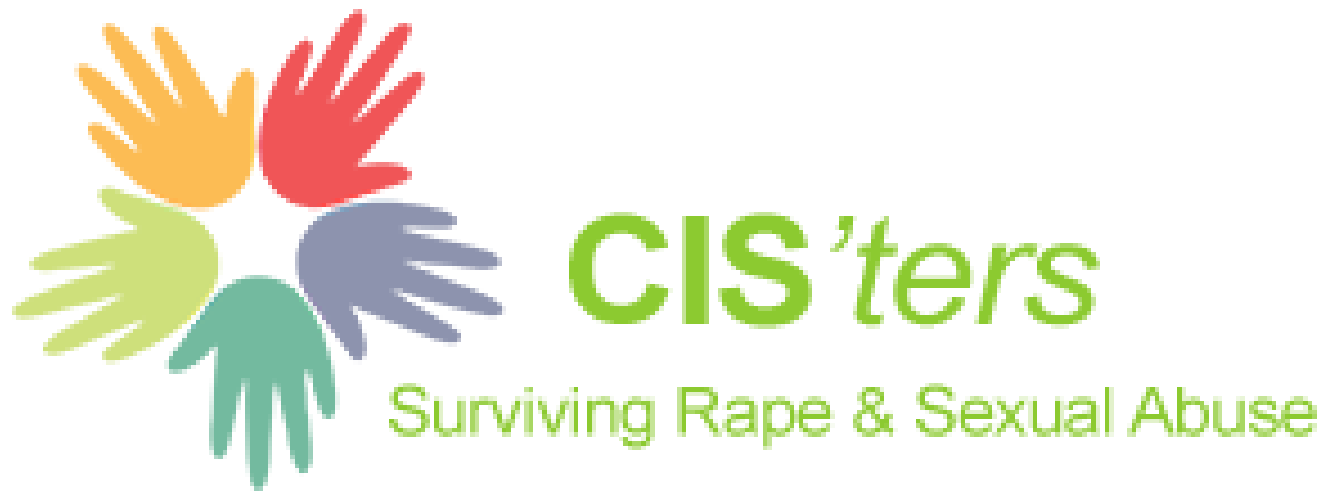


CIS'ters

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



Trustees' Annual Report

1st April 2021 - 31st March 2022

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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.

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 2021-22, the following policies have been reviewed and updated:

- ❖ Lone working
- ❖ Visitors to Our Centre
- ❖ Media

The following new policies were written:

- ❖ Provision for Non-Members - including Male and Trans Survivors
- ❖ Reserves
- ❖ Promotion and Publicity
- ❖ Services and Users
- ❖ Statement of Equality and Diversity

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. Risk management extends to financial awareness. Although there was a major drop for in-year income, trustees were aware that the charity was continuing to deliver against funding that had been received in the prior financial year that was not yet fully expended. In addition, the charity was in contact with a key sponsor who was committed to raising funds during the next financial year. On this basis trustees were satisfied that the charity had sufficient financial resources for the year. Ongoing risks relate to securing sustainable funding.

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 £9,351. The end of year balance for the prior financial year (2020/21) was £108,757. Expenditure for 2021/22 totalled £52,079 which was £1,596 less than the prior financial year. As of 31st March 2022, the balance carried forward into the next financial year i.e. 2022/23 was £66,027. The end of year balance includes monies for our Digital Strategy and a COVID-related grant from NHSE&I which we were authorised to carry forward from 2020-21.

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 Business Continuity Plan requires us to have 4-6 months close down reserves. As we had 6 months reserves at the end of 2021, we achieved our aim again 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

Summary of the objects of the charity set out in its governing document	<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"> 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. 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.
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<p>Summary of the main activities in relation to these objects</p>	<p>The COVID-19 pandemic continued to impact the way some of our services were delivered April 2021-March 2022.</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. Some physical face to face meetings took place, however most meetings were either conducted via phone or Zoom.
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Section four: Achievements and performance

Maintaining existing services

Membership: As of 31st March 2022, we had 547 members (compared with 524 members in prior financial year) of whom 50% live within combined Hampshire, Isle of Wight, Portsmouth and Southampton local government areas.

