



# Herts Domestic Abuse Helpline

08 088 088 088



The Queen's Award  
for Voluntary Service

**ANNUAL REPORT  
& ACCOUNTS  
2024-25**

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# Chair's Summary

Established in 2002, Herts Domestic Abuse Helpline is now heading towards a quarter of a century of experience and I am pleased to say that I have been involved with the charity for most of that time. We have seen many changes, of course. From a wired telephone service to mobile phones, from hard copy to digital resources, newspaper advertising to e-editions, the introduction of electronic banking and online meeting software. COVID in 2020 forced many organisations to work differently. We moved a large part of our volunteer training online and introduced an email support service. It is only looking back that I realise how far we have come but we continue to look for new and better ways of working.

For example, we have embraced QR codes - this helps bridge the gap for those who may not be ready to make a phone call but still wish to access information or support. We are also investigating how ChatGPT and AI might help us moving forward. And we continue our high social media presence across 4 platforms. We have recently launched a bi-monthly newsletter to better inform our partners and subscribers. Our goal is always to make it easy for people to find our service and seek the help they need.



There is a strong focus on keeping the Helpline running efficiently but we still have plenty of opportunities to talk to people face to face. For example, in October we participated in the St Albans Cathedral Community Showcase along with 60 other charities and community groups, giving us the opportunity to speak to lots of people about what we do.

We are very grateful to our patrons Sarah Beazley and Sally Burton for hosting a lunchtime 'in conversation with' event in East Herts in November, an event which has subsequently raised a substantial amount of money for us. This was during the Annual 16 Days of Activism against Gender-Based Violence, which begins on International Day for the Elimination of Violence Against Women (November 25<sup>th</sup>) and ends on International Human Rights Day (December 10<sup>th</sup>).

# Chair's Summary cont'd

Our Manager attends many meetings round the county and also delivers education and awareness sessions to many local organisations.

For a small charity we have great reach and can be justifiably proud of the difference we make to victims of domestic abuse in Hertfordshire. It's always good to remind people also, though, that we are here for anyone affected by domestic abuse including friends and family members, employers and also professionals such as GPs and social workers.

As always, I would like to thank my fellow Trustees, our staff and the many volunteer call takers who collectively keep the Helpline running and thereby make a difference to people's lives.



*Photo shows L to R - Denise Powell - treasurer, Chris Roach - Chair, Hayley Star - Helpline Manager*

# About Us

The Helpline is a confidential, free, support and signposting service for anyone affected by domestic abuse. Established in 2002, it first became a registered charity in January 2011. In 2019 it became a Charitable Incorporated Organisation. Our operations team and volunteer call takers currently work from home.

As well as supporting around 2,000 callers a year, plus many more through our website and email service, the Helpline works in partnership with countywide statutory, voluntary and community organisations which, together, all aim to improve the lives of anyone affected by domestic abuse as well as those seeking help to change their behaviour.

## Vision & Mission

Our Vision is for the world to be free of domestic abuse.

Our Mission is to eliminate domestic abuse through awareness and education, and to support those in need through our confidential listening and signposting service across Hertfordshire.

Whether directly serving victims, perpetrators or their families, or indirectly to professionals, we provide a safe space for people to discuss their situation. Through our comprehensive and unique understanding of local resources, we provide the information they need to take control, to feel empowered to take the next step. Our commitment is to always 'put the caller at the heart of our service'.

# The Picture Nationally

(Source: Gov.UK)

**1 in 4 women and 1 in 6 men experience domestic abuse in their lifetime**

**20% of children in the UK have lived with an adult perpetrating domestic abuse.**

**An estimated 2.3 million people aged 16 years and over experienced domestic abuse in the year ending March 2024**

**There were 570 domestic homicides recorded in the year ending March 2024**

**The police recorded 1,350,428 DA related incidents and crimes in England and Wales in the year ending March 2024**

# The Picture in Hertfordshire

## (Source: Hertfordshire Constabulary)

In the year ended 31st March 2025, Hertfordshire Constabulary recorded a total of 22,644 domestic abuse crimes and incidents compared to 19,478 the previous year.

In last year's annual report, we made mention of a review of police use of protective orders, such as Domestic Violence Protection Orders along other victim's rights namely the Domestic Abuse Disclosure Scheme (Clare's Law). It is pleasing to see a greater use of these powers and schemes with 36 more Domestic Violence Protection Orders issued by the court than last year. We also saw a significant increase in the use of the disclosure scheme, with an additional 458 more applications from concerned parties this year along with 385 more police-initiated disclosures.

The work continues in reviewing other associated powers and orders to give further protection to potential and actual victims of domestic abuse.



