

BURY ST EDMUNDS WOMEN'S AID CENTRE LIMITED

England & Wales · Charity number 276883

Details

Other names Restore Women's Aid

Status Registered

Legal form Charitable company

Company number [01338724](#)

Registered 1978-11-23

Register [View on the Charity Commission register](#)

Contact

Address PO Box 715
Bury St. Edmunds
Suffolk
IP33 9HQ

Phone 01284753085

Email admin@restore-wa.org.uk

Website www.burystedmundswomensaid.org.uk

Activities

Objects: TO RELIEVE THE DISTRESS AND SUFFERING OF INDIVIDUALS AND THEIR CHILDREN WHO HAVE SUFFERED OR ARE EXPOSED TO DOMESTIC VIOLENCE AND ABUSE OR COERCIVE CONTROL BY THE PROVISION OF SAFE TEMPORARY ACCOMMODATION AND PRACTICAL, EMOTIONAL AND FINANCIAL SUPPORT.

Activities: We provide support and accommodation for people affected by Domestic Abuse. We offer temporary accommodation in a safe and supportive refuge where women and their children can recover from the traumatic effects of Domestic Abuse and make informed choices. We also offer a range of community services, courses and counselling to support women to rebuild their lives after abuse.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Accommodation/housing
- **Who:** Children/young People, People With Disabilities, Other Defined Groups

Geography

- **Area of benefit:** THE BOROUGH OF BURY ST. EDMUNDS
- Suffolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£536,000	£494,351	£255,576	13
2024-03-31	£352,149	£453,426	-	-
2023-03-31	£458,986	£466,786	-	-
2022-03-31	£404,266	£398,449	-	-
2021-03-31	£380,445	£358,451	-	-

Trustees

Name	Role	Appointed
Nicola Iannelli-Popham	Chair	2021-07-12
Andrew John Connacher		2025-11-10
CHRISTINA BETTY DYE		2026-04-20
Charlene Marie Boyaram		2023-07-10
ELIZABETH LARCOMBE		
FIONA HARBRON		
HENRY ALLEN WALLACE BADMAN		2025-07-14
Hannah Rachel Stammers		2021-07-12
JACQUELINE ANNE BURNETT		2018-07-09
Nicola Marie Cottington		2025-10-13

BURY ST EDMUNDS WOMEN'S AID CENTRE LIMITED

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Accounts



restore.

Women's Aid. Supporting Survivors. Restoring Lives.

Report of the Trustees and Financial Statements for the Year Ended 31 March 2025

*Restore Women's Aid is the operating name of
Bury St Edmunds Women's Aid Centre Limited
Registered company number: 01338724
Registered charity number: 276883*



Women's Aid • Supporting Lives After Domestic Abuse

Philosophy Statement

Domestic Abuse is Unacceptable

Domestic abuse, in all its forms, impacts upon ordinary people and their families and experiencing it will always be traumatizing. The women, men, children and young people we support, both in our Refuge and through our Outreach Services, will be offered a non-judgmental service tailored to their individual needs. We believe that those impacted by domestic abuse need assistance, support, trust and a feeling of safety delivered in an honest, transparent and trauma informed manner.

We will offer practical and emotional support to all and understand that the children who have lived in situations where there is domestic abuse, have also been affected by it and their needs may require addressing separately. The traumatic experience of living with domestic abuse is often surrounded by other complex issues that we will help our clients and residents to address. Bury St Edmunds Women's Aid believes that we need to take a holistic approach in order to empower our clients, our residents, and their children to live a life free from domestic abuse.

Our Vision: To live in a society where domestic abuse is unacceptable

Our Mission: To provide a safe, empowering and person-centred service to anyone who has experienced or is experiencing domestic abuse.

Our Values: To work alongside people who have experienced domestic abuse with honesty, respect, trust and fairness.

This idea of our organisation as a growing, living thing has become part of the business plan. It shows how new funding could be added at the roots to provide new branches which in time will bear fruit.

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Report of the Trustees and Financial Statements for the Year Ended 31 March 2025

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Trustees Annual Report for the Year Ended 31 March 2025

The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025.

The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)."

Aims, objectives and public benefit

Public benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charities aims and objectives.

Aims and functions of Restore Women's Aid

Bury St Edmund's Women's Aid Centre Ltd, operating as Restore Women's Aid, is both a Registered charity and a Company Limited by Guarantee. There are currently ten Trustees of the Charity, who are also Directors of the Company. The Trustees, who are all volunteers with differing areas of experience and expertise, form a Management Committee that oversees the operation of the organisation.

Restore Women's Aid is a caring organisation that offers advice and support to anyone who is experiencing domestic abuse.

We Offer

- temporary accommodation at our Refuge for women* and their children who are fleeing domestic abuse also, to support these people as they settle into their new community.
- to meet the needs of children and young people affected by Domestic Abuse through a dedicated Children and Young Person's Service.
- to facilitate community-based education programmes that enable people to better understand the behaviours of an abuser and to empower them to take control of their own future.
- to offer support and advice through our Helpline and Outreach Service to any person who asks.
- to raise community awareness of Domestic Abuse issues and of the services we offer.
- to provide therapeutic support to all survivors of domestic abuse who are using our services.
- to provide practical support to people who have experienced domestic abuse.

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We Seek

- In all the services we provide, to offer a high-quality service to everyone we work with. To remain aware that every person, who uses our service, is a unique individual and that it is our role to support and enable that person to begin to come to terms with experiencing or witnessing domestic abuse.
- To work in partnership with other statutory and voluntary organisations to provide the best possible service to all the people who are in contact or receiving a service from us. Also, we seek to build closer working relationships with these organisations.

We Aim

- To remain a flexible, responsive organisation focused on the needs of the people, children and young people who use our service. We aim to learn from past experience and to provide services in smart and innovative ways.

**The refuge is a service for females only and males up to the age of 16, as is legislated for under the Equality Act 2010, Part 7, Paragraph 27 on single-sex spaces*

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From Our Patron



Jeannie Bloomfield

I begin my report this year by saying what an amazing few months it has been to celebrate our 50th year since our Bury St Edmund's Women's Aid centre was founded.

The month was November 1974, so it seemed appropriate to start our celebrations in November 2024 by inviting everyone, who has been involved in making us such an amazing success, to 50th Anniversary Celebrations and our RESTORE re-brand launch event. This enabled us to network and socialise whilst eating delicious cake!

As part of our celebrations we have something planned for every month this year until our conference in October. Amongst them are a quiz, 50,000 step challenge, fashion show and a 70's themed tea party.

At our centre we provide safety and support for women and children experiencing domestic abuse. We now also have outreach services in Bury St Edmunds, Haverhill, Newmarket and Stowmarket, where our outreach support workers will be there to offer help and advice, along with volunteers who are always welcome.

It's heartwarming to see our vulnerable families come to us to be made safe and let us help build their lives again, until they feel confident enough to leave to go to their forever homes and start their new lives.

As our Patron I have enjoyed playing a small part by fundraising, giving talks and running tea parties to raise awareness of the help we offer to our vulnerable families. It also gives me the opportunity to let people know just what is on offer at our refuge and outreach centres and how our qualified, caring staff and volunteers help victims to start to feel safe again and ready to rebuild their lives.

The last thing I would like to say is a very big thank you to each and every one of you at Restore. I see the look of dedication on the face of every staff member and volunteer.

Sincere gratitude to all of you.

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Chair of Trustees Report



Nicola Iannelli-Popham

2024-25 has been another challenging year for our organisation. Our long-standing Trustee and past Board Chair and then Vice-Chair, Maureen Byrne, resigned from the Board and has been replaced as Vice-Chair by another long-standing Trustee, Fiona Habron. Our other much valued Trustee, Jean Staff, sadly also resigned in November but the newly created Trustee Recruitment and Training Subcommittee was able to recruit a young man, Harry Badman, who will be confirmed as a Trustee at the 2025 AGM. We have no doubt that his experience with financial advice and fundraising will be of great value in the future.

This year has seen us move forward with our rebranding plans and, although our legal name remains Bury St Edmunds Women's Aid Centre Ltd, we decided on the new operational name of Restore Women's Aid, standing for; **Respect, Empathy, Support, Trust, Outreach, Refuge and Empowerment**. This was approved at the 2024 AGM in July and officially launched in November, on White Ribbon Day. The new name is the result of much collaboration and discussion between Trustees, staff, our volunteers and, importantly, our clients and residents.

As a result of the decision to rebrand, it has been necessary to update and revise our website. Thanks go to our Media Lead Trustee Sue Dearman and to Christopher Allen who have worked tirelessly to produce a new, more interactive, relevant and up to date website. Many thanks are owed also to Andy Connacher, the owner of Whitewater Graphics, for his and his staff's invaluable help in the design and production of all our rebranding materials.

Over the year we have established some new Subcommittees – the Trustee Recruitment and Training Subcommittee and the Volunteer Recruitment and Training Subcommittee. The purpose of all our subcommittees is to make our processes more transparent and effective, and it was my aim to ensure that all Trustees feel involved and appreciated for the time and effort they put in as members of the Board, by providing them with a greater number of options for participation. All Trustees have also attended the staff meetings held on a fortnightly basis on rotation, providing feedback to staff about the Board and its decisions and about the organisation's workings to the other Trustees at Board meetings. In addition, all Trustees have now gone through certified Equity, Inclusion and Diversity training.

The year began with starting preparations for our 50th Anniversary as the Bury St Edmunds Refuge was first set up in 1974 by Sheila Wormleighton and others who had been inspired by the 'Battered Wives Movement' and the creation of the national Women's Aid organisation, also in 1974. We

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have grown immensely since that day when one woman and her son were helped into a safe place to escape the domestic abuse to which they had been subjected. Our current Refuge can house up to 8 women and 11 children. The Outreach service, which works with women, children, young people and now also men, has expanded this year to cover not only Bury St Edmunds and Haverhill but Newmarket and Stowmarket.

In order to recognise and celebrate our 50th year, we planned a series of monthly events and, by the end of 2024-25 we had held a launch event in November at our Malthouse offices, on White Ribbon Day, which included the presentation of a splendid, permanent artwork that was kindly created and donated by a local artist, Deborah Pipe. In February 2025, the Bury St Edmunds Theatre Royal put on the screening of a short film that had been created in collaboration with some of our clients, who helped to write the script and provide the inspiration and ideas for the production. The resulting film screening was both deeply moving and a powerful message about the effects of domestic abuse and how people can overcome the trauma they have experienced. In March, some hardy supporters participated in the Bury St Edmunds Rotary Club's Swimathon, raising the splendid sum of £410 for Restore.

Also in March 2025, Restore Women's Aid was honoured to receive one of the High Sherriff's awards at a ceremony held at the Apex. Katherine Ahluwalia, our Principal Operations Manager, and I had met with the High Sherriff not long after she took up the role, as we asked her to assist us in ensuring that family court magistrates receive greater training and a better understanding of domestic abuse and its effects on families, as we had become aware of the poor outcomes many of our clients and residents were experiencing. As a result of this meeting, progress is now being made in this field and we are extremely grateful to the High Sherriff, Yvonne Gilchrist-Mason for her understanding, help and support.

2024-25 has not been without its own financial challenges but, due to the hard work and diligence of our Fundraising Subcommittee, our Finance Manager, our senior management team and all those involved with Restore – as well as to generous donations and support from outside the organisation – the situation has now turned around, and we are ending the year on a very positive note. Our staff continue to provide an excellent service to all those who use our services, both in the Refuge and our Domestic Abuse Community Hubs.



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Principal Operations Manager's Report



Katherine Ahluwalia

Reflecting on the last year in terms of our successes is an important process, particularly as it has been a major year for us as an organisation and for our development.

Here are some of our highlights:

Rural Community Domestic Abuse Hubs

In June 2024 we continued to extend our reach into the more rural communities in West and Mid Suffolk. Following on from successful funding applications and extensive research, we opened two new Domestic Abuse Community Hubs in Newmarket and Stowmarket, offering a wide range of specialist services to support these local communities. We now have community based domestic abuse hubs in Bury St Edmunds, Haverhill, Newmarket and Stowmarket.

As part of our research, we observed community-based work taking place in the rural towns in Suffolk, however this was accompanied by a deficit in local domestic abuse services and major issues with the lack of public transport and prohibitive costs for clients, creating more barriers to accessing this kind of specialist support. Presentations on our objective to provide community-based domestic abuse hubs in rural areas was met with overwhelming support from other local organisations, including local authorities, as the desperate need for these services had become abundantly clear.

We have become an active member in the local partnership forums where we update all the participants on the developments in our services. We also connect these professionals with our project co-ordinators and refer their clients onto our services.

New professionals and organisations are joining these forums all the time so we will continue to widen our reach and strengthen our professional networks.

We have also expanded our work to support male survivors of domestic abuse, as they are poorly served and suffer additional barriers and stigma attached to accessing specialist support. Following research, and in collaboration with a local mental health charity and the IDVA Service (Independent Domestic Abuse Advisors), we have set up a Men's Drop-in session and written an online Men's Domestic Abuse Recovery Programme. We are continuing to shape and develop this service in line with feedback from these survivors.

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50th Anniversary Commemorations

As part of the commemoration of our 50th Anniversary of having a Refuge in Bury St Edmunds we developed a calendar of events to run throughout the year, starting in November 2024. Some of the

- Our name changes and our re-branding which was provided free of charge by a local marketing agency
- A new website designed and managed free of charge by a local web designer
- The establishment of our Adult and Young Ambassadors programme
- A social media campaign highlighting the work we do and fundraising opportunities
- The production of a film in collaboration with the Theatre Royal which included creative writing workshops and a private screening at the theatre
- We commissioned a permanent artwork by local artist Deborah Pipe
- A 1970's themed Afternoon Tea Party in August
- A Creative Show Case in July being produced by Abbeygate 6th Form College incorporating fashion design, photography, media and artwork
- An Experts in Lived Experience Conference in October

We are planning to build on the publicity and awareness raising this commemorative year has generated for our organisation.

The High Sherrif's Award

Following on from some concerns we had about the outcomes we were seeing in the court system we contacted our High Sherriff to start discussions to amplify our clients' voices. This resulted in us receiving the High Sherrif's award, a small grant as well as publicity about our services. This unique award is presented to organisations who have made significant contributions to their communities or have gone above and beyond to assist in bringing someone to justice or helping a victim of crime. We were honoured to receive this award.

Children and Young People's Service

We have continued to expand our Children and Young People's Service into local primary schools, secondary schools and colleges. We were delighted to attend Crucial Crew in June 2024 delivering Healthy Relationship Education to over 700 year 6 pupils. We will be delivering Crucial Crew again this year and the numbers of pupils registered to attend is already over 1,300. This work is so important with the Domestic Abuse Act (2021) which for the first time recognises that children living in homes where there is domestic abuse are indeed victims in their own right.

Extending Our Counselling Service and Clinical Supervision

For some time, we have been aware of the need to extend our mental health support services to our clients as many of them experience mental health challenges due to the impacts of trauma resulting from domestic abuse. We now offer a fully funded trauma-informed counselling service where we triage our clients to either a British Association for Counselling and Psychotherapy qualified, registered experienced professional counsellor or one of our final year degree students from Suffolk University who complete their placements with us. Our counselling service is available in all our Domestic Abuse Community Hubs across West and Mid Suffolk.

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Due to the nature of the work we undertake, our team is very susceptible to vicarious trauma, so we provide regular Clinical Supervision to all staff to try to mitigate the impact of working with trauma on a daily basis. Staff wellbeing is at the centre of our organisation, and we believe this contributes to the stability and resilience of our staff team. It is important that all our staff to feel valued, supported, and able to work to their full potential. We now have annual Wellbeing Days, staff have a wellbeing hour every month and we are working towards our Good Health at Work award, funded by Suffolk County Council.

Improved Governance

Good governance is fundamental to our charity's success. It enables and supports our compliance with the law and relevant regulations. It also promotes a culture in which everything works towards fulfilling our vision.

In the last year we have improved our governance by continuing to develop our sub-committees in key areas, for example, HR, Policies, Business Planning, Fundraising, Trustee Recruitment and Succession. We have also improved the communication pathway between staff and Trustees so for example, we have a rota of Trustees to attend our Staff Team Meetings to give an update on the work they do and to get feedback from the staff.

Professional Development

We are committed to being a Learning Organisation so in line with this ethos, we actively encourage our team to engage in relevant training opportunities. In the last year we have participated in formal inhouse training sessions, such as Staff Sharing Best Practices. We also delivered training workshops on: The Impacts of Domestic Abuse on Mental Health; Coercive Controlling Behaviours - the Research and the Survivors' Perspective; and Trauma Informed Practice.

Our staff, volunteers and Trustees all access the Suffolk Continuing Professional Development service for training in Domestic Abuse Champions, DA Risk Assessment, Safeguarding - Adults and Children, Equality Diversity and Inclusion, Harmful Practices, Self-harm, Gangs and Youth Violence, Hate Crime, Honour-Based Violence, Health & Safety Training, etc. All our staff are Adult and Children First Aid Trained and KUF (Knowledge and Framework) Trained which is for professionals working with clients who have Complex Emotional Needs and Personality Disorders. All Staff, volunteers and Trustees are completing a certificated EDI programme.

We circulate numerous free training events to all our team; this includes training on Mental Health, Sensitive Conversations, Healthy Relationships, Multi-Agency Safeguarding Forums, Understanding Neurodiversity, Training for Youth Workers and more.

Promoting our Services

We are determined to increase the awareness of the impacts of domestic abuse to professionals and our communities. We have delivered numerous training workshops and presentations to local community groups, businesses, professional forums and networks, housing providers, statutory agencies, and at various AGMs to help to inform professionals of the impacts of domestic abuse, its signs and how to refer survivors onto a pathway of specialist domestic abuse advice and support.

Funding Successes

We are delighted that the last year has seen an improvement in the success of our funding

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applications, including the latest funding from the National Lottery. We are going to continue to build on this success and to diversify our fundraising strategy by, for example, accessing corporate funding.

All these developments have evolved over the year aided by client and staff feedback. We will continue to build on our successes in the coming years moving forward from strength to strength.

Challenges

As well as recognising and celebrating our successes we also have to consider the challenging times we are operating in. Despite the ongoing concerns about funding, financial resilience, and workloads, we are achieving our goals.

The economic downturn has resulted in lower disposable income for many individuals and families which means charitable donations have seen a significant decrease for many smaller charities like ours.

Austerity measures have also seen some funding cuts, as well as budget reallocations. Nonetheless, violence against women and girls is still a priority sector. This all means we have had to be creative and proactive in filling the gaps in our funding.

Like many others, we have also seen the rising costs of goods, services, salaries and utilities all of which have strained our budgets while, at the same time, the demand for our services have increased, particularly as a result of the cost-of-living crisis. More people are relying on food banks, mental health support, and housing assistance provided by charities like ours which are experiencing reduced income while still needing to meet this demand.

Despite this economic backdrop, we are optimistic about the future for the organisation, our employees, our volunteers, Trustees and, above all, for all the women, children, young people and men we support on a day-to-day basis.



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Support Services Manager's Report



Zoe Gordon

Having just completed two years in this post, I look back over the last year and wonder where it has gone! There is always so much to do and so much happening.

Just at the start of the year Katherine and I found out that we had passed our Support Services Management Training, giving us both a level 4 accredited qualification. Staff have attended several training sessions, as always, and have learned about a variety of subjects including; faith-based abuse, how to support survivors in the deaf community, hidden harmful practices and trauma focussed sessions. We have also increased our knowledge around cyber threats and learned how this emerging technology is being exploited by perpetrators.

This year has again seen refuge occupation peak and trough. We have seen a further increase in clients presenting with complex trauma both in refuge and at our outreach services.

Our refuge building has undergone various cosmetic improvements with Denbury Homes giving both their time and providing materials to decorate our very long hallway and a couple of other rooms. This voluntary help is invaluable as staff have neither the time nor the resources to carry out this work.

We have now settled into our Outreach premises in Malthouse and the extra space and light rooms have been very welcome and made a big difference to us all. We have worked closely with Steam House, who are situated in the same building as us, to provide a multiagency approach with referrals regularly being made between us.

This year saw the launch of two new hubs; Stowmarket and Newmarket. Both host weekly coffee mornings and have provided VOICE (Victims Of Intimate Coercive Experience) programmes, with more to come.

Alongside coffee mornings and empowerment groups we are now also able to provide counselling in each area, to increase the number of clients able to access this vital service.

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This year Katherine and I began a collaboration with Good Health at Work, a Suffolk County Council funded initiative aiming to improve health and wellbeing of the working population in Suffolk. Working closely with our GH@W ambassador Laura we are investigating various ways of looking after the wellbeing of our staff and volunteers as part of our commitment to them. The work we carry out is enormously rewarding but also difficult, challenging and emotional. By doing all we can to look after our own wellbeing we are also ensuring our survivors receive the very best support from us.

As always, a huge thank you from me to our amazing staff, volunteers, trustees and patron. One of our outreach team described us as “small but mighty”, and I think this encapsulates us perfectly!



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Finance Manager's Report



Derek Gadd

I am pleased to report a solid improvement in the financial health of the Charity this year, achieved in tandem with an expansion of our outreach support services in West and Mid Suffolk. The result for the year to 31 March 2025 is an overall surplus of £41,649 providing a welcome restoration of reserves cover after the challenges of the previous year to March 2024.

A great deal of resource has been applied to grant funding applications with some success; income from those sources has increased three-fold compared to the previous year. Just as pleasing is the level support given to the Charity from the public, and local companies and organisations; donation and legacy income, rose by 78% due in no small part to generous gifts in kind and a wonderful legacy of £28,000 received in March 2025, for all of which we are very grateful.

Medium term core funding both for refuge support and outreach services in Bury St Edmunds is secure. Suffolk County Council Public Health Directorate fund refuge support services under a contract which commenced in April 2023 for a minimum term of 3 years. In addition, core funding for outreach services from Suffolk Police and Crime Commissioner has been granted until March 2026. The Charity has also benefitted from medium term grant funding support from Lloyds Bank Foundation, BBC Children in Need and Masonic Charitable Foundation.

Whilst inflationary pressures have eased the operational environment remains challenging. In particular, staff costs have increased rapidly over the last few years and now comprise 66% of total expenditure. However, costs are carefully managed and, together with the generous support we continue to receive and the considerable work we put in to grow and diversify our sources of funding, the Charity is well placed to finance on-going service provision on a consistent basis.

We thank all who support our work, helping us deliver and enhance support to our clients. This year has been no exception with generous cash donations, Christmas gifts, toys, toiletries, clothes and Easter eggs. Every year we are overwhelmed by peoples generosity.

Income and expenditure for the 12 months to 31st March 2025 amounted to:

	2025	2024
Income	£536,000	£352,149
Expenditure	£494,351	£453,426

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In the main refuge accommodation is funded from Housing Benefit which for 2024/25 amounted to £138,826 (2024: £130,033) on an occupancy rate for the year of 77% (2024: 77%), well below that budgeted. In addition, the Charity continues to receive financial support from Suffolk County Council Public Health Directorate for our Refuge services by way of a support grant of £94,816 (2024: £94,816).

Our outreach services and project work are mostly funded by grants and donations. Grant income amounted to £195,859 and comprised:

Grants	£
Suffolk Police & Crime Commissioner - Resource centre outreach funding	50,000
Lloyds Bank foundation - Unrestricted funding utilised for outreach	25,000
Garfield Weston Foundation - core operational costs	20,000
Suffolk Community Foundation - High Sherriff's Award - unrestricted	1,500
Operation Santa Appeal - unrestricted	1,500
Masonic Charitable Foundation - unrestricted	5,000
Funding for Children's work and Young persons Support Project	
BBC Children in Need - support staff and associated costs	29,280
Tesco's Stronger Starts - Young person's programmes	1,125
Kelly Family Foundation - Children's programmes	5,000
Funding for Haverhill Outreach Project:	
Haverhill Town Council	400
West Suffolk Council - Councillors' Locality Budgets	1,250
Funding for new Community Hubs (pilot projects):	
West Suffolk Council - Community Chest Grant	Newmarket 20,300
West Suffolk Community Safety Community Partnership	Stowmarket 17,354
Stowmarket Town Council - Stow Fund	Stowmarket 1,000
Funding for other projects:	
West Suffolk Council - Councillors' Locality Budgets	Counselling 5,500
Suffolk County Council (£6,000 over 2 fiscal years)	Counselling 2,310
West Suffolk Community Safety Community Partnership	Counselling 7,915
West Suffolk Council - Councillors' Locality Budgets	Book printing 1,050
Suffolk Community Foundation through the Household Support Fund	Unrestricted 375
	£ 195,859

Donations received throughout the year amounted to £84,410 including Gift Aid. These are broken down as follows;

	£
Restricted Donations	18,982
Unrestricted Donations	63,926
Gift Aid	1,502
	£ 84,410

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Gifts in kind

During the year the Charity received generous gifts in kind which have been valued and included in the financial statements as part of restricted donations as follows:

			£
Mrs Tina Dye	Refuge furniture	(capital)	1,818
Whitewater Creative Limited	Charity rebranding	(capital)	4,000
Mr Christopher Allen	Website construction	(capital)	5,678
Foley House, Newmarket	Venue hire without charge	(revenue)	3,400
Mrs Anna Russell	Clinical supervision	(revenue)	2,210
			£ 17,106

The Charity is very fortunate to receive many gifts in kind each year mostly for our service users and most of modest monetary value. Individual gifts valued at under £200 are not included in these financial statements.

Intangible income - Voluntary staff

The charity remains dependent on services provided by volunteers. Without these volunteers, wage costs would be much higher and we are very thankful for the time volunteers give to the Charity.

The value provided by volunteers is not costed for the purposes of these financial statements.

Reserves Policy

The Charity's reserve policy is to hold unrestricted net current asset reserves equivalent to 3.5 to 5.5 months of projected operating costs to cover any temporary shortfall in cash flow that may occur due to the timing of receipts. Whilst the general economic backdrop continues to be challenging, the policy has been reviewed and left unchanged for the ensuing year.

Unrestricted net current assets at the end of the financial year were £165,586 (2024: £146,513), and reserves cover was 3.5 months being a modest increase in that held at March 2024 (3.2 months) and at the lower threshold of the policy range.

Auditor

Bury St Edmunds Women's Aid's accounts are audited by Knights Lowe of Bury St Edmunds and it is proposed that the Charity continues to use their services as auditor.

Future Plans

Primarily the organisation aims to ensure that current services are fully funded in the medium term, and we are able to increase our capacity to deliver those services.

Whilst the current economic outlook continues to present funding challenges, the ever increasing demand for domestic abuse support services compels us to continue to look for opportunities to extend the geographical reach of our adult outreach and develop our work with children and young people, subject to sufficient resources being available.

As always, I thank my colleagues and our trustees who have supported me in my role this year.

Activities and services

Refuge Support Staff Report

Alison Chambers and Victoria Pestell

During the last year, the refuge has been home to 23 women and 19 children. We are pleased to have been able to help as many people as we have.

Refuge staff continue to have weekly catch-up meetings as a debrief of any recent events and check in for the upcoming week. This is a useful way of fully understanding all our current residents, rather than just our own caseloads. It enables us to prepare for potential issues and be aware of what assistance our residents may require.

Victoria has recently increased her working hours which is proving to be valuable for both her refuge and resettlement clients. It also allows Victoria and Alison to work more closely together to ensure all of the clients' needs are met.

Over the past year, we have had a number of more complex cases in refuge which have been a steep learning curve and required us to approach our work flexibly. We have had to gain a greater understanding of translation services, immigration and more in-depth housing issues.

We have now delivered our first 'Power to Change' group. This was with a group of refuge residents with whom we had already built good relationships through our roles as their support workers. It enabled us to gain honest feedback from them and get their ideas not only what they want from an empowerment group, but also on what they felt were the most useful topics to cover.

