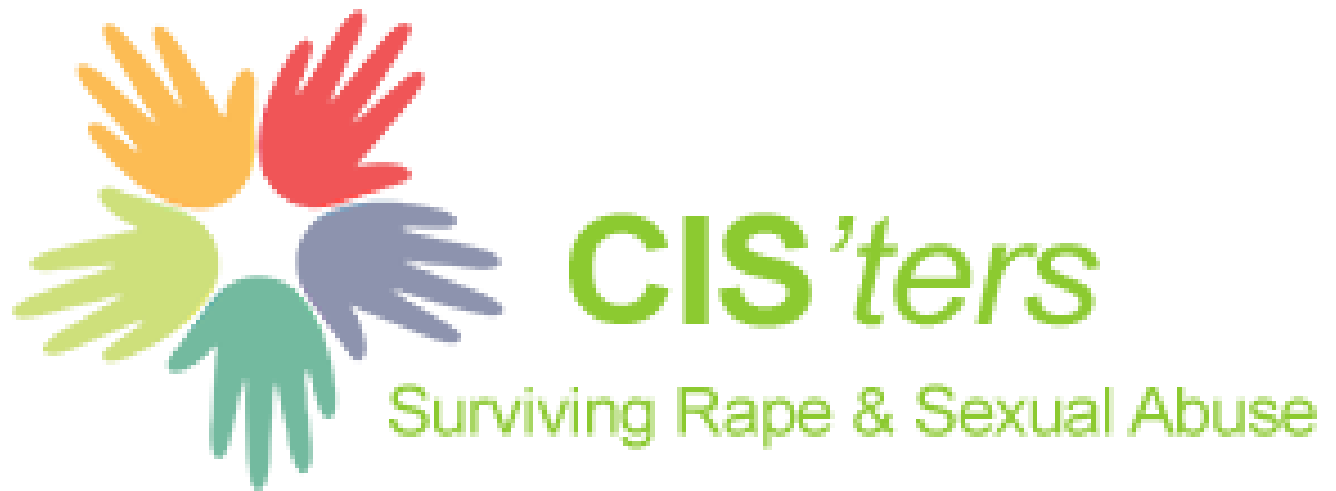


CIS'ters

An experience in learning, sharing, growing - individually and together



Trustees' Annual Report

1st April 2020 - 31st March 2021

Contents

Section one: Reference and administrative details	3
Trustees.....	3
Section two: Structure, governance, and management.....	4
Policies	4
Conflict of Interest	4
Risk management statement.....	5
Public benefit statement	5
Financial review	5
Additional reference and administrative information.....	5
Section three: Objectives and activities.....	6
Summary of the objects of the charity set out in its governing document.....	6
Summary of the main activities in relation to these objects.....	7
Section four: Achievements and performance	8
Maintaining existing services.....	8
Helpline:	8
Group meetings:	8
Referrals/Signposting:.....	9
Advocacy	9
Emotional Resilience of Workforce:	9
Achievements.....	9
Highlights of the year.....	9
Section Five: Consultancy/Commissions	10
Section Six: Acknowledgements	11
Section Seven: Declaration	11

Section one: Reference and administrative details

Charity Name	CIS'ters –surviving rape and sexual abuse during childhood
Registered charity number	1184857
Charity's principal address	CIS'ters Po Box 119 Eastleigh Hampshire SO50 9ZF

Trustees

Trustee Name	Office	Dates	Name of person (or body) entitled to appoint trustee
Gillian Finch	Trustee/ Manager	12/08/2019 - present	CIS'ters Board of Trustees
Louise Bird	Trustee	12/08/2019 - present	CIS'ters Board of Trustees
Samantha Richley	Trustee/Chair	12/08/2019 - present	CIS'ters Board of Trustees
Mary Bridgman	Trustee/Treasurer	12/08/2019 - present	CIS'ters Board of Trustees
Catherine McEwing	Trustee	12/08/2019 – 10/11/2020	CIS'ters Board of Trustees
Elsa Montgomery	Trustee/Secretary	12/08/2019 - present	CIS'ters Board of Trustees
Shelley Unwin	Trustee	12/08/2019 - present	CIS'ters Board of Trustees
Eileen Gorrod	Trustee	12/08/2019 - present	CIS'ters Board of Trustees
Catherine Handley	Trustee	17/11/2020 - present	CIS'ters Board of Trustees

