

Trustee's Annual Report

November 1st, 2023 –
October 31st, 2024



**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 2023/24 for Replenished Life. This is the third Annual Report following registration with the Charity Commission in Sept 2021.

The third year of Replenished Life has continued to be a busy time, as we have continued to develop the Charity, delivered excellent outcomes for beneficiaries, and managed the challenges of increased demand alongside financial and capacity constraints. This third year has seen enormous growth, progress, and success.

The Support Line worked with 104 beneficiaries seeking to ensure they felt heard, understood, and supported. Through 727 contacts, this has supported these beneficiaries towards feeling safe to process and understand their experience and the impact of these. They have been empowered by our service to make confident decisions concerning 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, and, for those who wish to, reconnecting with their faith safely.

The continued development of an online presence through the website has been another major success this year. With over thirteen thousand page views, this initiative provides significant public benefit for our beneficiaries, while also raising awareness of the issue of spiritual abuse. The online resources provide excellent information and advice for our beneficiaries, and the development of a future resource library for survivors and faith organisations will bring more benefits.

A priority of Replenished Life is to support those who have experienced abuse and trauma within faith. A further focus of our work is 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 equip a range of faith organisations to best support those who have experienced this type of abuse. The training has received excellent feedback with all 167 delegates leaving with a deeper understanding, skills, and actions to undertake to improve this support.

Replenished Life have continued to contribute to a Spiritual Abuse Video Project within the Church of England and worked in partnership to develop a project proposal for a Safeguarding in Faith We have also worked in partnership with the University of Chester to develop a Spiritual Abuse Postgraduate Researchers Hub which has gone from strength to strength and has provided a vital service to researchers.

While we celebrate everything we have achieved in these three years, we recognise that there is so much we need to do. 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. There is now an urgent need for the Charity to grow safely and sustainably to meet increasing demand for support services, training in both faith organisations, voluntary organisations, and public sector organisations. We are clear this has to be undertaken with the well-being of all people within the charity and those who are in contact with us remaining at the centre of everything we do. We recognise that to meet the future challenges within the Charity Sector and the Spiritual Abuse and Safeguarding in Faith agenda, we need to be bold, brave and courageous. We feel this is represented in the new name for the charity – Charity for Action on Spiritual Abuse.

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, Caroline, and Ruth, who work tirelessly to further the work of this charity.

All at the charity also recognise the significant contribution Farooq Mulla has made to the charity in his time as Trustee. Farooq was a significant trustee who held this role from the inception of the charity. His impact was great in helping the charity understand spiritual abuse in different faith

contexts and the impact of this experience on mental health. Outside of the charity his work has been deeply important in raising awareness of spiritual abuse in the Muslim faith context and in supporting communities and statutory organisations in response. All at the charity want to express our gratitude to Farooq for all he has contributed, and we remain committed to building on this as we move forward.

We look forward to the future with hope and ambition as we set about safe and sustainable organisational growth to meet future challenges with the wellbeing of all in contact with the charity remaining central. Together, we can make a change that works towards prevention of Spiritual Abuse and improves responses and support for those who have experienced abuse and trauma within faith.

Lisa Oakley, Chair of Trustees

The Trustees of Replenished Life CIO present their annual report and audited accounts for the year ended 31 October 2024 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 (Charity for Action on Spiritual Abuse from 15th October 2024)

The Trustees were interviewed and appointed as first charity trustees in the registration process of Replenished Life CIO. In the Period October 2023 -24 a Trustee stepped back from their duties due to health issues. These health issues did not improve, and the trustee resigned in August 2024 as these health issues meant he was unable to continue as a trustee. A further trustee was interviewed and recruited for a term of three years by a resolution passed at a properly convened meeting in September 2024. The Charity Trustees had regard to the skills, knowledge and experience needed for the effective administration of the CIO in this appointment. Recruitment and appointment included due diligence around ensuring the appointment was legal and in line with Charity Commission legislation, regulation, and guidance.