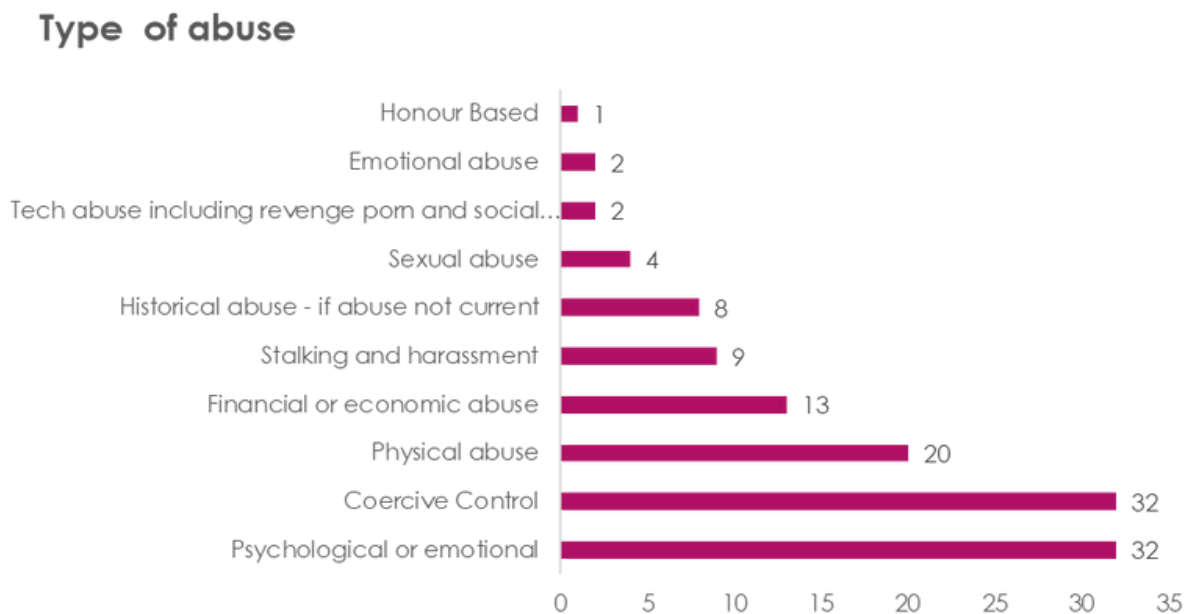


# Helpline Operation

The Trustees follow the Charity's Constitution and operational policies are reviewed regularly. The Trustees regularly review the risks to which the charity is exposed and take actions to mitigate them.

## How call data is assessed

Callers' details are not asked for. On occasions, callers volunteer some information and we do record this, though not personal contact details. For example, they may disclose their ethnicity, that they are disabled, LGBTQ or elderly, whether drugs and alcohol or mental health issues are a concern, whether they are experiencing coercive and controlling behaviour or they may be seeking legal or financial advice. This anonymised data is reviewed regularly by the Board and may help the county to commission future domestic abuse and other services. An example of a typical month is shown below.





# Helpline Manager's Report

## Introduction

This year, the Hertfordshire Domestic Abuse Helpline supported 1,939 people via calls and emails — that's nearly 190 people every month reaching out for help, guidance, or simply a listening ear.

While this represents a drop of 17.5% compared to last year, the stories behind those numbers remind us that demand remains high — and often more complex. The nature of abuse is changing, with more survivors facing intersecting challenges around mental health, housing, and cost of living pressures.

We continue to act as a first line of support across the county, offering safe, accessible, non-judgmental help for those who might not yet be ready to engage with formal services.

## Service Insight & Partnerships - Understanding Who We Support

Over half of our calls — 60% — came from female victim-survivors, with 9% from men. The remainder were from concerned professionals, family members, and the wider public. This reinforces the Helpline's role not only in supporting those directly affected but also in enabling early intervention and awareness within the community.

The most frequently disclosed forms of abuse were emotional and psychological, followed by coercive control and physical abuse. These complex, often overlapping harms reflect the challenges survivors face in finding a safe route forward.

Strong partnerships continued to play a vital role. Our most frequent signposts were to Watford Women's Centre and SADA (Stevenage Against Domestic Abuse), followed by the IDVA service and local solicitors. These trusted services ensure we can guide survivors to the right support at the right time.

Mental health issues, disability, and financial instability were frequently mentioned by survivors, with many reporting housing insecurity as a major barrier to leaving abusive situations. These themes reflect the broader context in which domestic abuse occurs and the layered difficulties survivors face when seeking safety.

## **Collaboration Across Hertfordshire.**

The Helpline Manager continues to attend all countywide multi-agency Domestic Abuse Forums and is an active member of the Violence Against Women & Girls Strategic Partnerships Team, led by Hertfordshire County Council. These groups allow us to share insight and strengthen service delivery through joined-up, trauma-informed collaboration.

## **Current Projects**

This year, the Helpline has expanded its outreach and engagement efforts through a variety of new initiatives aimed at raising awareness, strengthening allyship, and increasing accessibility.

We are delivering Lunch and Learn sessions for local companies and businesses, creating safe spaces to talk about domestic abuse in the workplace, share Helpline information, and equip employees with the knowledge to identify abuse and signpost to support.