Alison now has regular meetings with the domestic abuse link worker at West Suffolk Council who also attends our refuge house meeting bi-monthly. The residents have found this very useful as housing is often one of their main concerns whilst living in refuge. This working relationship also helps with a more seamless transition into our resettlement service.

Young Persons' Support Report

Louise Mullan

Training and Development

This year I completed a range of relevant training, including the new E-CCard scheme (free condom scheme), young people's mental health, having difficult conversations and sessions on incels and misogyny. I also attended Safe Lives, What Has Happened to You Now, and the Youth Focus Conference, all of which enhanced my trauma-informed and youth-centred practice.

Events and Outreach

I attended several well-attended events, including freshers' fairs at West Suffolk College and Abbeygate Sixth Form, where I promoted our services and ran an interactive healthy relationships quiz. I also joined well-being events in Stowmarket and Haverhill, which helped raise awareness and strengthen local partnerships.

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A highlight was involvement in Crucial Crew at West Suffolk College, where we delivered RESPECT sessions to around 700 Year 6 students alongside other local services.

One-to-One Support

Referrals from schools have continued steadily. I have supported young people affected by domestic abuse or unhealthy relationships and helped them recognise red flags, set boundaries, and understand what healthy relationships look like.

Group Work and Drop-ins

Although most drop-ins have been quiet, the monthly session in Haverhill remains effective. I am exploring new Girls' Empowerment Groups and plan to reintroduce monthly drop-ins.

Group work has expanded this year. I have delivered multiple Escape the Trap sessions, including one for 18–24s at our outreach centre and a successful group for boys in Haverhill. I have also continued offering Expect Respect to schools.

School-Based Education

I led two drop-down days at County High School on consent, sexism, and healthy relationships, reaching 120 students. I also delivered tailored sessions at Beyton Sixth Form and Culford School, receiving very positive feedback.

“Thank you again for running such an incredible workshop. I have had so much positive feedback; the girls really benefited from it and found it valuable.”

Conclusion and Looking Ahead

2024 has been a rewarding year, with impactful outreach, education, and support for young people across the county. In 2025/2026, I aim to grow our group work, improve drop-in access, and strengthen early intervention efforts.

We are also excited about a new partnership with the Theatre Royal and look forward to co-developing a creative project to engage young people through the arts.

Our Young Ambassadors: Voices of Strength and Change

Over the past year, I have had the privilege of supporting an incredible group of young people — our Young Ambassadors. These inspiring individuals have each experienced domestic abuse, either in their own relationships or within their home environments. Their courage in sharing their stories and using their voices for change is nothing short of remarkable.

Recently, we took a special trip to Norwich for a photo shoot — a moment to capture not just images, but the strength, resilience, and unity of these young ambassadors. It was more than a photo session; it was a celebration of how far they have come and a powerful reminder of why their voices matter.

Our Young Ambassadors Programme exists to empower survivors and to ensure that young people who have lived through abuse are not only heard but seen as leaders of change. They are already planning to join us at future events, helping to shape conversations around domestic abuse and influence how services and support are delivered.

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Child Support Worker's Report

Sarah Hart and Sophie Hickmott

Over the past year, our children's services have made significant strides in supporting vulnerable children and families across West and Mid Suffolk. Through a combination of therapeutic interventions, community engagement, and professional development, we have worked to create a positive impact.

Engaging Children Through Therapeutic Arts and Community Activities

During the summer holidays, we provided six therapeutic arts and crafts workshops, attended by 11 children from our outreach services. These sessions aimed to offer emotional support and creative expression, helping children process their experiences in a safe environment. Additionally, we organised a series of family outings for those residing in our refuge, including; trips to the beach, a splash park, a picnic in the park, bowling, and Tostock Animal Farm. For our outreach clients and their children, we hosted fun days featuring arts and crafts activities and group picnics. These events were to build community connections, offering families a supportive network through the holidays while the programmes were not running.

Expanding Therapeutic Support: Drawing & Talking and Helping Hands Programmes

Both of our children's support workers have undergone training in the "Helping Hands" programme, enabling them to run three active groups, including one in a local primary school. This programme focuses on building resilience and emotional literacy among children, equipping them with tools to manage their feelings and behaviours. In addition to group work, our support workers are providing one-on-one therapeutic interventions using the Drawing & Talking method. This approach allows children to express complex emotions through art and sand play. The demand for this service has been growing, we are receiving more referrals from a wider area, now that we have established hubs in Newmarket, Haverhill, and Stowmarket.

Wildlife and Outdoor Learning area

Over the past couple of years, we have been planning and developing an outdoor learning and wildlife area. This project has been supported by our partnership with the Suffolk Wildlife Trust. They provide a wealth of ideas for outdoor activities that engage the children, and their understanding of the natural world.



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Outreach Support Workers' Report

Tracy Harvey, Lee-Ann Lummis and Ellie Phipps

Our team has continued to work successfully together across West and Mid Suffolk, with face-to-face access to our services available in Bury St Edmunds, Haverhill, Newmarket and Stowmarket.

As a team, we work hard to ensure the client is contacted to discuss the services we provide and how we can make sure their needs are met. This may be via our coffee mornings, Freedom programme, SODA (survivors of domestic abuse), V.O.I.C.E (Victims of Intermittent Coercive Experience) or the outreach service.

Coffee Mornings

Having added two new hubs to our service in the last year, coffee mornings currently run in Bury St Edmunds, Haverhill, Newmarket and Stowmarket. They offer women who have experienced domestic abuse a safe space to come and meet other women who may have had similar experiences.

In 2024 we moved our Haverhill location from the Eastern Centre to the Arts Centre. This proved to be the right decision as the new location suited us more for our outreach needs and offered a better space for childcare.

Coffee mornings are a vital part of many of our client's weekly routine and offer them some self-care by relaxing, getting advice, joining in with crafts and building a support network. We often tell our clients that it's not always about what happens during the sessions but about empowering them to do something for themselves and getting through the doors. This is a huge task for many and not as easy as it sounds.

With the opening of the new hubs in Newmarket and Stowmarket and the increase of referrals received from GP Social Prescribers and Housing Officers, we have seen cases continue to grow - which is proof of how vital our service is.

May we take this opportunity to thank our volunteers, who have made our coffee mornings possible over the last year.

V.O.I.C.E

V.O.I.C.E programme is a 12-week programme that has run successfully in Bury St Edmunds and Haverhill and, during the last year, has started in Stowmarket and Newmarket.

This programme is interactive and focuses on a variety of learning styles using discussion, self-reflective exercises, visual media and active participation to generate learning for all participants in a supportive, regulated and trauma informed session. Louise (Young Person Outreach Support Worker) has done an amazing job, continuing to help clients, by delivering the programme and supporting them often with other needs as and when they arise.

Freedom Programme

Our Freedom programme continues to be in demand and due to this, has now become a rolling programme. This allows clients to quickly access the programme to learn about domestic abuse and make sense of and understand what has happened to them. The programme helps survivors to recognise potential future abusers and encourages women to gain self-esteem as well as building confidence to improve their lives. We get such amazing feedback from clients who have attended, often not realising that what they have experienced is abuse.

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SODA

Our SODA group continues to thrive and increase in numbers, offering focused support and guest speakers which empowers our clients even further. We ran a slow cooker recipe course where each client was given a slow cooker at the end of the course. Thank you to Realise Futures for making this possible as well as for running other courses including mental health awareness accreditation, wellbeing, confidence in the workplace and power to change.

Outreach

Our Outreach clients continue to grow, and as a team we are able to continue offering a one-to-one service. This gives clients that extra support to gain knowledge, understanding and access to other services to help them depending on which stage they are at in their journey. We have continued to signpost, safety plan, boundary set, help obtain non molestation orders, issue legal aid support letters, support with housing, gain funding, validate, reassure and be that non-judgmental listening ear, to our ever-increasing client list.

We have continued to use our empowerment stars method to focus on where our clients' challenges are, which then enables outreach to be structured and tailored to each individual client and will help them where they need it most.

We continue to monitor our client's safety by regularly carrying out our DASH (Domestic Abuse, Stalking, Honor-based abuse) checklist. This has proven successful and ensured that every client gets the correct support put in place and at the correct level.

We now also offer a fully funded trauma-informed counselling service where we triage our clients to either a BACP qualified and registered and experienced professional counsellor or one of our final year degree students from Suffolk University who complete their placements with us. Our counselling service is available in all our hubs in Bury St Edmunds, Haverhill, Newmarket and Stowmarket.

We have worked closely with other professionals, attending core group meetings, child protection meetings and court to name just a few. This has helped build our relationships with other professionals and has ultimately led to better results for our clients. As a team our focus is to enable our clients to be able to live safely, which everyone deserves.

We are fortunate enough to be able to offer childcare for clients using our services, enabling them to fully embrace groups without childcare being a barrier. Thank you to the wonderful Sarah and Sophie!!

Male Support

Tracy has continued to support our male clients, during dedicated individual drop-in sessions either face to face or online and also booking 1:2:1 appointments to discuss safety, work through the trauma they have experienced and help them understand their rights and options. Tracy has also been writing an in-house Men's Programme, to offer as current programmes available are directed more at women and are not always suitable for men as they cannot relate to them.

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Trustees Annual Report for the Year Ended 31 March 2025

Highlights of the year

- The generous amount of children's Christmas gifts donated from the Haverhill and Newmarket Fire Service.
- Working with REACH who have been amazingly supportive in helping clients with budgeting and benefits but also giving help to clients struggling financially by providing carpets, cookers and shopping vouchers.
- A second successful year of running Christmas Parties in Bury St Edmunds and Haverhill and providing clients in all four HUBs with donations of gifts and Christmas food.
- Networking and spreading the word of our fantastic service at events including The Mix and The Wellbeing Bus.

As a team may we say a special thank you to all that have given up their time to help support our outreach services, it never goes unnoticed.

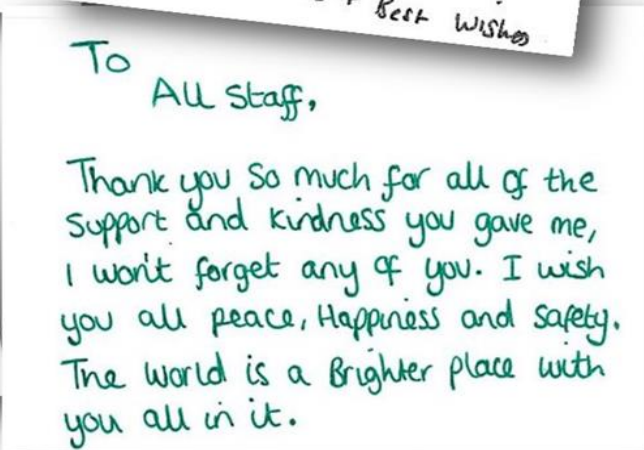
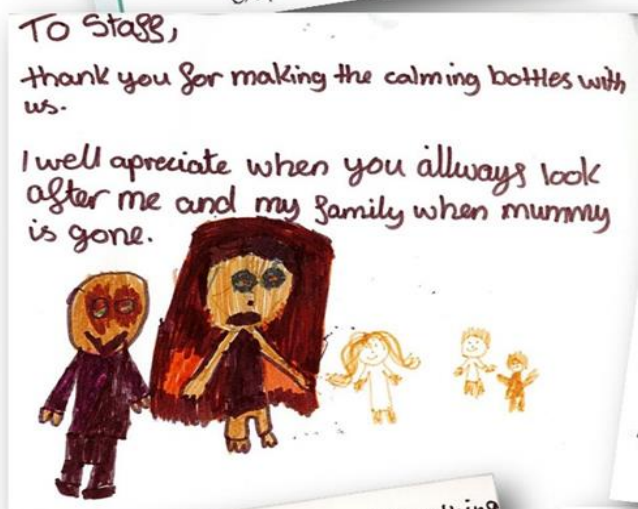


Feedback from clients - Thank You letters



“Thank you again for running such an incredible workshop. I have had so much positive feedback; the girls really benefited from it and found it valuable.”

Feedback from a High School regarding consent, sexism, and healthy relationships workshop



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Trustees Annual Report for the Year Ended 31 March 2025

Acknowledgements

A huge Thank You to all of our supporters, big and small, local and further afield, who have donated money, time and many lovely items!

Our Volunteers	National Lottery
AIS UK	Newmarket Fire Station
Asda	Newmarket Town Council
Aquarius Singers	No.5 Angel Hill Coffee Shop
Bridge Church	REACH
Bury St Edmunds Lions	Realise Futures
Bury St Edmunds Rotary	Rickshaw Riders
Bury St Edmunds Town Council & Councillors'	Round Table
Children In Need	Stuart and Christine Samuels (Father and Mrs Christmas!)
Clare Priory	Suffolk Community Foundation
Culford School	Suffolk County Council Public Health Directorate
David Lloyd Bury St Edmunds	Suffolk Police and Crime Commissioner
Donna Higgins & family	Tesco
Gatehouse	The Buckingham Emergency Food Appeal
Gee Gee's Ranch	Theatre Royal
Gordon McMeechan	Toolbox
Green Light Trust	Tys 2024
Haverhill Fire Station	Unite the Union
Haywards Solicitors	Vineyard Church
HC3	Waitrose
Ickworth House	West Suffolk Council
Knights Lowe	Women's Institute
Lloyds Bank Foundation for England & Wales	Wooster's Bakery
Love Grace	and many many more!!
Marks and Spencer	
Margaret Healey & the Sisters of St Louis	
Mothers Union	

Restore Women's Aid

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Trustees Annual Report for the Year Ended 31 March 2025

Donors and Sponsors



We would also like to thank our donors who choose to remain anonymous. Without the continued support of our donors, we would not be able to offer the high level of services and support to the people that need them.

If you would like to donate in any way, please visit our website

www.restore-wa.org.uk

or call us on 0330 551 9495

Restore Women's Aid

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Stay up to date with our news and events at:

www.restore-wa.org.uk

[Instagram: https://www.instagram.com/restorewa/](https://www.instagram.com/restorewa/)

[Facebook: https://www.facebook.com/BSEwomensaid](https://www.facebook.com/BSEwomensaid)

Speaking engagements

Interested in hearing more about our work? We are happy to provide a speaker for your organisation or group, please call us on 0330 551 9495 or email at admin@restore-wa.org.uk

Current services

We provide many services which are accessed by women (and some men) from the local community and from outside Suffolk:

20-bed Refuge

Telephone Advice Helpline

Outreach Service

Freedom Programme

VOICE

Survivors of Domestic Abuse (SODA)

Male Victim Support

Resettlement Support

Child Centred Groups

Adult Counselling Service

Young People Service

Coffee Morning (Bury St Edmunds,

Haverhill, Stowmarket and Newmarket)

Restore Women's Aid

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Trustees Annual Report for the Year Ended 31 March 2025

Structure, governance and management

Governing document

The company is registered with the Charity Commission (no. 276883) and is governed by its Memorandum and Articles of Association dated 14 November 1977 (amended in 2020).

It is limited by guarantee and does not have share capital. The liability of the Members on a winding up is limited to £1.

The Company's Council of Management (Trustees) appoints staff who look after the day to day running of the organisation.

Recruitment and appointment of new Trustees

It is policy that all Members of the Council of Management shall be both Trustees of the Charity and Directors of the Company.

Trustees retire in rotation and may offer themselves for re-election by the charity's members at the Annual General Meeting. The Council may appoint a member to serve on the Council of Trustees to fill a casual vacancy or to add to their number. The minimum and maximum number of Trustees is determined by the members at General Meeting and is currently 7 and 12 respectively.

There are currently 11 Trustees.

Trustees who served during the year and since are shown on the charity's information page (page ii).

Induction and training of new Trustees

Potential new Trustees are invited to attend monthly Trustee meetings before they are appointed in order to familiarise them with the overall operation and oversight of the charity. Induction includes at least one visit to the Refuge and such support as is required depending on experience.

Remuneration policy

The Trustees review scale point progression and hence remuneration of all staff on at least an annual basis. Scale structure and pay rates are aligned with those published by the National Joint Council for Local Government Services.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

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Trustees Annual Report for the Year Ended 31 March 2025

Statement of trustees responsibilities

The trustees (who are also the directors of Bury St Edmunds Women's Aid Centre Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the Board of Trustees on 08 September 2025 and signed on its behalf by:

Nicola Iannelli-Popham

.....
Mrs Nicola Iannelli-Popham - Chair of Trustees

Opinion

We have audited the financial statements of Bury St Edmunds Women's Aid Centre Limited (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAS (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAS (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements ; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the companies operating sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias;
- investigated the rationale behind significant or unusual transactions; and
- investigated the company's apportionment of housing income, grants, and other main sources of income.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims;
- reviewing correspondence with HMRC, relevant regulators [Charity Commission] and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Knights Lowe

Knights Lowe Limited

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Eldo House

Kempson Way

Suffolk Business Park

Bury St Edmunds

Suffolk IP32 7AR

Date: 18-Sep-25

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Statement of Financial Activities (Incorporating an Income and Expenditure Account) for the year ended 31 March 2025

	Notes	2025			2024		
		Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
		£	£	£	£	£	£
INCOME AND ENDOWMENTS							
Donations and legacies		65,382	19,028	84,410	34,963	12,431	47,394
Fund raising events		3,811	169	3,980	543	-	543
Charitable activities	3						
Operation of the Refuge		150,587	-	150,587	139,762	-	139,762
Support services		146,691	143,994	290,685	95,711	64,220	159,931
Course fees		490	-	490			
Investment income							
Bank deposit interest		5,848	-	5,848	4,519	-	4,519
Total income		372,809	163,191	536,000	275,498	76,651	352,149
EXPENDITURE							
Charitable activities	4						
Provision of short-term accommodation		144,576	21,046	165,622	126,070	16,714	142,784
Client support services		222,156	106,573	328,729	182,024	87,070	269,094
Exceptional expenditure upon lease termination	8	-	-	-	41,548	-	41,548
Total expenditure		366,732	127,619	494,351	349,642	103,784	453,426
NET (EXPENDITURE) / INCOME	6	6,077	35,572	41,649	(74,144)	(27,133)	(101,277)
Transfer between funds	17	14,337	(14,337)	-	1,646	(1,646)	-
Net movement in funds		20,414	21,235	41,649	(72,498)	(28,779)	(101,277)
RECONCILIATION OF FUNDS							
Total funds brought forward		196,036	17,891	213,927	268,534	46,670	315,204
TOTAL FUNDS CARRIED FORWARD		216,450	39,126	255,576	196,036	17,891	213,927

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Balance Sheet as at 31 March 2025

		2025			2024		
		Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
Notes		£	£	£	£	£	£
FIXED ASSETS							
Intangible assets	13	8,832	-	8,832	1,240	-	1,240
Tangible assets	14	42,032	-	42,032	48,283	-	48,283
		50,864	-	50,864	49,523	-	49,523
CURRENT ASSETS							
Stocks	15	-	150	150	-	-	-
Debtors	15	12,816	13,702	26,518	5,543	16,386	21,929
Cash at bank and in hand	17	162,191	28,460	190,651	151,163	4,148	155,311
		175,007	42,312	217,319	156,706	20,534	177,240
CREDITORS							
Amounts falling due within one year	16	(9,421)	(3,186)	(12,607)	(10,193)	(2,643)	(12,836)
		165,586	39,126	204,712	146,513	17,891	164,404
NET CURRENT ASSETS							
		165,586	39,126	204,712	146,513	17,891	164,404
NET ASSETS							
		216,450	39,126	255,576	196,036	17,891	213,927
TOTAL FUNDS							
		216,450	39,126	255,576	196,036	17,891	213,927

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Balance Sheet as at 31 March 2025

The Trustees acknowledge their responsibilities for:

ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and,

preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees on 08 September 2025 and were signed on its behalf by:

Nicola Iannelli-Popham

.....
Mrs Nicola Iannelli-Popham - Chair of Trustees

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Cash Flow Statement of the year to 31 March 2025

	2025			2024		
	Unrestricted funds £	Restricted funds £	Total funds £	Unrestricted funds £	Restricted funds £	Total funds £
Reconciliation of net income/(expenditure) to net cash flow from operating activities						
Net income/(expenditure) for the reporting period (as per the statement of financial activities after funds transfers)	20,414	21,235	41,649	(72,498)	(28,779)	(101,277)
Adjustments for:						
Fixed assest gifts in kind	(11,496)	-	(11,496)	(1,096)	-	(1,096)
Depreciation and amortisation charged	15,423	-	15,423	18,396	-	18,396
Deficit on disposal of fixed assets	1,574	-	1,574	5,015	-	5,015
Interest on bank deposits	(5,848)	-	(5,848)	(4,519)	-	(4,519)
(Increase)/decrease in stocks	-	(150)	(150)	-	1,300	1,300
(Increase)/decrease in debtors	(7,273)	2,684	(4,589)	4,028	4,891	8,919
Increase/(decrease) in creditors	(772)	543	(229)	(3,496)	(2,159)	(5,655)
Net cash provided by (used in) operating activities	12,022	24,312	36,334	(54,170)	(24,747)	(78,917)
Cash flows from investing activities:						
Interest on bank deposits	5,848	-	5,848	4,519	-	4,519
Purchase of fixed assets	(6,842)	-	(6,842)	(1,100)	-	(1,100)
Net cash provided by (used in) investing activities	(994)	-	(994)	3,419	-	3,419
Change in cash and cash equivalents during the year	11,028	24,312	35,340	(50,751)	(24,747)	(75,498)
Cash and cash equivalents brought forward	151,163	4,148	155,311	201,914	28,895	230,809
Cash and cash equivalents carried forward:	162,191	28,460	190,651	151,163	4,148	155,311
Cash at bank and in hand						

Notes to the Financial Statements for the Year Ended 31 March 2025

1 LEGAL FORM

The Charity is a private charitable company limited by guarantee and incorporated in England and Wales. The registered office is shown in the Trustees Report (Directors Report). Due to the nature of the Charity's operations, exemption has been taken on disclosing the principle operating address.

2 ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements are reported in GBP Sterling.

Significant judgements and estimates

In the application of the Company's accounting policies, which are described below, the Directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimated and underlying assumptions are reviewed on an ongoing basis. Revision to accounting estimates are recognised in the period in which the estimate is revised if revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Critical judgements and key sources of estimation uncertainty in applying the Company's accounting policies

The following are critical judgements including those involving estimations, that the Directors have made in the process of applying the Company's accounting policies and that have the most significant effect on the amounts recognised in the financial statements.

Depreciation of tangible fixed assets

Tangible fixed assets are recognised at cost and depreciated on the basis appropriate to charge to the income statement the economic consumption of those assets during the accounting period. The charge is calculated as described below and is based on the Directors knowledge of the reduction in the residual value of each class of asset. The rates of depreciation are kept under review such that assets are written down to their residual value at the end of their economic lives.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

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Notes to the Financial Statements for the Year Ended 31 March 2025

Incoming resources

Donations and gifts

All monetary donations and gifts are recognised in the Statement of Financial Activities when receivable, provided that there are no donor-imposed restrictions as to the timing of the related expenditure, in which case recognition is deferred until the pre-condition has been met.

Gifts in kind

Non-monetary gifts with an estimated value of over £200 and donated to the Charity for use by our beneficiaries or for administering and promoting our work are valued and included in the Statement of Financial Activities at the in use value to the charity. Such gifts are recorded as restricted donations and capitalised or included as a revenue expense as appropriate.

Intangible income

Intangible income is valued and included in income to the extent that it represents goods or services that would otherwise be purchased. An equivalent amount is charged as expenditure. Voluntary help is not included as income.

Grants receivable

Revenue grants are credited as incoming resources when they are receivable provided conditions for receipt have been complied with, unless relating to a specified future period, in which case income is deferred accordingly.

Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. When projects are completed fixed assets are transferred to the general fund and depreciation is charged as stated below.

Resources expended

Expenditure is recognised when a liability is incurred and allocated between:

- expenditure incurred on charitable activities being mainly the costs associated with running the refuge and Resources Centre including direct and support costs;
- governance costs in overseeing the charity and safeguarding its assets and primarily associated with constitutional and statutory requirements and comprise the audit fee;
- support costs being indirect expenditure which is allocated to central functions on a basis consistent with the use of those resources.

The apportionment of charitable expenditure between the main activities of provision of short-term accommodation and client and residents support services, is made according to the underlying use of the resources and shown in detail under note 4 to the financial statements.

Tangible and intangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Security and outdoor equipment	- 10% on cost
Office equipment	- 25% on cost
Motor vehicles	- 33% on reducing balance
Household equipment	- 33% on cost

Assets costing more than £200 are capitalised.

Intangible fixed assets are amortised over the estimated useful life of those assets being five years or 20% on cost.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

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Notes to the Financial Statements for the Year Ended 31 March 2025

Stocks

Goods held to assist the resettlement of residents moving on from refuge accommodation, and provided as part of charitable activities free of charge, are measured at net realisable value based on the service potential provided by items of stock. In practice this means stock is held at cost less any impairment necessary to write down to net realisable value provided to beneficiaries.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Pension costs are analysed across activities and funds, both restricted and unrestricted, pro rata to that of the underlying staff costs in accordance with the purpose of, and restrictions on each activity and fund.

Financial assets and liabilities

All financial assets and liabilities are basic short term financial instruments and accounted for at cost less provision for non-recovery where applicable. These comprise non-trade debtors and creditors realisable within one year.

Cash at bank and in hand comprises short term bank and cash deposits none of which have restricted access terms.

Going concern

The Trustees have prepared the financial statements on the basis that the Charity will continue to operate in accordance with its Objects for a period of not less than 12 months from the date of approval of the financial statements.

As disclosed in note 12, uncertainty exists regarding Resources Centre although the work is funded until at least 31 March 2026.

Continuity of service provision depends on the availability of sufficient funding, and this has yet to be fully established for the period from April 2025. Reserves are sufficient to finance the potential shortfall for over 12 months beyond the balance sheet date and, given the continuing need for the Charity's services, the Trustees are of the opinion that the Charity will secure funding and remain a going concern for at least the next 12 months.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

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Notes to the Financial Statements for the Year Ended 31 March 2025

3 INCOME FROM CHARITABLE ACTIVITIES

		2025	2024
		£	£
Accommodation charges:			
- Housing benefit	Operation of the Centre	138,826	130,033
- Residents rent and household income	Operation of the Centre	11,761	9,135
Fees for courses and workshops	Support services	490	-
Sundry income	Support services	10	594
		151,087	139,762
Public Health & Protection grant	Support services	94,816	94,816
Other grants	Support services	195,859	65,115
		290,675	159,931
		441,762	299,693

Grants received, included above, are as follows:

		2025	2024
		£	£
Suffolk Police & Crime Commissioner - Resource centre outreach funding		50,000	50,000
Lloyds Bank foundation - Unrestricted funding utilised for outreach		25,000	-
Garfield Weston Foundation - core operational costs		20,000	-
Suffolk Community Foundation - High Sherriff's Award - unrestricted		1,500	-
Operation Santa Appeal - unrestricted		1,500	-
Masonic Charitable Foundation - unrestricted		5,000	-
<u>Funding for Children's work and Young persons Support Project</u>			
BBC Children in Need - support staff and associated costs		29,280	-
Tesco's Stronger Starts - Young person's programmes		1,125	-
Kelly Family Foundation - Children's programmes		5,000	-
<u>Funding for Haverhill Outreach Project:</u>			
Haverhill Town Council		400	400
West Suffolk Council - Councillors' Locality Budgets		1,250	-
<u>Funding for new Community Hubs (pilot projects):</u>			
West Suffolk Council - Community Chest Grant	Newmarket	20,300	-
West Suffolk Community Safety Community Partnership (with Stowmarket Integrated Network Team, Mid-Suffolk Council and Suffolk County Council)	Stowmarket	17,354	-
Stowmarket Town Council - Stow Fund	Stowmarket	1,000	-
<u>Funding for other projects:</u>			
West Suffolk Council - Councillors' Locality Budgets	Counselling	5,500	-
Suffolk County Council (£6,000 over 2 fiscal years)	Counselling	2,310	3,690
West Suffolk Community Safety Community Partnership (with Stowmarket Integrated Network Team, Mid-Suffolk Council and Suffolk County Council)	Counselling	7,915	-
West Suffolk Council - Councillors' Locality Budgets	Book printing	1,050	-
Suffolk Community Foundation through the Household Support Fund	Unrestricted	375	375
Sub-total carried down		195,859	54,465

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Notes to the Financial Statements for the Year Ended 31 March 2025

	2025	2024	
	£	£	
Sub-total carried down	195,859	54,465	
<u>Funding for other projects - 2024:</u>			
Newmarket Town Council	Newmarket Hub	-	1,000
Bury St Edmunds Town Council - Councillors' Locality Budgets	Training	-	4,000
Bury St Edmunds Town Council - Councillors' Locality Budgets	Book printing	-	550
Suffolk Community Foundation - Core costs grant	Unrestricted		900
West Suffolk Council - Community Chest Grant	Young People	-	4,200
	195,859	65,115	

4 CHARITABLE ACTIVITIES EXPENDITURE

The charity undertakes direct charitable activities only and does not make grants.