Section two: Structure, governance, and management

Type of governing document: Charitable Incorporated Organisation - Foundation

The charity migrated from original registration (1123125) to a CIO format and achieved registration on 12th August 2019 (1184857). Funds were transferred from the original registration on 31st March 2020, to the new CIO and 1123125 was formally closed on 19th January 2021

This is, therefore, the first set of annual accounts produced for the CIO under the registration of 1184857. It is important that when reviewing the Annual Report and accounts, that consideration is given to the achievements gained whilst registered as 1123125 – as they cover a substantial part of the history of our charity.

Trustees are selected following skills gap analysis. They may be recommended by existing trustees, and selection is by unanimous vote of the Board of Trustees. Trustees are appointed on their abilities and skills. In appointing trustees **CIS'ters** aims to ensure a majority of trustees are adult female survivors of childhood rape, sexual abuse or sexual exploitation and are therefore representative of those using the primary service. Where no such majority is possible the survivor trustees have a casting vote.

Policies

The policy framework, developed under the original registration, was adopted in January 2014 and distributed to the trustees and workers in the agency in April 2014. There is a rolling programme of review every three years. During the reporting period of 2020-21, the following policies have been reviewed and updated:

- ❖ Needs and Risk Assessment of Members
- ❖ Visitors to Our Centre

The following new policy was written:

- ❖ Virtual and Physical Meetings

Conflict of Interest

A Conflict-of-Interest Register was initiated at the Trustee meeting on 23rd May 2018 and is now a formal part of each meeting. The Trustees confirmed that they had no conflicts of interest.

Risk management statement

The trustees take responsibility for management of risk in **CIS'ters**. Major risks are reviewed by the Trustees at their regular meetings and control systems have been established to manage those risks. Ongoing risks relate to securing sustainable funding. A workshop on the strategic direction for **CIS'ters** took place 11th May 2019. This was attended by Trustees and chaired by one of our patrons, Professor Sir Jonathan Montgomery. Work on the development of a Business Plan and Funding Strategy, funded by a Lloyds Enable Grant, initially experienced COVID-related delays, but work has recommenced and is reported on p9 of this report. We have reviewed contractual arrangements for staff during the year due to COVID-19. We were able to maintain delivery using flexible arrangements.

Public benefit statement

All trustees have complied with their duty to have due regard to guidance on public benefit when exercising their duties.

Financial review

Income received during the year was £89,530.96, which included COVID-related grants of £58,800. Expenditure totalled £53,675. We therefore had an overall surplus for the year of £35, 855.96 (which includes restricted income rolled forward from 2020/21 into 2021/22 financial years).

The Reserves policy recognises the need to ensure cash reserves to:

- ❖ Meet contractual liabilities should the organisation have to close. This includes redundancy pay, amounts due to creditors and commitments under leases.
- ❖ Meet unexpected costs
- ❖ Replace equipment as it wears out
- ❖ Provide working capital if and when funding is paid in arrears
- ❖ Ensure the charity can continue to provide a stable and quality service

CIS'ters aims to have a minimum reserve amounting to seven months running costs for the organisation as a whole. We achieved our aim this year.