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 (Charity for Action on Spiritual Abuse) 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

Professor Lisa Oakley (Chair of Trustees)

Farooq Mulla (Resigned Aug 2024)

Ruth Appleton (Appointed August 2023)

Maryyum Mehmood (Appointed September 2024)

3. Objectives and Activities.

a) The Purposes of Replenished Life CIO. (Charity for Action on Spiritual Abuse)

The charitable objects of Replenished Life CIO (Charity for Action on Spiritual Abuse) 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 three days a week between 9am and 5pm. 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
Nov 2023	26	119	0	145
Dec 2023	24	71	0	95
Jan 2024	27	46	0	73
Feb 2024	22	15	0	37
Mar 2024	13	38	0	51
Apr 2024	29	48	0	77
May 2024	17	51	0	68
Jun 2024	11	44	0	55
July 2024	8	19	0	27
Aug 2024	10	29	0	39
Sept 2024	5	22	0	27
Oct 2024	8	25	0	33
Overall Total	200	527	0	727

This year (Nov 1st, 2023, to Oct 31st, 2024) there have been 727 contacts made with Replenished Life CIO/Charity for Action on Spiritual Abuse. These contacts have been made by 104 individuals seeking support. These contacts are made up of 527 emails and 200 phone calls or zoom calls.

In the year Nov 1st, 2022, to Oct 31st, 2023, there have been 709 contacts made with Replenished Life CIO. These contacts were made by 101 individuals seeking support. These contacts were made up of 463 emails, 236 phone calls or zoom calls and 10 face to face support conversations. These 10 face to face support sessions were made up of 5 conversations that were held in response to awareness raising of Replenished Life during the St David's Festival of Ideas and 5 at the Big Retreat.

In 2021-2022 there were 417 contacts made by 44 individuals seeking support. These contacts were made up of 271 emails, 140 phone calls or zoom calls and six face to face support conversations.

The figures for Nov 2022 to Oct 31st, 2024, represent a significant and sustained increase in demand. In 22/23 contacts rose by 70% overall and within phone/zoom and emails. There was a 130% increase in the number of individuals seeking support.

In 2024 a further 3% rise in individuals seeking support and a further rise of 2.5% in the number of contacts to the support service.

It should be noted that all these contacts were handled by one part time employee Nov to August and one part time volunteer (Mid-August to Oct). Changes were made to the operational model of delivering support sessions in response to the recognised lack of capacity of the organisation to meet demand. Over the year the number of contacts per month did decrease but this was as a result of a change in operational model to a more structured and time limited support session model.

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 a small number intensive support over many months is required.

Length of support	Number of Individuals
Up to 1month	87
1 to 3 months	9
3 to 6 months	3
6 to 9 months	1
9 to 12 months	0
12 months plus	4

There have been some 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.

Future Plans

A programme of Support Sessions had been tested with some callers. This gave a more structured approach which was empowering, individually focused and enabled those we support to develop solutions that were more independent of the charity and focused on developing use of wider support networks and resources appropriate to each caller's circumstances and experience.

In the light of a sustained increase in demand for the Support Service and a need for the capacity of the service to be better managed in order to meet this demand this matter was discussed at the annual Trustee Strategy Day.

The Trustees strategy day held in August 2024 recognised the capacity issues within the charity and especially the support service meant that the current operational model needed to change to meet demand. It was decided to move from a support line operational model to a support session operational model. It was agreed to develop a more formal operational model, to develop the infrastructure to support this and to pilot this before implementing fully. This will be a primary strategic objective for 2024/25 for the charity. It was also agreed to develop an organisational growth strategy to build capacity.

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."

Caller 3

"...somewhere along the line I found contact details for Replenished Life. This was a turning point for me. After contact was made, I was able to make regular telephone appointments. I was now speaking with someone with knowledge and experience of spiritual abuse, and I could make mention of my own experiences and feel that I was being understood and well advised."

Replenished Life sent me a book and literature free of charge which I found to be insightful and helpful. I was signposted to different agencies which could help me with other issues that had arisen from my experiences of spiritual abuse. ... It has been an encouraging experience to have found Replenished Life, and I am really grateful for the work they do."