	Provision of short-term refuge	Client support services	Total
	£	£	£
Rent and rates	27,145	22,945	50,090
Utilities	13,076	-	13,076
Household expenses, furnishings and equipment	8,867	1,237	10,104
Motor expenses	4,447	4,447	8,894
Clients, support, recreation and hospitality	8,800	8,801	17,601
Depreciation / amortisation (excluding office equipment)	8,880	4,439	13,319
Support costs (see note 5)	94,407	286,860	381,267
Total 2025	165,622	328,729	494,351
Total 2024	142,784	269,094	411,878

Apportionment of costs to support services

Rent, rates, utilities, household expenses and furnishings and equipment are apportioned on an actual basis. Those relating to the Resources Centre are wholly for support services.

Other costs are apportioned on best estimate of the use of underlying resources as follows:

Motor expenses and depreciation/amortisation (excluding office equipment)	50%
Clients and residents support, recreation and hospitality	50%
All indirect support costs shown in note 5 (excluding audit fee)	75%
Audit and legal fees	100%

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

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Notes to the Financial Statements for the Year Ended 31 March 2025

5 SUPPORT COSTS

	2025	2024
	£	£
Staff costs	327,330	261,662
Administrative costs	18,875	18,155
Insurances	5,215	5,194
Telephone	4,343	4,283
Staff recruitment, welfare and training costs	14,576	6,700
Subscriptions and affiliation fees	1,487	914
Office equipment depreciation	3,678	5,421
Fund raising, publicity and promotion	1,820	1,163
Bank and finance charges	304	382
Auditors remuneration	3,639	3,538
	381,267	307,412

6 NET INCOME

Net income is stated after charging/(crediting):

	2025	2024
	£	£
Amount expended on stock	1,300	1,300
Auditors' remuneration	3,639	3,538
Other non-audit services	-	-
Depreciation - owned assets	14,577	17,896
Operating leases - land and buildings	46,613	40,002
Operating lease - other	2,739	2,387
Deficit on disposal of fixed assets	1,574	5,015
Amortisation of website	846	500

7 STAFF COSTS

	2025	2024
	£	£
Salaries	300,624	241,976
Social security costs	20,168	14,644
Pension contributions	6,538	5,042
	327,330	261,662

No employees received emoluments in excess of £60,000.

The aggregate remuneration of key management personnel was £32,626 (2024: £24,419).

The charity employed on average 13 staff, being 10 on a full-time equivalent basis (FTE) to run the Refuge and provide support services (2024: 11 and 9 FTE). A small proportion of time is related to governance matters.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

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Notes to the Financial Statements for the Year Ended 31 March 2025

8 EXCEPTIONAL EXPENDITURE 2024

During the comparative year to 31 March 2024, the Charity moved to new outreach premises in Bury St Edmunds. The lease on the Charity's previous outreach premises terminated on 17 August 2023 and, under the terms of the lease, the Charity was committed to financing significant property dilapidations and associated professional fees of the lessor. In addition the residual value of tenant improvement expenditure has been written off during the year. The total cost for those works, professional fees for both parties, the deficit on tenant improvements and moving costs amounted to £41,548.

9 TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' transactions

There were no amounts reimbursed to trustees during the year (2024: 1 trustee £440).

During the year donations, both monetary and gifts in kind, received from 2 trustees amounted to £2,819 including Gift Aid relief where applicable (2024: £1,250 from 1 trustee).

10 RELATED PARTY DISCLOSURES

Related party transactions for the year ended 31 March 2025 amount to £6122 comprising £270 for electrical works by a sole trader related to Mrs E A Larcombe - trustee, and £5852 for website construction by a relative of Mrs N Iannelli-Popham - Chair (2024: Total £565).

11 LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating lease commitments at the balance sheet date fall due as follows:

	2025	2024
	£	£
Land and buildings		
Within one year	27,084	18,364
Between one and five years	26,631	3,876
	53,715	22,240
	2025	2024
	£	£
Other leases		
Within one year	2,739	1,790
Between one and five years	8,885	-
	11,624	1,790

During the reporting year the Charity committed to a short-term lease renewal on refuge premises in Bury St Edmunds and rented additional space under the tenancy on our outreach premises. Commitments reported in the comparative year under these new agreements were:

Commitments within one year: £20,644 and commitments between one to five years: £48,136.

In addition, the charity entered a five year lease of two photocopiers in 2024/25. Annual commitments under that lease reported in the comparative year comprised:

Commitments within one year: £1,649, commitments between one to five years: £48,136 and commitments over five years £550.

Notes to the Financial Statements for the Year Ended 31 March 2025

12 FUTURE FUNDING UNCERTAINTIES

The Resources Centre in Bury St Edmunds and community support work across West Suffolk is substantially financed through grant funding sufficient receipt of which is uncertain. The annual cost of those services is approximately £210,000 and that is funded for the remainder of 2025/26. Medium term funding has been established for the period beyond March 2026 of which £125,000 is secured from National Lottery Community Fund, Lloyds Bank Foundation and Masonic Charitable Foundation. In addition continued support is likely from Suffolk Police and Crime Commissioner (PCC) subject to an application expected to be made in the latter part of 2025, although the amount of that support is uncertain. In past years the Charity has been granted £50,000 annually.

Trustees and Charity's Officers continue to actively assess the operational risks to the Charity of continuing inflationary pressure and, where necessary, persistent funding shortfall will be mitigated by way of emergency grant funding. In the trustees opinion, the Charity has sufficient reserves to finance operations in the short to medium term whilst such funding arrangements are negotiated, if required.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

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Notes to the Financial Statements for the Year Ended 31 March 2025

13 INTANGIBLE FIXED ASSETS

	Website £
COST	
At 31 March 2024	2,500
Additions	9,678
Disposal	2,500
At 31 March 2025	<u>9,678</u>
AMORTISATION	
At 31 March 2024	1,260
Charge for year	846
Disposal	1,260
At 31 March 2025	<u>846</u>
NET BOOK VALUE	
At 31 March 2025	<u>8,832</u>
At 30 March 2024	<u>1,240</u>

14 TANGIBLE FIXED ASSETS

	Security & outdoor equipment £	Office, IT and other equipment £	Motor vehicles £	Household equipment £	Totals £
COST					
At 31 March 2024	89,409	45,151	30,754	33,008	198,322
Additions	2,889	2,103	-	3,668	8,660
Disposals	5,609	2,448	-	2,796	10,853
At 31 March 2025	<u>86,689</u>	<u>44,806</u>	<u>30,754</u>	<u>33,880</u>	<u>196,129</u>
DEPRECIATION					
At 31 March 2024	59,011	38,720	20,913	31,395	150,039
Charge for year	6,390	3,678	3,280	1,229	14,577
Disposals	5,330	2,398	-	2,791	10,519
At 31 March 2025	<u>60,071</u>	<u>40,000</u>	<u>24,193</u>	<u>29,833</u>	<u>154,097</u>
NET BOOK VALUE					
At 31 March 2025	<u>26,618</u>	<u>4,806</u>	<u>6,561</u>	<u>4,047</u>	<u>42,032</u>
At 30 March 2024	<u>30,398</u>	<u>6,431</u>	<u>9,841</u>	<u>1,613</u>	<u>48,283</u>

All tangible fixed assets are used for charitable purposes.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

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Notes to the Financial Statements for the Year Ended 31 March 2025

15 STOCK AND DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
STOCK		
Stock of books for resale	<u>150</u>	<u>-</u>
DEBTORS		
Other debtors	1,502	2,221
Prepayments and accrued income	<u>25,016</u>	<u>19,708</u>
	<u>26,518</u>	<u>21,929</u>

Accrued income includes £12,500 (2024: £12,500) grant income from Suffolk Police and Crime Commissioner (PCC) for the period 1 January 2025 to 31 March 2025. The comparative figure also includes a grant of £1,400 from Haverhill Town Council in respect of expenditure incurred during the year to 31 March 2024.

16 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Payments on account	343	193
HSBC Commercial cards	1,481	1,682
Accruals and deferred income	10,783	10,961
	<u>12,607</u>	<u>12,836</u>

There is no deferred income in the year to 31 March 2025. The year to 31 March 2024 includes an amount of £2,310 being a partial deferral of a grant with a specified time range.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

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Notes to the Financial Statements for the Year Ended 31 March 2025

17 MOVEMENT IN FUNDS

	At 31.03.24	Income	Expenditure	Transfers between funds	At 31.03.25
	£	£	£	£	£
Unrestricted funds					
General fund	183,800	372,584	302,293	(46,838)	207,253
	-	-	-	-	-
Group outreach and support workers	4,231	-	55,841	52,655	1,045
Child support programme (child therapy)	5,024	225	8,137	6,020	3,132
Young peoples support programmes	533	-	418	2,500	2,615
Adult counselling	2,003	-	-	-	2,003
Refuge refurbishment (external works)	445	-	43	-	402
	-	-	-	-	-
	-	-	-	-	-
	196,036	372,809	366,732	14,337	216,450
Restricted funds					
Resources Centre running costs including a proportion of staffing costs	323	50,235	48,832	(750)	976
Adult support (counselling, group and creative therapies, Theatre as Therapy and a proportion of staffing costs)	3,349	60,968	49,275	-	15,042
	-	-	-	-	-
Child support programme (child therapy, outings, recreation)	2,576	560	1,371	-	1,765
Child support staff costs	-	19,640	15,266	-	4,374
Young peoples support programmes	-	15,765	9,395	-	6,370
Refuge refurbishment - internal and external works	6,729	2,268	1,163	(3,909)	3,925
Fund raising - activities & Just Giving	419	225	216	-	428
Staff training	4,230	-	2,215	-	2,015
Publicity and Promotion	-	9,678	-	(9,678)	-
Office equipment (furniture)	36	-	36	-	-
Book: Sale and printing of domestic abuse book	229	3,852	(150)	-	4,231
	17,891	163,191	127,619	(14,337)	39,126
TOTAL FUNDS	213,927	536,000	494,351	-	255,576

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

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Notes to the Financial Statements for the Year Ended 31 March 2025

17 MOVEMENT IN FUNDS cont.

Transfers between funds year to 31 March 2025

Movements between funds comprise:

	Unrestricted Funds		Restricted
	General	Designated	Funds
	£	£	£
i) Capital assets transferred to general fund upon completion financed by restricted giving	14,337	-	(14,337)
ii) Designation of unrestricted income for particular purposes:			
Group outreach including support staff costs	(52,655)	52,655	-
Child support programmes	(6,020)	6,020	-
Young people's support programme	(2,500)	2,500	-
	(46,838)	61,175	(14,337)
General fund		(46,838)	-
Total transfers during the year		14,337	(14,337)

restore.

Women's Aid • Supporting Lives After Domestic Abuse

Advice Helpline:

0330 551 9495

01284 753085

This provides victims of Domestic Abuse with the opportunity to speak to us anonymously and to seek support and advice.

Advice is also available via an Outreach appointment which is a chance to meet friendly staff at the Refuge and to discuss all possible options to help with your individual needs and circumstances.



E-mail: admin@restore-wa.org.uk

Website: www.restore-wa.org.uk

Post: PO Box 715, Bury St Edmunds, IP33 9HQ

**Report of the Independent Auditors to the Trustees of
Bury St Edmunds Women's Aid Centre Limited operating as Restore Women's Aid**
Registered company number: 01338724

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Signature 1

Signed by James Knights using authentication code bnl3NmnCo1hGeER1Vg== at IP address 94.228.44.8, on 2025/09/18 16:18:53 Z.

James Knights's e-mail address is: james@knightslowe.co.uk.

James Knights added the following comments:

"Audit Report Signed"

BURY ST EDMUNDS WOMEN'S AID CENTRE LIMITED

England & Wales - Charity number 276883

Accounts



**Report of the Trustees and Financial Statements
for the Year Ended 31 March 2024**

*Restore Women's Aid is the operating name of
Bury St Edmunds Women's Aid Centre Limited
Registered company number: 01338724
Registered charity number: 276883*



Women's Aid • Supporting Lives After Domestic Abuse

Philosophy Statement

Domestic Abuse is Unacceptable

Domestic abuse, in all its forms, impacts upon ordinary people and their families and experiencing it will always be traumatizing. The women, men, children and young people we support, both in our Refuge and through our Outreach Services, will be offered a non-judgmental service tailored to their individual needs. We believe that those impacted by domestic abuse need assistance, support, trust and a feeling of safety delivered in an honest, transparent and trauma informed manner.

We will offer practical and emotional support to all and understand that the children who have lived in situations where there is domestic abuse, have also been affected by it and their needs may require addressing separately. The traumatic experience of living with domestic abuse is often surrounded by other complex issues that we will help our clients and residents to address. Bury St Edmunds Women's Aid believes that we need to take a holistic approach in order to empower our clients, our residents, and their children to live a life free from domestic abuse.

Our Vision: To live in a society where domestic abuse is unacceptable

Our Mission: To provide a safe, empowering and person-centred service to anyone who has experienced or is experiencing domestic abuse.

Our Values: To work alongside people who have experienced domestic abuse with honesty, respect, trust and fairness.

This idea of our organisation as a growing, living thing has become part of the business plan. It shows how new funding could be added at the roots to provide new branches which in time will bear fruit.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Charity information (as at date of approval of the Trustees annual report)

Status	Charitable company limited by guarantee registered in England and Wales Registered company number 01338724 On 8th July 2024 the Charity rebranded and adopted the operating name: Restore Women's Aid																										
Trustees and Directors	<table><tr><td>Nicola Iannelli-Popham</td><td>Chair person</td></tr><tr><td>Fiona Harbron</td><td>Vice-Chair and Secretary</td></tr><tr><td>Elizabeth Larcombe</td><td>Treasurer</td></tr><tr><td>Charlene Boyaram</td><td></td></tr><tr><td>Jackie Burnett</td><td></td></tr><tr><td>Christina Dye</td><td></td></tr><tr><td>Sue Ecclestone</td><td></td></tr><tr><td>Pat Leach</td><td></td></tr><tr><td>Siobhan O'Neill</td><td></td></tr><tr><td>Hannah Stammers</td><td></td></tr><tr><td>Jean Staff</td><td><i>(Appointed 8th July 2024; resigned 7th November 2024)</i></td></tr><tr><td>Donna Higgins</td><td><i>(Resigned 26th October 2023)</i></td></tr><tr><td>Maureen Byrne</td><td><i>(Resigned 8th July 2024)</i></td></tr></table>	Nicola Iannelli-Popham	Chair person	Fiona Harbron	Vice-Chair and Secretary	Elizabeth Larcombe	Treasurer	Charlene Boyaram		Jackie Burnett		Christina Dye		Sue Ecclestone		Pat Leach		Siobhan O'Neill		Hannah Stammers		Jean Staff	<i>(Appointed 8th July 2024; resigned 7th November 2024)</i>	Donna Higgins	<i>(Resigned 26th October 2023)</i>	Maureen Byrne	<i>(Resigned 8th July 2024)</i>
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Maureen Byrne	<i>(Resigned 8th July 2024)</i>																										
Governing document	Memorandum and Articles of Association dated 14 November 1977 (amended in 2020)																										
Registered office address	Eldo House Kempson Way Suffolk Business Park Bury St Edmunds Suffolk IP32 7AR																										
Independent auditors	Knights Lowe Limited Eldo House Kempson Way Suffolk Business Park Bury St Edmunds Suffolk IP32 7AR																										
Bankers	HSBC Plc 54 Abbeygate Street Bury St Edmunds Suffolk IP33 1LJ																										

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Report of the Trustees and Financial Statements for the Year Ended 31 March 2024

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Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2024

The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024.

The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)."

Aims, objectives and public benefit

Public benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charities aims and objectives.

Aims and functions of Restore Women's Aid

Bury St Edmund's Women's Aid Centre Ltd, operating as Restore Women's Aid, is both a Registered charity and a Company Limited by Guarantee. There are currently ten Trustees of the Charity, who are also Directors of the Company. The Trustees, who are all volunteers with differing areas of experience and expertise, form a Management Committee that oversees the operation of the organisation.

Restore Women's Aid is a caring organisation that offers advice and support to anyone who is experiencing domestic abuse.

We Offer

- temporary accommodation at our Refuge for women* and their children who are fleeing domestic abuse also, to support these people as they settle into their new community
- to meet the needs of children and young people affected by Domestic Abuse through a dedicated Children and Young Person's Service
- to facilitate community-based education programmes that enable people to better understand the behaviours of an abuser and to empower them to take control of their own future
- to offer support and advice through our Helpline and Outreach Service to any person who asks
- to raise community awareness of Domestic Abuse issues and of the services we offer
- to provide therapeutic support to all survivors of domestic abuse who are using our services
- to provide practical support to people who have experienced domestic abuse.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2024

We Seek

- In all the services we provide, to offer a high-quality service to everyone we work with. To remain aware that every person, who uses our service, is a unique individual and that it is our role to support and enable that person to begin to come to terms with experiencing or witnessing domestic abuse.

- To work in partnership with other statutory and voluntary organisations to provide the best possible service to all the people who are in contact or receiving a service from us. Also, we seek to build closer working relationships with these organisations.

We Aim

- To remain a flexible, responsive organisation focused on the needs of the people, children and young people who use our service. We aim to learn from past experience and to provide services in smart and innovative ways.

**The refuge is a service for females only and males up to the age of 16, as is legislated for under the Equality Act 2010, Part 7, Paragraph 27 on single-sex spaces*

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2024

Jeannie Bloomfield, Patron



I start my report this year by saying it's now 50 years since we started offering our services to vulnerable women and their families who are victims of domestic abuse.

It's been an extra busy time for our staff and volunteers as we have now moved to more suitable and accessible premises for staff and clients. There is a lift installed for women with pushchairs and to make it easier for our disabled visitors.

I have enjoyed playing a small role by fundraising and giving talks to raise awareness of the help we offer for our vulnerable families.

Being a former victim of abuse, I have enjoyed helping and attending our SODA (Survivors Of Domestic Abuse) coffee mornings to keep our ladies spirits up and it also gives them the opportunity to encourage each other now that they have started to have a life free from abuse.

I also let people who attend my talks know about what's on offer at our refuge and how our qualified and caring staff and volunteers help victims start to feel safe again.

I have been fortunate enough to be accompanied by two members of staff and a volunteer who are passionate about their role in looking after our families, by making them feel safe and positive not just in our refuge but when they leave to start their new lives too.

We have been planning several meetings this year to help celebrate our 50th Anniversary with a calendar of events. This will run over a 12-month period, starting from November 2024 but we have started preparations early!

I feel very proud to play a small part by being involved with such a fabulous group of dedicated people who give vulnerable women hope and encouragement to move on to a better life.

Jeannie Bloomfield
Our Patron

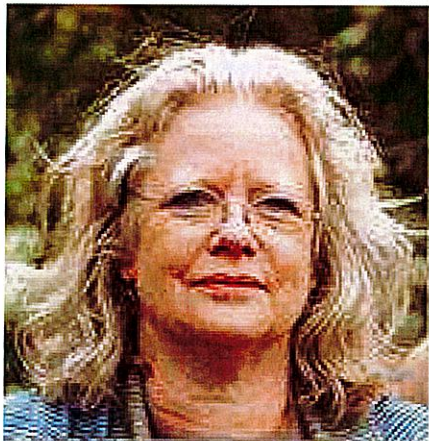
Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2024

Chairperson's report



It was an honour for me to be chosen as the next Chair of Bury St Edmunds Women's Aid Centre in July 2023. It was not easy to take over from our previous Chair, Maureen Byrne, whose wealth of experience and steady hand successfully directed the organisation for a good number of years. Nonetheless, I have welcomed the challenge and am committed to continuing to direct all my efforts towards the development, expansion, and improvement of the services we offer, as well as promoting the well-being and development of our staff.

This has not been a year without difficulties with the appointment not only of a new Chair and several new

Trustees to the Board, but also the enrolment of a new Principal Operations Manager and some new members of staff. Despite this being a year of adaptation and change, I am certain that we are now on a more than even keel based on the collaboration, dedication, and hard work demonstrated by all the members of the Bury St Edmunds Women's Aid team – staff, volunteers, and Trustees. We continue to face a number of significant challenges, above all, in relation to funding and staffing in an increasingly difficult environment for all the charitable sector.

A significant loss was suffered by the organisation with the very sad passing of one valued member of staff, Jacqui Evans, in October 2023. She was a great member of our team and is missed by us all.

In May 2023, we left our premises at no. 24 St Andrew's Street North and moved into our new home at The Malthouse. As a result, we now have spaces that can accommodate our Outreach services, and most of our meeting room, counselling, and office requirements while remaining in the centre of town and easily accessible by public transport, at a considerably lower cost than before. Our Refuge issues relating to communal living conditions and occupancy persist, but we are actively promoting discussions with local authorities and organisations with a view to having new more self-contained refuge accommodation in the future.

Over the past year, we have established a number of new subcommittees, containing a mixture of Trustees and staff, to look at the vital issues that affect both the running of the organisation and the services we provide. The Fundraising Subcommittee regularly explores new sources of funding to provide the foundations for greater financial resilience and stability over time, while the newly established Trustee Recruitment and Training Subcommittee aims to identify the gaps in knowledge and professionalisms on the Board and recruit new members as required.

Conscious of the lack of domestic abuse services provision in more rural and other areas in our vicinity, our Principal Operations Manager and Finance Manager have worked hard to get the grants required for setting up new Outreach services in both Newmarket and Stowmarket.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

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Trustees Annual Report for the Year Ended 31 March 2024

This will be a big step forward and, as a result of this, and the fact that we have started to offer drop-in services for men, we have felt the need to rebrand the organisation so that our new name better reflects the reality of what we provide. This has been a lengthy process and is still in the development stage but progressing well, aided by input and ideas provided by both staff and Trustees.

These are exciting, if challenging, times for us and, despite the ongoing concerns about funding, financial resilience, and workloads, we are looking forward to a brighter future for the organisation, our employees, our volunteers and, above all, for all the women, children, men and young people we support on a day-to-day basis.

Nicola Iannelli-Popham
Chairperson

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2024

Principal Operations Manager's Report



I was delighted to join Bury St Edmunds Women's Aid in June 2023 and at the time of writing this report, I have almost completed one year of working with our amazing team. I am supported by our exceptional team of staff, Trustees and volunteers who are all dedicated to the work they undertake.

I am committed to the principles of leadership, sharing of power and collaboration because, as an organisation, we play a crucial role in supporting survivors and advocating for societal change to end domestic abuse.

In this last year we have reviewed our strategy in line with the needs of our clients and our communities and we have deepened our knowledge of the domestic abuse services that are required by many people in these difficult times. We are setting sustainability goals to carve our path forward, whilst relying on our ability to adapt and evolve during this period of transformation.

Reflecting on the past year, I am proud of everything we have accomplished and at the same time acknowledge the work we still have to do. It is important to recognise and thank every individual in our organisation that has worked so diligently to make this progress possible.

There has been a backdrop of significant challenges to the progress we have made, in particular, the funding opportunities which have become increasingly difficult in the charitable sector in this last year and the economic difficulties faced in our country. We are committed to increasing our financial stability during these challenging times.

Staffing

I am grateful to the whole team at Bury St Edmunds Women's Aid, our board and our volunteers who give their time, wisdom, expertise, and support. We have worked together to support each other, and we now have a full team who are working to their capacity. We are creating an ethos that prioritises staff well-being, so that we can support everyone to deliver the best possible service to survivors and because we recognise that staff well-being is a fundamental pillar of success. We want all our staff to feel valued, supported, and able to perform at their best.

Working in the domestic abuse sector can be challenging for professionals so we need to ensure that staff are supported with both professional management and clinical supervision.

Services

In all our services, we facilitate peer support as we recognise the benefits of people with the lived experience of domestic abuse, learning and growing together. Accessing peer support also enhances the likelihood that people will feel safe due to the stronger sense of community and importantly it reduces their sense of isolation which is a key tactic of the abuser because it normalises their behaviour and erodes the pathways to support.

We have also adopted a trauma informed approach in all our work because we recognise the pervasiveness of trauma, and we provide an appropriate response to this complex issue.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

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Trustees Annual Report for the Year Ended 31 March 2024

All our work is aimed at creating an environment where domestic abuse survivors can grow, increase their resilience, and heal from trauma.

By recognising that everyone is responsible for their own journey of recovery from trauma we actively encourage survivors to use their power and voice. People who have been disempowered in the past may be understandably fearful and anxious, so we actively help them to develop skills, such as, self-advocacy and assertiveness.

We continue to provide a vital Refuge for families who have to flee domestic abuse. This safe accommodation provides an environment where the residents are fully supported by our specialist team of professionals during their stay in the Refuge and for a year after they move out.

Our Community Outreach Service delivers peer groups, therapeutic programmes and counselling which provide knowledge and support to help individuals understand the long-lasting impacts of domestic abuse and how they can become empowered to facilitate their own recovery.

We have been working on the expansion of our outreach service provision into the more rural areas of Mid and West Suffolk. Following the success of our pilot project in Haverhill, we have obtained funding to expand this project to Newmarket and Stowmarket in partnership with Anglia Care Trust, Flagship Housing and Compassion, from June 2024. We recognise the need for these services to be delivered in rural communities to reduce the burden of survivors travelling to more urban locations which incurs costs and importantly takes individuals away from their local support networks.

Premises

During the last year, we have continued to maintain and improve our Refuge building to ensure that our clients have a comfortable home where they can relax and recover.

We have settled into our new outreach premises at the Malthouse in Bury St Edmunds, which provides a secure, accessible location for our work in the community, and continues to receive positive feedback from our clients.

The Way Forward

This year we will commemorate 50 years of supporting survivors of domestic abuse. As well as reflecting and celebrating our legacy, we are dedicated to moving our services forward and keeping survivors at the heart of all the work that we do. We are also committed to promoting our services and increasing our profile in all our communities and to other professionals.

We will continue to build on our legacy of providing domestic abuse support over the last 50 years, and we will develop the professional relationships we have already established. We will continue to expand our services by listening to the needs of our clients who are experts through lived experience. We will continue to have a flexible and adaptable approach in all our work as we develop our partnerships with other organisations and build on our strategic plans.

Katherine Ahluwalia
Principal Operations Manager

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2024

Support Service Manager's Report



This April marks my first year in the post as Support Service Manager, having worked for the organisation for four years as Administrator. It was great to welcome Katherine as Principal Operations Manager in Summer 2023, along with two new Outreach Support Workers, a Play Worker and a new Administrator. Some existing staff have moved roles within the organisation, bringing a diverse knowledge base to our support team.

Refuge

Occupation over the year has been up and down in Refuge, reflecting what seems to be overall a trend locally. We have taken advantage of the new Triage Referral System being facilitated by Anglia Care Trust who can advise professionals of suitable refuge spaces in the region. The demand for refuge spaces for ladies with complex needs has increased again this year, highlighting the need for specialist staff and services and the correlation between domestic abuse and additional vulnerabilities.

