,418
Unrestricted income funds	11				
General fund		36,102		28,139	
Total unrestricted funds			36,102		28,139
Total charity funds			115,490		77,557

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

Steve Jackman

Date: 20th July 2022

The notes on pages 23 to 29 form part of these accounts.

Notes to the accounts

1 Accounting policies

In preparing the accounts the following accounting policies have been complied with:

- a) The charity is a public benefit entity and therefore the financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP FRS 102) and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).
- b) Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note, this is a change from the previous year and therefore the comparative figures have been restated.
- c) Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.
- d) Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.
- e) There are no material uncertainties existing to suggest that the use of the going concern basis is inappropriate.
- f) All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:
 - i) donations and legacies are received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable. Grants, where entitlement is conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
 - ii) Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
 - iii) Income from investments is included when receivable.
 - iv) Income from charitable activities, where related to performance and specific deliverables, are accounted for when the charity earns the right to consideration by its performance.
- g) Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:
 - i) Costs of raising funds comprise costs associated with attracting voluntary income, including costs of trading for fundraising purposes and the use of a fundraising consultant.
 - ii) Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. It also includes those costs associated with meeting the constitutional and statutory requirements of the charity and include the costs linked to the strategic management of the charity
 - iii) All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis as set out in the notes.

Notes to the accounts (Continued)**2 Taxation**

The charity is exempt from taxation on its income and gains where they are applied for charitable purposes. Irrecoverable VAT is included in the cost of the goods or services on which it was charged.

3 Income and endowments from: Donations and legacies

	Unrestricted	Restricted	Total funds	Total funds
	funds	funds	2022	2021
	£	£	£	£
BDC - Chairman's Donation	100	-	100	-
BDC - Daisy Ambassadors	-	35,479	35,479	36,129
BDC - Mental Health First Aid	-	450	450	-
Breckland Older Peoples Forum	-	-	-	1,035
CAST	-	5,000	5,000	8,565
Chairman's Donation	-	-	-	1,750
ETUD Charities	150	-	150	-
Inspiration Trust Wayland Academy	-	-	-	2,500
Lottery Covid	-	-	-	10,000
MOJ Covid Covid Extraordinary Fund	-	-	-	18,268
MOJ Covid Covid Round 2	-	-	-	10,187
NCC - Sport England	-	1,389	1,389	2,980
NCF - Victory Homes	-	5,000	5,000	-
NCF Covid	-	-	-	10,000
NIDAS	-	31,761	31,761	-
OPCCN - Admin & Fundraiser	-	-	-	8,333
OPCCN - Caseworker	-	29,304	29,304	32,916
OPCCN - CYP IDVA	-	38,488	38,488	-
OPCCN - CYP Worker	-	29,000	29,000	-
OPCCN - Sexual Abuse	-	68,760	68,760	23,924
OPCCN - Vulnerable Adults IDVA	-	39,190	39,190	-
T-Bar	450	-	450	-
The Mrs Smith & Mount Trust	-	-	-	5,000
The Rank Foundation	-	-	-	26,000
The Round Table	166	-	166	-
TK Maxx	-	-	-	500
Other donations	4,980	-	4,980	6,477
Total	5,846	283,821	289,667	204,564

4 Income and endowments from: Other trading activities

	Unrestricted	Restricted	Total funds	Total funds
	funds	funds	2022	2021
	£	£	£	£
Fundraising events	402	-	402	418
Safeguarding training	150	-	150	-
Our Breckland Lottery	739	-	739	790
Total	1,291	-	1,291	1,208

Notes to the accounts (Continued)

5 Charitable activities

a) Unrestricted funds

	Staff costs £	Support costs £	Other direct costs £	Total funds 2022 £	Total funds 2021 £
Other staff costs	-	-	-	-	398
Premises costs	-	-	-	-	1,419
Repairs and renewals	-	53	-	53	50
Office costs	-	-	-	-	154
Advertising and marketing	-	-	-	-	50
Counselling costs	-	-	-	-	26
Groups and activities	-	-	-	-	26
Depreciation	-	1,013	-	1,013	127
Miscellaneous	-	148	-	148	-
Total resources expended	-	1,214	-	1,214	2,250

