

Trustee's Annual Report

September 20th, 2021 -
October 31st, 2022



**WALKING ALONGSIDE
THOSE WHO HAVE
EXPERIENCED
ABUSE AND TRAUMA
WITHIN FAITH.**

**GET SUPPORT.
GET INVOLVED.**

www.replenished.life



Foreword by Chair of Trustees

Welcome to Annual Report 2021/22 for Replenished Life. This is the first Annual Report following registration with the Charity Commission in Sept 2021.

The first year of Replenished Life has been a busy time establishing the Charity and delivering excellent outcomes for beneficiaries. This first year has seen enormous growth, progress and success.

The establishment of the Support Line has ensured forty-four beneficiaries feel heard, understood, and supported. Through 417 contacts this has enabled these beneficiaries to feel safe to process, understand their experience and explore the likely impact of this. They have been empowered by our service to make confident decisions in relation to a wide range of topics such managing mental health, emotional health, and wellbeing, reporting their experience, raising complaints or concerns, accessing housing and benefit support, accessing statutory services, reconnecting with their faith safely.

The development of an online presence through the website has been another major success this year. With over three thousand page views this is already providing public benefit for our beneficiaries, alongside raising awareness of the issue of spiritual abuse. The online resources provide excellent information and advice for our beneficiaries and future resource development will provide further benefit.

Replenished Life does not just support those who have experienced abuse and trauma within faith but also seeks to raise awareness and equip organisations to understand and support those survivors. There has been a large amount of work done on developing high quality training around Abuse and Trauma within faith. The delivery of this training has enabled us to begin equipping faith organisations to best support those who have experienced this type of abuse. The training has received excellent feedback with all delegates leaving with a deeper understanding, skills, and actions to undertake to improve this support. We have also had the privilege of contributing to wider organisational consultations such as the Church of England Clergy Conduct Measure and the Church of England leaflet on Spiritual Abuse. We have worked to collect survivor voice and ensure this is a key component of these review processes.

We have much to achieve over the next few years, and in the current climate within faith organisations our work is more vital than ever. As Trustees we extend huge gratitude to every individual, group and organisation who has chosen to support us this year to ensure survivors are heard, validated, understood, and supported. We would also like to acknowledge the passion and hard-work of Simon and Caroline who work tirelessly to further the work of this charity. Working towards sustained funding for employees is another key part of how we have progressed this year as a charity, as this allows for more investment in growing our resources. Together, we can make change that improves support for those who have experienced abuse and trauma within faith.

Sarah Brombley, Chair of Trustees

The Trustees of Replenished Life CIO present their annual report and audited accounts for the year ended 31 August 2022 and confirm they comply with the requirements of the Charities Act 2011, and the Charities SORP (FRS 102).

The Trustees have complied with their duty to have due regard to the Charity Commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.

1. Structure, Governance and Management

The charity Trustees are responsible for the strategic management of Replenished Life CIO and meet quarterly. The charity trustees manage the charity in line with the constitution (foundation model) of Replenished Life CIO.

The Trustees were interviewed and appointed as first charity trustees in the registration process of Replenished Life CIO.

Apart from the first charity trustees, every trustee will be appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. In selecting individuals for appointment as charity trustees, the charity trustees will have regard to the skills, knowledge and experience needed for the effective administration of the CIO.

2. Reference and Administrative Details

Replenished Life CIO is a Registered Charity (Charitable Incorporated Organisation) in England and Wales (1195846)

Registered Office

24 Nun Street
St David's
Haverfordwest
Pembrokeshire
SA62 6NT

Trustees

Sarah Brombley (Chair of Trustees)
Professor Lisa Oakley
Farooq Mulla

3. Objectives and Activities.

a) The Purposes of Replenished Life CIO.

The charitable objects of Replenished Life CIO are:

1. To protect and preserve the physical and mental health and relieve the needs of people who have suffered abuse and trauma, including spiritual abuse, within a religious context, through the provision of support and practical advice.
2. To advance the education of the public on the subject of abuse, trauma and spiritual abuse within religious contexts, and to promote research for the public benefit in all aspects of that subject and to disseminate the useful results.

For the purpose of these objects 'spiritual abuse' is a form of emotional and psychological abuse characterised by a systematic pattern of coercive and controlling behaviour in a religious context

b) The Main Activities Undertaken in Relation to those Purposes.

i). Support, Advice and Resources

Support line

We provide practical support and advice to those who have experienced abuse and trauma within faith through a support line.