Resettlement Service

We have now merged the Refuge Support Worker and Resettlement Worker roles, meaning residents now have the same worker throughout their time with us, from day one at Refuge right through to when we discharge them from our Resettlement service, up to a year after they leave refuge. This approach provides a sense of consistency for our clients and their children.

Outreach

The biggest change over the last year has been the move of our Outreach Services from St Andrew's Street North, which we had occupied since 2017, to our new centre in The Malthouse, Eley's Yard. The new premises allow us to make use of a larger group room as well as smaller 1-2-1 rooms. The new location has been well received by clients and, being situated above the Steam House mental health drop-in, means we can work alongside each other to provide a multi-agency approach for those that need it.

Working in the Community

We have continued to provide a Coffee Morning and VOICE session once a week at the Clements Community Centre in Haverhill. Both sessions remain well attended and we have now become part of the community support network. The success of working within this community has inspired us to roll the service out to other communities in the coming year – watch this space!

As always, a huge thank you from me to our amazing staff, volunteers, trustees and patron. Everyone works so hard in such a challenging sector to ensure our families receive the very best support.

Zoe Gordon
Support Service Manager

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2024

Finance report

As largely expected, the year to 31 March 2024 has proved to be exceptionally challenging; the Charity has sustained an overall deficit of £101,277. Of that some £41,548 is exceptional expenditure incurred upon the move to new outreach premises and termination of the lease on the Charity's previous premises, including associated professional fees and write-off of tenant improvements.

In addition, and as noted in my report last year, some £33,000 grants received towards the end of 2022/23 in fact related to service provision in 2023/24 and that acceleration of grant receipts was not repeated prior to 31 March 2024.

Against a tough economic backdrop and significant inflationary pressures which have become ever more apparent across our cost base, the operating deficit (excluding exceptional expenditure and grant timing) is close to £27,000. The grant funding environment is increasingly competitive and that element of the funding mix is well down on that of the previous year, however the largest element of the operating deficit is due to low refuge occupancy during the second half of the year resulting in an annual occupancy rate of just 77% against 89.7% achieved in the previous year. Structural works to the fabric of the refuge building over many weeks played a part in depressing occupancy, however works completed and refuge occupancy significantly improved early in the current year.

Medium term core funding both for the refuge support and outreach services in Bury St Edmunds is secure. Suffolk County Council Public Health Directorate fund refuge support services under a contract which commenced in April 2023 for a minimum term of 3 years. In addition, core funding for outreach services from Suffolk Police and Crime Commissioner has been granted until March 2025. The Charity has also greatly benefitted from on-going backing from Lloyds Bank Foundation as well as support from Suffolk Community Foundation, West Suffolk Council and Bury St Edmunds and Haverhill Town Councils, and the generosity of many members of the public and some local companies.

Due to that support, careful cost management against a challenging economic and operational environment, and considerable work to secure additional funding, much of which has come to fruition after the balance sheet date, the Charity remains sufficiently robust to finance services going forward. In addition, and again due to some wonderful support and the hard work of our staff, service provision has continued unaffected in Bury St Edmunds and Haverhill and indeed planning is advanced to extend that provision.

We thank all who support our work, helping us deliver and enhance support to our clients. This year has been no exception with generous cash donations, Christmas gifts, toys, toiletries, clothes and Easter eggs. Every year we are overwhelmed by peoples generosity.

Income and expenditure for the 12 months to 31st March 2024 amounted to:

	2024	2023
Income	£352,149	(£458,986)
Expenditure	£453,426	(£466,786)

In the main refuge accommodation is funded from Housing Benefit which for 2023/24 amounted to £130,033 (2023: £141,188) on an occupancy rate for the year of 77% (2023: 89.7%), well below that budgeted. In addition, the Charity continues to receive financial support from Suffolk County Council Public Health Directorate for our Refuge services by way of a support grant of £94,816 (2023: £89,504).

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2024

Our outreach services and project work are mostly funded by grants and donations. Grant income amounted to £65,115 and comprised:

Grants	£	
Suffolk Police & Crime Commissioner - Resource centre outreach funding	50,000	
Funding for Children's work and Young persons Support Project		
West Suffolk Council - Community Chest Grant	4,200	
Funding for Haverhill Outreach Project:		
Haverhill Town Council	400	
Funding for Newmarket Outreach Project:		
Newmarket Town Council	1,000	
Funding for other projects:		
Bury St Edmunds Town Council - Councillors' Locality Budgets	Training	4,000
Bury St Edmunds Town Council - Councillors' Locality Budgets	Book printing	550
Suffolk County Council (£6,000 over 2 fiscal years)	Counselling	3,690
Suffolk Community Foundation through the Household Support Fund	Unrestricted	375
Suffolk Community Foundation - Core costs grant	Unrestricted	900
Suffolk Community Foundation through the Household Support Fund		375
		<u>£ 65,115</u>

Donations received throughout the year amounted to £47,394 including Gift Aid. These are broken down as follows;

	£
Restricted Donations	11,234
Unrestricted Donations	33,939
Gift Aid	2,221
	<u>£ 47,394</u>

Gifts in kind

During the year the Charity received generous gifts in kind which have been valued and included in the financial statements as part of grant income as follows:

	£
Lloyds Bank Foundation Four laptop computers	<u>1,096</u>

The Charity is very fortunate to receive many gifts in kind each year mostly for our service users and most of modest monetary value. Individual gifts valued at under £200 are not included in these financial

Intangible income - Voluntary staff

The charity remains dependent on services provided by volunteers. Without these volunteers, wage costs would be much higher and we are very thankful for the time volunteers give to the Charity.

The value provided by volunteers is not costed for the purposes of these financial statements.

Reserves Policy

The Charity's reserve policy is to hold unrestricted net current asset reserves equivalent to 3.5 to 5.5 months of projected operating costs to cover any temporary shortfall in cash flow that may occur due to the timing of receipts. Whilst the general economic backdrop remains challenging, the policy has been reviewed and slightly amended, reflecting the reduction of specific financial commitments and risks associated with outreach provision, subsequent to termination of the medium-term lease on our previous outreach premises in Bury St Edmunds for which we formerly held around £20,000 designated reserves.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

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Trustees Annual Report for the Year Ended 31 March 2024

Unrestricted net current assets at the end of the financial year were £146,513 (2023: £197,796).

As of 31 March 2024, reserves cover was 3.2 months. This is, as was expected, significantly down from that of March 2023 (5 months) and slightly below the policy range. As discussed above, the major underlying reasons for the reduction comprise; exceptional expenditure incurred upon termination of the lease on outreach premises, timing of grant receipts and sustained low occupancy of the refuge during the second half of the year, which post year end has been addressed.

Auditor

Bury St Edmunds Women's Aid's accounts are audited by Knights Lowe of Bury St Edmunds and it is proposed that the Charity continues to use their services as auditor.

Future Plans

Primarily the organisation aims to ensure that current services are fully funded in the medium term, and we are able to increase our capacity to deliver those services.

Whilst the current economic outlook continues to present funding challenges, the ever increasing demand for domestic abuse support services compels us to continue to look for opportunities to extend the geographical reach of our adult outreach and develop our work with children and young people, subject to sufficient resources being available.

Recently we have secured project funding to commence adult outreach services to both Newmarket and Stowmarket and that provision commenced in June 2024.

As always, I thank my colleagues and our trustees who have supported me in my role this year.

Derek Gadd
Finance Manager

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2024

Activities and services

Refuge Support Service

Over the last year, our roles as refuge support workers have evolved. In addition to our weekly one to ones with residents, house meetings and support sessions, we now also provide resettlement support rather than having a separate member of staff for this. We feel that this promotes continuity and the continuation of relationships already formed within the refuge.

As part of this change, we have extended our knowledge to cover the procedures and processes for housing and grants.

As a team we have weekly catch-up meetings to discuss our cases and what support is required within the coming week. This enables us to understand each other's cases and provide support if a member of staff is unavailable.

We have also created a refuge support timeline to clarify what needs to be done and when, which is helping us to work towards the same goals.

Alongside the trustees, we have been working on a new resident's handbook. The aim is for it to be concise but informative and a useful tool for their time in refuge.

There is also now a short handbook that is given to residents on their first day, containing information such as the Wi-Fi password, on call details and an overview of staff in refuge.

Alison and Victoria have attended 'Power to Change' training which is a new empowerment programme from Women's Aid focussing on assertiveness, self-help and changing abusive relationship patterns.

Alison is now a full-time support worker alongside Victoria and Louise.

Alison Chambers, Victoria Pestell and Louise Mullan Domestic Abuse Support Workers

Outreach Service

Our Outreach Team has seen a few staff changes over the last year. We are now a team of three (Tracy Harvey, Lee-Ann Lummis and Ellie Phipps) working successfully together across West Suffolk, with face-to-face access to our services currently available in Bury St Edmunds and Haverhill. The next stage will be our new locations in Newmarket and Stowmarket with Lee-Ann and Ellie working on a location each. They have been looking at venue's, which should lead to imminent start dates!! The projects will be shared with Anglian Care Trust, Flagship Housing & Compassion which is very exciting. We know there is a need in the chosen locations for us to be accessible and hope next year's annual reports confirms their success.

As a team, we work hard to make sure each incoming referral is allocated to an outreach worker, ensuring the client is contacted to discuss the services we provide and how we can make sure the client's needs are met. This may be via our coffee mornings, Freedom programme, SODA (survivors of domestic abuse) V.O.I.C.E (Victims of Intimate Coercive Experience) or the outreach service.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2024

Coffee Mornings

Coffee mornings currently run in Bury St Edmunds and Haverhill, offering women who have experienced domestic abuse a safe space to come and meet other women who may have had similar experiences.

These mornings are a vital part of many of our client's weekly routine and offer them some self-care by relaxing, getting advice, joining in with crafts and building a support network. We often tell our clients it's not always about what happens during the sessions but empowering them to do something for themselves and getting through the doors. This is a huge task for many and not as easy as it sounds. Numbers have continued to grow, despite staff and day changes, and has led to many successful outreach cases and the delivery of this vital service.

May we take this opportunity to thank our volunteers over the last year who have made our coffee mornings possible – our volunteer Judy and Trustee Tina and their amazing baking skills, Leanne with her crafty ideas, Pauline's super tea making and ninja cleaning up skills and Maureen whose wealth of knowledge and insight within the local area is priceless.

Freedom Programme

Our Freedom programme continues to be in demand and due to this, has now become a rolling programme. This allows clients to access the programme within a week to learn about domestic abuse and make sense of and understand what has happened to them. The programme helps survivors to recognise potential future abusers and also helps women to gain self-esteem and build the confidence to improve their lives. We get such amazing feedback from clients who have attended, often not realising that what they have experienced is abuse. Tracy has the ability to adapt the programme to her audience and make sure each session is also filled with laughter. Due to the nature of the topics this really helps to put our clients at ease and often results in them wanting to do the programme again. A huge thank you to our volunteer Donna who has been a great second to Tracy for the last few months, helping the group to support each other and continue to support beyond the programme.

SODA

Our SODA group continues to thrive and increase in numbers, offering focused support and guest speakers which empowers our clients even further. We recently ran a slow cooker recipe course, and each client was given a slow cooker at the end of the course to help support them in using the skills they had learnt. A huge thank you to Realise Futures for making this possible.

V.O.I.C.E

Our V.O.I.C.E programme is a 12-week programme that has run successfully in both Bury St Edmunds and Haverhill. This programme is interactive and focuses on a variety of learning styles using discussion, self-reflective exercises, visual media and active participation to generate learning for all participants in a supportive, regulated and trauma informed session. Louise (Young Person Outreach Support Worker) has been doing an amazing job, continuing to help clients by delivering the programme and supporting them often with other needs as and when they arise.

All our team members are now trained to facilitate the group, with Tracy rolling out to our male clients this year and Ellie to our refuge residents. We are excited at the prospect of offering the service at our new locations in Newmarket and Stowmarket - the waiting list is already filling up!

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2024

Outreach

Our Outreach clients continue to grow, and as a team we are able to continue offering a one-to-one service. This gives clients that extra support to gain knowledge, understanding and access to other services to help them depending on which stage they are at in their journey.

We have continued to:

- signpost, safety plan, boundary set, help obtain non molestation orders, issue legal aid support letters, support with housing, gain funding, validate, reassure and be that non-judgmental listening ear, to our ever-increasing client list
- use our empowerment stars method to focus on where our clients' challenges are, which then enables outreach to be structured and tailored to each individual client and will help them where they need it most
- monitor our client's safety by carrying out our DASH checklist regularly. This has proven successful and ensured that every client gets the correct support put in place and at the correct level.

We have worked closely with other professionals, attending core group meetings, child protection meetings and court to name a few. This has helped build our relationships with other professionals and has ultimately led to better results for our clients. As a team our focus is to enable our clients to be able to live safely, which everyone deserves.

Male Support

Tracy has set up groups to support our male clients, including a dedicated drop-in and a V.O.I.C.E programme that she has adapted for male survivors. It's early days but we cannot wait to see this area continue to grow as we know that there is a real need.

We are fortunate enough to be able to offer childcare for clients using our services, enabling them to fully embrace groups without childcare being a barrier. Thank you to the wonderful Sarah and Sophie!!

A huge highlight for us this year was bringing our clients together for a Christmas party. A first for Bury St Edmunds Women's Aid! This was wonderful to see, and the clients really enjoyed coming together. It gave them a real insight to the volume of clients we work with, especially those who only see us at one service and we got great feedback from the event.

There have been many changes over the last year, we are a small but mighty team and resilience helps us adapt and change for the better. We want to put our service on the map and continue to help support survivors in their time of need and beyond!

As a team may we say a special thank you to all that have given up their time to help support our outreach services, it never goes unnoticed.

Tracy Harvey, Lee-Ann Lummis and Ellie Phipps
Outreach Support Team

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Young Person's Support

This year has been a busy one!

Training

I received funding to attend 'Escape the Trap' training, as a legacy from The Aspire Project when it ended.

I completed Youth Mental Health First Aid which I found extremely useful, particularly around having difficult conversations about self-harm, suicidal thoughts, and disordered eating.

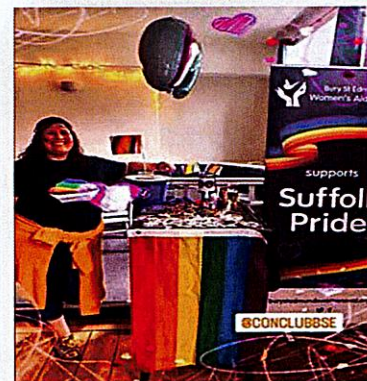
I have attended a Safer Internet Day which increased my knowledge on how to help young people stay safe online, what to do/who to contact if someone shares intimate videos or photos online without their permission.

Events

I have attended several events this year including the freshers' fairs at West Suffolk College and Abbeygate Sixth form, which were well attended. I provided a quiz so the students could identify healthy, unhealthy, and abusive relationships. We promoted a drop-in at our new Outreach Centre and the Junction – Young person's information Padlet.

Abbeygate Sixth form ran a well-being event which I was invited to have a table at.

I also promoted our services at a local Pride Charity event, which also raised some money for Bury St Edmunds Women's Aid.



One to Ones

I have continued to receive referrals from schools for one-to-one work, working with young people who live in households where there is domestic abuse or if they are in unhealthy relationships. I work with the young people and support them in different ways. For example, looking at relationship red flags, working around boundaries and how to put boundaries in place and the importance of having boundaries in all our relationships.

Drop-ins

I started a drop-in session at Malthouse, which unfortunately no-one attended, so after a rethink I took the drop-in sessions into the schools. We now hold a lunch time drop-in at three schools in Bury St Edmunds and one school in Haverhill. I am aiming to increase the number of drop-ins throughout the year.

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Trustees Annual Report for the Year Ended 31 March 2024

Group Work

I am running a small Escape the Trap group at a local school. I offer Escape the Trap and Expect Respect to schools. Going forward I am aiming to set up some more groups in the other schools around West Suffolk.

School's Drop-Down Days

I have taken part in more Multi Agency Road Shows in the local schools, working alongside Terrance Higgins Trust to promote healthy relationships and sexual health.

I have also run two bespoke sessions for King Edwards School in Bury St Edmunds. The first session was for Year 11's about sexual expectations and myths – the effects of pornography. The second was a session for Years 10's on consent. These sessions are presented four times in the school day for around 60 pupils per session.



Networking

Suffolk County Council started a Young Person's Networking event in February. Going forward I will continue to attend this event and hopefully grow this event as it is so helpful to see what support is out there for young people.

Louise Mullan

Young Person's Domestic Abuse Support Worker

Restore Women's Aid

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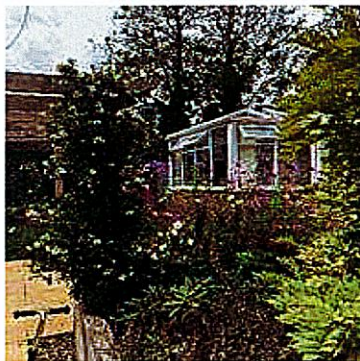
Trustees Annual Report for the Year Ended 31 March 2024

Children's Service

As Child Support Workers, we support families with children and young people living within refuge. We work in a trauma informed way, with a holistic family approach, helping to identify support needs and creating individual care plans as well as helping children and young people to achieve their goals. Within our role we advocate and become the voice of children and young people, ensuring they have an increased sense of safety and wellbeing.

As always, we have had another busy year. We welcomed Sophie, our new player worker and she works with the children in Malthouse for groups and Wellbeing Wednesday and Thursday Thrive at refuge.

During the school holidays we have been on adventures to parks, farms, the seaside and a sunflower patch. We even hired out a swimming pool which all the residents loved. The families engaged in music therapy sessions for all ages in the six weeks holidays and as the sun shone, we had many happy days in our beautiful garden with the paddling pools. We must say a big thank you to our two volunteers Jean and Jo, who have been volunteering their time to help in the garden. The children love to see Jean and Jo after school and help with planting vegetables or weeding.



October came and we had a traditional pumpkin patch trip, a Halloween party and in November went to see the Fireworks at the Bury St Edmunds Rugby Club. Over the Christmas period we were invited to Ickworth House Georgian Christmas Experience and the 'Where's Santa hat?' performance at the Theatre Royal. Also not forgetting our very own Father Christmas and Mrs Christmas visit!

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Trustees Annual Report for the Year Ended 31 March 2024

A big thank you to Julie at Tesco's who arranged the Giving Tree. All presents came to the families in refuge, and we were even able to make Christmas Eve boxes for all residents.

The New Year was very busy with lots of new training:

- Youth Mental Health First Aid.
- Henry Programme - Healthy start, Healthy families to support families with healthy eating.
- You, Me, Mum - supporting children who have lived with domestic abuse. 10-week programme for mothers.
- Helping Hands - updated version.
- Talking and drawing - updated version.

Now that we are running more groups, childcare is available for the clients attending. The groups running include VOICE, Coffee Morning, SODA and Freedom in Bury St Edmunds and Coffee Morning and VOICE in Haverhill.

Sarah has also been out and about working with children in resettlement in Haverhill and Cambridge and working in schools with Talking and Drawing. A new Helping Hands programme has also been running at the Malthouse on a Tuesday afternoon.

We are looking forward to what exciting things that next year will bring for us!

Sarah and Sophie
Child Support Workers

Restore Women's Aid

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Trustees Annual Report for the Year Ended 31 March 2024

Feedback from clients - Thank You letters



"I am not sure if she mentioned, but I bumped into one of your clients a few weeks ago and I was so pleased to hear how well she has been getting on in the Bury St Edmunds Women's Aid refuge. She is so grateful for the support of staff and residents, and she physically presented like a different person to who I first met. It was such a pleasure hearing how indebted she feels to the refuge and how valuable you have been for her. I wanted to thank you for making this process easier for her, and for making it such a smooth, quick transition."

Email message from an IDVA.

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Trustees Annual Report for the Year Ended 31 March 2024

Acknowledgements

A huge Thank You to all of our supporters, big and small, local and further afield, who have donated money, time and many lovely items!

Our Volunteers	Newmarket Town Council
Aquarius Singers	Realise Futures
Asda	Rickshaw Riders
Bridge Church	Round Table
Bury Lions	Stuart & Christine Samuel (Father Christmas)
Bury St Edmunds Rotary	Tesco
Bury St Edmunds Town Council & Councillors'	The Buckingham Emergency Food Appeal
Gatehouse	Theatre Royal
Gee Gee's Ranch	Toolbox
Green Light Trust	Tostock Animal Park
HC3	TYS 2024
Ickworth House	Unite the Union
Kids Out	Vineyard Church
Lloyds Bank Foundation for England & Wales	Waitrose
Love Grace www.lovegrace.co.uk	West Suffolk Council
Marks and Spencer	Women's Institute
Mothers Union	Wooster's Bakery

We particularly wish to thank our major funders:



We would also like to thank our donors who choose to remain anonymous. Without the continued support of our donors, we would not be able to offer the high level of services and support to the people that need them.

If you would like to donate in any way, please visit our website

www.restore-wa.org.uk

or call us on 0330 551 9495

Restore Women's Aid

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Trustees Annual Report for the Year Ended 31 March 2024

Volunteers needed

If you'd like to volunteer with our organisation please have a look at our Padlet:

<https://padlet.com/BSEWomensAid/Volunteers>

Website

Stay up to date with our news and events at:

www.restore-wa.org.uk

Twitter:



Facebook: <https://www.facebook.com/BSEwomensaid>

Speaking engagements

Interested in hearing more about our work? We are happy to provide a speaker for your organisation or group, please call us on 0330 551 9495 or email at admin@restore-wa.org.uk

Current services

We provide many services which are accessed by women (and some men) from the local community and from outside Suffolk:

23-bed Refuge
Telephone Advice Helpline
Outreach Service
Freedom Programme
VOICE
Survivors of Domestic Abuse (SODA)
Resettlement Support

Male Victim Support
Child Centred Groups
Adult Counselling Service
Coffee & Chat peer group (Bury St Edmunds, Haverhill, Newmarket and Stowmarket)
Young Persons Support Service

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

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Trustees Annual Report for the Year Ended 31 March 2024

Structure, governance and management

Governing document

The company is registered with the Charity Commission (no. 276883) and is governed by its Memorandum and Articles of Association dated 14 November 1977 (amended in 2020).

It is limited by guarantee and does not have share capital. The liability of the Members on a winding up is limited to £1.

The Company's Council of Management (Trustees) appoints staff who look after the day to day running of the organisation.

Recruitment and appointment of new Trustees

It is policy that all Members of the Council of Management shall be both Trustees of the Charity and Directors of the Company.

Trustees retire in rotation and may offer themselves for re-election by the charity's members at the Annual General Meeting. The Council may appoint a member to serve on the Council of Trustees to fill a casual vacancy or to add to their number. The minimum and maximum number of Trustees is determined by the members at General Meeting and is currently 7 and 12 respectively.

There are currently 10 Trustees.

Trustees who served during the year and since are shown on the charity's information page (page ii).

Induction and training of new Trustees

Potential new Trustees are invited to attend monthly Trustee meetings before they are appointed in order to familiarise them with the overall operation and oversight of the charity. Induction includes at least one visit to the Refuge and such support as is required depending on experience.

Remuneration policy

The Trustees review scale point progression and hence remuneration of all staff on at least an annual basis. Scale structure and pay rates are aligned with those published by the National Joint Council for Local Government Services.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Restore Women's Aid

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Statement of trustees responsibilities

The trustees (who are also the directors of Bury St Edmunds Women's Aid Centre Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

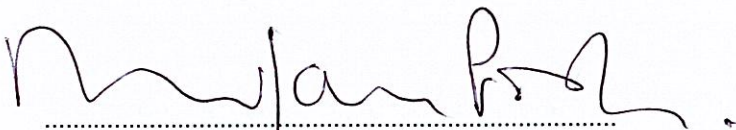
The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the Board of Trustees on 25 November 2024 and signed on its behalf by:



Mrs Nicola Iannelli-Popham - Chair of Trustees

Opinion

We have audited the financial statements of Bury St Edmunds Women's Aid Centre Limited (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAS (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAS (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements ; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the companies operating sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias;
- investigated the rationale behind significant or unusual transactions; and
- investigated the company's apportionment of housing income, grants, and other main sources of income.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims;
- reviewing correspondence with HMRC, relevant regulators [Charity Commission] and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Knights Lowe Limited

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Eldo House
Kempson Way
Suffolk Business Park
Bury St Edmunds
Suffolk IP32 7AR

Date: _____

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Statement of Financial Activities (Incorporating an Income and Expenditure Account) for the year ended 31 March 2024

	Notes	2024			2023		
		Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
		£	£	£	£	£	£
INCOME AND ENDOWMENTS							
Donations and legacies		34,963	12,431	47,394	22,227	5,368	27,595
Fund raising events		543	-	543	1,823	-	1,823
Charitable activities	3						
Operation of the Refuge		139,762	-	139,762	151,768	-	151,768
Support services		95,711	64,220	159,931	141,754	134,096	275,850
Investment income							
Bank deposit interest		4,519	-	4,519	1,950	-	1,950
Total income		275,498	76,651	352,149	319,522	139,464	458,986
EXPENDITURE							
Charitable activities	4						
Provision of short-term accommodation		126,070	16,714	142,784	128,281	23,727	152,008
Support services for residents		182,024	87,070	269,094	198,436	116,342	314,778
Exceptional expenditure upon lease termination	8	41,548	-	41,548	-	-	-
Total expenditure		349,642	103,784	453,426	326,717	140,069	466,786
NET (EXPENDITURE) / INCOME	6	(74,144)	(27,133)	(101,277)	(7,195)	(605)	(7,800)
Transfer between funds	17	1,646	(1,646)	-	21,177	(21,177)	-
Net movement in funds		(72,498)	(28,779)	(101,277)	13,982	(21,782)	(7,800)
RECONCILIATION OF FUNDS							
Total funds brought forward		268,534	46,670	315,204	254,552	68,452	323,004
TOTAL FUNDS CARRIED FORWARD		196,036	17,891	213,927	268,534	46,670	315,204

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Balance Sheet as at 31 March 2024

	Notes	2024			2023		
		Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
		£	£	£	£	£	£
FIXED ASSETS							
Intangible assets	13	1,240	-	1,240	1,740	-	1,740
Tangible assets	14	48,283	-	48,283	68,998	-	68,998
		49,523	-	49,523	70,738	-	70,738
CURRENT ASSETS							
Stocks	15	-	-	-	-	1,300	1,300
Debtors	15	5,543	16,386	21,929	9,571	21,277	30,848
Cash at bank and in hand	17	151,163	4,148	155,311	201,914	28,895	230,809
		156,706	20,534	177,240	211,485	51,472	262,957
CREDITORS							
Amounts falling due within one year	16	(10,193)	(2,643)	(12,836)	(13,689)	(4,802)	(18,491)
NET CURRENT ASSETS							
		146,513	17,891	164,404	197,796	46,670	244,466
NET ASSETS							
		196,036	17,891	213,927	268,534	46,670	315,204
TOTAL FUNDS							
		196,036	17,891	213,927	268,534	46,670	315,204

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Balance Sheet as at 31 March 2024

The Trustees acknowledge their responsibilities for:

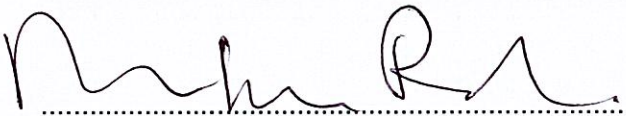
ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and,

preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees on 25 November 2024 and were signed on its behalf by:



Mrs Nicola Iannelli-Popham - Chair of Trustees

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Notes to the Financial Statements for the Year Ended 31 March 2024

1 LEGAL FORM

The Charity is a private charitable company limited by guarantee and incorporated in England and Wales. The registered office is shown in the Trustees Report (Directors Report). Due to the nature of the Charity's operations, exemption has been taken on disclosing the principle operating address.