Caller 4

"In the depths of an intensely dark time in my spiritual life, a light of truth and love shone into my despair. That light is Replenished Life! Without the empathy, compassion, and affirmation that I have been blessed with by them, the depths of my traumatic experience would have spiralled way beyond my ability to cope. I am eternally thankful for their support of helping me rebuild and for the restoration in learning to live well with what had the potential to scar me for life."

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 relaunched in September 2022.

The previous website had 879 visits in 21/22, and this resulted in 3121 page views.

The review and redevelopment of the website was followed by a clear digital marketing strategy to increase site visits and page views. This digital marketing strategy included online and social media presence. A digital marketing company has assisted in the development of the strategy and has delivered 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 had access to digital marketing workshops each month.

There were 5663 visits by new users in the period Nov 1st, 2022, to October 31st, 2023, leading to 11390 page views.

In 2023/24 there were 4627 visits by new users which resulted in 13522 page views.

Online Resources

A small number of resources have been added to the website in the limited capacity that the charity had in 2023/24.

The review of the website and development of online resources will form an integral part of the organisational growth strategy.

Social Media

Replenished Life has maintained a presence on social media. There is a need for more consistent content, and this is recognised as an area of development.

Replenished Life has 697 followers on Linked In, 394 on our Facebook Page and 304 on Twitter.

Blog

The Blog remains another underused communication tool, and the development of a monthly blog will be a future priority but high levels of demand and low staff capacity has meant there has not been the focus necessary in this area.

Email updates

The development of monthly email updates for our subscribers list of 110 will again also be a vital communication tool for the next 12 months. Development of an increased subscriber list is a key marketing priority. High levels of demand and low staff capacity has meant there has not been the focus necessary in this area.

Future Plans

The next stage of website content development is to continue to develop 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.

The Social Media Accounts, Blog and Email updates of Replenished Life are currently an underused resource. There is a need to protect time and capacity for development of Social Media Content and other communications and marketing.

It is recognised that a key aspect of organisational growth is a more strategic approach to marketing. It was agreed at the strategy day that there was a need to rebrand the charity as Replenished Life no longer represented the full breadth of the work of the charity. Over a number of months discussions we held about the new name and in October 2024 the name of the organisation was changed with the Charity Commission to Charity for Action on Spiritual Abuse.

Work has begun on the rebranding and redevelopment of the website ready for a relaunch of the charity in 2025.

Public Benefit of Online Presence and Communications

Whilst there is recognition of the need for further work in this area 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 further development and promotion of the website and online resources along with consistent marketing strategy 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.

Calls for Participants in research have been advertised on the website. All these research projects have ethics committee approval from the relevant University and have made a commitment to ensure victim/survivors are supported through the process and that research messages will be shared to allow practice development.

Spiritual Abuse Postgraduate Researchers Hub

In October 2023, a Spiritual Abuse Post Graduate Researchers hub was established in partnership with the University of Chester. The aim of this hub is to connect Postgraduate Researchers in the field of Spiritual Abuse/ Religious Trauma and provide a safe space to discuss the unique challenges of research in this area. This partnership project continued between November 2023 and Oct 31st 2024 online with a in person day held in the University of Chester in August 2024.

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. Support through the support line and the Spiritual Abuse/.Religious Trauma Postgraduates Researcher's Hub provides a safe space where researchers can discuss specific challenges around their research.

The call for participants advertisements on the website supports researchers but also ensures that a wide range of survivor voice is able to be accessed.

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.

Eight courses have been delivered to a variety of faith organisations and statutory organisations this year reaching over 160 delegates. There has been excellent feedback alongside some

suggestions for improvement. The Training package and workbook have been regularly reviewed in relation to feedback.