The support line was open Monday and Tuesday between 9am and 5pm from Sept 20th, 2022, to 17th Aug 2022. The support line opened for a further day from 17th August 2022. Mutually convenient times outside these hours have also been arranged if necessary.

We are very aware that callers are likely to have some concerns about seeking support. It is vital that there are as few barriers to seeking support as possible.

To give the necessary reassurance to callers, all support given is:

- **Confidential** – All calls are confidential (unless there is a concern that you or someone else is at risk of harm. In which case we will discuss any safeguarding action we need to take together and agree a way forward.)
- **Independent** – whilst our support workers do have a faith, they are independent to any denomination or faith community. As an organisation we are completely independent.
- **Multi Faith and no faith**– Our support workers understand all faiths and no faith and provide support accordingly with understanding.
- **From Lived Experience** – all our support workers have lived experience of abuse and trauma within faith and callers value the fact that we “get it.”
- **Inclusive** – support is given based on need regardless of any protected characteristics or theological positions held in relation to any protected characteristics.

- **Open ended** – from experience individuals we support, all have different support needs, need to take things at their own pace and need a differing length of time of support. We also are aware that people may need to revisit us in the future, so we are always available if people need to come back for more support as life events occur or life changes.
- **Free to Survivors** – the cost of the support call is only the cost of a call to a mobile (usually included in minutes). If cost is an issue, just drop us an email or text and we will arrange a convenient time to ring you.

Where organisations are referring people who have been harmed within their organisation or denomination, there is an expectation that the organisation discuss the appropriate arrangements for financially supporting the work of Replenished Life prior to referral or asking the person to contact Replenished Life.

ii). Conference, Workshop, Training, and research participant support

Where the content and discussion matter of workshops, training, conference, or research projects may cause distress, trauma or may trigger previous experiences of abuse and trauma we can provide support for delegates or participants.

This will be tailored to each situation dependant on the number of hours of support that may be needed, and the subject matter discussed.

iii). Equipping and Awareness Raising

Training courses for faith organisations and secular organisations.

We deliver a number of training courses for faith organisations.

Spiritual abuse: coercion and control within a religious context – recognising, responding, and supporting well within healthy cultures.

This course explores issues of Spiritual Abuse: Coercion and Control within Faith Organisations and Communities. It covers how to recognise spiritual abuse, how to respond well and how to support well and the importance of policy, procedure, and practice in achieving this. The course also explores the impact of spiritual abuse and what needs to be considered when supporting survivors. In addition, the course explores preventing Spiritual Abuse through building healthy Faith Culture.

Supporting those who have experienced abuse and trauma within faith.

This course provides an in-depth exploration of the survivor journey from recognition through disclosure and response, to accessing support and therapy. The course explores the impact of abuse and trauma within faith and the support needs associated with this impact. The course examines best practice, research messages and survivor voice to enable effective support.

This course can be run with a Faith Organisation focus or with a Secular Organisation focus.

There is also scope for this course to be further specialised to focus on Police, Social Services or Health functions.

Awareness raising and preventive training: healthy faith awareness, prevention and seeking support.

When young people first leave home and make their first steps into the world with less support from significant adults this can bring vulnerability.

This Awareness Raising and Preventative training will equip young people in their understanding of what healthy faith organisations look like and where they can seek support if they have concerns.

3. Achievements and Performance

a). Support line

i). Contacts of the Support line

Month	Phone/ Zoom	Email	Face to Face	Total
Sept 2021	1	4	0	5
Oct 2021	2	4	0	6
Nov 2021	8	15	0	23
Dec 2021	11	9	0	20
Jan 2022	15	22	0	37
Feb 2022	10	25	0	35
Mar 2022	7	10	3	20
Apr 2022	11	19	0	30
May 2022	5	19	0	24
Jun 2022	8	22	0	30
July 2022	12	39	0	51
Aug 2022	17	33	3	53
Sept 2022	21	29	0	50
Oct 2022	12	21	0	33
Overall Total	140	271	6	417

There have been 417 contacts made with Replenished Life CIO this year (Sept 20th, 2021, to October 31st, 2022). These contacts have been made by 44 individuals seeking support. These contacts are made up of 271 emails, 140 phone calls or zoom calls and six face to face support conversations. These 6 face to face support sessions are made up of 3 conversations that were held in response to awareness raising of Replenished Life during the St David's Festival of Ideas. There have also been three office walk ins as a result of leaflets in the fish and chip shop below the office.