2 ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements are reported in GBP Sterling.

Significant judgements and estimates

In the application of the Company's accounting policies, which are described below, the Directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimated and underlying assumptions are reviewed on an ongoing basis. Revision to accounting estimates are recognised in the period in which the estimate is revised if revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Critical judgements and key sources of estimation uncertainty in applying the Company's accounting policies

The following are critical judgements including those involving estimations, that the Directors have made in the process of applying the Company's accounting policies and that have the most significant effect on the amounts recognised in the financial statements.

Depreciation of tangible fixed assets

Tangible fixed assets are recognised at cost and depreciated on the basis appropriate to charge to the income statement the economic consumption of those assets during the accounting period. The charge is calculated as described below and is based on the Directors knowledge of the reduction in the residual value of each class of asset. The rates of depreciation are kept under review such that assets are written down to their residual value at the end of their economic lives.

Financial reporting standard 102 - reduced disclosure exemptions

The charity has taken advantage of the following disclosure exemption in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Notes to the Financial Statements for the Year Ended 31 March 2024

Incoming resources

Donations and gifts

All monetary donations and gifts are recognised in the Statement of Financial Activities when receivable, provided that there are no donor-imposed restrictions as to the timing of the related expenditure, in which case recognition is deferred until the pre-condition has been met.

Gifts in kind

Non-monetary gifts with an estimated value of over £200 and donated to the Charity for use by our beneficiaries or for administering and promoting our work are valued and included in the Statement of Financial Activities at the in use value to the charity. Such gifts are recorded as restricted donations and capitalised or included as a revenue expense as appropriate.

Intangible income

Intangible income is valued and included in income to the extent that it represents goods or services that would otherwise be purchased. An equivalent amount is charged as expenditure. Voluntary help is not included as income.

Grants receivable

Revenue grants are credited as incoming resources when they are receivable provided conditions for receipt have been complied with, unless relating to a specified future period, in which case income is deferred accordingly.

Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. When projects are completed fixed assets are transferred to the general fund and depreciation is charged as stated below.

Resources expended

Expenditure is recognised when a liability is incurred and allocated between:

- expenditure incurred on charitable activities being mainly the costs associated with running the refuge and Resources Centre including direct and support costs;
- governance costs in overseeing the charity and safeguarding its assets and primarily associated with constitutional and statutory requirements and comprise the audit fee;
- support costs being indirect expenditure which is allocated to central functions on a basis consistent with the use of those resources.

The apportionment of charitable expenditure between the main activities of provision of short-term accommodation and client and residents support services, is made according to the underlying use of the resources and shown in detail under note 4 to the financial statements.

Tangible and intangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Security and outdoor equipment	- 10% on cost
Office equipment	- 25% on cost
Motor vehicles	- 33% on reducing balance
Household equipment	- 33% on cost

Assets costing more than £200 are capitalised.

Intangible fixed assets are amortised over the estimated useful life of those assets being five years or 20% on cost.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Notes to the Financial Statements for the Year Ended 31 March 2024

Stocks

Goods held to assist the resettlement of residents moving on from refuge accommodation, and provided as part of charitable activities free of charge, are measured at net realisable value based on the service potential provided by items of stock. In practice this means stock is held at cost less any impairment necessary to write down to net realisable value provided to beneficiaries.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Pension costs are analysed across activities and funds, both restricted and unrestricted, pro rata to that of the underlying staff costs in accordance with the purpose of, and restrictions on each activity and fund.

Financial assets and liabilities

All financial assets and liabilities are basic short term financial instruments and accounted for at cost less provision for non-recovery where applicable. These comprise non-trade debtors and creditors realisable within one year.

Cash at bank and in hand comprises short term bank and cash deposits none of which have restricted access terms.

Going concern

The Trustees have prepared the financial statements on the basis that the Charity will continue to operate in accordance with its Objects for a period of not less than 12 months from the date of approval of the financial statements.

As disclosed in note 12, uncertainty exists regarding Resources Centre and community outreach funding although the work is funded until at least 31 March 2025.

Continuity of service provision depends on the availability of sufficient funding, and this has yet to be fully established for the period from April 2025. Reserves are sufficient to finance the potential shortfall for over 12 months beyond the balance sheet date and, given the continuing need for the Charity's services, the Trustees are of the opinion that the Charity will secure funding and remain a going concern for at least the next 12 months.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Notes to the Financial Statements for the Year Ended 31 March 2024

3 INCOME FROM CHARITABLE ACTIVITIES

		2024	2023
		£	£
Accommodation charges:			
- Housing benefit	Operation of the Centre	130,033	141,188
- Residents rent and household income	Operation of the Centre	9,135	10,121
Sundry income	Operation of the Centre	594	459
		139,762	151,768
Public Health & Protection grant	Support services	94,816	89,504
Other grants	Support services	65,115	186,346
		159,931	275,850
		299,693	427,618

Grants received, included above, are as follows:

		2024	2023
		£	£
Suffolk Police & Crime Commissioner - Resource centre outreach funding		50,000	50,000
Lloyds Bank foundation - Unrestricted funding utilised for outreach		-	52,250
<u>Funding for Children's work and Young persons Support Project</u>			
BBC Children in Need - Children's support workers staff costs		-	40,225
West Suffolk Council - Community Chest Grant		4,200	-
<u>Funding for Haverhill Outreach Project:</u>			
West Suffolk Council - Community Chest Grant		-	16,225
Haverhill Town Council		400	3,969
<u>Funding for Newmarket Outreach Project:</u>			
Newmarket Town Council		1,000	-
<u>Funding for other projects:</u>			
Bury St Edmunds Town Council - Councillors' Locality Budgets	Training	4,000	2,130
Bury St Edmunds Town Council - Councillors' Locality Budgets	Book printing	550	-
Suffolk County Council (£6,000 over 2 fiscal years)	Counselling	3,690	4,750
Suffolk Community Foundation through the Household Support Fund	Unrestricted	375	-
Suffolk Community Foundation - Core costs grant	Unrestricted	900	-
<u>Funding for other projects - 2023:</u>			
Suffolk County Council - Children's support funding		-	12,980
Suffolk Community Foundation through the :			
Denbury Charitable Foundation Fund	Garden projects	-	2,000
Bury St Edmunds Town Council	Office furniture	-	1,817
		65,115	186,346

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Notes to the Financial Statements for the Year Ended 31 March 2024

4 CHARITABLE ACTIVITIES EXPENDITURE

The charity undertakes direct charitable activities only and does not make grants.

	Provision of short-term refuge	Support services	Total
	£	£	£
Rent and rates	24,953	19,188	44,141
Utilities	10,431	981	11,412
Household expenses, furnishings and equipment	8,487	1,306	9,793
Motor expenses	4,885	2,442	7,327
Clients, support, recreation and hospitality	9,405	9,406	18,811
Depreciation / amortisation (excluding office equipment)	8,655	4,327	12,982
Support costs (see note 5)	75,968	231,444	307,412
Total 2024	142,784	269,094	411,878
Total 2023	152,008	314,778	466,786

Apportionment of costs to support services

Rent, rates, utilities, household expenses and furnishings and equipment are apportioned on an actual basis. Those relating to the Resources Centre are wholly for support services.

Other costs are apportioned on best estimate of the use of underlying resources as follows:

Motor expenses and depreciation/amortisation (excluding office equipment)	33%
Clients and residents support, recreation and hospitality	50%
All indirect support costs shown in note 5 (excluding audit fee)	75%
Audit and legal fees	100%

5 SUPPORT COSTS

	2024	2023
	£	£
Staff costs	261,662	290,507
Administrative costs	18,155	18,372
Insurances	5,194	4,833
Telephone	4,283	4,058
Staff recruitment, welfare and training costs	6,700	12,652
Subscriptions and affiliation fees	914	902
Office equipment depreciation	5,421	5,533
Fund raising, publicity and promotion	1,163	459
Bank and finance charges	382	360
Auditors remuneration	3,538	3,762
Legal fees	-	4,504
	307,412	345,942

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Notes to the Financial Statements for the Year Ended 31 March 2024

6 NET INCOME

Net income is stated after charging/(crediting):

	2024	2023
	£	£
Amount expended on stock	1,300	270
Auditors' remuneration	3,538	3,762
Other non-audit services	-	-
Depreciation - owned assets	17,896	19,326
Operating leases - land and buildings	40,002	50,054
Operating lease - other	2,387	2,387
Deficit on disposal of fixed assets	5,015	2
Amortisation of website	500	500

7 STAFF COSTS

	2024	2023
	£	£
Salaries	241,976	267,150
Social security costs	14,644	18,560
Pension contributions	5,042	4,797

	261,662	290,507
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No employees received emoluments in excess of £60,000.

The aggregate remuneration of key management personnel was £24,419 (2023: £34,486).

The charity employed on average 11 staff, being 9 on a full-time equivalent basis (FTE) to run the Refuge and provide support services (2023: 11 and 10 FTE). A small proportion of time is related to governance matters.

8 EXCEPTIONAL EXPENDITURE

During the year the Charity moved to new outreach premises in Bury St Edmunds. The lease on the Charity's previous outreach premises terminated on 17 August 2023 and, under the terms of the lease, the Charity was committed to financing significant property dilapidations and associated professional fees of the lessor. In addition the residual value of tenant improvement expenditure has been written off during the year. The total cost for these works, professional fees for both parties, the deficit on tenant improvements and moving costs amounted to £41,548.

9 TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' transactions

Administrative and support expenses of £440 were reimbursed to one trustee during the year (2023: Nil).

During the year no donations from trustees were made to the Charity (2023: 1 trustee gave £2,325 including Gift Aid).

10 RELATED PARTY DISCLOSURES

Related party transactions for the year ended 31 March 2024 amount to £565 for electrical works by a sole trader

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Notes to the Financial Statements for the Year Ended 31 March 2024

11 LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating lease commitments at the balance sheet date fall due as follows:

	2024	2023
	£	£
Land and buildings		
Within one year	18,364	30,539
Between one and five years	3,876	2,860
	22,240	33,399
	2024	2023
	£	£
Other leases		
Within one year	1,790	2,387
Between one and five years	-	1,790
	1,790	4,178

After the balance sheet date, the Charity committed to a short-term lease renewal on refuge premises in Bury St Edmunds and, from July 2024, rented additional space under the tenancy on our outreach premises. Annual commitments under those agreements are as follows. Comparative figures relate to the commitment under a short-term tenancy agreement on new outreach premises entered into after the balance sheet date in 2023.

	2024	2023
	£	£
Within one year	20,644	8,250
Between one and five years	48,136	13,750
	68,780	22,000

In addition, the charity entered a five year lease of two photocopiers in July 2024. Annual commitments under that lease comprise:

	2024	2023
	£	£
Within one year	1,649	-
Between one and five years	8,794	-
After five years	550	-
	10,992	-

12 FUTURE FUNDING UNCERTAINTIES

The Resources Centre in Bury St Edmunds and community support work across West Suffolk is substantially financed through grant funding sufficient receipt of which is uncertain. The annual cost of those services is approximately £190,000 and that is funded for the remainder of 2024/25. Medium term funding is being established for the period beyond March 2025 of which £80,000 is secured or likely from Suffolk Police and Crime Commissioner (PCC), Lloyds Bank Foundation and Masonic Charitable Foundation. Further grant applications are in progress including that of £285,000 over 3 years to National Lottery Community Fund currently being assessed. In addition we continue to look for cost savings using help from local volunteers where feasible.

Trustees and Charity's Officers continue to actively assess the operational risks to the Charity of the cost of living crisis and, where necessary, any persistent funding shortfall will be mitigated by way of emergency grant funding. In the trustees opinion, the Charity has sufficient reserves to finance operations in the short to medium term whilst such funding arrangements are negotiated, if required.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Notes to the Financial Statements for the Year Ended 31 March 2024

13 INTANGIBLE FIXED ASSETS

	Website £
COST	
At 1 April 2023	2,500
Addition	-
Disposal	-
At 31 March 2024	<u>2,500</u>
AMORTISATION	
At 1 April 2023	760
Charge for year	500
Disposal	-
At 31 March 2024	<u>1,260</u>
NET BOOK VALUE	
At 31 March 2024	<u>1,240</u>
At 31 March 2023	<u>1,740</u>

14 TANGIBLE FIXED ASSETS

	Security & outdoor equipment £	Office, IT and other equipment £	Motor vehicles £	Household equipment £	Totals £
COST					
At 1 April 2023	100,520	49,336	30,754	43,826	224,436
Additions	-	1,096	-	1,100	2,196
Disposals	11,111	5,281	-	11,918	28,310
At 31 March 2024	<u>89,409</u>	<u>45,151</u>	<u>30,754</u>	<u>33,008</u>	<u>198,322</u>
DEPRECIATION					
At 1 April 2023	58,536	38,257	15,992	42,653	155,438
Charge for year	6,658	5,672	4,921	643	17,894
Disposals	6,183	5,209	-	11,901	23,293
At 31 March 2024	<u>59,011</u>	<u>38,720</u>	<u>20,913</u>	<u>31,395</u>	<u>150,039</u>
NET BOOK VALUE					
At 31 March 2024	<u>30,398</u>	<u>6,431</u>	<u>9,841</u>	<u>1,613</u>	<u>48,283</u>
At 31 March 2023	<u>41,984</u>	<u>11,079</u>	<u>14,762</u>	<u>1,173</u>	<u>68,998</u>

All tangible fixed assets are used for charitable purposes.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Notes to the Financial Statements for the Year Ended 31 March 2024

15 STOCK AND DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
STOCK		
Stock for resident resettlement	-	1,300
	<hr/>	<hr/>
DEBTORS		
Other debtors	2,221	1,063
Prepayments and accrued income	19,708	29,785
	<hr/>	<hr/>
	21,929	30,848

Accrued income includes £12,500 (2023: £12,500) grant income from Suffolk Police and Crime Commissioner (PCC) for the period 1 January 2024 to 31 March 2024, and a grant of £1,400 from Haverhill Town Council in respect of expenditure incurred during the year to 31st March 2024 (2023: nil).

16 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Payments on account	193	940
HSBC Commercial cards	1,682	1,521
Accruals and deferred income	10,961	16,030
	<hr/>	<hr/>
	12,836	18,491

A grant with a specified time frame straddling the year end has been partial deferred by £2,310. There is no deferred income in the comparative year.

17 PRIOR YEAR ADJUSTMENT

Comparative figures have been adjusted to include commercial card balances as a creditor as opposed to a credit to bank and cash balances on the Charity's balance sheet. This is a presentational change that is reflected in 2024 and shall be in future years.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Notes to the Financial Statements for the Year Ended 31 March 2024

MOVEMENT IN FUNDS

	At 01.04.23	Income	Expenditure	Transfers between funds	At 31.03.24
	£	£	£	£	£
Unrestricted funds					
General fund	234,535	275,273	252,693	(73,315)	183,800
Resources Centre lease termination and moving costs	19,828	-	36,539	16,711	-
Group outreach and support workers	133	-	38,902	43,000	4,231
Child support programme (child therapy)	6,245	225	16,696	15,250	5,024
Young peoples support programmes	2,245	-	1,712	-	533
Adult counselling	223	-	2,220	4,000	2,003
Refuge refurbishment (external works)	4,445	-	-	(4,000)	445
Office IT upgrade and equipment	-	-	-	-	-
Vehicle replacement fund	880	-	880	-	-
	268,534	275,498	349,642	1,646	196,036
Restricted funds					
Resources Centre running costs including a proportion of staffing costs	7,700	50,000	57,427	50	323
Adult support (counselling, group and creative therapies, Theatre as Therapy and a proportion of staffing costs)	10,969	11,850	19,470	-	3,349
Mental Health Support	1,862	-	1,862	-	-
Child support programme (child therapy, outings, recreation)	1,451	3,845	2,720	-	2,576
Child support staff costs	14,345	-	14,345	-	-
Young peoples support programmes	-	4,200	4,200	-	-
Refuge refurbishment - internal and external works	7,388	-	59	(600)	6,729
Fund raising - activities & Just Giving	414	221	216	-	419
Staff training	2,505	4,375	2,650	-	4,230
Vehicle replacement fund	-	-	-	-	-
Office equipment (furniture)	36	1,096	-	(1,096)	36
Book: Sale and printing of domestic abuse book	-	1,064	835	-	229
	46,670	76,651	103,784	(1,646)	17,891
TOTAL FUNDS	315,204	352,149	453,426	-	213,927

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Notes to the Financial Statements for the Year Ended 31 March 2024

17 MOVEMENT IN FUNDS cont.

Transfers between funds 2024

Movements between funds comprise:

	Unrestricted Funds		Restricted
	General	Designated	Funds
	£	£	£
i) Capital assets financed by restricted giving transferred to general fund upon completion	1,696	-	(1,696)
ii) Transferred from general fund upon completion of dilapidation works and costs of terminating lease	(16,761)	16,711	50
iii) Designation of unrestricted income for particular purposes:			
Group outreach including support staff costs	(43,000)	43,000	-
Child support programmes	(15,250)	15,250	-
iv) Re-designation of funding from:			
Refuge external refurbishment to	-	(4,000)	-
Adult counselling	-	4,000	-
	<u>(73,315)</u>	<u>74,961</u>	<u>(1,646)</u>
General fund		<u>(73,315)</u>	-
Total transfers during the year		<u>1,646</u>	<u>(1,646)</u>

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Signature 1

Signed by James Knights using authentication code JvdVYTckNil8U0kq at IP address 94.228.44.8, on 2024/11/27 14:14:11 Z.

James Knights's e-mail address is: james@knightslowe.co.uk.

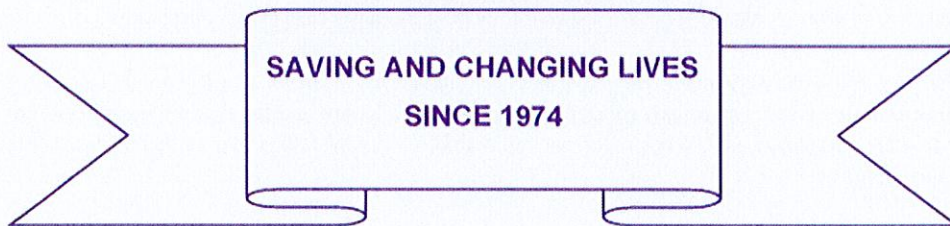
James Knights added the following comments:

"Audit Report Signed"

BURY ST EDMUNDS WOMEN'S AID CENTRE LIMITED

England & Wales - Charity number 276883

Accounts



**Report of the Trustees and Financial Statements
for the Year Ended 31 March 2023**

Registered company number: 01338724

Registered charity number: 276883



Philosophy Statement

Domestic Abuse is Unacceptable

People who have experienced domestic abuse have been hurt and traumatised.

Children and Young People who have experienced or witnessed domestic abuse have been hurt and traumatised.

Anyone can be a victim of domestic abuse. Domestic abuse does not discriminate by gender, age, ability, financial status, sexuality, race or religion. Those affected by domestic abuse can find themselves existing in a world where they are isolated often frightened or hurt, their confidence and self-esteem have been undermined, where they lack control over who they see, where they go, what they do and their own money.

We recognise that every person has their own story and their own individual needs. When people are ready to reach out for help, we will work with them in partnership in a holistic, non-judgemental, caring and friendly way. We will take the time to listen as people tell us their stories. We will let them see that they have been not only listened to but heard.

We understand that to work with a person who has experienced domestic abuse we will need to provide a range of services to meet the needs of the whole person. Particularly support with their mental health and to rebuild their self-esteem. Where the person has needs that are complex, we will work in partnership with other organisations to provide individual person-centred packages of care and support.

We will work with a person, at their own pace. We recognise that not everyone is at the point where they are ready to leave an abusive relationship when they first make contact with us. We understand and support people who are terrified to stay, yet terrified to leave.

We understand that children and young people who have been victims of or who have witnessed domestic violence have been significantly damaged by their experiences. We will listen to children and young people, as we do to adults with empathy and sensitivity. We will make an individual package of care for each child which recognises their individual needs.

Where the risk of harm to a child or adult is high, we will work in partnership with the statutory agencies to keep children and vulnerable adults safe.

We provide a safe space for women and their children, who need to flee domestic violence, to live while we support them to rebuild their lives. We recognise the need to hold these women and children in a nurturing and friendly environment provided by a skilled staff team. We aim to support these women and children to recognise their strengths and to slowly enable them to re-build their self-esteem and confidence.

We understand some people do not need a place in a refuge when they leave an abusive relationship. They need support to enable them to stay safe, to understand what has happened to them and support to help them to begin to come to terms with these experiences. We also understand that they need a wide range of practical, housing and legal advice. Our aim is to work with the person to make a support plan and provide services which are right for them.

We support children and young people who have been abused or who have witnessed abuse to understand and talk about these experiences, to rebuild nurturing relationships with their parents or carers, to experience all kinds of play and to feel safe and secure. We understand how traumatic childhood events can have a lifelong impact on a person's feelings of self-worth and mental health.

We believe that individuals coming together with a shared understanding of what domestic abuse is, can work together to keep people safe and to advocate for the individual and for changes in society.

Bury St Edmunds Women's Aid Centre Limited

Charity information (as at date of approval of the Trustees annual report)

Status	Charitable company limited by guarantee registered in England and Wales Registered company number 01338724
Trustees and Directors	Nicola Iannelli-Popham Chair person Maureen Byrne Vice-Chair person Elizabeth Larcombe Treasurer Fiona Harbron Company Secretary Jackie Burnett Christina Dye Donna Higgins Pat Leach Hannah Stammers Charlene Boyaram <i>(Appointed 10 July 2023)</i> Sue Ecclestone <i>(Appointed 10 July 2023)</i> Siobhan O'Neill <i>(Appointed 10 July 2023)</i> Ruby Sayed <i>(Resigned 22 September 2022)</i>
Governing document	Memorandum and Articles of Association dated 14 November 1977 (amended in 2020)
Registered office address	Eldo House Kempson Way Suffolk Business Park Bury St Edmunds Suffolk IP32 7AR
Independent auditors	Knights Lowe Limited Eldo House Kempson Way Suffolk Business Park Bury St Edmunds Suffolk IP32 7AR
Bankers	HSBC Plc 54 Abbeygate Street Bury St Edmunds Suffolk IP33 1LJ

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The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023.

The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)."

Aims, objectives and public benefit

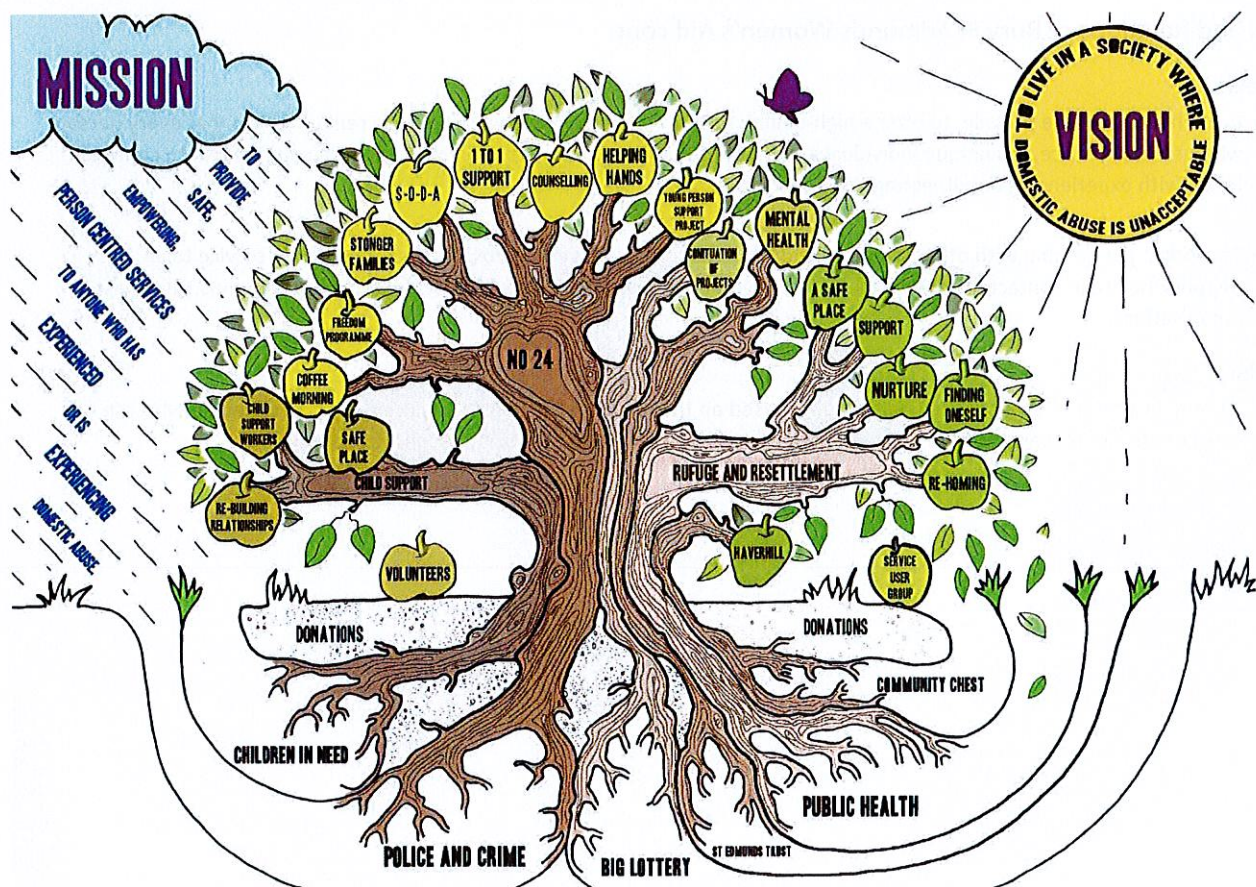
Public benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charities aims and objectives.

Aims and functions of Bury St Edmunds Women's Aid

Bury St Edmund's Women's Aid Centre Ltd is both a Registered charity and a Company Limited by Guarantee. There are currently twelve Trustees of the Charity, who are also Directors of the Company. The Trustees, who are all volunteers with differing areas of experience and expertise, form a Management Committee that oversees the operation of the organisation.

Bury St Edmunds Women's Aid Centre is a caring organisation that offers advice and support to anyone who is experiencing domestic abuse.



We Offer

- We operate in the community from our Outreach Centre in Bury St Edmunds and at Haverhill. We offer both group and individual support, together with crèche facilities so that children can be cared for while adults are having one to one support, counselling or attend groups. We also work one to one and with groups of children who have experienced or witnessed domestic abuse. Our work with young people can take place at the Outreach Centre or in the community. Our Outreach Centre also operates a drop-in service and is a hub for our helpline service.
- We also offer Refuge accommodation to women and their children who are at a high risk of suffering harm as a result of domestic abuse. The Refuge is designed to offer a supportive friendly environment, which will allow women and their children a safe space in which they can take time to begin the process of coming to terms with their experiences. We have space for up to 8 women and up to 15 children at any one time. A newly developed garden as a space to just be and experience the healing properties being in contact with what nature can provide.
- Family work with women to accept and move on from some of the children's more challenging behaviour. Intensive work with children to support them to rebuild nurturing relationships with their mothers. Support for younger children to 'catch up' with developmental milestones they may have missed. Support for young people who are feeling 'lost' having left behind their schools, friends, home and sometimes beloved pets.
- For all the people who use our service there are skilled workers who will listen and understand what people have experienced. Practical advice and support also signposting to financial, housing and legal services. We provide access to groups to enable people to be in a supportive environment as they explore their experiences. We provide access to counselling. A worker who will support the individual to make and work through a plan to keep themselves and any children they may have safe. We offer children and young people a safe space in which, as part of a group or one to one, they can talk about how they feel and their experiences.