Month	Training Courses	Online	Face to Face	Total Attendees
Nov 2023	1	1	0	19
Dec 2023	1	1	0	14
Jan 2024	0	0	0	0
Feb 2024	0	0	0	0
Mar 2024	0	0	0	20
Apr 2024	0	0	0	0
May 2024	1	1	0	0
Jun 2024	1	0	1	42
July 2024	1	1	0	13
Aug 2024	0	0	0	0
Sept 2024	2	1	1	46
Oct 2024	1	0	1	25
Overall Total	8	5	3	167

Future Plans

We will continue to expand our training offer with the introduction of some further topics. We plan to review the means of delivery of training, audiences we reach and other means of raising awareness.

e). Consultancy

A number of income streams from consultancy have been developed with in this financial year.

Independent Reviews

2 Independent Reviews have been undertaken for 2 separate organisations and these have contributed a significant level of income. It has been noted that these create a significant drain on capacity both in terms of hours but also in emotional cost. The Trustees have made a strategic decision to make an indefinite pause to this aspect of consultancy.

Advocacy

Replenished Life have delivered advocacy for 2 individuals where this has been necessary. Each piece of advocacy has been delivered through an advocacy agreement which outlines clear boundaries around the work as well as clear deliverables. This has created a clear separation from support given.

Survivor Representation

Replenished Life have provided Survivor Representation for 2 organisations within this financial year. Whilst the income from this is minimal it achieves a core purpose of ensuring survivor voice from those we support influences practice within these organisations.

4. Financial Review

In 2023/4 Replenished Life CIO received deferred income from a Sir Halley Stewart Foundation Grant of £5000. It also received a £10000 grant in December 2023.

Replenished Life CIO has had an overall income of £39987.02 between Nov 1st, 2023, and Oct 31st, 2024. This is broken down into unrestricted funds of £24987.02 and restricted funds of £15000.

Unrestricted funds are made up of:

Training Income	£ 4367
Consultancy Income	
Independent Reviews	£12257.14
Commissioned Advocacy	£ 1465
Donations	
Individual Donations	£ 4755.86
Organisation Donations	£ 924.53
Gift Aid	£ 739.49
Shop sales	£ 479

Restricted Funds are made up of:

Sir Halley Stewart Small Grant	£5000 (deferred from 2022/3)
The National Lottery Community Fund	£10000

Replenished Life CIO has employed a full time member of staff between 0.6 FTE between Nov 1st 2023 and Oct 31st, 2024. This employee has contributed 0.4 FTE on a voluntary basis until Aug 30th 2024. 2 other volunteers have contributed a significant number of voluntary hours in 2023/24.

1154.4 employee hours have been delivered and 2116.4 volunteer hours have been accrued in this budget year.

Fundraising Performance

The Charity was successful in two Grant applications, Sir Halley Stewart Foundation of restricted income of £5000 and the National Lottery Community Fund for Wales with restricted income of £10000.

Sir Halley Stewart Foundation

The aim this grant delivery was to create collective wisdom webinars on a variety of topics. Significant development work was undertaken on this but due to personal circumstances of the employee it was not possible to complete all the workshops this year. Working with the funder we moved the delivery deadline to April 2025.

The National Lottery Community Fund for Wales

This funding is focussed on delivery of training on Spiritual Abuse and Healthy Culture with 5 faith based events and 5 statutory services and voluntary sector events within Pembrokeshire.

Comic Relief Organisational Growth Fund

A bold and ambitious grant application has been submitted focusing on strategic objectives of organisational growth. We await the outcome of this application in February 2025.

Donations and Gift Aid

£6418.53 of donations and gift aid 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 impact this figure will rise significantly.

Reserve Policy

The financial climate for the Charity Sector has been and continues to be difficult. Replenished Life therefore have not been able to hold any more than minimal reserves. It is likely this will continue into the next financial year.

Replenished Life has no restricted funds remaining and has £3306 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 continued 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.

Over the last two years Replenished Life has seen a significant and sustained increase in demand of 73% of individuals supported and 132.5% of contacts. There has been a reduction in employee capacity and therefore there has been an increased reliance on volunteers.