Length of time supported.

All phone or zoom contacts are at least an hour in length. For some individual one phone call is enough, for others a short time of regular phone calls is needed, for others intensive support over many months is required.

Length of support	Number of Individuals
Up to 1month	23
Up to 3 months	5
Up to 6 months	5
Up to 9 months	3
Up to 12 months	1
12 months plus	3

There have been three callers who have had a shorter number of support sessions and have then needed further support in relation to life events or changes of circumstance. The time between these support sessions have varied between a few months and a year.

Whilst some contacts have needed support for over a year this is not always a consistent support with some contacts dipping in and out of support.

Public Benefit of Support line

Those who have experienced abuse and trauma in faith and have accessed the support services of Replenished:

- feel heard, understood, and supported and therefore feel safe to process their experience, understand their experience and the likely impact.
- feel a sense of belonging to a supportive community.
- are informed of options in relation to a wide range of topics such as managing mental health, emotional health, and wellbeing, reporting their experience, raising complaints or concerns, accessing housing and benefit support, accessing statutory services, reconnecting with their faith safely,

As a result, callers are able and confident to make informed decisions in relation to living well with their experience.

Caller one.

"I just wanted to thank you for listening yesterday on the phone. I felt heard, understood and believed, which has been very healing for me.....It was such a release to hear the recognition in your voice that identified with what I was saying, where I have been misunderstood and at times criticised for my actions.....I know my journey is not yet complete, but I really feel supported by you and will definitely keep in touch."

Caller two

"You recommended a couple of books, and I accessed your online Survivors Manual all of which was most helpful as I waded through the treacle of my experience. One of the most valuable things though quite apart from very good information, was the listening and discussion we had. It resonated with me and allowed me to get a framework for what had happened. It was quite uncanny how you started mentioning things that really fitted my experience but which I had not yet been able to coherently formulate in my mind."

A couple of months into our chats I felt something 'shift' for me and from then on, I think I've been able to make good progress with much less angst and pain".

Feedback has been gained through regular requests for feedback throughout the support given. Where quotes have been used within the Annual Report consent has been given to use these quotes publicly and care has been taken to ensure no individual can be identified through these quotes.

It is recognised that a more formal approach to gaining feedback is needed and development of this is a priority for the first quarter of the next 12 months.

b). Online Presence and Communications

The Replenished Life website has been reviewed and recently relaunched.

The previous website has had 879 visits this year and this resulted in 3121 page views.

The review and redevelopment of the website is being followed by a clear digital marketing strategy to increase site visits and page views. This digital marketing strategy will include online and social media presence. A digital marketing company has assisted in the development of the strategy and will deliver the online aspect of the strategy including the application and management of a google ads grant worth up to £7500 per month of free advertising. As part of the commissioned work Replenished Life CIO has access to digital marketing workshops each month.

Online Resources

The Spiritual Abuse Survivors Handbook has been reviewed and further online resources will be developed in the first quarter of the next 12 months.

Social Media

Two Facebook groups have been developed. The first group is for survivors, and we are currently fine tuning the arrangements to ensure this is a safe space through moderation, expectations, and code of conducts.

The second Facebook group is for researchers in the area of abuse and trauma within faith. We are currently fine tuning the arrangements to ensure this is a safe space through moderation, expectations, and code of conducts.

Blog

The Blog is another underused communication tool, and the development of a monthly blog will be a key action for the next 12 months.

Email updates

The development of monthly email updates for our subscribers list will also be a vital communication tool for the next 12 months.

Future Plans

The next stage of website content development is a survivor's resource area, supporters resource area and a faith-based organisation resource area. These resource areas will include a mix of replenished life developed resources and resources from other organisations.

Content Management System Training is included within the website development package. This will enable staff and volunteers to update and further develop the website. The development of these resource areas will be a priority post website launch and when training has been completed.

The Social Media Accounts, Blog and Email updates of Replenished Life are currently an underused resource. There is a need to protect time for development of Social Media Content and to invite people to the groups safely.