Aims and functions of Bury St Edmunds Women's Aid cont.

We Seek

- In all the services we provide, to offer a high-quality service to everyone we work with. To remain aware that every person, who uses our service, is a unique individual and that it is our role to support and enable that person to begin to come to terms with experiencing or witnessing domestic abuse.
- To work in partnership with other statutory and voluntary organisations to provide the best possible service to all the people who are in contact or receiving a service from us. Also, we seek to build closer working relationships with these organisations.

We Aim

- To remain a flexible, responsive organisation focused on the needs of the people, children and young people who use our service. We aim to learn from past experience and to provide services in smart and innovative ways.

Jeannie Bloomfield, Patron



I start my report as usual in awe of our amazing staff and volunteers who have worked tirelessly to make sure our vulnerable families are looked after.

The work at No. 24 never ceases to amaze me. It is such a hive of activity by so many people getting on with their important roles so everything runs smoothly.

We held a vintage tea party in my garden last year which was well supported and a considerable amount was raised for our Women's Aid and we hope to do the same again this year.

I have written several fundraising letters asking for help towards equipment and other items and funding is needed now more than ever as we are moving to new premises for our Outreach headquarters in the near future.

I have enjoyed giving talks to various organisations to inform them of what we do at Women's Aid and people have been so kind and supportive with donations and offers of help.

If you know of any organisation who would like me to give a talk to please do let me know.

I have visited our refuge on several occasions and to say I was impressed is an understatement. What an amazing place it is for clients and their children to come and know they will be safe and secure.

I was invited to attend an informal tea party at our Outreach Centre to celebrate International Women's Day which was well supported and bustling with ideas from our team for the future.

I was offered some rucksacks full of goodies for our children. "How many?" I was asked. I was just about to say is twenty too many when I was offered a hundred! Needless to say, I accepted and we have had lots of happy young recipients.

We have now expanded into Haverhill with a flourishing coffee morning where clients can drop in for an informal chat with our staff and volunteers.

I have attended our Freedom programme and I am impressed by how we get the word across to point our vulnerable ladies in the right direction for the future.

I would like to finish by saying how proud I am to play a small part by being involved with such a fabulous, caring group of people dedicated to giving vulnerable women the knowledge, hope and courage to move on to a safe and secure future.

Jeannie Bloomfield
Our Patron

Chairperson's report *



Dear Friends and Colleagues

Another year has passed with many challenges for our charity, particularly funding to ensure continuity of service for our clients and their children. Competing with other organisations for funding has been time consuming, however, I am pleased to report that we have continued to provide a first-class support service for our families that have joined us at the refuge.

Not only do we provide a safe environment at the refuge we have our Outreach provision which has evolved.

We have made significant additions in providing counselling, targeted courses, specialists services and a help line for the various groups. This encourages the outreach users to work with external agencies and professionals.

It is useful to remind ourselves that our Refuge has been at the forefront of shaping and coordinating services and support for our residents who have experienced domestic abuse. Our provision has been in the community for nearly 50 years.

We must all continue to challenge the root causes of violence and address women's experience of systems of oppression. The potentials are endless, but only possible by the continued determination and support from our Trustees, staff, senior managers and collaborative organisations. It is true to say domestic abuse services are most effective when led by local and specialists' organisations that meet the need of our communities.

We are committed and continue in our staff training to develop strong confident staff. Our Business Plan will enable us to develop strategic pathways to reach those individuals isolated in our rural areas.

I am pleased to report we have a number of applicants to be considered as Trustees. These colleagues will be interviewed by board members and provided with information and details of the work they will be undertaking if they agree to join us.

As a result of funding from the Haverhill Town Council we have been able to provide coffee mornings, in the town, which includes the provision of courses to work alongside people who have experienced abuse who welcome our advice and support.

I am able to report that we have trained staff who work with schools and colleges to raise awareness of domestic abuse. To live in a society where domestic abuse is unacceptable.

Our Refuge includes clients from various cultures and backgrounds and we provide appropriate facilities for them to be able to practise their individual faiths.

Maureen Byrne Vice-Chairperson

** At our AGM in July 2023 Maureen stood down as Chair of Trustees and she was nominated and voted as Vice-Chair for the ensuing year.*

Principal Operations Manager's Report

This has been a complicated and, at times, difficult year for Bury St Edmunds Women's Aid with the arrival of a number of new staff members and the departure of others. We had no Principal Operations Manager in post from February 2023 until we welcomed Katherine Ahluwalia in June 2023. Our Support Supervisor also left in February but was replaced fairly quickly in March 2023 with the promotion of our Administrator, Zoe Gordon, to the position which she has enthusiastically and most efficiently taken over and made her own.

The rest of this report is based on a collation of the previous Principal Operations Manager (POM)'s reports to the Board of Trustees.

Staffing:

There has been a considerable amount of staff sickness and absence over the year which has caused ongoing staffing problems, and has meant that members of staff have needed to work extra hours to cover for colleagues.

A full-time Outreach Worker was taken on in May 2022, on a fixed term contract, to work between Bury St Edmunds and Haverhill. Bea worked particularly well with the Bury St Edmunds coffee morning group, establishing an excellent and participative relationship with the attendant clients. She left us in May 2023 at the end of her fixed term.

A new, full-time play-worker, Alison, started work in October 2022 and has become a highly valued member of the team.

It became necessary to advertise for a housekeeper in November 2022 and this position has now been successfully filled in January 2023 by Amanda, a very willing and effective member of the team.

A new Resettlement worker began in January 2023 based in the Refuge and to work alongside the Refuge Support workers. Unfortunately, Gemma did not complete her probation period and left the post in April.

Despite all these changes, our staff have continued to provide all the various support programmes with diligence and enthusiasm, providing a very good standard of service to both the Refuge residents, our clients and their children.

Refuge:

The Refuge has maintained a high level of occupancy throughout the year and, although in May 2022, there were some vacancies, by November 2022, there were 8 adults and 8 children resident in the Refuge. This level of occupancy has more or less continued.

The Teen hut was completed early in 2022 and was regularly used by two of the older children for doing homework and some quiet time.

Fundraising, bids and help from volunteers:

On 1 May 2022, a music, tv and film quiz was held and again, the following day, in Colchester raising £500.

In September 2022, Public Health began a tender process for Accommodation, Support and Outreach, covering six different areas of Domestic Abuse: refuge, specialist safe accommodation, dispersed accommodation, sanctuary schemes, second stage accommodation and other forms of emergency accommodation. The POM at the time approached a housing association to discuss the possibility of a joint bid with regard to dispersed accommodation but, ultimately, this did not go ahead. By November, 2022, aided by our Finance Manager, Derek, the Suffolk Public Health tender was submitted and was successfully awarded in January 2023. Unfortunately, we are not able to offer the dispersed accommodation yet but it is still possible to take up the Public Health funding for this should we find the suitable premises.

Preparation for the National Lottery Community Fund bid also began in September 2022 and, working in conjunction with our area National Lottery funding manager, it was progressed and improved steadily. The bid was submitted in July 2023.

An award of £2,000 was made by Suffolk Community Foundation in the same month to provide raised beds in the Refuge Garden to grow fruit and vegetables. Various amounts were raised over the run up to and during the Christmas period with a teddy tombola at the Bury St Edmunds Christmas Lights switch on (£356) and by the Aquarius Singers (£1,108). Office furniture was also purchased through locality budget funding from the Bury St Edmunds Town Council, while another donation of £750 from Santander was matched by Town Council locality budget to fund VOICE training for staff. A further generous donation was provided in the form of tool and cleaning kits to be given to women leaving the Refuge for resettlement.

Activities for clients:

We have continued to provide the SODA programme for Refuge residents, which became mandatory for them in December 2022, as well as the Freedom Programme for people with learning difficulties. The VOICE programme has also been provided in both Bury St Edmunds and Haverhill and the coffee mornings have continued in both locations throughout the year.

Properties:

At the start of 2023, it was decided that, in the best interests of the business and the way forward, we should terminate the lease on No. 24 St Andrew's Street North due to its excessive costs, constant need for expensive repairs and overall size. The move to more suitable outreach accommodation was completed by 30 June 2023 and dilapidation works in compliance with the lease have also been completed.

Support Supervisor Report

This year has been both challenging and rewarding for Bury St Edmunds Women's Aid. We have continued to make a lasting impact on the lives of those affected by domestic abuse.

Ongoing Coffee Morning and VOICE Programme in Haverhill

Our commitment to providing a safe space for clients to share their stories and access help and support in Haverhill has remained steadfast. The weekly Coffee Morning sessions have served as a vital support network, allowing clients to connect with others who have experienced similar challenges. Additionally, the VOICE (Victims Of Intimate Coercive Experience) program has empowered clients with valuable skills and resources to rebuild their lives and regain control. We are incredibly proud of the positive impact these new initiatives have had on the community. This successful pilot programme has made us more determined to investigate taking our service onto more rural communities.

Refuge

The demand for our refuge services has remained high throughout the year, reflecting the urgent need for safety for women and children experiencing domestic abuse. Our small but dedicated team has worked tirelessly to ensure that every client has received the support and care they deserve. While the consistently full refuge highlights the extent of the issue, it also emphasizes the critical role our charity plays in providing immediate assistance and protection to those in need.

Resettlement

As we continue to expand our services and accommodate the growing number of clients, we have observed a shift in the resettlement process. To enable our clients to experience a more culturally diverse community, we have focused our efforts on securing safe accommodation for those that decide to live further away from Bury St Edmunds. While this change presents new challenges, we remain dedicated to supporting clients during this transitional period, ensuring they have the necessary resources and support networks to start anew in their new home.

New Staff and New Ideas

In the last year we welcomed a new playworker, a new housekeeper and a new resettlement worker. All have brought fresh perspectives and new ideas to further enhance our programs and services. We look forward to welcoming more new staff in the year to come.

Zoe Gordon

Support Supervisor

Finance report

The last few years have been challenging and that to 31 March 2023 was no exception. Whilst the effect of the Covid 19 crisis has receded and refuge occupancy recovered and actually exceeded that budgeted, inflationary pressures have become evermore apparent across our cost base. Covid recovery funding has largely ended; some of our core funding has reduced to below pre-covid levels and we were unsuccessful in renewing our grant with BBC Children in Need which helps fund child support costs. On a more positive note, the charity has started to secure medium term core funding both for the refuge and outreach services. We successfully tendered to Suffolk County Council Public Health Directorate for refuge support services contract which commenced in April 2023 for a minimum term of 3 years. In addition core funding for outreach services from Suffolk Police and Crime Commissioner has been granted until March 2025. The Charity has also greatly benefitted from unrestricted grant funding from Lloyds Bank Foundation - applied to outreach services - as well as support from Suffolk Community Foundation, West Suffolk Council and Bury St Edmunds and Haverhill Town Councils, and the generosity of many members of the public and some local companies.

Due to that support, careful cost management against a challenging economic and operational backdrop, and very prompt payment of significant grant income close to the year end, the result for the year shows a deficit of £7,800.

In addition, and again due to some wonderful support and the hard work of our staff, we have managed to fund and establish outreach services in Haverhill; a welcome step-up of our outreach provision.

We thank all who have supported the Refuge in helping us meet our financial commitments. This year has been no exception with generous cash donations, Christmas gifts, toys, toiletries, clothes and Easter eggs. We have been overwhelmed by peoples generosity.

Income and expenditure for the 12 months to 31st March 2023 amounted to:

Income	£458,986 (2022: £404,266)
Expenditure	£466,786 (2022: £398,449)

In the main Refuge accommodation is funded from Housing Benefit which for 2022/23 amounted to £141,188 on an occupancy rate for the year of 89.7%, comfortably above that budgeted. In addition, Bury St Edmunds Women's Aid Centre continues to receive financial support from Suffolk County Council Public Health Directorate for our Refuge services by way of a support grant of £89,504 inclusive of a cost of living uplift payment of £5,695.

Our outreach services and project work are mostly funded by grants and donations. Grant income amounted to £186,346 and comprised:

Grants	£	
Suffolk Police & Crime Commissioner - Resource centre outreach funding	50,000	
Lloyds Bank foundation - Unrestricted funding utilised for outreach	52,250	
Funding for Children's work and Young persons Support Project		
BBC Children in Need - Children's support workers staff costs	40,225	
Suffolk County Council - Children's support funding	12,980	
Funding for Haverhill Outreach Project:		
West Suffolk Council - Community Chest Grant	16,225	
Haverhill Town Council (Including gift in kind)	3,969	
Funding for other projects:		
Bury St Edmunds Town Council	Office furniture	1,817
Bury St Edmunds Town Council	Training	2,130
West Suffolk Council -UK Shared Prosperity Fund	Cost of living	4,750
Suffolk Community Foundation through the following fund:		
Denbury Charitable Foundation	Garden projects	2,000
	£	186,346

Donations received throughout the year amounted to £27,595 including Gift Aid. These are broken down as follows;

Restricted Donations	£	4,922
Unrestricted Donations		21,610
Gift Aid		1,063
	£	27,595

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2023

Gifts in kind

During the year the Charity received generous gifts in kind which have been valued and included in the financial statements as part of grant income as follows:

		£
Lloyds Bank Foundation	Six laptop computers	1,644
Haverhill Town Council	Leiston Centre rooms provided without charge for outreach work in Haverhill	<u>3,322</u>

The Charity is very fortunate to receive many gifts in kind each year mostly for our service users and most of modest monetary value. Individual gifts valued at under £200 are not included in these financial statements.

Intangible income - Voluntary staff

The charity remains dependent on services provided by volunteers. Without these volunteers, wage costs would be much higher and we are very thankful for the time volunteers give to the Charity.

The value provided by volunteers is not costed for the purposes of these financial statements.

Reserves Policy

The Charity's reserve policy is to hold unrestricted net current asset reserves equivalent to four to six months of projected operating costs to cover any temporary shortfall in cash flow that may occur due to the timing of receipts.

Unrestricted net current assets at the end of the financial year were £197,796 (2022: £187,857).

As of 31 March 2023, reserves cover was 5 months. This is slightly down from that of March 2022 (5.3 months) but well within the policy range and substantially better than was forecast earlier in the year due to the prompt payment of grants amounting to £33,000 which were expected to be received in the ensuing year.

Auditor

Bury St Edmunds Women's Aid's accounts are audited by Knights Lowe of Bury St Edmunds and it is proposed that the Charity continues to use their services as auditor.

Future Plans

In January 2023 the decision was made to move our outreach services to more appropriate and cost effective premises in the centre of Bury St Edmunds. That transition is in progress and will be completed in the first half of 2023/24.

The organisation aims to ensure that current services are fully funded, and we are able to increase our capacity to deliver those services. The current economic outlook will continue to present funding challenges as will the expected increase in demand for our services in the coming months and years. We continue to look for opportunities to increase our work with teenagers and young adults and, subject to available resources, extend the geographical reach of our outreach services.

As always, I thank my colleagues and our trustees who have supported me in my role this year.

Derek Gadd
Finance Manager

Activities and services

Refuge Support Service

Our role as Refuge Support Workers is to provide consistent emotional support, on a one-to-one basis to the women who have fled to the Refuge and during their temporary stay with us.

A weekly house meeting is run every Wednesday morning enabling our residents to highlight any concerns or issues they may have during their stay, arrange support appointments with us and discuss any activities that may be coming up. Our weekly one to one support sessions are provided to all residents on an individual basis, providing them with protective time to provide support with topics such as; benefits, finances, legal issues, GP registrations, health and wellbeing, work and learning opportunities.

We provide support to the residents with exploring the local area and surroundings; we do this by providing maps of local parks, amenities, bus stops, transporting and supporting them to important appointments. We also provide support to the residents by making links within the wider community, for example accessing ESOL (English speaking for other Languages) courses at the college.

Lauren and Victoria Domestic Abuse Support Workers

Resettlement Service

We have found in the last year or so that the resettlement process has become more complex. Many of our refuge residents arrive with outstanding immigration issues that need to be resolved before they can even register for housing. It has also become more common for women to arrive with no identification, either because it's been removed or destroyed by the perpetrator. This poses many problems and is a huge obstacle to opening a bank account and claiming benefits.

Another layer to the process is debt that has been incurred, often without the resident's knowledge or permission. Our Resettlement Worker liaises with many different organisations and agencies to work through this problem. With a more multicultural group of residents we are finding fewer families choose to stay in our area. We now often find we are looking further afield for residents' new homes to enable them to access all their cultural needs.

Despite the longer distances involved we still visit our newly rehoused residents on a regular basis, before eventually handing them over to services more local to them. Telephone support is ongoing and families are always keen to keep us updated on their progress!

Zoe Gordon Support Supervisor

Outreach Service

Another amazing year has passed and what great things we have achieved this year. The Outreach team has grown and we have embraced many new challenges over the last year. The new triage system has really worked meaning we are now able to respond to those in crisis faster using a traffic light system.

We have welcomed Louise and Bea into the team who have worked hard in Outreach and their specialist areas (young people and mental health) to give a great service and they have brought some amazing new ideas with them.

The outreach team have been actively listening to our clients, we are all working towards being able to offer some group talks to clients to enable them to understand more about domestic abuse. There are many areas that we have identified that we need a more bespoke approach to, these include domestic abuse within the home from either the parent to the child or the child to the parent and how to raise boys in a time when social media influencers are promoting misogyny.

We are looking forward to moving to new offices in the future and the opportunity that will bring.

Activities and services

Freedom Programme

Freedom has been running twice a week to catch up after the pandemic. We have taken with us some of the learnings and now run hybrid Freedom groups enabling women to attend both in person and online. I would like to take this moment to get excited at how good I have become at hosting these sessions and finding angles to hide my double chin.

I am really excited to announce that we will be starting the VOICE programme in Bury St Edmunds, it has been run successfully by Louise in Haverhill so we are going to bring it here. It is a new updated program that covers the same subjects but in a new dynamic way that works better; it gives a greater understanding whilst working on improving your wellbeing.

Tracy

Outreach Support Worker

Mental Health Outreach Support

When creating a support plan with any client, their mental health and neurodiversity are essential elements to be considered in order to fulfil the underpinning service philosophy of Bury St Edmunds Women's Aid, namely using a comprehensive and inclusive person-centre approach.

The daily reality of working with clients who have experienced domestic abuse and, thus, high levels of prolonged trauma, is that their mental health needs will likely be complex. All the clients we see will have some form of mental illness. The majority of our clients have moderate to severe symptomatic presentations of; anxiety, depression, suicidal ideation, self-harm, obsessive-compulsive disorder, borderline personality disorder, bipolar disorder, complex post-traumatic stress disorder, body dysmorphic disorder, eating disorders, premenstrual dysphoric disorder, psychosis and schizophrenia.

In addition, in line with recent emerging academic research which suggests a correlation exists between neurodiversity and a higher likelihood of experiencing domestic abuse, our client base – including both adults and children – reflects a high neurodiversity rate. A number of our clients, whether in refuge, in public groups or under our outreach programmes, have Autism, ADHD and Functional Neurological Disorder.

Over the course of this past year, I have worked with nearly 70 clients under outreach and spilling over from Coffee Morning. I have logged that roughly three quarters of all my clients have been seeking information on mental health and neurodiversity. I have also noted that over half of all my outreach clients this past year have openly discussed suicidal ideation, suicidal attempts and self-injurious behaviour.

Due to their domestic abuse, our clients will generally have been discouraged from accessing medical help for both physical and mental illnesses. In addition, they will frequently have been labelled as 'mental' by their perpetrators and will therefore be reticent to disclose any illnesses or seek assistance. As such, it is one of our priorities to create a welcoming and open environment to reinforce positive mental health habits and to dispel harmful stereotypes and myths which block our clients from accessing the mental health support they need and deserve.

Thus, to best support our clients whilst being mindful of the mental health and neurodiversity overlap with people who have disproportionately experienced domestic abuse, we engage in an empathetic, informed and inclusive approach whereby we actively encourage them to identify and share any accommodations regarding how best we can support them. The type of support we offer ranges from tailored one-to-one sessions to signposting, referring and accompanying our clients to appropriate mental health services, crisis services or emergency services. Whether in one-to-one appointments, Coffee Mornings or group settings, we seek to encourage reflection on self-care, emotional regulation, grounding techniques and understanding the fight-flight-freeze-fawn response.

Over the course of this year we have also forged collaborations with external organisations to further improve the mental health and emotional wellbeing service provision we are able to offer. This has included starting a project with Suffolk Mind to introduce a modified version of their Emotional Needs Audit into all levels of our service, from refuge residents to group attendees and outreach clients. We have also worked with Suffolk Healthwatch to ensure our clients are aware of where they can turn to should they encounter difficulties within the healthcare service. In addition, we have piloted the Essex Healthwatch trauma cards with our clients who have provided positive feedback regarding the initiative.

Looking forward, we are aiming to continue furthering staff knowledge of mental health and neurodevelopmental conditions and expanding the inclusive nature of the service we provide at all levels.

Activities and services

Outreach – Bury St Edmunds Coffee Morning

The overarching aim of Bury St Edmunds Coffee Morning is to provide a safe environment for our clients to discuss a wide array of topics whilst still maintaining a comfortable and relaxed atmosphere. The clients have provided positive feedback regarding the need to have a consistent fixture in their weekly calendar where they know they can eat cake, have a coffee, ask questions, make new friends and ask for advice. This has been reflected in the positive response to keeping Coffee Morning running throughout the Christmas period and school holidays.

The flagship Bury St Edmunds Coffee Morning has seen a steady increase in participation following the pandemic. The clients who attend are introduced to Coffee Morning through a variety of channels. We refer internally to outreach clients, other group participants and refuge residents whom we feel would benefit from engaging in a more collaborative approach in understating the domestic abuse they have experienced and in combating the isolation that all too often has been an integral component of their domestic abuse. Coffee Morning allows our clients to expand their support network and to learn new concepts in an informal manner. In addition, we have received a steady number of referrals from external organisations and third-party professionals. Sessions can see attendee numbers ranging from 5 to 22 depending on school holidays. On average, there are roughly 50 clients who regularly attend Coffee Morning over the course of a month. Childcare, offered during term time, has continued to play an important role in rendering Coffee Morning accessible to a broader range of clients. During the holidays, family-friendly sessions have been run with success.

Topics of conversation during each Coffee Morning vary week on week and develop organically from clients' questions and interests. We have discussed: the red flags of toxic relationships and the green flags of healthy relationships; the impact of harmful gender stereotypes and how to foster a positive body image; the different types of domestic abuse and the cycles of abuse; the key terminology surrounding domestic abuse to empower clients in being able to describe their experiences and advocate for themselves; emotional agility, emotional dysregulation and self-soothing techniques; the fight-flight-freeze-fawn trauma response; the importance of proactive self-care; books, documentaries and other resources covering domestic abuse and emotional wellbeing.

Outreach Support Worker

Young Person's Support

This year we have taken many more referrals from schools and colleges across West Suffolk, Mildenhall and Haverhill which have resulted in us offering more one to one support within schools, as well as small group programmes around healthy and unhealthy relationships.

I have presented with the Multi-Agency Road Show (MARS) headed up by the Early Help Team as part of the Local Authority. We have been into several High Schools in Bury St Edmunds, Abbey Sixth and West Suffolk College to talk to students about healthy relationships, boundaries and consent. I teamed up with Terence Higgins Trust to deliver some workshops around healthy sexual relationships and as a result have built up a good partnership and an opportunity for further joint working.



Activities and services

Here are the numbers we have reached over five months of running the Road Shows.

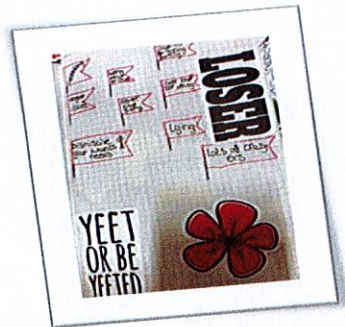
- > Participants – 644;
- > Male – 311, Female – 333, Ethnic Minorities – 45, Disability (EHCP) – 5

We attended the Freshers' Fairs at Abbey Sixth and West Suffolk College, where we promoted Domestic Abuse awareness and calling out sexist behaviour.



I have continued in developing the young person's Padlet, The Junction, information is given out by a QR code to students.

The one-to-one work I do with students is developed around the areas they need support in. I aim to improve their self-awareness, self-esteem, their ability to communicate their needs and feelings with trusted adults. How to deal with strong feelings, how to communicate boundaries, healthy relationships/unhealthy relationships and red flags.



Louise
Young Person's Domestic Abuse Support

Activities and services

Children's Service

How quickly another year has passed, and it is time for an annual update of what we have achieved in the last year.

During the six-week summer holidays we planned for all the families, a trip to the beach, family cook days with Outdoor Explore, ten pin bowling, cinema, and the splash park too. Also, this year we have hired a swimming pool for the families.

We welcomed Alison in October; Alison became our full time Play worker. Alison ran all the group childcare and facilitated the Helping Hands programme.

For children and young people, moving into Refuge can be a struggle. For the young children play is important, and for older children one-to-one and group sessions are offered. Our aim is to make the children's stay as enjoyable as possible, to build strong connections with the children to restore the children's confidence, self-esteem and development through play of any age. Working with vulnerable families, multi-agency working is key, we have strong links with Schools, Nurseries and Social Care and other outside agencies to ensure that children have their needs met and that the women are supported in parenting. We also link in with wider services, a Health Visitor and School Nurse and monthly meetings with the schools.

We ran our usual sessions of after school club, well-being Wednesdays, talking and drawing, 1:1 sessions and Freedom, SODA and Coffee morning Childcare with added childcare in Haverhill on a Tuesday and Friday Morning.

The Stronger Families Programme for the ages 9-11 years, ran also Helping Hand Group too. On the back of running these groups 1:1 Drawing and Talking group was taken into school to support some of the children who needed extra support after the group sessions.

Jabba The Hut- The older children's room in the garden, is fully operational and the children are loving the extra space to do homework and play on the Xbox.

At Christmas we had a Therapy horse come to No 24 with Father Christmas and we opened 24 to past resident and children.

We have a volunteer (Jean) who helps in the garden, we now have now raised beds with lots of vegetables already growing.



Activities and services

Our new project is to have a forest schools garden, we are working on plans as we speak! At the moment it's a large overgrown area so watch this space, we have some exciting ideas



Also, we would like to thank some local companies for their support and donations they are, Abbey Hind Labels, Veronalder Ltd and White-Water Display. They are always on the end of the phone if need be.

Sarah and Alison Child Support Workers

Highlights

- * Beach Day! All residents and staff travelled together for our annual beach day. We swam, we ate chips, and we got sun burnt!
- * Christmas Lights at Ickworth were as beautiful as they were last year, it's a real treat to see the children's faces!
We were visited by Father Christmas and his Christmas pony at the Outreach Centre – hot chocolate and mince pies
- * were handed out along with presents for our Outreach families.
- * Various summer trips included Tostock Farm to see the alpacas, the cinema and bowling.

Activities and services

Feedback from clients - Thank You letters

★ Thank you all for all the help and support you gave me, you let me feel I'm a human again and I've learnt a lot from all of you ...it means a lot
★ Zoe, Victoria, Sarah, Tracy, Alison and all the staff left.
★ Wish you all the best I'll miss you all lots of love and blessings

To hayley sue zoe lauren sarah
Louise kay victoria Tracey
Thankyou you all so much for all the help and support you have given me blake saphira peyton while we've been here
We will all really miss u
Love

"When I came I didn't know anything, staff helped with everything, I was even scared to go out. You have helped with everything, everything! I'm scared to leave but I'm happy too. Thank you to everyone who has helped me, I am truly grateful! You have been my family. They helped with my drinking and self confidence Very grateful to have a safe place to stay. Very kind and helpful staff who have given me lots of support in all areas. Helped me with housing, counselling and freedom programme. Thank you. The staff truly are a credit to women aid, they have been very supportive, understanding. They all have gone above and beyond their job to support myself and children, I did not know about women aid until I was put in to contact through next chapter. I cannot thank the staff enough for all their help. Very safe space and lovely people. It was the best experience in my life. the staff were amazing, they make sure we get to our appointment on time. honesty my best experience ever thank you."

