



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

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<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

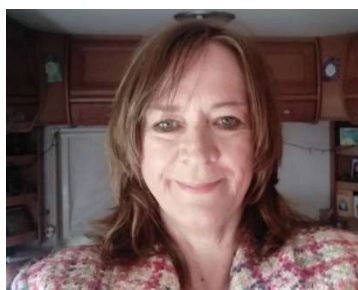
We have made significant progress against our key aims.

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.

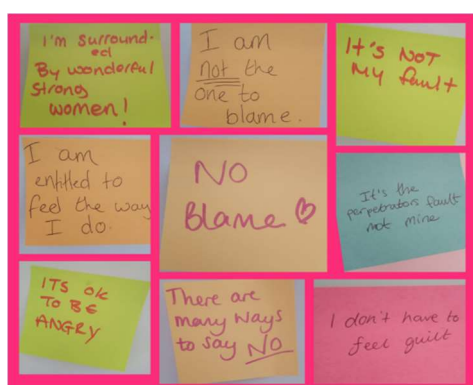
We have delivered seven group programmes during the year to help clients make sense of their experiences, reduce self-blame, and develop the tools to move on with their lives with better well-being for them and their families.

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

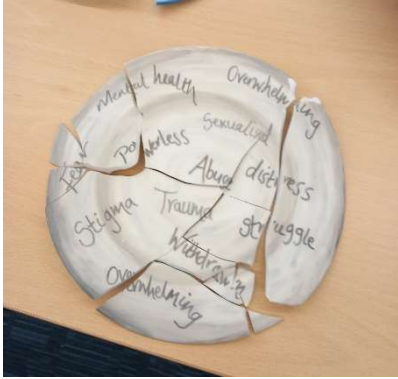
Total number of clients supported by Vulnerable Adults Independent Domestic Violence Advisor (Idva) over funding period (Apr21 – Mar23) was 102. Our Vulnerable Adults Idva works to the Department of Health definition of a vulnerable adult as a person aged 18 or over who may need community care services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

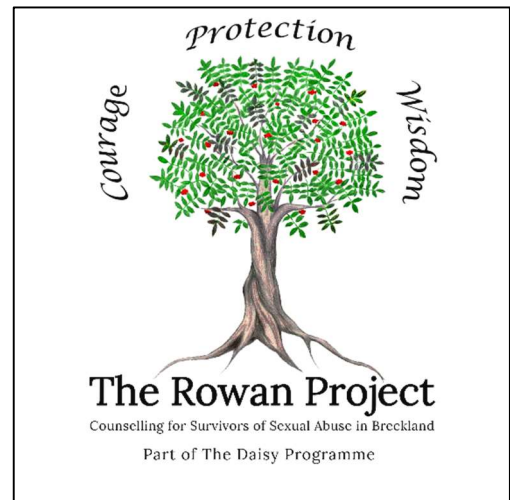
Following feedback from service users we have refined the referral process and forms so that service users do not have to provide detailed information about the trauma they have suffered and are not having to repeat their stories several times. We have also introduced more structured support for grounding 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.

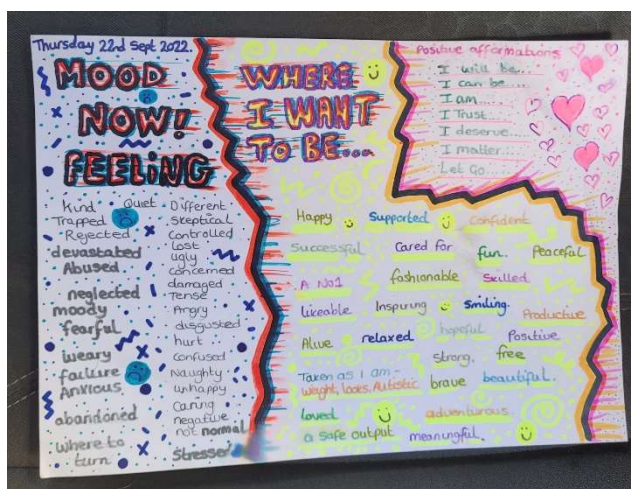
I contacted The Daisy Programme, who I already follow-on Facebook and was put on The Rowan Project waiting list.

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.

A handwritten signature in black ink, appearing to be 'DL', with a horizontal line extending to the right.

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

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.