There is a need for protected time for communications and marketing.

Public Benefit of Online Presence and Communications

Whilst there is recognition of the need for further work in this area 879 people are aware of the work of Replenished Life CIO. They have further information about abuse and trauma within faith and are better placed to support themselves or others.

With the reviewed and relaunched website and online resources there will be a greater public benefit in the future.

c). Conference, Workshop, Training, and research participant support

Research project support

Support has been given to a number of research students. This has included raising awareness of Replenished Life CIO and ensuring that they are aware of where to seek

support and an opportunity to discuss research projects and research ideas. There have been opportunities given to debrief after participant interviews where these have triggered past experiences.

Public benefit of Research project support

Those who choose to undertake research in this field predominantly do so as they have experienced abuse and trauma within faith themselves. This area of research is specialist and therefore those undertaking this research can be isolated. The support given and in future the Facebook group provides support, a community to belong to and a place for the sharing of research messages and ideas for further research.

d). Equipping and Awareness Raising

i). Training Development

Training packages and workbooks have been developed for:

- Spiritual abuse: coercion and control within a religious context – recognising, responding, and supporting well within healthy cultures.
- Supporting those who have experienced abuse and trauma within faith.
- Awareness raising and preventive training: healthy faith awareness, prevention and seeking support.

One Spiritual abuse: coercion and control within a religious context – recognising, responding, and supporting well within healthy cultures has been delivered to 35 people from a Catholic Diocese. There has been excellent feedback from the day, and all felt they had food for thought to take away with them.

Future Plans

Replenished Life has two further courses booked for this Autumn. These consist of 1 Spiritual Abuse, Coercion and Control within a Religious Context and one combination of Spiritual Abuse, Coercion and Control within Religious Contexts and Supporting those who have experienced abuse and trauma within faith.

ii) Consultations

Replenished Life have contributed to two consultations.

Clergy Conduct Measure

A wide range of suggestions, challenges and potential areas for improved practice were given as part of the consultation response. The proposal to the General Synod contained improvements in all the areas that Replenished Life had highlighted.

Leaflet about Spiritual Abuse for the Church of England.

A review was carried out of existing content of a draft leaflet and suggestions were made. The leaflets author found this helpful and cross references and links to the Replenished Life Spiritual Abuse Survivors Handbook have been included.

Public Benefit of Consultations

Organisations are better equipped to provide healthier and safer places for all.

Organisations are better equipped to support those who have experienced abuse and trauma within faith, in the context of their work. Those who have experienced abuse and trauma in faith feel more supported and understood in all organisations.

4. Financial Review

Replenished Life CIO has had an income of £61198.09 between Sept 20th 2021 and Oct 31st, 2022. This is broken down into unrestricted funds of £11779.39 and restricted funds of £49,418.70 (£27,609 deferred to 2022/23).

Unrestricted funds are made up of £3545.39 of income from asset transfer from Replenished CIC at the time of registration of Replenished Life CIO, £3973 from a further grant, £961 from training income, £720 of income from conference support, £79 from book sales and £2501 of donations.

Restricted Funds are made up of £48000 of grant funding, furlough payment for September 2021 and the expenditure of this is outlined in detail in the attached accounts. The grant funding period spans from June 2022 to June 2023 and therefore some grant funding (£27609) has not been spent in the period that this annual report covers and is recorded as deferred grant in the accounts.

Replenished Life CIO has been run solely on volunteer time for 9 months (Sept 20th 2021 to May 31st 2022) with an employee working 0.4 FTE between June and Aug 17th, 2022, and 1.0 FTE from Aug 17th to Oct 31st 2022.

791 volunteer hours have been accrued in this budget year.

Fundraising Performance

The Charity has been successful in a Third Sector Resilience Fund Grant application, and this has been the primary source of funding for this budget year. The focus of the grant has been to increase financial sustainability through a wider variety of funding such as regular donations and the development of income streams. A further grant application for an unrestricted sum of £3973.00 was also successful.

£2501 of donations have been raised in this budget year and it is expected that as projects such as a fundraising strategy, fundraising certificate (Chartered Institute of Fundraising) external marketing and website review begin to impact this figure will rise significantly.

Reserve Policy

Replenished will be working towards a reserve policy of retaining 3 months operating costs for the next budget year. (£12366.59) It is planned that this will rise to 6 months in the following budget years.