b) Restricted funds

	Staff costs £	Support costs £	Other direct costs £	Total funds 2022 £	Total funds 2021 £
Wages and salaries	212,631	-	-	212,631	115,553
Other staff costs	7,951	-	-	7,951	3,902
Sessional costs	-	4,812	-	4,812	3,636
Volunteer costs	-	356	-	356	500
Premises costs	-	11,510	-	11,510	5,380
Insurance and governance	-	1,715	-	1,715	725
Independent Examiner's fee	-	800	-	800	-
Repairs and renewals	-	513	-	513	912
Office costs	-	1,354	-	1,354	759
Advertising and marketing	-	203	-	203	646
Counselling costs	-	-	1,933	1,933	4,776
Groups and activities	-	5,492	-	5,492	5,555
Digital Project	-	-	-	-	28,117
Mobilisation costs	-	1,000	-	1,000	-
Venue costs	-	70	-	70	-
Depreciation	-	1,464	-	1,464	1,329
Loss on disposal of fixed asset	-	-	-	-	60
Miscellaneous	-	7	-	7	400
Total resources expended	220,582	29,296	1,933	251,811	172,250

Notes to the accounts (Continued)**6 Trustee and employee information****a) Trustee information**

No trustee received remuneration or was reimbursed expenses during the year.

b) Employee Information

No employee received emoluments in excess of £60,000 during the period (2021: nil).

Employee costs during the period were as follows:

	2022	2021
	£	£
Salaries	158,929	90,319
Social Security	47,012	22,317
Pension costs	6,690	2,917
	<u>212,631</u>	<u>115,553</u>

The average number of people employed during the period was as follows:

	2022	2021
	No.	No.
Programme Director	1	1
Project Workers	6	2
Administration & Support	3	2
	<u>10</u>	<u>5</u>

7 Fixed Assets

	Furniture	Office equipment	Total
	£	£	£
Cost			
At 1 April 2021	4,030	9,283	13,313
Additions	215	4,686	4,901
At 31 March 2022	<u>4,245</u>	<u>13,969</u>	<u>18,214</u>
Depreciation			
At 1 April 2021	184	1,418	1,602
Charge for the period	590	1,887	2,477
At 31 March 2022	<u>774</u>	<u>3,305</u>	<u>4,079</u>
Net book value			
At 31 March 2022	<u>3,471</u>	<u>10,664</u>	<u>14,135</u>
At 31 March 2021	<u>3,846</u>	<u>7,865</u>	<u>11,711</u>

Furniture is depreciated at 15% per annum on a reducing balance basis and office equipment is depreciated at 20% per annum on a reducing balance basis. Items below £100 are not capitalised.

Notes to the accounts (Continued)**8 Debtors**

	2022	2021
	£	£
Trade Debtors	627	4,282
Prepayments	486	194
	<u>1,113</u>	<u>4,476</u>

9 Creditors: Amounts falling due within one year

	2022	2021
	£	£
Other creditors and accruals	<u>3,380</u>	<u>2,893</u>

10 Analysis of net assets between funds

		2022	2021
		£	£
Restricted funds			
Fixed assets	8,749		7,352
Current assets	<u>70,639</u>	79,388	42,066
Unrestricted funds			
Fixed assets	5,386		4,359
Current assets	<u>30,716</u>	36,102	23,780
		<u>115,490</u>	<u>77,557</u>

Notes to the accounts (Continued)

11 Reserves

	At 1 April 2021 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 March 2022 £
Restricted funds					
NIDAS	-	31,761	(5,387)	382	26,756
OPCCN - Caseworker	4,461	29,304	(29,481)	(1,608)	2,676
OPCCN - Sexual Abuse	3,423	68,760	(68,885)	-	3,298
OPCCN - CYP Worker	-	29,000	(28,582)	-	418
OPCCN - CYP IDVA	-	38,488	(30,394)	-	8,094
OPCCN - Vulnerable Adults IDVA	-	39,190	(36,461)	-	2,729
The Mrs Smith & Mount Trust	3,437	-	(3,437)	-	-
BDC - Daisy Ambassadors	37,271	35,479	(40,380)	(1,953)	30,417
BDC - Mental Health First Aid	-	450	(450)	-	-
Pilgrims Trust	(1,953)	-	-	1,953	-
NCC - Sport England	1,771	1,389	(3,160)	-	-
National Lottery	1,008	-	(194)	(814)	-
CAST	-	5,000	(5,000)	-	-
NCF - Victory Homes	-	5,000	-	-	5,000
	<u>49,418</u>	<u>283,821</u>	<u>(251,811)</u>	<u>(2,040)</u>	<u>79,388</u>
Unrestricted funds					
General fund	<u>28,139</u>	<u>7,137</u>	<u>(1,214)</u>	<u>2,040</u>	<u>36,102</u>
	<u>77,557</u>	<u>290,958</u>	<u>(253,025)</u>	<u>-</u>	<u>115,490</u>