In continuing to raise the profile of Replenished Life/Charity for Action on Spiritual Abuse in the current year there is a risk of further significantly increased demand. Replenished Life/Charity for Action on Spiritual Abuse has limited capacity to respond to a significant increase in demand, in that there is currently one 0.6 FTE employee who volunteers 0.4 FTE.

It is recognised that the employee as well as volunteering has had to undertake private consultancy work to supplement their income.

The Trustees have established a future strategy for organisational growth including the change of operational model for the Support Service, the further development of volunteer management and support processes ready for the recruitment of volunteers in the Autumn of 2025 and the indefinite pause of the Independent Review workstream of the Consultancy Income.

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.

There is a strategy to develop the Support Sessions model further to be a product that can be Commissioned and financed by organisations where individuals in those organisations need support.

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)	Lisa Ruth Oakley
Position (e.g., Chair, Secretary)	Chair
Date	11/08/2025

Charity Number
1195846

Replenished Life

Accounts

31 October 2024

Replenished Life
Report and accounts
Contents

	Page
Company information	1
Independent examiner's report	2
Profit and loss account	3
Balance sheet	4

Replenished Life Company Information

Trustees

Professor Lisa Ruth Oakley

Farooq Mohamed Mulla (Resigned August 2024)

Ruth Appleton

Dr Maryyum Mehmood (Appointed September 2024)

Accountants

Gwenno Accountancy Services Ltd

Glan Gwaun

Pontfaen

Fishguard

Pembrokeshire

SA65 9SG

Registered office

24 Nun Street

St Davids

Haverfordwest

Pembrokeshire

SA62 6NT

Charity number

1195846

Replenished Life
Independent examiner's report on the accounts

Report to the Trustees of Replenished Life
on accounts for the year ended 31st October 2024

I report to the trustees on my examination of the accounts of the above charity, Replenished Life for the year ended 31st October 2024.

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 account 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: 31st July 2025

Name: Miss Gwenno S Eynon

Relevant Professional Qualification of body: FMAAT, FMATT

**Replenished Life
Profit and Loss Account
for the year ended 31 October 2024**

	2024 £	2023 £
Turnover	24,987	11,984
Other income	15,000	32,359
Gross profit	<u>39,987</u>	<u>44,343</u>
Staff costs	(25,817)	(35,972)
Other charges	(11,463)	(9,573)
Profit/(loss) before taxation	<u>2,707</u>	<u>(1,202)</u>
Profit/(loss)	<u>2,707</u>	<u>(1,202)</u>

Replenished Life
Registered number:
Balance Sheet
as at 31 October 2024

1195846

	2024	2023
	£	£
Fixed assets	1,346	1,346
Current assets	1,467	3,457
Creditors: amounts falling due within one year	(308)	(5,308)
Net current assets/(liabilities)	1,159	(1,851)
Total assets less current liabilities	2,505	(505)
Accruals and deferred income	(800)	(500)
Net assets/(liabilities)	1,705	(1,005)
Capital and reserves	1,705	(1,005)
	Number	Number
Average number of employees	1	1

Lisa Ruth Oakley
Trustee
Approved by the board on 31 July 2025

Replenished Life
Detailed profit and loss account items
for the year ended 31 October 2024

This schedule does not form part of the statutory accounts

	2024	2023
	£	£
Sales		
Shop sales	479	-
Donations	5,680	3,094
Work done	12,257	7,647
Training	4,367	-
Sundry Income	739	823
Commissioned advocacy	1,465	420
	<u>24,987</u>	<u>11,984</u>
Other income		
Grants	<u>15,000</u>	<u>32,359</u>
Staff costs		
Wages and salaries	22,907	31,938
Pensions	1,691	2,475
Staff training and welfare	1,219	693
Travel and subsistence	-	866
	<u>25,817</u>	<u>35,972</u>
Other charges		
Premises costs:		
Rent	<u>3,600</u>	<u>4,800</u>
	<u>3,600</u>	<u>4,800</u>
General administrative expenses:		
Telephone and emails	953	826
Postage	3	16
Stationery and printing	125	227
Subscriptions	239	357
Bank charges	60	16
Insurance	847	533
Fees and licences	1,671	277
Software	84	832
Repairs and maintenance	51	109
Sundry expenses	669	57
	<u>4,702</u>	<u>3,250</u>
Legal and professional costs:		
Accountancy fees	300	250
Consultancy fees	1,356	71
Advertising and PR	1,505	1,202
	<u>3,161</u>	<u>1,523</u>
	<u>11,463</u>	<u>9,573</u>