Additional reference and administrative information

Bank	HSBC	3 Leigh Road, Eastleigh SO50 9YW
Auditor	Fred Bendall	8 Tenby Drive, Chandlers Ford, SO53 4NL

Section three: Objectives and activities

<p>Summary of the objects of the charity set out in its governing document</p>	<p>The Trustees shall hold the trust fund and its income upon trust to apply them for the following objects (“the objects”):</p> <ol style="list-style-type: none"> a. to promote and protect the health of female survivors aged over 18 who, born as female, during childhood were raped, sexually abused or sexually exploited in particular but not limited to those who were raped, sexually abused or sexually exploited by a member of their immediate or extended family; empowering such survivors in their own personal healing through the mutual affirmation, acceptance, respect and support of other survivors and, subject to funding, to assist in the provision or development of services for other persons affected directly or indirectly by rape, sexual abuse or sexual exploitation as the trustees shall think fit. b. to advance the education of the public, in particular those providing services, of the impact on child victims/adult survivors of childhood rape/sexual abuse/exploitation and the associated coping strategies used by some victims; and to promote an improved service response to the unmet needs of such child victims/adult survivors, and others affected directly or indirectly by experiences of sexual crimes.
--	--

<p>Summary of the main activities in relation to these objects</p>	<p>April 2020 – March 2021, delivery of the service was adversely affected by restrictions linked to the COVID-19 pandemic.</p> <ul style="list-style-type: none"> a. Production of our newsletter, available to survivors; professionals working within the specialist sexual violence and abuse sector, or allied professions, and to members of the general public, continued with increased circulation. b. Continued to provide a national helpline, to offer support to adults who have been affected by such abuse, signposting where appropriate to other services/agencies. c. Awareness work was conducted via social media with the general public, so that they better understand core issues including prevalence of such abuse. d. Continued to network with key professionals in other agencies, including the statutory sector, to highlight the unmet needs of child victims and adult survivors. e. Undertake fundraising activities to raise funds to sustain the agency; recognising the impact that restrictions would have on those already accessing our charity; and those that might reach out to us. f. Planned physical peer group meetings were cancelled due to social distancing requirements.
--	--

Section four: Achievements and performance

Maintaining existing services

Helpline: (phone and email): During the financial year 2020-21 there was a marked increase in demand for support. New contacts numbered 854 compared with 489 in the previous year. In addition, a total of 3583 support contacts were for individuals who were known to us, compared with 724 in prior year. These combined totals represent an increase of 366% on prior year. At some point, the increase reached 700% but reduced as lockdowns eased. Email provides more flexibility to those making contact, and it is therefore not surprising that these have risen at a faster rate, and calls reduced. All callers are treated with due respect regardless of gender, age, background. Those who meet our primary criteria of female, age 18+, who as a female child, were sexually abused within a family environment are offered 'membership' (a term we prefer to that of client or service user).

As of 31st March 2021, we had 524 members (compared with 508 members in prior financial year) of whom 52% live within combined Hampshire, Isle of Wight, Portsmouth and Southampton local government areas.

Group meetings: Core group and Drop-in sessions have been on hold this year due to COVID-19. As reported in last year's annual report, review of group sessions to ensure they are meeting the needs of members was planned for 2020-21. Core group has been disbanded and focus groups with members are planned to develop the approach for Drop-in going forward. A weekly Zoom meeting for volunteers was instigated to ensure that they still feel part of the team during the pandemic. This is led by our external emotional (clinical) supervisor. The Volunteer Coordinator has provided one-to-one support emotional support as required.

The Annual Weekend (Residential) Workshop for members was postponed.



Referrals/Signposting: In recognition of the fact that **CIS'ters** might be part of a survivor/members journey we have ensured that there is comprehensive information on our website which can be used by survivors and others to find additional services such as counselling. Within **CIS'ters** when responding to emails and phone calls we continue to highlight the existence of additional services so that individuals have the widest choices open to them.

Advocacy: Increasingly we are finding that many of our members, whether they live in Hampshire or elsewhere, require advocacy or empowerment in addition to emotional support. Currently this is an under resourced area and will need sustainable funding.