Our partnership work with local football clubs continues to grow. We are providing clubs with bespoke editorials and artwork to include in their matchday programmes, websites, newsletters and social media content. These efforts are supported by awareness sessions for staff and players, which aim to foster male allyship and promote positive role modelling within the community.

## Focus for the Year Ahead

In the year ahead, we are placing greater emphasis on reaching Hertfordshire's diverse communities. We recognise that cultural and language barriers often prevent victim-survivors from seeking help, and we are committed to addressing this. We aim to build meaningful partnerships with community-led organisations and are exploring alternative interpreter support options to make our services more accessible to minority groups.

We will be expanding our public engagement efforts with a renewed focus on campaign work and visibility. This includes new collaborations such as our work with Hertfordshire University on interactive educational materials, increased outreach to GP surgeries, and a refresh of our website and social media channels to strengthen our digital presence.

### Scared to speak out?



- Is someone tracking where you go in your car, on your phone, or via social media?
- Are you made to do sexual acts you're not at all comfortable with – or forced to have sex when you don't want to?
- Are you or your children being verbally abused – or threatened?
- Are you told what you can and can't do, what to wear, or how to behave?
- Is someone making you think that you're going mad?
- Is someone hurting or threatening to hurt your pets?
- Is someone criticising your parenting abilities or saying that you're unfit to look after children?
- Is someone promising that their abusive behaviour will not happen again? Or are they threatening to kill you or themselves if you leave?
- Are you not allowed to have your own money or credit card – or have your own access to bank accounts?
- Are you regularly put down?
- Are you being stopped from going out with friends or seeing your family – or is someone turning you against the people closest to you?

Domestic abuse is not just physical violence – and not just within couples. There are lots of other ways that abusers use control and it may not happen all of the time. Their actions keep you 'walking on eggshells' because you never know when it's going to happen – and often such is their control, that victims are fearful of speaking out so the abuse continues.

**If this is happening to you, or you are concerned about someone, we can help.**

Herts Domestic Abuse Helpline is a **FREE** confidential, support and signposting service for anyone affected by domestic abuse – as well as for concerned family members and friends. Call **08 088 088 088** or email in strictest confidence to **kim@mailpurple.org**

**Herts Domestic Abuse Helpline**  
08 088 088 088

We are here to listen:  
9am-9pm Monday to Friday  
9am-4pm weekends

**hertsdomesticabusehelpline.org**

**@HDA\_Helpline**

**#HDA\_Helpline**

**#HDA\_Helpline**

### Team mate a no show?

#checkinwithyourteam



**One in six men**  
Will experience domestic abuse in their lifetime.  
Around half won't tell anyone they're a victim.

If domestic abuse is happening to you or someone you know, we're here to help.

**Freephone 08 088 088 088**

**Herts Domestic Abuse Helpline**  
08 088 088 088

Monday to Friday 9am-9pm  
Weekends 9am-4pm

Confidential email: **kim@mailpurple.org**

Registered charity no. 1184899

Free - Confidential - Anonymous

# Volunteer Management & Development

We are proud to be supported by 35 volunteer call takers, whose time, energy, and emotional resilience keep the Helpline running day after day. Together, they contributed over 2,612 volunteering hours, maintaining 85% coverage of the Helpline's opening hours, with many offering additional time during busier periods.

Between September 2024 and March 2025, we hosted two full training rounds, combining online modules with in-person training days. This flexible structure ensures that every new volunteer joins us well-prepared, confident, and supported.

Our bi-monthly team meetings have continued to offer opportunities for volunteers to deepen their knowledge, debrief in a safe environment, and build a sense of community. We have encouraged topical conversation and guest speakers such as The Suzy Lamplugh Trust and Refuge. We remain committed to investing in their growth and wellbeing. Alongside our regular bi-monthly meetings, we hosted an in-person event at Christmas to bring the team together. These gatherings play a vital role in supporting volunteer wellbeing, reducing isolation in a remote role, and reinforcing a sense of shared mission across the Helpline.

In response to volunteer feedback, we delivered refresher training for existing call takers via online sessions. These focused on areas where call takers requested deeper understanding, including honour-based abuse, victim blaming, and identifying perpetrator patterns. The training was well-received and has strengthened volunteer confidence when handling complex disclosures.



*Our Helpline manager attended a fundraising walk hosted by Three Rivers Council during the 16 days of activism.*



# Trustees and Staff at 31st March 2025



## **Duncan Sales - President**

Duncan is a retired Detective Inspector Herts Constabulary and founder of the Helpline in 2002.



## **Penny Williams, JP, DL - Vice President**

Penny, a former trustee, now Vice President. Penny was a JP for 27 years serving mainly in the family courts in the latter years.



## **Chris Roach - Chair**

Chris became Chair in 2015. She has worked in the public and private sector including roles in drug and alcohol misuse, community safety, community engagement, grants management and also worked for the NHS.