Notes to the accounts (Continued)**12 Comparative Statement of Financial Activities by fund type**

	Unrestricted funds £	Restricted funds £	Total funds 2021 £
Income and endowments from:			
Donations and legacies	12,262	192,302	204,564
Other trading activities	1,208	-	1,208
Total	<u>13,470</u>	<u>192,302</u>	<u>205,772</u>
Expenditure on:			
Charitable activities	2,250	172,250	174,500
Total	<u>2,250</u>	<u>172,250</u>	<u>174,500</u>
Net income/(expenditure)	<u>11,220</u>	<u>20,052</u>	<u>31,272</u>
Net movement in funds	<u>11,220</u>	<u>20,052</u>	<u>31,272</u>

13 Related Parties

The charity does not have any transactions with related parties that require disclosure.

14 Controlling Parties

The charity is controlled by the trustees.

15 Other Information

The charity is a charitable incorporated organisation which is registered in England and Wales with its registered office and its principal place of operation Unit 1, Ventura House, Norwich Road, Watton, IP25 6JU.

Accounts



DAISY PROGRAMME

Trustees' Annual Report 2020-21

Daisy Programme

Trustees' Annual Report and Financial Statements for the period 1
April 2020 to 31 March 2021

"I feel stronger than I have done for a long time. I now realise that I have people around me who believe in me and understand my journey. When I first accessed Daisy Programme, I was reluctant in telling my whole story but since doing this I now feel that I have made small steps of progress in feeling safer and stronger from their support and advice." - Daisy Client

August 2021

Unit 1
Ventura House
Norwich Road
Watton
IP25 6JU



Daisy Programme is a Charitable Incorporated Organisation governed by a CIO
Foundation Constitution and overseen by a Board of Trustees

Registered Charity Number 1166033

Chairman's Introduction

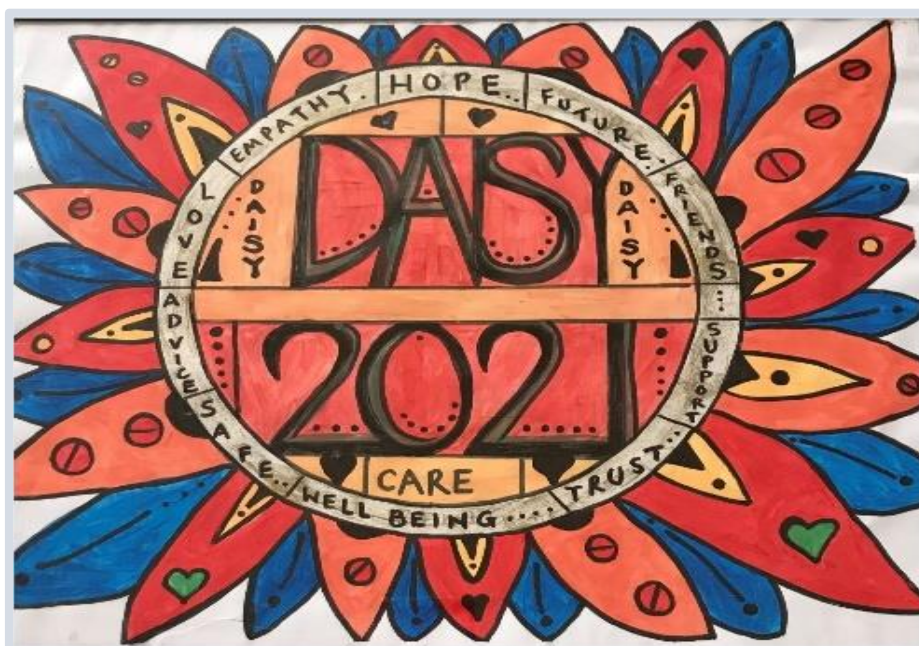
Despite the unique challenges presented to us during the Covid19 pandemic, we have continued to work towards our organisations' mission to empower people who have experienced abuse to recover, build resilience and live positive, healthy, and productive lives.

The impact of lockdown had a significant influence on the way we provided support to those harmed by domestic and sexual abuse. We were able to adapt quickly and implemented digital courses, groups and activities in order to continue supporting our clients to connect and recover. It quickly became apparent the positive benefits of being able to offer interventions digitally, expanding our reach to those people who previously may not have been able to travel to our Community Hub. It also allowed us to offer extra courses in the evenings, meaning we were able to provide options to those working in the daytime.