Emotional Resilience of Workforce: The supervisor appointed last year continues to provide support for our workforce, in addition to that provided by both our Manager and Volunteer Coordinator. The majority of our workforce are members (i.e. survivors) and are carefully monitored to ensure that they are sufficiently resilient to undertake their respective roles.

Achievements

A COVID-19 related grant from NHSE&I has enabled us to work on a digital strategy which is being led by an external contractor, Jenni Bevis-Lacey. A new venture as part of this work has been the production of a podcast channel, Hidden Harm which can be accessed via our website (<https://cisters.org.uk>). Four podcasts had been recorded by the end of March 2021 and will continue on a weekly basis during 2021-22. The first of these was launched to coincide with International Women's Day. Each one ends with a message to go away with:

- ❖ Episode 1 - Introducing **CIS'ters** - 'You Are Not Alone' (8th March 2021)
- ❖ Episode 2 - What Do Survivors Talk About? (15th March 2021)
- ❖ Episode 3 - Hurdles to Telling as a Child (22nd March 2021)
- ❖ Episode 4 - Telling as an Adult (29th March 2021)

We have conducted a survey of members and external stakeholders, including Trustees, as part of the work on our Business Plan and Funding Strategy. Analysis is in progress.

Highlights of the year

Our manager, volunteer Gillian Finch, was nominated by the Crown Prosecution Service for a 'Safer Award' which was part of an event organised by the Police and Crime Commissioner (Hampshire, IoW, Portsmouth and Southampton).

Section Five: Consultancy/Commissions

- ❖ We were commissioned by The Survivors Trust to be part of a task and finish group, reviewing/updating operational standards for organisational members. The Survivors Trust is a national umbrella organisation for specialist services providing emotional support/counselling for victim/survivors of sexual violence and abuse.
- ❖ Our Manager has been Chair of NHSE Survivors and Public Voice Group, linked to the NHSE Strategy on Sexual Assault and Abuse Services (SAAS), and in that capacity attended the NHSE-led Cross Government SAAS Advisory Group.
- ❖ Our Manager is also a member of a Lived Experiences Group for the NIHR-funded MESARCH project, based at Coventry University. This study is evaluating Sexual Assault Referral Centres across England and is also exploring the experiences of survivors of sexual abuse & violence and their long-term support needs.
- ❖ She also joined a recently set up Lived Experience Group established by CSA Centre of Expertise <https://www.csacentre.org.uk>, to develop care pathways for child victims.
- ❖ We continue to be part of a number of national consultative forums, and also some that are within Hampshire where our office is located.



Section Six: Acknowledgements

We wish to give thanks to the following for their exceptional help and support during this difficult year:

- ❖ Charities Aid Foundation – COVID grant
- ❖ Esmée Fairbairn Foundation – COVID grant
- ❖ Lloyds Enable and COVID Grant
- ❖ NHSE&I COVID Grant
- ❖ Police and Crime Commissioner (Hampshire, IoW, Portsmouth and Southampton)
- ❖ Indigo Trust

Given the personal and financial pressures on individuals, we were unsure whether we would receive donations during 2020-2021. Trustees, on behalf of all of those who access our small charity, wish it to be known that we are hugely grateful to all those who donated directly or raised funds through sponsored events. The total sum donated is £15,522 and is a demonstratable and clearly visible effort during such a difficult year.

Section Seven: Declaration

The trustees declare that they have approved the trustees' report above:

Signed on behalf of the charity's trustees (as at this date):

Signatures			
Full Names	Samantha Richley	Gillian Finch	Elsa Montgomery
Date	23/11/2021	24/11/2021	23/11/2021