## **Kay Carnell - Trustee**

Kay enjoyed a long career with BP, spanning 35 years. She has extensive business experience, particularly in sales, marketing and business development, and has operated in many countries worldwide.

# Trustees and Staff



## **Denise Powell - Trustee & Treasurer**

After 38 years working in technical and managerial roles in the corporate world, Denise has chosen to spend her retirement using her skills to support charities and not for profit organisations, including the Helpline, Soroptimist International and Computer Friendly. In addition to being the Helpline's Treasurer, Denise is also a volunteer call-taker.



## **Sherry Thakur - Trustee**

Sherry is Solicitor and Partner at JKC Lawyers in Watford. Much of her work involves domestic abuse issues. Sherry also provides JKC's 24 hour legal helpline.



## **Ian Taylor - Trustee**

Ian is a highly experienced Business Advisor and Financial Services professional, with more than thirty years' expertise in senior executive roles with Barclays and BNP Paribas. He is also a Board Member of St Albans City of Expertise CIC, a special business interest group.



## **Jo Ward - Trustee**

Jo has over thirteen years experience in business support, project coordination, social media management, and mentoring. As an entrepreneur, Jo has successfully run a business support company, providing tailored services to over 50 clients. She is actively involved in mentoring through Young Enterprise.

# Trustees and Staff



## **Mick Ball - Associate Trustee**

Mick retired as Det. Chief Superintendent from Herts Constabulary in 2018 after 34 years of service. Amongst his duties he was Chair of the County Domestic Abuse Partnership Board. Mick now has a civilian role with the Police as Lead for Strategic Planning and Analysis



## **Hayley Star - Helpline Manager**

Hayley has been the Helpline Manager since February 2021. Hayley is a Sunflower J9 champion and Police Standards champion. She has attended the Triple R course and completed the Freedom programme. She is also a Mental Health First Aider.



## **Mel North**

Mel joined the Helpline in March 2023. Previously, she worked in Telecommunications, Criminal Record Bureau at Derbyshire Police and in Financial Services.

The Board met 4 times during 2024-25. The last Annual General Meeting was held in July 2024. Our meetings are usually held face to face at various locations across the county. Our patrons are:

Lady Dione Verulam

The Viscountess Trenchard

Sarah Beazley


Sally Burton




# The Difference We Make

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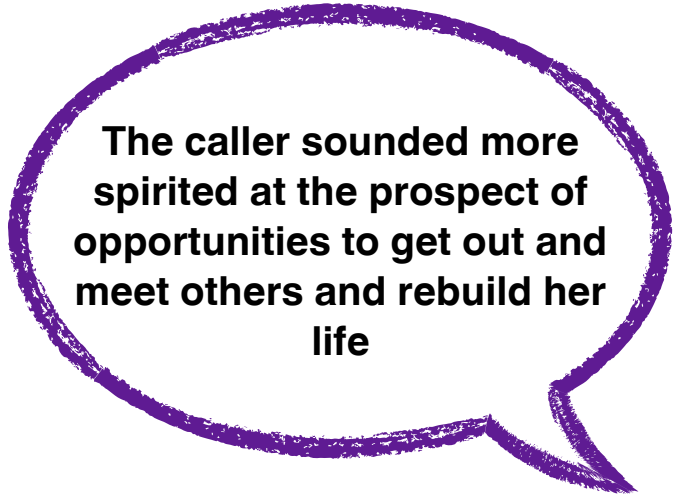
Our statistics are interesting, but it's also really important to recognise the difference we are making to people's lives. Here is some of the feedback our call takers received in 2024-25



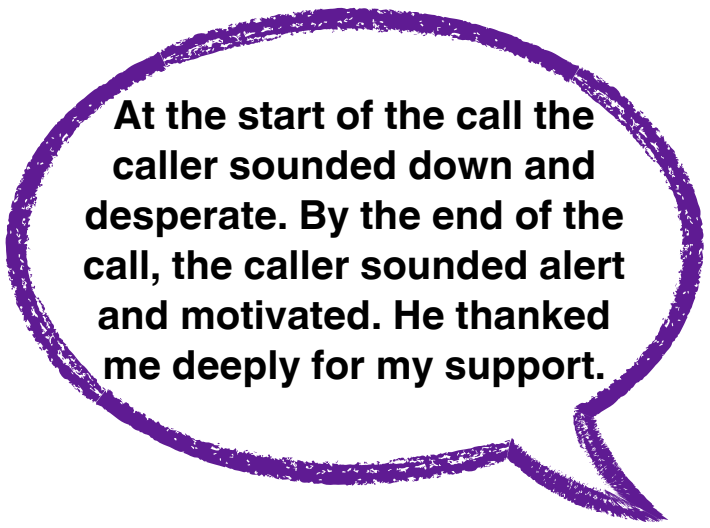
**She said it was good to talk to someone else to see a clearer picture**