Daisy Programme has continued to grow during the last year, taking on new staff members, introducing new courses and groups and further developing strong relationships with key services in Breckland, allowing us to highlight Daisy Programme with professionals and the wider community. A key success was securing funding from the Office Police Crime Commission Norfolk (OPCCN) to provide counselling for survivors of sexual abuse living in Breckland as a two-year pilot, resulting in the creation of The Rowan Project. I have been particularly proud of how the Daisy team responded to the challenges that came with a rapidly expanding charity, often alone at home but always with a smile on their faces. I'd like to say a big 'thank you' to the whole team for their work in such challenging circumstances, and we look forward to another exciting year for Daisy.

Steve Jackman

Chairman of Trustees



Objectives

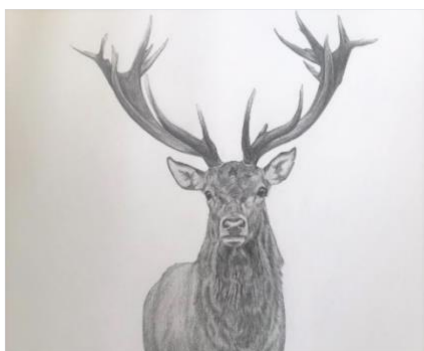
Daisy Programmes objectives are to relieve the needs and provide support for people living in Norfolk who have suffered or are exposed to domestic and sexual abuse by supporting their emotional, physical and mental health.

We will achieve this by:

- ✓ Supporting people to develop confidence and belief in their ability to create a new future (Jointly agreed support planning, practical support, caseworker support, phone support, emotional support).
- ✓ Enabling people to move on from their past with better well-being and new ways of thinking and behaving (Therapeutic interventions such as counselling).
- ✓ Helping people to value themselves by understanding abuse and their experiences and have pride in their progress and achievements (Freedom Programme, Confidence Course, other psycho-educational programmes).
- ✓ Creating support networks and a sense of belonging (Peer support groups, parenting support groups).
- ✓ Giving people tools to reduce stress, build skills and release trauma held in the body through creative and mindful activities (Art Group, Choir, Mindfulness, Book Group, Yoga, Therapeutic Writing).
- ✓ Empowering survivors to achieve a sense of purpose and potential (Volunteering, Peer Mentoring).

Statutory Declaration on Public Benefit

The trustees declare that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.



Daisy Client Art

Activities, Achievements & Performance

Overview

We provide person centred, long-term support for people harmed by domestic and sexual abuse in Breckland, Norfolk - a large rural area. We believe each person is different, as is their experience of abuse, and we will listen to and value those differences, giving choice in how people receive our services, enabling them to recover, build resilience and live positive, healthy and productive lives. Our focus is on the longer-term consequences of experiencing a domestically abusive relationship and the impact also of sexual abuse through strength-based, trauma-informed interventions that address the impact on mental, emotional, and physical health.

*"I give myself an 'A' for courage
To see the real me that no one could see.
Deep down in my heart, I knew it was me
Who needed to be, just me!
To walk away before I became
Unclassified, redundant, dead.
Dead inside, lifeless and lost.
To live a life of truth, of love,
To be heard and counted and rise above.
The shame of learning to be me."
– A Daisy Client (Writing for Therapy Course)*

Abuse survivors face many difficulties in rebuilding their lives — ranging from practical issues to overcoming trauma and avoiding re-victimisation — but specialist support often ends after crisis due to funding and resource limitations.

We are committed to helping clients achieve long term recovery. We believe this requires a combination of interventions which we deliver in a variety of ways from our Community Hub, online and in the Breckland community.

Activities

There have been many new and exciting changes for Daisy Programme during the last year. We moved into our new Community Hub in Watton which is a ground floor premises with ample parking facilities, allowing access for all clients. We also introduced a live chat feature on the Daisy website which enabled us to speak instantly to professionals and giving clients another way to reach out to us for information and support. The Covid19 pandemic meant we could not accept clients into the new hub, however what at first seemed a significant challenge to overcome has instead created the opportunity for us to look at new ways to deliver our service to a wider audience.

We continued to offer telephone support which has been greatly received after the increased isolation and loneliness during the lockdown. We delivered 4 Freedom Programme Courses and our Confidence Course using Zoom and offered the new option of attending these courses in the evening. We moved our weekly support group, choir and art groups online and continued to deliver many hours of counselling to survivors of domestic abuse. We also expanded our activities and Daisy clients are now able to take part in a very popular Therapeutic Writing Course where each month a new topic helps people to explore their feelings and their worlds through the written word.