Dear Sarah and Alison
Thank you for helping us to learn about our feelings. Thank you for the fun activities we did we especially enjoyed the gingerbread decorating week and the smattering you gave us.
Thank you for letting us be ourselves

P.S. Thank you for all of the lovely little bits we had over the weeks, from letters to travel board games and scraps. We looked forward to having a browse each week

Good luck with your move 😊

Merry Christmas +
happy New Year
Love All the refuge family ***

Activities and services

Acknowledgements

A huge Thank You to all of our supporters, big and small, local and further afield, who have donated money, time and many lovely items!

Our Volunteers	Realise Futures
Aquarius Singers	Rickshaw Riders
Bridge Church	Round Table
Bury Lions	Stuart & Christine Samuels (Father & Mrs Christmas)
Bury Rotary	Tesco
Gatehouse	The Buckingham Emergency Food Appeal (BEFA)
Gee Gee's Ranch	Theatre Royal
Green Light Trust	Toolbox
HC3	Tostock Animal Park
Ickworth House	Unite the Union
Kids Out	Vineyard Church
Lloyds Bank Foundation	Waitrose
Love Grace www.lovegrace.co.uk	Women's Institute
Marks and Spencer	Wooster's Bakery
Mothers Union	

We particularly wish to thank our major funders:



We would also like to thank our donors who choose to remain anonymous. Without the continued support of our donors, we would not be able to offer the high level of services and support to the people that need them.

If you would like to donate in any way, please visit our website

www.burystedmundswomensaid.org.uk

or call us on 0330 551 9495 or 01284 753085

Activities and services

Volunteers needed

If you'd like to volunteer with our organisation please have a look at our Padlet:

<https://padlet.com/BSEWomensAid/Volunteers>

Website

Stay up to date with our news and events at:

www.burystedmundswomensaid.org.uk

[Twitter:](#)



[Facebook: https://www.facebook.com/BSEwomensaid](https://www.facebook.com/BSEwomensaid)

Speaking engagements

Interested in hearing more about our work? We are happy to provide a speaker for your organisation or group, please call us on 0330 551 9495 or 01284 753085 or email at admin@burystedmundswomensaid.org.uk

Current services

We provide many services which are accessed by women (and some men) from the local community and from outside Suffolk:

23-bed Refuge
Telephone Advice Helpline
Outreach Service
Freedom Programme
VOICE
Survivors of Domestic Abuse (SODA)
Resettlement Support

Male Victim Support
Child Centred Groups
Counselling Service
Coffee Morning (Bury St Edmunds and Haverhill)
Young Persons Support Service

Activities and services

Future plans

Our new contract with Suffolk County Council Public Health Directorate for refuge support services commenced in April 2023 and that will provide oversight support and funding for that element of our work for the next three years. Part of that contract provides similar support for dispersed accommodation and we are looking to work with a housing association or similar accommodation provider to offer safe residences with support to clients for whom refuge living is not appropriate.

Late June we moved our outreach centre to The Malthouse, Bury St Edmunds which has provided more appropriate accommodation and the opportunity to work more closely with Access Community Trust with whom we share the premises. Access specialise in mental health support and there is a significant scope for collaboration.

Using The Malthouse as our base, and subject to securing funding, we are planning to extend our outreach work outside Bury St Edmunds, building on the work we begun in 2022 in Haverhill. Working with local sector partners, we are starting to plan outreach programmes in other towns and rural districts in West Suffolk.

We continue to recruit more volunteers. We recognise the value that volunteers bring to an organisation and also the life changing effect volunteering can provide for individuals.

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Report of the Trustees for the Year Ended 31 March 2023

Structure, governance and management

Governing document

The company is registered with the Charity Commission (no. 276883) and is governed by its Memorandum and Articles of Association dated 14 November 1977 (amended in 2020).

It is limited by guarantee and does not have share capital. The liability of the Members on a winding up is limited to £1.

The Company's Council of Management (Trustees) appoints staff who look after the day to day running of the organisation.

Recruitment and appointment of new Trustees

It is policy that all Members of the Council of Management shall be both Trustees of the Charity and Directors of the Company.

Trustees retire in rotation and may offer themselves for re-election by the charity's members at the Annual General Meeting. The Council may appoint a member to serve on the Council of Trustees to fill a casual vacancy or to add to their number. The minimum and maximum number of Trustees is determined by the members at General Meeting and is currently 7 and 12 respectively.

There are currently 12 Trustees.

Trustees who served during the year and since are shown on the charity's information page (page ii).

Induction and training of new Trustees

Potential new Trustees are invited to attend monthly Trustee meetings before they are appointed in order to familiarise them with the overall operation and oversight of the charity. Induction includes at least one visit to the Refuge and such support as is required depending on experience.

Remuneration policy

The Trustees review scale point progression and hence remuneration of all staff on at least an annual basis. Scale structure and pay rates are aligned with those published by the National Joint Council for Local Government Services.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Report of the Trustees for the Year Ended 31 March 2023

Statement of trustees responsibilities

The trustees (who are also the directors of Bury St Edmunds Women's Aid Centre Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 09 October 2023 and signed on its behalf by:



.....
Mrs Nicola Iannelli-Popham - Chair of Trustees

Opinion

We have audited the financial statements of Bury St Edmunds Women's Aid Centre Limited (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAS (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAS (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements ; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the companies operating sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;

**Report of the Independent Auditors to the Trustees of
Bury St Edmunds Women's Aid Centre Limited**
Registered company number: 01338724

- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias;
- investigated the rationale behind significant or unusual transactions; and
- investigated the company's apportionment of housing income, grants, and other main sources of income.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims;
- reviewing correspondence with HMRC, relevant regulators [Charity Commission] and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Knights Lowe

Knights Lowe Limited

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Eldo House
Kempson Way
Suffolk Business Park
Bury St Edmunds
Suffolk
IP32 7AR

Date: 16 October 2023

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Statement of Financial Activities (Incorporating an Income and Expenditure Account)
for the year ended 31 March 2023

	Notes	2023			2022		
		Unrestricted funds £	Restricted funds £	Total funds £	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS							
Donations and legacies		22,227	5,368	27,595	21,611	24,659	46,270
Fund raising events		1,823	-	1,823	1,196	-	1,196
Charitable activities	3						
Operation of the Refuge		151,768	-	151,768	120,021	-	120,021
Support services		141,754	134,096	275,850	81,368	155,362	236,730
Investment income							
Bank deposit interest		1,950	-	1,950	49	-	49
Total income		319,522	139,464	458,986	224,245	180,021	404,266
EXPENDITURE							
Charitable activities	4						
Provision of short-term accommodation		128,281	23,727	152,008	105,537	26,030	131,567
Support services for residents		198,436	116,342	314,778	143,460	123,422	266,882
Total expenditure		326,717	140,069	466,786	248,997	149,452	398,449
NET (EXPENDITURE) / INCOME							
	6	(7,195)	(605)	(7,800)	(24,752)	30,569	5,817
Transfer between funds	16	21,177	(21,177)	-	9,467	(9,467)	-
Net movement in funds		13,982	(21,782)	(7,800)	(15,285)	21,102	5,817
RECONCILIATION OF FUNDS							
	16						
Total funds brought forward		254,552	68,452	323,004	269,837	47,350	317,187
TOTAL FUNDS CARRIED FORWARD		268,534	46,670	315,204	254,552	68,452	323,004

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Balance Sheet as at 31 March 2023

	Notes	2023			2022		
		Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
		£	£	£	£	£	£
FIXED ASSETS							
Intangible assets	12	1,740	-	1,740	2,240	-	2,240
Tangible assets	13	68,998	-	68,998	64,455	-	64,455
		70,738	-	70,738	66,695	-	66,695
CURRENT ASSETS							
Stocks	14	-	1,300	1,300	-	1,570	1,570
Debtors	14	9,571	21,277	30,848	6,022	30,980	37,002
Cash at bank and in hand		201,482	27,806	229,288	190,547	45,237	235,784
		211,053	50,383	261,436	196,569	77,787	274,356
CREDITORS							
Amounts falling due within one year	15	(13,257)	(3,713)	(16,970)	(8,712)	(9,335)	(18,047)
NET CURRENT ASSETS		197,796	46,670	244,466	187,857	68,452	256,309
NET ASSETS		268,534	46,670	315,204	254,552	68,452	323,004
TOTAL FUNDS	16	268,534	46,670	315,204	254,552	68,452	323,004

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The Trustees acknowledge their responsibilities for:


ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and,

preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees on 09 October 2023 and were signed on its behalf by:



.....
Mrs Nicola Iannelli-Popham - Chair of Trustees

1 LEGAL FORM

The Charity is a private charitable company limited by guarantee and incorporated in England and Wales. The registered office is shown in the Trustees Report (Directors Report). Due to the nature of the Charity's operations, exemption has been taken on disclosing the principle operating address.

2 ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements are reported in GBP Sterling.

Significant judgements and estimates

In the application of the Company's accounting policies, which are described below, the Directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimated and underlying assumptions are reviewed on an ongoing basis. Revision to accounting estimates are recognised in the period in which the estimate is revised if revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Critical judgements and key sources of estimation uncertainty in applying the Company's accounting policies

The following are critical judgements including those involving estimations, that the Directors have made in the process of applying the Company's accounting policies and that have the most significant effect on the amounts recognised in the financial statements.

Depreciation of tangible fixed assets

Tangible fixed assets are recognised at cost and depreciated on the basis appropriate to charge to the income statement the economic consumption of those assets during the accounting period. The charge is calculated as described below and is based on the Directors knowledge of the reduction in the residual value of each class of asset. The rates of depreciation are kept under review such that assets are written down to their residual value at the end of their economic lives.

Financial reporting standard 102 - reduced disclosure exemptions

The charity has taken advantage of the following disclosure exemption in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

Incoming resources

Donations and gifts

All monetary donations and gifts are recognised in the Statement of Financial Activities when receivable, provided that there are no donor-imposed restrictions as to the timing of the related expenditure, in which case recognition is deferred until the pre-condition has been met.

Gifts in kind

Non-monetary gifts with an estimated value of over £200 and donated to the Charity for use by our beneficiaries or for administering and promoting our work are valued and included in the Statement of Financial Activities at the in use value to the charity. Such gifts are recorded as restricted donations and capitalised or included as a revenue expense as appropriate.

Intangible income

Intangible income is valued and included in income to the extent that it represents goods or services that would otherwise be purchased. An equivalent amount is charged as expenditure. Voluntary help is not included as income.

Grants receivable

Revenue grants are credited as incoming resources when they are receivable provided conditions for receipt have been complied with, unless relating to a specified future period, in which case income is deferred accordingly.

Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. When projects are completed fixed assets are transferred to the general fund and depreciation is charged as stated below.

Resources expended

Expenditure is recognised when a liability is incurred and allocated between:

- expenditure incurred on charitable activities being mainly the costs associated with running the refuge and Resources Centre including direct and support costs;
- governance costs in overseeing the charity and safeguarding its assets and primarily associated with constitutional and statutory requirements and comprise the audit fee;
- support costs being indirect expenditure which is allocated to central functions on a basis consistent with the use of those resources.

The apportionment of charitable expenditure between the main activities of provision of short-term accommodation and client and residents support services, is made according to the underlying use of the resources and shown in detail under note 4 to the financial statements.

Tangible and intangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Security and outdoor equipment	- 10% on cost
Office equipment	- 25% on cost
Motor vehicles	- 33% on reducing balance
Household equipment	- 33% on cost

Assets costing more than £200 are capitalised.

Intangible fixed assets are amortised over the estimated useful life of those assets being five years or 20% on cost.

Stocks

Goods held to assist the resettlement of residents moving on from refuge accommodation, and provided as part of charitable activities free of charge, are measured at net realisable value based on the service potential provided by items of stock. In practice this means stock is held at cost less any impairment necessary to write down to net realisable value provided to beneficiaries.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Pension costs are analysed across activities and funds, both restricted and unrestricted, pro rata to that of the underlying staff costs in accordance with the purpose of, and restrictions on each activity and fund.

Financial assets and liabilities

All financial assets and liabilities are basic short term financial instruments and accounted for at cost less provision for non-recovery where applicable. These comprise non-trade debtors and creditors realisable within one year.

Cash at bank and in hand comprises short term bank and cash deposits none of which have restricted access terms.

Going concern

The Trustees have prepared the financial statements on the basis that the Charity will continue to operate in accordance with its Objects for a period of not less than 12 months from the date of approval of the financial statements.

As disclosed in note 11, uncertainty exists regarding Resources Centre funding - our core grant for outreach services has been reduced significantly, albeit our grantor has given an undertaking to provide such funding until 31 March 2025.

Continuity of service provision depends on the availability of sufficient funding, and this has yet to be fully established for the ensuing year. Reserves are sufficient to finance the potential shortfall for over 12 months beyond the balance sheet date and, given the continuing need for the Charity's services, the Trustees are of the opinion that the Charity will secure funding and remain a going concern for at least the next 12 months.

3 INCOME FROM CHARITABLE ACTIVITIES

		2023	2022
		£	£
Accommodation charges:			
- Housing benefit	Operation of the Centre	141,188	109,483
- Residents rent and household income	Operation of the Centre	10,121	10,092
Sundry income	Operation of the Centre	459	446
		151,768	120,021
Public Health & Protection grant	Support services	89,504	81,368
Other grants	Support services	186,346	155,362
		275,850	236,730
		427,618	356,751

Grants received, included above, are as follows:

		2023	2022
		£	£
Suffolk Police & Crime Commissioner - Resource centre outreach funding		50,000	72,500
Lloyds Bank foundation - Unrestricted funding utilised for outreach		52,250	-
<u>Funding for Children's work and Young persons Support Project</u>			
BBC Children in Need - Children's support workers staff costs		40,225	29,140
Suffolk County Council - Children's support funding		12,980	-
West Suffolk Council - Community Chest Grant		-	12,000
<u>Funding for Haverhill Outreach Project:</u>			
West Suffolk Council - Community Chest Grant		16,225	-
Haverhill Town Council		3,969	-
<u>Funding for other projects:</u>			
Bury St Edmunds Town Council	Office furniture	1,817	-
Bury St Edmunds Town Council	Training	2,130	-
West Suffolk Council -UK Shared Prosperity Fund	Cost of living	4,750	-
Suffolk Community Foundation through the following fund:			
Denbury Charitable Foundation	Garden projects	2,000	-
<u>Funding for other projects - 2022:</u>			
St Edmunds Trust - Mental Health Support	Refuge & outreach	-	22,315
Anglia Care Trust - Hidden Groups grants	Outreach	-	4,000
Bury St Edmunds Town Council	New vehicle	-	9,000
Bury St Edmunds Rotary Club	New vehicle	-	1,000
Suffolk Community Foundation through the following funds:			
Suffolk Police & Crime Commissioner Critical Support			
Recovery grant	Outreach	-	5,407
		186,346	155,362

4 CHARITABLE ACTIVITIES EXPENDITURE

The charity undertakes direct charitable activities only and does not make grants.

	Provision of short-term accommodation	Support services	Total
	£	£	£
Rent and rates	22,287	32,829	55,116
Utilities	12,527	3,761	16,288
Household expenses, furnishings and equipment	11,480	2,440	13,920
Motor expenses	4,609	2,304	6,913
Clients, support, recreation and hospitality	7,156	7,156	14,312
Depreciation / amortisation (excluding office equipment)	9,530	4,765	14,295
Support costs (see note 5)	84,419	261,523	345,942
Total 2023	152,008	314,778	466,786
Total 2022	131,567	266,882	398,449

Apportionment of costs to support services

Rent, rates, utilities, household expenses and furnishings and equipment are apportioned on an actual basis. Those relating to the Resources Centre are wholly for support services.

Other costs are apportioned on the best estimate of the use of the underlying resources as follows:

Motor expenses and depreciation/amortisation (excluding office equipment)	33%
Clients and residents support, recreation and hospitality	50%
All indirect support costs shown in note 5 (excluding audit fee)	75%
Audit and legal fees	100%

5 SUPPORT COSTS

	2023	2022
	£	£
Staff costs	290,507	236,327
Administrative costs	18,372	18,418
Insurances	4,833	4,550
Telephone	4,058	6,884
Staff recruitment, welfare and training costs	12,652	6,964
Subscriptions and affiliation fees	902	683
Office equipment depreciation	5,533	4,986
Fund raising, publicity and promotion	459	771
Bank and finance charges	360	297
Auditors remuneration	3,762	3,015
Legal fees	4,504	5,900
	345,942	288,795

6 NET INCOME

Net income is stated after charging/(crediting):

	2023	2022
	£	£
Amount expended on stock	270	1,200
Auditors' remuneration	3,762	3,015
Other non-audit services	-	-
Depreciation - owned assets	19,326	16,284
Operating leases - land and buildings	50,054	46,175
Operating lease - other	2,387	2,387
Deficit on disposal of fixed assets	2	7
Amortisation of website	500	260

7 STAFF COSTS

	2023	2022
	£	£
Salaries	267,150	219,647
Social security costs	18,560	12,703
Pension contributions	4,797	3,977
	290,507	236,327

No employees received emoluments in excess of £60,000.

The aggregate remuneration of key management personnel was £34,486 (2022: £23,383).

The charity employed on average 11 staff, being 10 on a full-time equivalent basis (FTE) to run the Refuge and provide support services (2022: 11 and 9 FTE). A small proportion of time is related to governance matters.

8 TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' transactions

No administrative and support expenses were reimbursed to Trustees during the year (2022: 1 trustee; £115).

During the year 1 Trustee donated £2,325 inclusive of Gift Aid to the Charity (2022: 1 trustee gave £6,250 including Gift Aid).

9 RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023 (2022: nil).

10 LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating lease commitments at the balance sheet date fall due as follows:

	2023	2022
	£	£
Land and buildings		
Within one year	30,539	46,231
Between one and five years	2,860	33,131
	33,399	79,362
	2023	2022
	£	£
Other leases		
Within one year	2,387	2,387
Between one and five years	1,790	4,178
	4,178	6,565

The lease on the Charity's outreach premises terminated on 17 August 2023 and, under the terms of the lease, the Charity is committed to finance property dilapidations and associated professional fees of the lessor. The total cost for these works and professional fees for both parties amounted to £35,920.

After the balance sheet date, the Charity committed to a short-term tenancy agreement on new outreach premises in Bury St Edmunds. Annual commitments under that agreement are:

	2023	2022
	£	£
Within one year	8,250	-
Between one and five years	13,750	-
	22,000	-

11 FUTURE FUNDING UNCERTAINTIES

The Resources Centre and outreach work is partially financed by an annual grant of £50,000 provided by the Suffolk Police and Crime Commissioner (PCC) under an agreement that has been extended to 31 March 2025. That level of funding is well below that required to finance all outreach services, which, subject to appropriate funding being secured, are being expanded to other areas of West Suffolk and are budgeted at approximately £176,000 in the fiscal year 2023/24. In conjunction with a reduction in property costs through the move to more appropriately sized premises, disclosed under note 10, significant supplementary funding is being sought.

Trustees and Charity's Officers continue to actively assess the operational risks to the Charity of the cost of living crisis and, where necessary, any persistent funding shortfall will be mitigated by way of emergency grant funding. In the trustees opinion, the Charity has sufficient reserves to finance operations in the short to medium term whilst such funding arrangements are negotiated, if required.

12 INTANGIBLE FIXED ASSETS

	Website £
COST	
At 1 April 2022	2,500
Addition	-
Disposal	-
At 31 March 2023	<u>2,500</u>
AMORTISATION	
At 1 April 2022	260
Charge for year	500
Disposal	-
At 31 March 2023	<u>760</u>
NET BOOK VALUE	
At 31 March 2023	<u>1,740</u>
At 31 March 2022	<u>2,240</u>

13 TANGIBLE FIXED ASSETS

	Security & outdoor equipment	Office, IT and other equipment	Motor vehicles	Household equipment	Totals
	£	£	£	£	£
COST					
At 1 April 2022	99,252	47,800	13,310	42,962	203,324
Additions	1,268	4,295	17,444	864	23,871
Disposals	-	2,759	-	-	2,759
At 31 March 2023	<u>100,520</u>	<u>49,336</u>	<u>30,754</u>	<u>43,826</u>	<u>224,436</u>
DEPRECIATION					
At 1 April 2022	50,821	35,481	12,973	39,594	138,869
Charge for year	7,715	5,533	3,019	3,059	19,326
Disposals	-	2,757	-	-	2,757
At 31 March 2023	<u>58,536</u>	<u>38,257</u>	<u>15,992</u>	<u>42,653</u>	<u>155,438</u>
NET BOOK VALUE					
At 31 March 2023	<u>41,984</u>	<u>11,079</u>	<u>14,762</u>	<u>1,173</u>	<u>68,998</u>
At 31 March 2022	<u>48,431</u>	<u>12,319</u>	<u>337</u>	<u>3,368</u>	<u>64,455</u>

All tangible fixed assets are used for charitable purposes.

14 STOCK AND DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
STOCK		
Stock for resident resettlement	<u>1,300</u>	<u>1,570</u>
DEBTORS		
Other debtors	1,063	1,801
Prepayments and accrued income	<u>29,785</u>	<u>35,201</u>
	<u>30,848</u>	<u>37,002</u>

Accrued income includes £12,500 (2022: £18,125) grant income from Suffolk Police and Crime Commissioner (PCC) for the period 1 January 2023 to 31 March 2023. The comparative also includes a grant of £3,337 from the Ministry of Justice via the PCC.

15 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Payments on account	940	4,184
Accruals and deferred income	<u>16,030</u>	<u>13,863</u>
	<u>16,970</u>	<u>18,047</u>

There is no deferred income in the reporting or comparative years.

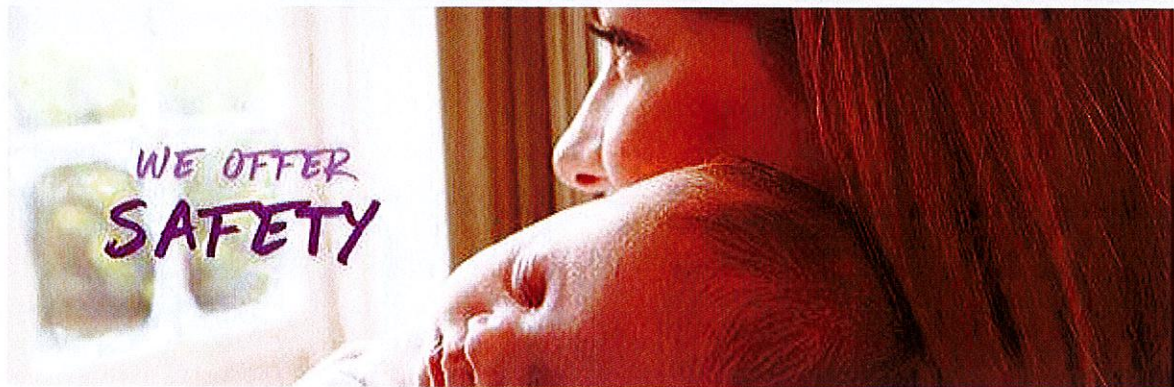
16 MOVEMENT IN FUNDS

	At 01.04.22	Income	Expenditure	Transfers between funds	At 31.03.23
	£	£	£	£	£
Unrestricted funds					
General fund	192,485	319,297	255,084	(22,163)	234,535
Resources Centre running costs	26,582	-	6,754	-	19,828
Group outreach and support workers	9,948	-	44,815	35,000	133
Child support programme (child therapy)	6,020	225	-	-	6,245
Young peoples support programmes	8,801	-	12,056	5,500	2,245
Adult counselling	1,263	-	6,600	5,560	223
Refuge refurbishment (external works)	4,453	-	8	-	4,445
Office IT upgrade and equipment	-	-	-	-	-
Vehicle replacement fund	5,000	-	1,400	(2,720)	880
	254,552	319,522	326,717	21,177	268,534
Restricted funds					
Resources Centre running costs including a proportion of staffing costs	9,377	50,000	51,677	-	7,700
Adult support (counselling, group and creative therapies, Theatre as Therapy and a proportion of staffing costs)	9,703	25,707	24,441	-	10,969
Mental Health Support	22,315	-	20,453	-	1,862
Child support programme (child therapy, outings, recreation)	3,238	100	1,887	-	1,451
Child support staff costs	(1,240)	53,205	37,620	-	14,345
Young peoples support programmes	916	-	916	-	-
Refuge refurbishment - internal and external works	6,885	2,000	529	(968)	7,388
Fund raising - Concert activities, Just Giving	474	161	221	-	414
Staff training	-	2,505	-	-	2,505
Vehicle replacement fund	16,784	-	-	(16,784)	-
Office equipment (furniture)	-	3,461	-	(3,425)	36
Legal & professional fees fund	-	2,325	2,325	-	-
	68,452	139,464	140,069	(21,177)	46,670
TOTAL FUNDS	323,004	458,986	466,786	-	315,204

16 MOVEMENT IN FUNDS cont.**Transfers between funds 2023**

Movements between funds comprise:

	Unrestricted Funds		Restricted Funds
	General	Designated	Funds
	£	£	£
i) Capital assets financed by restricted giving transferred to general fund upon completion	21,177		(21,177)
ii) Capital assets financed by designated funding transferred to general fund upon completion	660	(660)	
iii) Designation of unrestricted income for particular purposes:			
Group outreach including support staff costs	(35,000)	35,000	
Young peoples support programmes	(5,500)	5,500	
Adult counselling	(3,500)	5,560	
iv) Re-designation of remaining funding after vehicle purchased			(2,060)
	(22,163)	43,340	(21,177)
General fund		(22,163)	-
Total transfers during the year		21,177	(21,177)



Advice Helpline:

0330 551 9495

01284 753085

This provides victims of Domestic Abuse with the opportunity to speak to us anonymously and to seek support and advice.

Advice is also available via an Outreach appointment which is a chance to meet friendly staff at the Refuge and to discuss all possible options to help with your individual needs and circumstances.



Post: PO Box 715, Bury St Edmunds, IP33 9HQ

BURY ST EDMUNDS WOMEN'S AID CENTRE LIMITED

England & Wales - Charity number 276883

Accounts



**Report of the Trustees and Financial Statements
for the Year Ended 31 March 2022**

Registered company number: 01338724

Registered charity number: 276883



Philosophy Statement

Domestic Abuse is Unacceptable

People who have experienced domestic abuse have been hurt and traumatised.

Children and Young People who have experienced or witnessed domestic abuse have been hurt and traumatised.

Anyone can be a victim of domestic abuse. Domestic abuse does not discriminate by gender, age, ability, financial status, sexuality, race or religion. Those affected by domestic abuse can find themselves existing in a world where they are isolated often frightened or hurt, their confidence and self-esteem have been undermined, where they lack control over who they see, where they go, what they do and their own money.

We recognise that every person has their own story and their own individual needs. When people are ready to reach out for help, we will work with them in partnership in a holistic, non-judgemental, caring and friendly way. We will take the time to listen as people tell us their stories. We will let them see that they have been not only listened to but heard.

We understand that to work with a person who has experienced domestic abuse we will need to provide a range of services to meet the needs of the whole person. Particularly support with their mental health and to rebuild their self-esteem. Where the person has needs that are complex, we will work in partnership with other organisations to provide individual person-centred packages of care and support.

We will work with a person, at their own pace. We recognise that not everyone is at the point where they are ready to leave an abusive relationship when they first make contact with us. We understand and support people who are terrified to stay, yet terrified to leave.

We understand that children and young people who have been victims of or who have witnessed domestic violence have been significantly damaged by their experiences. We will listen to children and young people, as we do to adults with empathy and sensitivity. We will make an individual package of care for each child which recognises their individual needs.