**She was grateful to be heard and validated, and was pleased there are listening services out there**



**The caller sounded more spirited at the prospect of opportunities to get out and meet others and rebuild her life**



**At the start of the call the caller sounded down and desperate. By the end of the call, the caller sounded alert and motivated. He thanked me deeply for my support.**

Penny Williams, our Vice President, continues to attend the All Party Parliamentary Group on Domestic Abuse at Westminster. Penny updates us on discussions that take place there. This year topics were workplace support for survivors of domestic abuse and also the impact of AI on domestic abuse

## The Domestic Abuse Act

During the last year, The DAC office's priorities have been:



**Domestic Homicide and suicide**

**Domestic abuse service provision & funding**

**Policing, criminal justice and family courts**

**Children and young people**

**Migrant survivors**

# Promotional activities, social media and marketing

We continue to strengthen our visibility and accessibility through our website and social media channels. In the 2024–25 calendar year, our website saw an average of 1,000 visitors per month, the majority of whom were women aged 25–54 — consistent with the demographic most likely to access our services.

Our social media platforms have continued to show steady growth, with engagement rates exceeding the industry average. These platforms have become a vital tool not only for raising awareness but also for normalising help-seeking and reinforcing public understanding of domestic abuse.

A key part of our strategy has been to build content that educates, reassures, and connects. Looking ahead, we intend to build on this success with more visual content, short-form video campaigns, and targeted advertising to reach those who may not yet know help is available. Regular features include:

- Weekly news roundups, highlighting relevant headlines that may help followers recognise signs of abuse in their own or others' experiences.
- Statistical posts that break down trends in domestic abuse locally and nationally, helping to inform and empower the community.
- Feedback and testimonial posts that highlight the compassion, expertise, and non-judgemental support our volunteer call takers provide — helping to reduce anxiety around reaching out.
- Clear contact information is consistently included to keep access straightforward and familiar.

Social media followers:

Facebook: 1358

Instagram: 1755

LinkedIn: 361

In addition, we've enhanced accessibility by embedding QR codes to existing printed resources, directing users to digital information discreetly and safely.

# Grant Funding in 2024-25

Our thanks to the 24 Hertfordshire County Councillors who awarded us Locality Budget grants. The funding supported us to promote our service across the whole county to enable more victim-survivors to reach out for help. Domestic abuse occurs in all districts of Hertfordshire and affects not only victims but also perpetrators, friends and family, children and work colleagues. It not only affects the health and wellbeing of victims but also impacts on the productivity of the county. We would also like to thank those who fundraised, donated and awarded us grants throughout the year. Our Treasurer's report includes details of other grants and income.



# Contacting Us:

Telephone: 08 088 088 088 (for Helpline callers only)

Opening hours: Monday to Friday 9am to 9pm,  
Weekends and Bank Holidays 9am to 4pm

Confidential email: [Kim@mailpurple.org](mailto:Kim@mailpurple.org)

Admin email: [admin@hertsdomesticabusehelpline.org](mailto:admin@hertsdomesticabusehelpline.org)

Admin tel: 07587 237167



@HertsDomesticAbuseHelpline



@HDA\_Helpline



@hdahelp



herts-domestic-abuse-helpline



Registered Office: The Lodge  
Stanborough Road  
Welwyn Garden City  
Herts AL8 6XF

Charity Number: 1184899

# Report on Accounts for 24-25

## Overall Position

This report covers the full year 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025.

In the year ended 31<sup>st</sup> March 2025, the Helpline recorded a loss of £4,707 compared to a loss of £14,190 for the 2023-24 year. This year's loss had the effect of decreasing the available funds at the end of the year to £58,572 from the starting point of £63,179. All funds are held in a current account with CAF Bank.

## Income & Expenditure

Income for 2024-25 was £50,367 compared to £39,198 in 2022-23. The increase seen between last year and this can be attributed to a significant fundraising event undertaken by our Patrons, which resulting in income of over £3,700, and other notable fund raising successes initiated by the Helpline staff. Significant grants from COSARAF and Awards for All covering our Call Handling costs and our Administrator salary made a significant difference to our reserves balance too. We were also successful in applying for a grant from Herts Community Foundation to cover 2 sessions of training for new volunteers. This year, Hertfordshire County Councillors kindly awarded us £7,160 from their Locality Budget grants to support our activities, which we again used for social and print media advertising to promote our services to ensure that those in need can find us. We continue to greatly value Councillors' support in this area. Some of the Locality Budget grants came in late in the financial year, and therefore the funds will be spent in the next year – these contribute to the reserved funds indicated in the accounts.

Fundraising was very successful in the 2024-25 totalling over £19,000. This included a donation of £4,875 from St Albans Chamber of Commerce, from an event where we were the charity beneficiary. We received a High Sheriff's award of £2,000. We also benefitted from an event run by My Local News which brought us £2,000, and another £2,000 donation came from the Welwyn Festival. We got a late notice opportunity for a charity theatre night at Abbey Theatre, which we made the best of and it brought us nearly £550.