“This feels so important in aiding my healing process to improved wellbeing, as I emerge from life changes.” – A Therapeutic Writing Course Attendee.

A new Yoga for Recovery Programme ran in September for 10 weeks which can aid in the improvement of breathing, control over thoughts, ability to become calm, sleep, flexibility, posture and lowered stress and anxiety levels. The success of the course meant we were able to secure funding to continue the sessions into Easter.

"I absolutely had an amazing time throughout the whole course. I feel like it is the only time I am fully able to connect with myself and get some control of my brain by having fewer ruminating thoughts." – Yoga Recovery Programme Attendee

Daisy clients were able to take part in an 8-week Mindfulness Course and we offered Parenting Through Lockdown drop-in sessions twice a week from January onwards. We also created a staff monitored WhatsApp group providing opportunity to find a place of mutual understanding and support amongst peers who had similar experiences. We believe all of our groups help our clients build a network of support whilst learning new skills and tools to help them in their recovery.

Daisy Programme welcomed 4 new staff members - Alex (First Contact Officer), Christina (Early Help & Community Lead), Sally (Admin Support) for The Rowan Project and Liane (Rowan Project Counsellor).

Dereham Town Football Club & Daisy Programme formed a new partnership and with the help of



Breckland Council, and together we are hoping to raise awareness of Domestic Abuse. The club kindly offered the use of a function room for future courses, meetings and training for Daisy users and the local community and have the Daisy Programme name on their shirts.

Daisy Programme achieved our previous objective to support survivors of sexual abuse. We knew there was a significant lack of support for those affected by sexual abuse, with national figures estimating 1 in 4 woman and 1 in 6 men experience this in their lifetime. We secured funding from The Office of The Police and Crime Commissioner Norfolk for a 2-year pilot scheme to allow us to provide counselling to those aged 16 and over affected within the Breckland area. The pilot was officially launched in February in line with Sexual Abuse and Sexual Violence Awareness week.



We had an increase in new clients joining Daisy Programme with 258 referrals to the service and a further 24 referrals made to The Rowan Project in the 2 months since the launch. We delivered 10 educational courses and offered emotional support to clients, making over 600 telephone check in calls. Our Daisy Counsellors continued to support clients with over 160 hours of counselling, and we had over 1100 communications with clients and professionals in the form of phone calls, webchats, email and text. Our Case Worker provided more specialist one to one support to 89 clients who may have had more complex needs.

"It has helped me to understand that I am not alone in what I am going through. It has been really helpful knowing that I have someone who I can turn to and who understands. The journey of recovery is easier if you are not doing it on your own. I have been listened too and supported."
— Caseworker Feedback

Voices of lived experience

We recognise the value and power of lived experience in shaping our service and many of our volunteers and some staff members are ex-service users.

Christina, our Early Help and Community Lead shares her story -

"I myself am a survivor of domestic abuse. I feel fortunate to be in the situation I am now to be able to support others in similar situations."

"The reason I have been able to do this is mainly down to the support I had from The Daisy Programme. The first time I met with Leigh, I was literally a shell of myself, unable to even make eye contact, I didn't even trust myself. Since getting the support I started the long process of starting to process what had happened to me. I had counselling; I did the Freedom Programme where I learnt that there is NEVER any excuse for abuse. I learned about the specific tactics of a perpetrator, something I feel all Individual's dealing with domestic abuse victims would benefit from having. I learned about power and control. I have basically had to re-build myself, without the support of Daisy I know I wouldn't be when I am today. I also completed the Confidence Course which helped me believe in myself again and helped me find out about self-care too. I then went on the volunteer with Daisy alongside my job with the NHS. I started to co-facilitate a Freedom Programme Course."

No-one who has suffered abuse heals overnight and just because you leave doesn't make everything right again. Longer term effective client led support is what is needed, and I stand as testament to that."

The ethos of Daisy is that you can live a good life even after abuse, with our support, again I can second this too, although the journey isn't easy and very painful at times, one thing I can say is that I do not regret leaving and know that the support I had as a client helped me on my journey to healing.

I want to encourage anyone in abusive circumstances to make that contact that will help get them support. I was just existing and now I am living life, things aren't perfect and there are bumps in the road but being able to have space to be and build myself is something I will never take for granted."

We firmly believe in the power of lived experience and know it give us capacity to gain an accurate and deeper insight into our processes and services and also offer hope of recovery to those at that start of their journey.