Replenished Life has £27359 of restricted funds remaining and has no unrestricted funds available for the next budget year.

Principal risks facing Replenished Life in the next budget year.

As is the case for all third sector organisations the current cost of living crisis presents potential risks. At times of fiscal crisis financial giving often drops and becomes less regular. In addition, there is often an increase in demand.

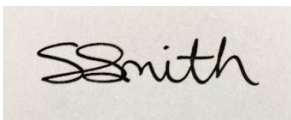
In raising the profile of Replenished Life in the current year there is a risk of significantly increased demand. Replenished has limited capacity to respond to a significant increase in demand, in that there is currently one FTE employee and a part time volunteer.

A further risk is the referral of callers to the support line by organisations without the financial support for Replenished Life. This leads to an increase in demand without the financial support to respond to that demand.

Declarations

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

Signed on behalf of the charity's trustees.

Signature (s)	
Full Name(s)	Sarah Elizabeth Smith (nee Brombley)
Position (e.g., Chair, Secretary)	Chair

Date 10.08.2023

Charity Number
1195846

Replenished Life

Accounts

31 October 2022

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Report and accounts
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Replenished Life Company Information

Trustees

Sarah Elizabeth Smith
Farooq Mohamed Mulla
Dr Lisa Ruth Oakley

Accountants

Gwenno Accountancy Services Ltd
Glan Gwaun
Pontfaen
Fishguard
Pembrokeshire
SA65 9SG

Registered office

24 Nun Street
St Davids
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SA62 6NT

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Replenished Life
Independent examiner's report on the accounts

Report to the Trustees of Replenished Life
on accounts for the year ended 31st October 2022

I report to the trustees on my examination of the accounts of the above charity, Replenished Life for the year ended 31st October 2022.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011.

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 all 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 can confirm that no material matters have come to my attention in connection with the examination.

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

Signed:

Date:

Name: Miss Gwenno S Eynon

Relevant Professional Qualification of body: FMAAT, FMATT

Replenished Life
Profit and Loss Account
for the period from 20 September 2021 to 31 October 2022

	2022 £
Turnover	11,779
Other income	22,060
Cost of goods sold	(577)
Gross profit	<hr/> 33,262
Staff costs	(14,680)
Other charges	(18,386)
Profit before taxation	<hr/> 196
Profit	<hr/> <hr/> 196

Replenished Life
Registered number:
Balance Sheet
as at 31 October 2022

1195846

		2022
		£
Fixed assets		944
Current assets	26,861	
Net current assets		26,861
Total assets less current liabilities		27,805
Accruals and deferred income		(27,609)
Net assets		196
Capital and reserves		196
		Number
Average number of employees		1

Sarah Elizabeth Smith
 Trustee
 Approved by the board on 28 April 2023

Replenished Life
Detailed profit and loss account items
for the period from 20 September 2021 to 31 October 2022

This schedule does not form part of the statutory accounts

	2022
	£
Sales	
Book sales	79
Donations	6,474
Work done	1,681
Sundry Income	3,545
	<u>11,779</u>
Other income	
Grants	<u>22,060</u>
Cost of good sold	
Purchases	<u>577</u>
Staff costs	
Wages and salaries	13,637
Pensions	233
Staff training and welfare	76
Travel and subsistence	734
	<u>14,680</u>
Other charges	
Premises costs:	
Rent	1,600
Use of home	310
	<u>1,910</u>
General administrative expenses:	
Telephone and emails	737
Postage	2
Stationery and printing	923
Subscriptions	2,159
Bank charges	23
Insurance	478
Fees and licences	130
Software	1,368
Repairs and maintenance	475
Sundry expenses	112
	<u>6,407</u>
Legal and professional costs:	
Accountancy fees	250
Consultancy fees	8,736
Advertising and PR	1,083
	<u>10,069</u>
	<u>18,386</u>

Replenished Life
Detailed balance sheet items
as at 31 October 2022

This schedule does not form part of the statutory accounts and should NOT be sent to HMRC

	2022
	£
Fixed assets	
Plant and machinery etc	944
	<hr/>
Current assets	
Other debtors	335
Cash at bank and in hand	26,526
	<hr/>
	26,861
	<hr/>
Accruals and deferred income	
Deferred Grant	27,359
Accruals	250
	<hr/>
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