We have continued to benefit from the training developed by our Helpline Manager, and she was able to bring in over £1,000 in income from running sessions.

We have continued to receive smaller donations from a variety of sources, including two anonymous donations of £1,000 each. We are grateful to all donors, too numerous to mention individually.

Total expenditure for the year to 31st March 2025 was £55,073 compared to £53,390 in the previous year. There has been a small increase in staff costs, as we recognised the performance of our Manager and Administrator with small increases in salary, in addition to the contracted rise in line with CPI. Costs are largely consistent year on year, the most significant cost aside from staff salaries, is our phone system, which is at the heart of our work. We continue to look for ways to reduce operating costs, but in general these are unavoidable.

## **Processes and controls**

During 2024-25, we have continued to benefit from the use of online systems for banking, billing and fundraising. CAF Donate continues to be a helpful platform for us to receive donations, we also receive donations across a number of platforms, including Paypal, Easy Fundraising and Give As You Live as well as Donr (a donate by text service). The landscape for these services is constantly changing and we continue to look for ways of making it easy for donors to donate to us.

Following recommendations from the Charity Commission we now include a Receipts and Payments sheet in our reporting, though continue to include a Profit and Loss statement as this is felt to be easier to grasp.

I can report that in line with our Review Policy, the Finance Policy was reviewed and updated during the financial year.



## Outlook for 2025-26

This has been a successful year for fundraising with some significant donations that have contributed to keeping our reserves looking healthy. However, we have had to be circumspect in some spending, especially advertising, as we are acutely aware of the need to ensure that those reserves continue to stay at their current level.

We are conscious that relying on grants is both time consuming and precarious, and commend those within the team who have worked tirelessly to facilitate these. As we go into a new financial year there are some commitments for funding but the level of these remains to be seen. We remain enormously grateful to our regular supporters for their donations, to our fundraisers for their activities and to our grant-givers, but the absence of formal funding means that action is still needed to identify sustainable sources of income to ensure that the Helpline activity can continue. We are pleased to have some funding to cover some of our regular expenditure, such as our Administrator salary and our phone costs, so that these elements do not have to come from our unrestricted reserves. Further sources of income, restricted and unrestricted, continue to be sought to cover our day to day activities to mitigate the risk that we have identified from initial budgets for the year, that before the end of the next financial year we might need to be starting to consider the financial viability of maintaining the line. We are very much aware that costs are continuing to rise which is an additional cause for concern. The search for such funding is a key activity in the Trustees' plans, and we continue to explore all possibilities to identify sources of some unrestricted funding.

Please find a Profit and Loss Account, followed by Receipts and Payment chart.

**Denise Powell**  
**Trustee Treasurer**  
**April 2025**

## The Hertfordshire Domestic Abuse Help Line

Profit and Loss Account for the Year From April 1st 2024 to March 31st 2025

	2024-25	2023-24	2022-23
INCOM E			
Grants	15,301	4,300	
Other fund raising	12,388	19,649	11,985
HCC Locality	7,160	7,370	9,900
Free Donations	5,317	2,850	7,654
Fund raising Events	4,258	3,084	913
Fund raising Online	3,940	886	3,714
Training	1,100	779	
Other income	673	280	481
Gift Aid Donations	230		63
	<u>50,367</u>	<u>39,198</u>	<u>34,710</u>
EXPENSES			
HL Staff Salary Social	31,939	30,718	26,711
Media/Advertising Call	11,372	9,762	13,637
Handling HL Expenses	3,477	3,672	3,513
Training Systems	3,229	3,271	4,408
Insurance Subscriptions	1,495	1,354	1,309
Payroll Service Oth er	1,271	1,325	1,497
Vodafone/Lebara	867	852	848
Language Line	562	641	512
Volunteer Expenses	494	495	445
	203	1,027	260
	124	171	374
	41	37	20
	0	65	112
	<u>55,074</u>	<u>53,390</u>	<u>53,646</u>
Profit and Loss for Year	<u>-4,707</u>	<u>-14,192</u>	<u>-18,936</u>
FUNDS			
Balance of Reserves at 31st March 2024	63,179		
Profit and Loss for Year	<u>-4,707</u>		
	<u>58,472</u>		
REPRESENTED BY			
Fixed Assets			
Computers & Printers			
Cost			
Depreciation	<u>0</u>		
Current Assets			
Cash at Bank			
Cash at Building Society	58,472		
Sundry Debtors & Prepayments			
Sundry Creditors & Provisions	-		
	-		
	<u>58,472</u>		
Of which restricted reserves	11,464		
Unrestricted Helpline reserves	47,008		
	<u>58,472</u>		