We currently have 8 volunteers at Daisy and their help is invaluable. We have 3 who support Daisy with fundraising and other tasks and 5 Daisy Ambassadors who facilitate The Freedom Programme, run a support group and work to educate the community on recognising Domestic Abuse in our community and what to do if someone discloses abuse. The Ambassadors will help to build an effective response to domestic abuse within their own communities and raise public awareness and understanding of domestic abuse.

Impact

In the New Year we created a survey to both review our impact on service users and ensure we were looking at continuous improvement. We wanted to make sure we were meeting the needs of survivors of domestic and sexual abuse and continue to support their long-term recovery. It was important to us that we heard the voices of those with lived experience, and the practitioners who work alongside them. The feedback we received demonstrates our impact by:

- ✓ 94% of clients state Daisy Programme fully or partially met their needs.
- ✓ 100% of clients were made to feel very welcome or welcome when first contacting Daisy Programme.
- ✓ 93% of clients felt supported or very supported by Daisy Programme.
- ✓ 97% of clients felt it was helpful or very helpful to meet others with similar experiences.

Some of the recent feedback comments we have received over the year further highlights the positive impact we have.

"I feel like I now have the life skills to finally leave the past behind and am looking to the future which is much better. Couldn't have been in such a good place without the Daisy Programme. Thank you."

"Being able to speak to people who are impartial and know the effects of abuse has made a big difference in helping me on this journey and having regular calls to check on me has been really reassuring. I was supported by my Caseworker to report my story to the Police and this enabled me to feel safer."

"The Confidence Course allowed me to realise I could set boundaries and that I am worthy of having them. It helped me to gain confidence to be able to join the gym for the first time. Freedom Programme opened my eyes and mind, it gave me the knowledge that I have never had. I found that during this course I was also able to find my voice."

"They went above and beyond my expectations."

"They helped me unravel my feelings and understanding of my relationship. They were present while I was struggling with mental health and suicidal thoughts. They have been a huge support to me."

Our clients report an increase in wellbeing in 3 ways:

- ✓ Clients state they can make positive choices and rebuild their lives by feeling more optimistic about the future, feeling more able to make up their minds, feeling more useful, thinking more clearly and that they are able to deal with problems better
- ✓ Clients are able to keep themselves safe and feel supported. They report feeling more cheerful, feeling more loved and feeling more relaxed
- ✓ Clients have the self-confidence and resilience to develop and maintain positive social and personal relationships. They report that they feel closer to other people, that they have increased confidence, that they are more interested in new things, that they feel more useful, that they have more energy to spare and that they feel interested in other people

Evaluation of the social value benefits of the My Confidence courses that we run, using the social impact calculator developed by HACT and Simetrica, using the Warwick Edinburgh Mental-Wellbeing Scale, has shown that they provide an average social value of £3,495 per participant. For the 50 attendees in this year, that provides a total of £176,855 for an annual cost of £2,105, a net value of £174,750 or £83 for each £1 invested.

Future Plans

We believe it is vital to provide wider support to the whole family as the effect is felt by all within the family unit. We recognise the huge need for services who can work to support the children that have witnessed domestic abuse as the impact can be long term and far reaching and we will be furthering our work in this area.

Daisy Programme hope to position the organisation to be best placed to be successful as a provider within the new Norfolk Domestic Abuse service whilst still continuing to develop and seek funding for a trauma recovery model that integrates support for Domestic Abuse and Sexual Abuse survivors.

We will implement a new App to make it easier for clients to self-refer, to enable clients to be able to access personalized information and guidance at times to suit them, and to move from a WhatsApp chat to a more structured forum.



More artwork & words from Daisy clients

Governance and Financial Review

Trustees

Steve Jackman (Chairperson) - Re-elected during 2020 - 2021

Sheila Cardow (Vice Chairperson) - Appointed 22/1/2020

Robin Trewartha

David Leathart Appointed - 30/1/2019

Polly Johnson Appointed - 22/1/2020

Rev. Michaela Sorensen Appointed - 22/1/2020

Daisy continues to benefit from the support of an active and engaged group of trustees, many of whom have lived experience that is relevant to Daisy's work. At the time of writing we do not have a full complement of trustees, so we remain on the lookout for people with relevant experience to join us. During the last year we welcomed Sheila, Polly and Michaela to the Board. Each prospective new member provides a CV and is then interviewed by existing trustees to ensure that there is a good 'fit' between Daisy and the prospective trustee's expectations and values. We then invite suitable candidates to a trustee board meeting and ask them to present to the group who then vote on their election to the board. Following election, trustees spend time with the Programme Director and other staff to 'bring them up to speed' with Daisy's work and ongoing activities. All new trustees are encouraged to use the wealth of online resources from the Charity Commission and others to inform themselves of the role and responsibility of being a trustee.