Helpline: (phone and email): Between 1st April 2020 and 31st March 2022, the helpline service received 219 phone calls and 4309 emails. Of these 73% were from survivors that the charity was already supporting. We also received in excess of 8,000 emails to our admin team, including from professionals and other support services seeking help and advice. We are aware that many survivors do not directly access our helpline as they are able to access initial support and information via our website www.cisters.org.uk

Annual Weekend (Residential) Workshop for members: this event was postponed for 2021-22, but we are working towards hosting a weekend workshop in May 2022. Due regard to the on-going risks of COVID-19 will be taken.

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 in 2020 continues to provide support for our workforce, in addition to that provided by both our Manager and Senior Administrative Support Officer. 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

Hidden Harm: A further 25 podcasts were recorded during the year 2021-22. A complete list of episodes produced by the end of March 2022 is shown below:

- ❖ 1 - Introducing **CIS'ters** - 'You Are Not Alone'
- ❖ 2 - What Do Survivors Talk About?
- ❖ 3 - Hurdles to Telling as a Child
- ❖ 4 - Disclosing as an Adult
- ❖ 5 - Telling Partners, Family & Friends
- ❖ 6 - Disclosing to Your Family of Origin
- ❖ 7 – Coping Strategies
- ❖ 8 – The Pressure to Forgive
- ❖ 9 – Loss
- ❖ 10 – Collaborative Working
- ❖ 11 – The Power of Music
- ❖ 12 - Isolation Through the Eyes of Survivors
- ❖ 13 - Learning Something New
- ❖ 14 - Through the Eyes of a Midwife'
- ❖ 15 - Self Neglect/Self Harm
- ❖ 16 - Everyone's Invited
- ❖ 17 - Domestic Abuse
- ❖ 18 - When an Abuser Dies
- ❖ 19 - Interview with Fay Maxted
- ❖ 20 - Reflections on the Past Few Months
- ❖ 21 - Counselling & Therapy
- ❖ 22 - Mind Your Language
- ❖ 23 - Trauma & Physical Health
- ❖ 24 - Abusers Can Be Female
- ❖ 25 - Institutional CSA Cover-Ups
- ❖ 26 - ISVA's (Independent Sexual Advisor Service)
- ❖ 27 - You Think I'm Alright. You Are Wrong
- ❖ 28 – ACE's - Adverse Childhood Experiences
- ❖ 29 -The Window of Tolerance

The podcast channel can be found via our website: [The 'Hidden Harm' Podcasts | CIS'ters \(cisters.org.uk\)](https://cisters.org.uk).

Peer support sessions: as part of our response to COVID-19, Peer Support Sessions (PSS) were piloted from September 2021. These were initially offered via booked telephone appointments on Saturdays and a team of three members was recruited for the purpose. Based on the success of these sessions, up to two weekday sessions have also been introduced. By the end of March 2022, 16 PSS had been held on Saturday and a further 11 weekday sessions had taken place. Feedback was sought from all those who accessed Peer Support Sessions. Other than one comment, the responses were all positive and appreciative. The one comment was followed up and no further action was required.

Toolkit development: a self-help product for members, the toolkit will consist of twelve modules which users will work through at their own pace. Modules 1-8 have currently been outlined. Once all modules are complete, the toolkit will be written up and piloted. There will be a toolkit guide which will include direction to our portfolio of podcasts. Anyone needing help will have a Peer Support Session allocated. The Toolkit could be used as a physical resource in the future.

Review of police force websites: Our manager undertook a review of 39 police force websites in February 2022 and discovered that the majority of them were missing important information on the help and support available for victims of sexual crimes. She has shared her findings with the Association of Police & Crime Commissioners, the National Police Chiefs Council, and the Crown Prosecution Service. She is in the process of setting up meetings to take issues further.

The impact of COVID

The lack of in-person face to face meetings due to COVID has taken an emotional toll on members. As described above, **CIS'ters** has adapted to the needs of its members through the development of Peer Support Sessions and the toolkit. Ensuring the emotional resilience of our workforce remains a priority. We are planning to resume other physical meetings during the financial year 2022/23.

The impact of COVID on individual members is summed up by the poem 'I miss', written by Gillian (00).