**CHARITY COMMISSION**  
FOR ENGLAND AND WALES

Hertfordshire Domestic Abuse Helpline

No (if any)  
1184899

## Receipts and payments accounts

CC16a

For the period  
from

01/04/2024

To

Period end date  
31/03/2025

### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Donations	21,875	-	-	21,875	23,665
Locality Budget grants		7,160	-	7,160	7,370
Patron's event	3,710	-	-	3,710	2,092
Theatre event	548	-	-	548	-
Training income	1,100	-	-	1,100	-
Grants		15,301	-	15,301	4,300
	-	-	-	-	992
Miscellaneous income	673	-	-	673	779
<b>Subtotal (Gross income for AR)</b>	<b>27,906</b>	<b>22,461</b>	<b>-</b>	<b>50,367</b>	<b>39,198</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>27,906</b>	<b>22,461</b>	<b>-</b>	<b>50,367</b>	<b>39,198</b>
<b>A3 Payments</b>					
Staff costs	28,177	3,762	-	31,939	30,718
Phone system costs		3,477	-	3,477	3,672
Advertising/Social Media	3,550	7,822	-	11,372	9,762
Volunteer training and expenses	629	866	-	1,495	1,419
Infrastructure costs	1,436	-	-	1,436	1,495
Admin costs	3,423	300	-	3,723	3,766
Subscriptions	1,428	-	-	1,428	1,529
	-	-	-	-	-
Miscellaneous costs	203	-	-	203	1,027
<b>Sub total</b>	<b>38,847</b>	<b>16,227</b>	<b>-</b>	<b>55,074</b>	<b>53,388</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>38,847</b>	<b>16,227</b>	<b>-</b>	<b>55,074</b>	<b>53,388</b>
<b>Net of receipts/(payments)</b>	<b>- 10,941</b>	<b>6,234</b>	<b>-</b>	<b>- 4,707</b>	<b>- 14,190</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>57,949</b>	<b>5,230</b>	<b>-</b>	<b>63,179</b>	<b>77,369</b>
<b>Cashfunds this year end</b>	<b>47,008</b>	<b>11,464</b>	<b>-</b>	<b>58,472</b>	<b>63,179</b>

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

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	CAF BANK			
		47,008	11,464	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	<b>47,008</b>	<b>11,464</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Hertfordshire Domestic Abuse Helpline

No (if any)  
1184899

CC16a

## Receipts and payments accounts

For the period  
from

01/04/2024

To

Period end date  
31/03/2025

### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Donations	21,875	-	-	21,875	23,665
Locality Budget grants		7,160	-	7,160	7,370
Patron's event	3,710	-	-	3,710	2,092
Theatre event	548	-	-	548	-
Training income	1,100	-	-	1,100	-
Grants		15,301	-	15,301	4,300
	-	-	-	-	992
Miscellaneous income	673	-	-	673	779
<b>Sub total (Gross income for AR)</b>	<b>27,906</b>	<b>22,461</b>	<b>-</b>	<b>50,367</b>	<b>39,198</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>27,906</b>	<b>22,461</b>	<b>-</b>	<b>50,367</b>	<b>39,198</b>
<b>A3 Payments</b>					
Staff costs	28,177	3,762	-	31,939	30,718
Phone system costs		3,477	-	3,477	3,672
Advertising/Social Media	3,550	7,822	-	11,372	9,762
Volunteer training and expenses	629	866	-	1,495	1,419
Infrastructure costs	1,436	-	-	1,436	1,495
Admin costs	3,423	300	-	3,723	3,766
Subscriptions	1,428	-	-	1,428	1,529
	-	-	-	-	-
Miscellaneous costs	203	-	-	203	1,027
<b>Sub total</b>	<b>38,847</b>	<b>16,227</b>	<b>-</b>	<b>55,074</b>	<b>53,388</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>38,847</b>	<b>16,227</b>	<b>-</b>	<b>55,074</b>	<b>53,388</b>
<b>Net of receipts/(payments)</b>	<b>- 10,941</b>	<b>6,234</b>	<b>-</b>	<b>- 4,707</b>	<b>- 14,190</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>57,949</b>	<b>5,230</b>	<b>-</b>	<b>63,179</b>	<b>77,369</b>
<b>Cash funds this year end</b>	<b>47,008</b>	<b>11,464</b>	<b>-</b>	<b>58,472</b>	<b>63,179</b>

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

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	CAF BANK	47,008	11,464	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	<b>47,008</b>	<b>11,464</b>	<b>-</b>
(agree balances with receipts and payments account(s))		OK	OK	OK

		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>	Details			
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

		Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>	Details			
			-	-
			-	-
			-	-
			-	-
			-	-

		Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	Details			
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

		Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>	Details			
			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval



Section A

Independent Examiner's Report

Report to the trustees/  
members of

Charity Name

The Hertfordshire Domestic Abuse Helpline

On accounts for the year  
ended

2025

Charity no  
(if any)

1184899

Set out on pages

2-6

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025.

Responsibilities and  
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

Independent  
examiner's statement

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

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

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

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

Signed:

Date:

Name:

Duncan Mcleod

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

Chartered Public Finance Accountant (CPFA).