Senior Staff Member

Leigh Doran (Programme Director)

Bank

Barclays Bank (Leicester)

Independent Examiner

Gordon Williams (Watton)

Statement of the Charity's Policy on Reserves

The Charity's Financial Regulations include a policy on maintaining reserves at a suitable level to meet any financial commitments on dissolution of the CIO. The Trustees confirm that this objective was met throughout the year.

Details of Any Funds Materially in Deficit

The Trustees declare that the charity had no funds which were materially in deficit at the date of the statement of assets and liabilities.

State of the Charity's Finances

Once again, our income has doubled to meet the increase in demand for our services, particularly because of Covid-19. As highlighted above, our staff team has also increased and will be increasing again in the coming financial year. We have been very grateful to access funding that has been available to meet the additional pressures of the coronavirus restrictions through the OPCCN (MoJ funding), Norfolk Community Foundation and National Lottery. These funding streams have enabled us to increase staff hours, recruit a First Contact Officer to enhance access to our service through social media and web chat, deliver more on-line programmes for our clients including parenting support when children were at home full-time and provide tablets and mobile Wi-Fi.

Following our participation in a national project considering how meaningful connections could be maintained with clients and communities digitally, we were also pleased to receive funding from the Rank Foundation (DCMS funding) to support development of our new App which will make it easier for clients to access the information and resources they need at a time that suits them. Breckland Council's investment in Daisy Programme as part of their Inspiring Communities Agenda has enabled our Early Help and Daisy Ambassador activities to become established, albeit remotely for most of the year. We are looking forward to continuing this partnership into the next year working with local Breckland communities to improve the response to domestic abuse.

We were delighted to be one of the two chosen charities for Lynda Turner's term as Chairman of Breckland Council and to receive a substantial donation from the Inspiration Trust through Wayland Academy. In addition, Breckland District Councillors raised funding for us through virtual Santa events and a Christmas Jumper Council meeting. Local recognition of our work is very important to us.

Whilst we are very grateful for the emergency Covid funding we have received, particularly for additional staff hours to meet increasing need, our team are still working additional paid hours, and often many hours in excess, which is not sustainable for either staff or clients. With the end of that funding and anticipated further expenditure due to ever expanding demand, we are actively seeking secure long-term sustainable funding to enable us to continue our work, which is so vital for survivors of domestic and sexual abuse in Breckland.

Restricted Funds

During the year the charity received £188,019 in grants that are restricted. At the year end, £40,483 of these grants were carried forward for projects continuing in the next financial year. There were also unrestricted funds unspent and carried forward of £23,780.

Designated Funds

We did not receive any designated funds during the year.

Particulars of Any Outstanding Guarantee Given by the Charity

The Trustees declare that the charity has given no guarantee where potential liability is outstanding at the date of the statement of assets and liabilities.

Particulars of Any Outstanding Debt

The Trustees declare that the charity has no outstanding debts which are secured by an express charge on any of the assets of the charity at the date of the statement of assets and liabilities.

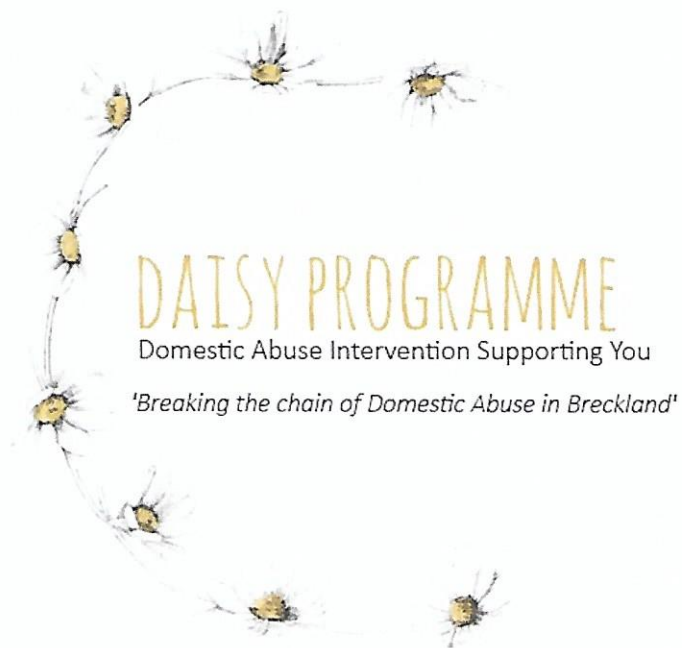
Declaration

The Trustees declare that they have approved this report and authorised that it be signed on their behalf.