Replenished Life
Detailed balance sheet items
as at 31 October 2024

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

	2024 £	2023 £
Fixed assets		
Plant and machinery etc	<u>1,346</u>	<u>1,346</u>
Current assets		
Other debtors	130	151
Cash at bank and in hand	<u>1,356</u>	<u>3,336</u>
	<u>1,486</u>	<u>3,487</u>
Creditors: amounts falling due within one year		
Bank loans and overdrafts	19	30
Other creditors	<u>-</u>	<u>5,308</u>
	<u>19</u>	<u>5,338</u>
Accruals and deferred income		
Deferred Grant	27,359	
Accruals	<u>800</u>	<u>500</u>
	<u>28,159</u>	<u>500</u>
	<u>28,159</u>	
Capital and reserves		
Profit and loss account	<u>1,701</u>	<u>(1,006)</u>
Profit and loss account		
Brought forward	(1,006)	196
Profit/(loss)	<u>2,707</u>	<u>(1,202)</u>
	<u>1,701</u>	<u>(1,006)</u>

Charity Number
1195846

Replenished Life

Accounts

31 October 2024

Replenished Life
Report and accounts
Contents

	Page
Company information	1
Independent examiner's report	2
Profit and loss account	3
Balance sheet	4

Replenished Life Company Information

Trustees

Professor Lisa Ruth Oakley

Farooq Mohamed Mulla (Resigned August 2024)

Ruth Appleton

Dr Maryyum Mehmood (Appointed September 2024)

Accountants

Gwenno Accountancy Services Ltd

Glan Gwaun

Pontfaen

Fishguard

Pembrokeshire

SA65 9SG

Registered office

24 Nun Street

St Davids

Haverfordwest

Pembrokeshire

SA62 6NT

Charity number

1195846

Replenished Life
Independent examiner's report on the accounts

Report to the Trustees of Replenished Life
on accounts for the year ended 31st October 2024

I report to the trustees on my examination of the accounts of the above charity, Replenished Life for the year ended 31st October 2024.

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 account 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: 31st July 2025

Name: Miss Gwenno S Eynon

Relevant Professional Qualification of body: FMAAT, FMATT

**Replenished Life
Profit and Loss Account
for the year ended 31 October 2024**

	2024 £	2023 £
Turnover	24,987	11,984
Other income	15,000	32,359
Gross profit	<u>39,987</u>	<u>44,343</u>
Staff costs	(25,817)	(35,972)
Other charges	(11,463)	(9,573)
Profit/(loss) before taxation	<u>2,707</u>	<u>(1,202)</u>
Profit/(loss)	<u>2,707</u>	<u>(1,202)</u>

Replenished Life
Registered number:
Balance Sheet
as at 31 October 2024

1195846

	2024	2023
	£	£
Fixed assets	1,346	1,346
Current assets	1,467	3,457
Creditors: amounts falling due within one year	(308)	(5,308)
Net current assets/(liabilities)	1,159	(1,851)
Total assets less current liabilities	2,505	(505)
Accruals and deferred income	(800)	(500)
Net assets/(liabilities)	1,705	(1,005)
Capital and reserves	1,705	(1,005)
	Number	Number
Average number of employees	1	1

Lisa Ruth Oakley
Trustee
Approved by the board on 31 July 2025

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	<u>28,159</u>	
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Profit and loss account	<u>1,701</u>	<u>(1,006)</u>
Profit and loss account		
Brought forward	(1,006)	196
Profit/(loss)	<u>2,707</u>	<u>(1,202)</u>
	<u>1,701</u>	<u>(1,006)</u>