EXPENDITURE			INCOME	
A3.1	Salaries & travel etc (including contractors)	£23,050	Balance b/f - Bank (General Ledger)	£25,190.79
	External Supervision plus volunteer development	£1,600	Balance b/f - CASH	£222.63
A3.21	Awareness Events (non ACE)	£230	Balance b/f - Reserves	£45,762.65
	ACEs - specific (non payroll element)	£0	Deposit for Office Premises (SEC)	£1,724.00
	Entry Fee for London Marathon	£0	Bal Bfwd from prior year 2019-2020	£72,900.07
A3.22	Survivor Meetings/Wksps/Residentials	£0	Grants Financial Year 2020-21	WITHIN YEAR
A3.2.2	Volunteers: Recruit, Train, Travel & Food	£1,409	OPCC (SCF 1035 - 2nd stage)	£7,500
A3.2.4	Trustees: Recruit, Train, Travel & Food	£0	Indigo Trust	£2,000
A3.3.2	Office Rent(s) & Room Hire	£10,310	<u>Grants - COVID related 20-21</u>	
A3.3.4	Electricity	£526	OPCC (SCF 1035 - covid extension)	£7,500
A3.3.3	Business Rates	£594	Esmee Fairbairn Foundation	£5,000
A3.3	PO Box	£278	NHSE&I	£32,600
A3.4	Combined Insurances (12 months policy)	£1,004	Lloyds Bank Foundation	£7,700
A3.5	Stamps	£2,985	CAF Bank	£6,000
A3.5	Phone(s) & Broadband & Domains/Web	£1,529		
A3.6	Stationery	£479	<u>Other Income:</u>	
A3.6	Photocopying incl Service Charge etc	£1,443	Bespoke Training	£0.00
A3.7	Other Advice, CRB Checks, IC etc	£183	Consultancy	£1,230.00
A3.7	Audit/Accountancy Advice	£1,100	Pins & Ribbons (Awareness)	£16.00
A3.7	Prof fees/memberships	£321	Donations (including online Gift Aid)	£15,696.00
A3.9	Equipment & Repairs & Purchase Books	£0	Gift Aid - via HMRC	£1,154.39
	Other: sundries, refreshments etc	£105	HMRC - Job Retention Scheme	£2,867.32
	Covid specific additional equipment etc	£5,600	Refunds	£223.33
	Pat Testing	£0	Cheques written back	£15.50
A3.10	Bank Charges	£0	Interest	£28.42
	Refunds - cancelled weekend workshop	£929		
	Expenditure	£53,675	Income	£89,530.96
Balances Carried Forward:				
	<i>General Ledger</i>	£21,073.19		
	<i>Reserves (Restricted and Unrestricted)</i>	£85,791.07		
	<i>Deposit for Office Premises (SEC) incl key cards</i>	£1,724.00		
	<i>Cash</i>	£168.28		
		£108,756.54		
		£162,431		£162,431

Statement on Behalf Of CIS'ters:

This is a true and fair record of accounts for year 2020/21

Signature:

Date: 5-7-2021

Name: Mary Bridgman

Treasurer

Auditor Opinion:

I have examined the expenditure and grant income and reviewed the miscellaneous income.

I believe this statement to be a true reflection of these transactions.

Signature:

Date: 5-7-2021

Name: F Bendall (C.I.P.F.A.)

External Auditor

CIS'ters - Registered CIO = 1184857

funds brought forward from prior year were from earlier registration 1123125 which has now been closed down



Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

On accounts for the year
ended

Set out on pages

Respective responsibilities
of trustees and examiner

Basis of independent
examiner's statement

Independent
examiner's statement

Charity Name

CIS'ters: surviving rape and sexual abuse during childhood

31st March 2021

Charity no
(if any)

1184857

(remember to include the page numbers of additional sheets)

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 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

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

My examination was carried out in accordance with 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 the 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.

In connection with my examination, no matter has come to my attention (other than that disclosed below *)

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 Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave 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.

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

Signed:

F Bendall

Date:

5th July 2021

Name:

F BENDALL

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

C.I.P.F.A

Address:

8 Tenby Drive
Chandlers Ford
Hampshire
SO53 4NL

Only complete if the examiner needs to highlight material problems.

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