"To have that telephone number of Daisy Programme calling me, you have empowered me to become a warrior instead of the victim - having confidence within myself and my judgement. Knowing that I am unique and going back to find out who I really am. Daisy Programme has given me back my voice and has given me guidance and boundaries to develop myself further."

- A Daisy Programme Client





DAISY PROGRAMME

**RECEIPTS AND PAYMENTS ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2021**



CHARITY COMMISSION
FOR ENGLAND AND WALES

Daisy Programme

1166033

Receipts and payments accounts

CC16a

For the period
from

01/04/2020

To

31/03/2021

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Courses	-	-	-	-	1,940
Grants	-	188,019	-	188,019	85,298
Donations	13,470	-	-	13,470	15,145
Breckland Lottery	-	-	-	-	1,273
	-	-	-	-	-
Sub total (Gross income for AR)	13,470	188,019	-	201,489	103,656
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	13,470	188,019	-	201,489	103,656
A3 Payments					
Salaries and other staff costs	276	122,435	-	122,711	51,594
Volunteer costs	-	500	-	500	-
Premises costs	1,419	5,241	-	6,660	7,410
Insurance & Governance	-	919	-	919	-
Repairs and renewals	50	912	-	962	-
Office costs	275	1,078	-	1,353	2,661
Advertising and marketing	50	646	-	696	-
Counselling costs	26	4,435	-	4,461	17,965
Groups and activities	26	5,495	-	5,521	-
Digital Project	-	26,100	-	26,100	-
Miscellaneous	-	400	-	400	1,053
Expenses & mobiles	-	-	-	-	3,741
Training	-	-	-	-	931
Courses	-	-	-	-	65
Choir	-	-	-	-	70
Freedom Programme	-	-	-	-	416
My Confidence	-	-	-	-	17
Sub total	2,122	168,161	-	170,283	85,923
A4 Asset and investment purchases, (see table)					
Furniture and equipment	-	12,591	-	12,591	-
	-	-	-	-	-
Sub total	-	12,591	-	12,591	-
Total payments	2,122	180,752	-	182,874	85,923
Net of receipts/(payments)	11,348	7,267	-	18,615	17,733
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	12,432	33,216	-	45,648	27,915
Cash funds this year end	23,780	40,483	-	64,263	45,648

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank	23,780	40,483	-
		-	-	-
		-	-	-
	Total cash funds	23,780	40,483	-
	(agree balances with receipts and payments account(s))			
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets			Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use		Fund to which asset belongs	Cost (optional)	Current value (optional)
	Office furniture & equipment		-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities		Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	



Section A

Independent Examiner's Report

Report to the trustees/
members of

Daisy Programme

On accounts for the year
ended

31st March 2021

Charity no
(if any)

1166033

Set out on pages

1 & 2

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2021.

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 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

02-07-21

Name:

Relevant professional
qualification(s) or body
(if any):

N.A.

Address:

2. Windsor Court
WATTON, THETFORD
NORFOLK IP25-6XB

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 brief details of any items that the examiner wishes to disclose.



DAISY PROGRAMME

**RECEIPTS AND PAYMENTS ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2021**



CHARITY COMMISSION
FOR ENGLAND AND WALES

Daisy Programme

1166033

Receipts and payments accounts

CC16a

For the period
from

01/04/2020

To

31/03/2021

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Courses	-	-	-	-	1,940
Grants	-	188,019	-	188,019	85,298
Donations	13,470	-	-	13,470	15,145
Breckland Lottery	-	-	-	-	1,273
	-	-	-	-	-
Sub total (Gross income for AR)	13,470	188,019	-	201,489	103,656
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	13,470	188,019	-	201,489	103,656
A3 Payments					
Salaries and other staff costs	276	122,435	-	122,711	51,594
Volunteer costs	-	500	-	500	-
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Repairs and renewals	50	912	-	962	-
Office costs	275	1,078	-	1,353	2,661
Advertising and marketing	50	646	-	696	-
Counselling costs	26	4,435	-	4,461	17,965
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Cash funds this year end	23,780	40,483	-	64,263	45,648

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank	23,780	40,483	-
		-	-	-
		-	-	-
	Total cash funds	23,780	40,483	-
	(agree balances with receipts and payments account(s))			
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	Office furniture & equipment		-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees		Signature	Print Name	Date of approval