I MISS

I miss the warmth of others around me
Who know me, do not judge me, comfort me, accept me
I miss the warmth of others around me
Who see me as I am, without my mask, without my defences
I miss the warm of others around me
But draw on the inspiration of others
Who multiply in number
To the drum beat of survivors, reaching out

Section Five: Consultancy/Commissions

- ❖ 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:

- ❖ Lloyds Bank Foundation – for their ongoing support via their Enable Grant and Covid-19 grant
- ❖ NHS England – for their ongoing Covid-19 grant towards improvement in digital services.

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 £8,782 and is a demonstratable and clearly visible effort during another 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	6 th January 2023	6 th January 2023	6 th January 2023

		EXPENDITURE			INCOME
A3.1	Salaries & travel etc (including contractors)	£28,297	Balance b/f - Bank Current Account		£21,073
	External Supervision plus volunteer development	£929	Balance b/f - Reserves & Restricted		£85,791 ***
A3.21	Awareness Events (non ACE)	£0	Deposit for Office Premises (SEC)		£1,724
	ACEs - specific (non payroll element)	£0	Petty Cash		£168
	Entry Fee for London Marathon	£0	Bal Bfwd from prior year 2019-2020		£108,757
A3.22	Survivor Meetings/Wkps/Residentials	£189	Grants Financial Year 2021-22	WITHIN YEAR	
A3.2.2	Volunteers: Recruit, Train, Travel & Food	£1,591	nil in year grants during 21/22	£0	A1.1A
A3.2.4	Trustees: Recruit, Train, Travel & Food	£130			
A3.3.2	Office Rent(s) & Room Hire	£10,504	<u>Grants - COVID related</u>		
A3.3.4	Electricity	£652	ongoing/unused grant income from		
A3.3.3	Business Rates	£594	2020/21 was taken forward into 21/22		
A3.3	PO Box	£284	and reflected within ** total brought		
A3.4	Combined Insurances (12 months policy)	£0 *	forward and shown above		
A3.5	Stamps	£2 **			
A3.5	Communications incl domains & software	£2,421			
A3.6	Stationery	£264	<u>Other Income:</u>		
A3.6	Photocopying incl Service Charge etc	£1,152	Bespoke Training	£0	A1.3
A3.7	Other Advice, CRB Checks, IC etc	£93	Consultancy	£285	
A3.7	Audit/Accountancy Advice	£1,300	Pins & Ribbons (Awareness)	£0	
A3.7	Prof fees/memberships	£289	Donations (including online Gift Aid)	£8,782	A1.1B
A3.9	Equipment & Repairs & Purchase Books	£0	Gift Aid - via HMRC	£0 ****	
	Other: sundries, refreshments etc	£355			
	Covid specific additional equipment etc	£3,004	Refund - London Marathon	£230	A1.5
	Pat Testing	£0	Cheques written back	£46	
A3.10	Bank Charges	£31	Interest	£7	A1.6
	Refunds	£0			
	Expenditure	£52,079	Income	£9,351	
Balances Carried Forward:			Notes:		
	Current Account ie General Ledger	£4,154	* insurance for FY 21-22 was paid in March 2021		
	Reserves (Restricted and Unrestricted)	£60,000	** stamps purchased in March 2021 were sufficient for FY 21-22		
	Deposit for Office Premises (SEC) incl key cards	£1,724	*** includes restricted grants from prior year where work was not yet completed		
	Cash	£149	**** Gift Aid due for 21-22 not yet claimed		
		£66,027			
		£118,107			£118,107

<p>Statement on Behalf Of CIS'ters:</p> <p>This is a true and fair record of accounts for year 2021/22.</p> <p>Signature: </p> <p>Date: 14-6-2022</p> <p>Name: Mary Bridgman</p> <p>Treasurer</p>	<p>Auditor Opinion:</p> <p>I have examined the expenditure and grant income and reviewed the miscellaneous income.</p> <p>I believe this statement to be a true reflection of these transactions.</p> <p>Signature: </p> <p>Date: 14-6-2022</p> <p>Name: F Bendall (C.I.P.F.A.)</p> <p>External Auditor</p>
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