Address:

10 Edward Close

St. Albans

AL1 5EN



## Receipts and payments accounts

CC16a

For the  
period from

01/04/2024

To

Period end date

31/03/2025

## Section A Receipts and payments

	Unrestrict ed funds to the nearest £	Restricted funds to the nearest £	Endowme nt funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Donations	21,875	-	-	21,875	23,665
Locality Budget grants		7,160	-	7,160	7,370
Patron's event	3,710	-	-	3,710	2,092
Theatre event	548	-	-	548	-
Training income	1,100	-	-	1,100	-
Grants		15,301	-	15,301	4,300
	-	-	-	-	992
Micellaneous income	673	-	-	673	779
<b>Sub total</b> (Gross income for AR)	27,906	22,461	-	50,367	39,198
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	
	-	-	-	-	-
<b>Sub total</b>	-	-	-	-	-
<b>Total receipts</b>	27,906	22,461	-	50,367	39,198

## A3 Payments

Staff costs	28,177	3,762	-	31,939	30,718
Phone system costs		3,477	-	3,477	3,672
Advertising/Social Media	3,550	7,822	-	11,372	9,762
Volunteer training and expenses	629	866	-	1,495	1,419
Infrastructure costs	1,436	-	-	1,436	1,495
Admin costs	3,423	300	-	3,723	3,766
Subscriptions	1,428	-	-	1,428	1,529
	-	-	-	-	-
Miscellaneous costs	203	-	-	203	1,027



<b>Sub total</b>	38,847	16,227	-	55,074	53,388
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	
	-	-	-	-	
<b>Sub total</b>	-	-	-	-	-
<b>Total payments</b>	38,847	16,227	-	55,074	53,388
<b>Net of receipts/(payments)</b>	-			-	-
	10,941	6,234	-	4,707	14,190
<b>A5 Transfers between funds</b>	-	-	-	-	-
<b>A6 Cash funds last year end</b>	57,949	5,230	-	63,179	77,369
<b>Cash funds this year end</b>	47,008	11,464	-	58,472	63,179

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

Categories	Details	Unrestrict ed funds to nearest £	Restricted funds to nearest £	Endowme nt funds to nearest £
<b>B1 Cash funds</b>	CAF BANK	47,008	11,464	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	47,008	11,464	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		<b>Unrestrict ed funds to nearest £</b>	<b>Restricted funds to nearest £</b>	<b>Endowme nt funds to nearest £</b>
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B3 Investment assets</b>		<b>Fund to which asset belongs</b>	<b>Cost (optional)</b>	<b>Current value (optional)</b>
			-	-
			-	-

		-	-
		-	-
		-	-

**B4 Assets retained for the charity's own use**

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-

**B5 Liabilities**

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
		-	
		-	
		-	
		-	
		-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	DENISE POWELL	21/04/2025

# The Hertfordshire Domestic Abuse Help Line

## Profit and Loss Account for the Year From April 1st 2024 to March 31st 2025

	2024-25	2023-24	2022-23
<b>INCOME</b>			
Grants	15,301	4,300	
Other fund raising	12,388	19,649	11,985
HCC Locality	7,160	7,370	9,900
Free Donations	5,317	2,850	7,654
Fund raising Events	4,258	3,084	913
Fund raising Online	3,940	886	3,714
Training	1,100		
Other income	673	779	481
Gift Aid Donations	230	280	63
	<u>50,367</u>	<u>39,198</u>	<u>34,710</u>
<b>EXPENSES</b>			
HL Staff Salary	31,939	30,718	26,711
Social Media/Advertising	11,372	9,762	13,637
Call Handling	3,477	3,672	3,513
HL Expenses	3,229	3,271	4,408
Training	1,495	1,354	1,309
Systems	1,271	1,325	1,497
Insurance	867	852	848
Subscriptions	562	641	512
Payroll Service	494	495	445
Other	203	1,027	260
Vodafone/Lebara	124	171	374
Language Line	41	37	20
Volunteer Expenses	0	65	112
	<u>55,074</u>	<u>53,390</u>	<u>53,646</u>
<b>Profit and Loss for Year</b>	<u>(4,707)</u>	<u>-14,192</u>	<u>-18,936</u>
<b>FUNDS</b>			
Balance of Reserves at 31st March 2024	63,179		
Profit and Loss for Year	<u>-4,707</u>		
	<u>58,472</u>		
<b>REPRESENTED BY</b>			
<b>Fixed Assets</b>			
Computers & Printers			
Cost			
Depreciation	<u>0</u>		
<b>Current Assets</b>			

Cash at Bank	58,472	
Cash at Building Society		
Sundry Debtors & Prepayments	-	
Sundry Creditors & Provisions	-	
		<hr/>
	58,472	
<i>Of which restricted reserves</i>	<i>11,464</i>	
<i>Unrestricted Helpline reserves</i>	<i>47,008</i>	
		<hr/>
	<u>58,472</u>	