Where the risk of harm to a child or adult is high, we will work in partnership with the statutory agencies to keep children and vulnerable adults safe.

We provide a safe space for women and their children, who need to flee domestic violence, to live while we support them to rebuild their lives. We recognise the need to hold these women and children in a nurturing and friendly environment provided by a skilled staff team. We aim to support these women and children to recognise their strengths and to slowly enable them to re-build their self-esteem and confidence.

We understand some people do not need a place in a refuge when they leave an abusive relationship. They need support to enable them to stay safe, to understand what has happened to them and support to help them to begin to come to terms with these experiences. We also understand that they need a wide range of practical, housing and legal advice. Our aim is to work with the person to make a support plan and provide services which are right for them.

We support children and young people who have been abused or who have witnessed abuse to understand and talk about these experiences, to rebuild nurturing relationships with their parents or carers, to experience all kinds of play and to feel safe and secure. We understand how traumatic childhood events can have a lifelong impact on a person's feelings of self-worth and mental health.

We believe that individuals coming together with a shared understanding of what domestic abuse is, can work together to keep people safe and to advocate for the individual and for changes in society.

Status	Charitable company limited by guarantee registered in England and Wales Registered company number 01338724
Trustees and Directors	Mrs M G Byrne Chair person Mrs C B Dye Vice-Chair person Mrs E A Larcombe Treasurer Mrs F Harbron Company Secretary Mrs R Sayed <i>(Resigned 22 September 2022)</i> Ms J A Burnett Mrs P J Leach Mrs S G Coe <i>(Appointed 12 July 2021)</i> <i>(Resigned 14 February 2022)</i> Mrs H R Stammers <i>(Appointed 12 July 2021)</i> Cllr D E Higgins <i>(Appointed 12 July 2021)</i> Cllr N Iannelli-Popham <i>(Appointed 12 July 2021)</i>
Governing document	Memorandum and Articles of Association dated 14 November 1977 (amended in 2020)
Registered office address	Eldo House Kempson Way Suffolk Business Park Bury St Edmunds Suffolk IP32 7AR
Independent auditors	Knights Lowe Limited Eldo House Kempson Way Suffolk Business Park Bury St Edmunds Suffolk IP32 7AR
Bankers	HSBC Plc 54 Abbeygate Street Bury St Edmunds Suffolk IP33 1LJ

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The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022.

The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)."

Aims, objectives and public benefit

Public benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charities aims and objectives.

Aims and functions of Bury St Edmunds Women's Aid

Bury St Edmund's Women's Aid Centre Ltd is both a Registered charity and a Company Limited by Guarantee. There are currently nine Trustees of the Charity, who are also Directors of the Company. The Trustees, who are all volunteers with differing areas of experience and expertise, form a Management Committee that oversees the operation of the organisation.

Bury St Edmunds Women's Aid Centre is a caring organisation that offers advice and support to anyone who is experiencing domestic abuse.

We Offer

- We operate in the community from our Outreach Centre. At the Centre we offer both group and individual support. We offer a crèche so that children can be cared for while adults are having one to one support, counselling or attend groups. We also work one to one and with groups of children who have experienced or witnessed domestic abuse. Our work with young people can take place at the Outreach Centre or in the community. Our Outreach Centre also operates a drop-in service and is a hub for our helpline service.
- We also offer Refuge accommodation to women* and their children who are at a high risk of suffering harm as a result of domestic abuse. The Refuge is designed to offer a supportive friendly environment which will allow women and their children a safe space in which they can take time to begin the process of coming to terms with their experiences. We have space for up to 8 women and up to 15 children at any one time. A newly developed garden as a space to just be and experience the healing properties being in contact with what nature can provide.
- Family work with women to accept and move on from some of the children's more challenging behaviour. Intensive work with children to support them to rebuild nurturing relationships with their mothers. Support for younger children to 'catch up' with developmental milestones they may have missed. Support for young people who are feeling 'lost' having left behind their schools, friends, home and sometimes beloved pets.
- For all the people who use our service there are skilled workers who will listen and understand what people have experienced. Practical advice and support also signposting to financial, housing and legal services. We provide access to groups to enable people to be in a supportive environment as they explore their experiences. We provide access to counselling. A worker who will support the individual to make and work through a plan to keep themselves and any children they may have safe. We offer children and young people a safe space in which, as part of a group or one to one, they can talk about how they feel and their experiences.

Aims and functions of Bury St Edmunds Women's Aid cont.

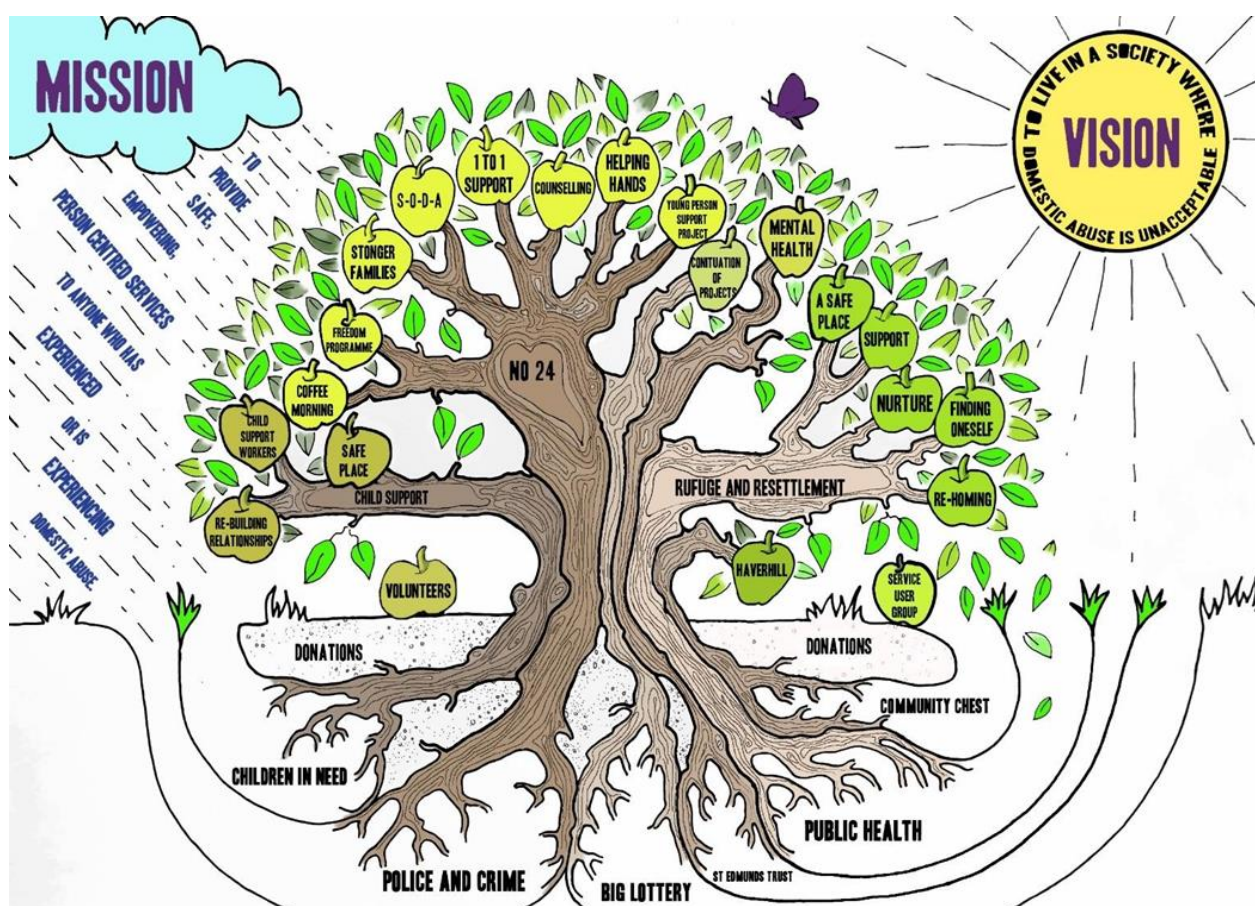
We Seek

- In all the services we provide, to offer a high-quality service to everyone we work with. To remain aware that every person, who uses our service, is a unique individual and that it is our role to support and enable that person to begin to come to terms with experiencing or witnessing domestic abuse.
- To work in partnership with other statutory and voluntary organisations to provide the best possible service to all the people who are in contact or receiving a service from us. Also, we seek to build closer working relationships, after the period of Covid19, with these organisations.

We Aim

- To remain a flexible, responsive organisation focused on the needs of the people, children and young people who use our service. We aim to learn from everything that has happened in the time of the pandemic to provide services in smart and innovative ways.

**The refuge is a service for females only, and males up to the age of 16, as is legislated for under the Equality Act 2010, Part 7, Paragraph 27 on single-sex spaces.*



Vision: To live in a society where domestic abuse is unacceptable.

Mission: To provide a safe, empowering and person centred service to anyone who has experienced or is experiencing domestic abuse.

Values: To work alongside people who have experienced domestic abuse with honesty, respect, trust and fairness.

Jeannie Bloomfield, Patron



I have thought long and hard about my review this year, because there were so many things that I was impressed by.

The work at No. 24 never ceases to amaze me. It is such a hive of activity by so many caring staff and volunteers, especially on Thursday mornings, which I remember only too well when Tracy encourages everyone to make something. I still have this feathery creation hanging on my wardrobe door!

I have enjoyed giving talks and tea parties, to help spread the word about the invaluable work we do to raise awareness of survivors of domestic abuse. I have met many lovely people who have promised donations and offers of help.

I have written many letters seeking funding towards our much-needed laptops and other things. If you know of anyone who can help in this regard, please let me know.

Sue, our Principal Operations Manager, very kindly gave me a tour of the refuge, and to say I was impressed is an understatement. What an amazing place it is for victims and their children to come and know they will be safe and secure.

The last thing I would like to say is a very big thank you to each and every one of you. I see the look of dedication on the face of every staff member and volunteer, which shows it's not a job but a vocation. I have also seen the relief on our residents' faces knowing they are safe now, not merely in the refuge but in our care afterwards, for as long as they need it. As someone who has the T-shirt, I can tell you what this means, so thank you all from the bottom of my heart.

Jeannie Bloomfield
Patron

Chairperson's report



Friends, Colleagues, Donors and all associated with Bury St Edmunds Women's Aid

I am going to take this opportunity to share with you an overview of our business aims and aspirations for the coming years.

Our Centre is a leading provider of Domestic Abuse support services in West and Mid Suffolk.

The organisation manages the only Women's Refuge and only Domestic Abuse Outreach Centre in West Suffolk. We provide high quality support services to people affected by Domestic Abuse, focusing on empowering Service Users and supporting them to make the changes which mean they can move on to live independent, safe and fulfilling lives free from Domestic Abuse.

We have positive and progressive relationships with our commissioners, service users, volunteers, funders, staff, statutory agencies and partner organisations.

We will ensure the sustainability of our organisation. This will be done through a review of the organisational milestones from the 2019-2021 Business Plan. Then setting the new milestones for the next 3 years. Our primary aims will be securing funding to:

- > Employ a mental health social worker.
- > Enable us to offer group work in Haverhill.
- > Offer a resettlement service for children and young people who are leaving the Refuge - ongoing project provided by the Refuge Team
- > continue to offer support to young people.

Longer term, the organisation will seek to build up a preventative approach, over several years, to reduce the number of people being assessed as at high risk. We will do this by raising awareness of domestic abuse throughout West and Mid Suffolk, offering more support to people to understand what a healthy relationship is.

We will focus on succession planning to ensure as a number of very experienced Trustees retire, their knowledge and experience is passed on to our new Trustees.

We will ensure our staff are supported to develop new skills they can offer the organisation. Also developing their confidence and competence as the organisation faces new challenges. In the future that all tasks are shared amongst the staff team so there is always cover for sickness, annual leave or unforeseen circumstances.

We are aware that we live in an uncertain world and to thrive as an organisation, now more than ever, we need be responsive and flexible to meet the challenges that are ahead.

We have a legal responsibility to keep up with current legislation and regulation on; immigration issues, safeguarding, equal opportunities, domestic abuse and data protection and GDPR requirements, ensuring compliance with all relevant aspects.

I hope you find this overview gives you an insight into our skills, knowledge and responsibilities to safeguard our families.

My sincere thanks for the tremendous work carried out by our team and the support provided by our Board of Trustees.

Maureen Byrne
Chair of Board of Trustees

Principal Operations Manager's report

Since I joined the team at Bury St Edmunds Women's Aid in November 2021 time has just flown by. I have welcomed the support and assistance from Hayley Pettitt our Support Services Manager.

This year has seen a rise in demand for our Outreach Services in Bury St Edmunds, with the numbers in Freedom Programme and Coffee Mornings growing. We have also been able to re-start SODA, Stronger Families, and Helping Hands, following the lifting of Covid restrictions.

In early March 2022 we received notification of our successful grant application to West Suffolk Community Chest to the sum of £16,225 to work, in conjunction with Haverhill Town Council and others working locally in Haverhill, to deliver the Freedom Programme, provide a weekly coffee morning, provide creche facilities and run a Stronger Families Programme. The funding has been approved for the financial year 2022/2023 and commenced on 1st April 2022.

In September we will be starting the new VOICE (Victims of Intimate Coercive Experience) Programme.

In the coming year we plan to look at new funding opportunities to help us promote the Refuge and our Outreach and Support Services, and get the message out to the wider community.

Sue Ling

Principal Operations Manager's report

Service Manager's report

The past year has been a busy and productive time supporting our service users and engaging with partners and other stakeholders as we emerged from COVID restrictions. For our support services, we have been able to fully re-open our 8-bedroom refuge and have maintained a good occupancy rate. Our outreach centre has been utilised positively and we have some important changes coming up to develop its use further in the future.

A vital part of our work is safeguarding adults and children who access our support services. As the Designated Safeguarding Lead in the management team, I have attended refresher training and continued to support the staff team with supervision, reflection, review, and training opportunities. The staff team have taken up training opportunities in mental health, Adverse Childhood Experiences (ACES), stalking awareness, updates to the new non-fatal strangulation law, working with male victims of Domestic Abuse, Freedom Programme and VOICE, trauma informed practice and Signs of Safety. We also have a record amount of staff and volunteers who have completed the Domestic Abuse Champions training and are able to proudly wear their lanyard to support, signpost and advise. Over this time, we have also established a monthly safeguarding meeting with local schools to ensure continuity of safeguarding for our children.

We have continued to build on our multi-agency working in both statutory and voluntary sectors. Partnership working with West Suffolk Council, Havebury, Suffolk Constabulary, Public Health, The Police & Crime Commissioner and Social care departments across various local authorities as some examples. We have also held a range of meetings with local charities and services including Suffolk MIND, Bury Drop-In, Gatehouse, Suffolk Survivors Network and Families Together to name a few.

The staff team have reviewed and contributed to reviews of our internal processes and we have undertaken consultation with service users to continually aim to improve our services to them. The development of information sharing boards via an app called PADLET, has meant we have been able to keep services users of our programmes such as the Freedom Programme, Helping Hands, Stronger Families and our Youth Project up-to-date in a secure way.

Volunteers have been an essential part of building our support services and I wish to thank every volunteer who has assisted us with fundraising events, running our coffee mornings, tidying and managing our donations centre and buddying with families who move to the refuge from out of area. We are so grateful and have an exciting training and events plan coming up in the future in order to support all volunteers and show them how valued their contribution is to our charity.

We look forward to continuing to develop our support services to reach a wider and more diverse sector of survivors/victims of domestic abuse in West and mid-Suffolk.

Hayley Pettitt
Service Manager

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2022

Finance report

During the year, 2021/22, the Charity's finances have been affected both negatively, by ongoing challenges posed by Covid-19 restrictions and higher levels of infection, and latterly, positively with success in accessing new sources of grant income to help fund new outreach and service initiatives being delivered in the coming months.

Whilst refuge funding was significantly lower in the first quarter due to reduced levels of occupancy before covid restrictions were eased, that recovered from July as occupancy returned to a more normal operational level. Outreach work was similarly affected at times during the year although access to covid recovery funding allowed for additional support programmes to help reduce waiting lists.

We remain very grateful for the fantastic support received from our main funders, Suffolk Police and Crime Commissioner, Suffolk County Council Public Health as well as Suffolk Community Foundation, West Suffolk and Bury St Edmunds Town Councils, BBC Children in Need, and the incredible generosity of other grantors, many members of the public and local companies.

Due to that support and careful cost management, the result for the year shows an overall modest surplus of £5,817 much better than expected earlier in the year. In addition, and again due to the wonderful support of local companies, we have had installed in the garden a new cabin - a chill zone specifically for teenagers staying at the refuge, and a brand new charity website .

Income and expenditure for the 12 months to 31st March 2022 amounted to:

Income	£404,266	(2021: £380,445)
Expenditure	£398,449	(2021: £358,451)

In the main Refuge accommodation is funded from Housing Benefit which for 2021/22 amounted to £109,483 on an occupancy rate for the year of 75.9%, well below budget. In addition, Bury St Edmunds Women's Aid Centre continues to receive financial support from Suffolk County Council Public Health Directorate for our Refuge services by way of a support grant of £81,368.

Our outreach services and project work are mostly funded by grants and donations. Grant income amounted to £155,362 and comprised:

Grants	£
BBC Children in Need - Children's support workers staff costs	29,140
Suffolk Police & Crime Commissioner - Resource centre outreach funding	72,500
St Edmunds Trust - Mental Health Support	22,315
Anglia Care Trust - Hidden Groups grants	4,000
Covid-19 emergency funding from the following:	
Suffolk Police & Crime Commissioner Covid-19 funding and Critical Support recovery grants	5,407
Funding for projects - Replacement vehicle :	
Bury St Edmunds Town Council	9,000
Bury St Edmunds Rotary Club	1,000
Funding for Child and Young persons Support Project	
West Suffolk Council - Community Chest Grant	12,000
	£ 155,362

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2022

Donations received throughout the year amounted to £46,270 including Gift Aid. These are broken down as follows;

	£
Restricted Donations	23,448
Unrestricted Donations	21,021
Gift Aid	1,801
	<u>£ 46,270</u>

Gifts in kind

During the year the Charity received two very generous gifts in kind which have been valued and included in the financial statements as part of restricted donations as follows:

	£
Belway Homes Ltd supplied and installed a wood cabin in the refuge garden	6,000
Toolbox Marketing Group designed and commissioned our new website	2,500
	<u>£ 8,500</u>

Intangible income - Voluntary staff

The charity remains dependent on services provided by volunteers. Without these volunteers, wage costs would be much higher and we are very thankful for the time volunteers give to the Charity.

The value provided by volunteers is not costed for the purposes of these financial statements.

Reserves Policy

The Charity's reserve policy is to hold unrestricted net current asset reserves equivalent to four to six months of projected operating costs to cover any temporary shortfall in cash flow that may occur due to the timing of receipts.

Unrestricted net current assets at the end of the financial year were £187,857 (2021: £201,265).

As of 31 March 2022, reserves cover was 5.2 months. This is down from that in 2021 (6.3 months) which was unusually high due to unexpected and generous discretionary income received very close to the year end which pushed closing reserves just over the policy threshold.

Auditor

Bury St Edmunds Women's Aid's accounts are audited by Knights Lowe of Bury St Edmunds and I propose that the Refuge continues to use their service as our charity auditor.

Future Plans

The primary aims are to ensure current services are fully funded, and we are able to increase our capacity to deliver those services. Specific to that, funding has been secured to start delivering outreach services in Haverhill from May 2022 and to recruit a support worker with mental health experience to enhance our adult services. We also continue to look for opportunities to increase our work with teenagers and young adults looking to secure additional funding in the current year.

As always, we thank all who have supported the Refuge in helping us meet our financial commitments. This year has been no exception with generous cash donations, Christmas gifts, toys, toiletries, clothes and Easter eggs. We have been overwhelmed by people's generosity.

Finally, I wish to thank my colleagues and our trustees who have supported me in my role this year.

Derek Gadd
Finance Officer

Activities and services

Refuge Support Service

Our role as refuge support workers is to provide support to the women as they come into refuge and during their stay with us.

A house meeting is run every Wednesday morning enabling our residents to discuss any issues, arrange support appointments with us, and to enjoy a cup of tea and biscuit! We have weekly one to one support sessions with each resident to support with topics like finances, benefits, GP registrations, legal issues and health and wellbeing. We support residents to explore the local area by providing maps of the local parks, local shops and things to do.

We also support with making links within the community, for example accessing courses at West Suffolk College.

An important part of our role is to be available to speak to our residents whenever they need us.

Lauren and Victoria Refuge Support Workers

Outreach Service

Outreach Support

The most effective change we have made this year is implementing a new triage system, so now when referrals are taken or a helpline call comes directly from the client they are booked in to see an outreach worker for either a face to face appointment or a phone call. We are then able to assess their immediate support needs; this could be anything from housing, legal assistance, reporting to the police, emotional support or referring to a outside agency.

We have also been able to support many of the outreach clients with our cold weather scheme and the Household Support Grant this year, which has been a great help with the rise in the cost of living.

In the spring of 2022 we welcomed new member of staff, Bea, to the outreach team . She will be working with clients and residents in the Refuge, specialising in mental health support.

Coffee Morning

Our coffee morning is run to reduce isolation for women and to make their own friendship groups. The coffee morning has gradually built back to pre-COVID levels. This is now run as a hybrid session online and in the room. The coffee morning presents a safe place for mums to talk about their experiences without being judged. Also allowing them to have a chance to talk with other adults as their children are looked after by the child support workers. We have cake made for us by Tina each week.

We have topics of conversation each week. The topics of conversation vary from week to week. Topics which have been covered recently are hairy legs, weak bladders, gas lighting, hoovering, tree of life, grieving and domestic abuse and many more topics.

Freedom Programme

We are run two Freedom Programmes here at number 24. We have worked hard as a team to make sure that the Freedom Programme has continued to be accessible to all; we have introduced hybrid programs, so the clients can either attend in person at the centre or online via Zoom. We have worked on updating the Freedom Programme, adding power points to help us present using relevant up to date examples of domestic abuse whilst still educating the women on the core subject of living with the dominator and what the early warning signs of abuse are.

We have also constructed a Freedom Padlet. This enables the women to re-cap at any time any of the subjects we have covered; it is filled with useful information and videos that relate to each topic that is covered. The ladies receive a link to the Freedom Padlet at the beginning of the course and are still able to access it after they have completed, enabling them to look back at any time.

I have enjoyed the last year of facilitating the Freedom Programme, my favourite is always the last one when we ask how to spot an early warning sign of each personality trait and they really ace it. The feeling of knowing you are helping women to make more informed choices is priceless.

Healthy relationships (Hidden Groups)

I started a group for ladies with learning difficulties within the last year. It is a small select group and we meet every week for a 90 minute session. Each session is very lively, I have adapted to their unique needs. No participant in this group learns the same way as another, it can be challenging and repetitive but the change in the clients is amazing.

We have covered many subjects around boundaries and how to set them, looked at what is a healthy relationship, how to stay safe in your own home, and how to say no.

The group has mixed well together and now openly talk through subjects with my guidance. They can now make positive life choices when in scary situations. We often chat through scenarios of how they would respond if an ex-partner was to be outside their home shouting at them and over the weeks the response has improved.

This is a unique group and I really enjoy my Thursday afternoons with them, I am very proud of the art work that has been displayed in the upstairs education room that was completed by the group.

I hope to expand this group this year and continue to work towards helping all women to make safer choices.

Tracy Harvey

Outreach Support Worker

Young Person's Support

This last year has been busy one for our Young Persons Programme and has seen Louise Mullan come on board to support me with our Young Persons Outreach. Coming out of the pandemic, we have taken several referrals from schools and colleges across West Suffolk and Haverhill which have resulted in us offering more one to one support within schools, as well as small group programmes around healthy and unhealthy relationships. As part of this process, we have developed some great working relationships with school staff and have been liaising with the Mental Health in Schools team in order support those with needs that can't be met by the PHSE curriculum.

Alongside this I have spent much time networking and connecting with agencies to promote our organisation and the services we offer. Over the last 12 months I have been working closely with Student Welfare at West Suffolk College and have been on site on many occasions to talk to students about healthy relationships, boundaries, and consent. This has received very positive feedback and further work within the college is being discussed. Earlier this year I teamed up with Terence Higgins Trust to deliver some workshops around healthy sexual relationships and as a result have built up a good partnership and an opportunity for further joint working.

One of the biggest achievements this year and one I am most proud of is our role within the new Multi-Agency Road Show (MARS) headed up by the Early Help Team as part of the Local Authority. Despite the pandemic and other obstacles that have often come our way, I have been determined to carve a space for our Young Person's Project, within a larger arena, one which can support our work but also aid future funding bids for us to continue this much needed education and prevention. At this point I am pleased to say, this hard work has finally paid off, and we now have our first secondary school 'Enrichment' day to attend, alongside Terence Higgins Trust, Criminal Exploitation, Cyber Crime Unit, Turning Point, and the School Nursing Team. Whilst the first event will be very much a 'finding our feet' exercise, the plan moving forward is for Women's Aid, as part of this team to offer every secondary school across West Suffolk, Haverhill, and Forest Heath a roadshow experience day and following this, a referral system for targeted work, small group work and one to one support, as and when required.

Although I am incredibly sad to be leaving the team this summer, I believe the most challenging part has been achieved. I have established a good foundation in which to develop the role even further and I am confident, moving forward, I am leaving the project in good hands.

Rachael

Young Person's Support Worker

Children's Service

Wow! Another year has passed us and as always, the Child Support Workers have been busy!

Our aim is to make the children's stay as enjoyable as possible, to build strong and secure bonds to restore the children's confidence, self-esteem and development through play and planned sessions whilst in our care.

Our usual sessions of After School Club, Well-being Wednesdays, Talking and Drawing ,1:1 sessions and Freedom, SODA and Coffee Morning childcare are all ongoing.

This year we ran a Stronger Families Programme for children aged 9-11 years. The feedback we had from the mothers states the children are more confident in dealing with their emotions and feelings. The mothers also said they gained knowledge from the weekly meetings that they engaged in. We also ran a Helping Hands group, an alternative to Stronger Families, for younger children.

From running the two courses over the year we have felt that, as the child support workers, we would like to have more time with outreach and resettlement of children. Our new plan is to start drop-in art craft sessions at No. 24 half termly which can be accessed by all resettlement and outreach children.



Jabba The Hut- we now have an older children's room in the garden, this will help the older children to have space in the busy house, also a space to have quiet time or space to do their homework.



During the long school summer holidays we have planned for all the families a trip to the beach, family cook days with Outdoor Explore, an art session with Crafty Foxes, ten pin bowling, cinema, and the splash park too.

Sarah and Louise
Child Support Workers

Resettlement Service

The Resettlement Service supports women and children living in the Refuge with their housing needs both past and present. The service aims to empower the women and children as they prepare for their new beginning.

While the women are living at the refuge they have access to the resettlement service and the support will continue when they move on for as long as they need it, which is usually up to a year after they leave. The Resettlement Worker will work with the women to assess each woman's wishes for when she leaves the Refuge – does she wish to return to the area she has fled, or settle elsewhere? If she wishes to return to her property the Resettlement Worker will put her in contact with a local solicitor so that appropriate legal steps can be taken to allow the woman and her children to return safely. If she wishes to move to a new property the Resettlement Worker will support the woman to apply for housing in the area she wishes to restart her life.

The Resettlement Worker will then work with the woman on the practicalities of leaving one location and moving to another. The Resettlement Worker will begin this process by looking at any debts the woman may have incurred that may prevent her moving forward – for example rent arrears. She will support the woman to set up utilities and source household furniture and goods when required, she also organises safe collection of her belongings from her property if appropriate. Once the resident has found a new home the Resettlement Worker will ensure appropriate safety measures are in place and that they are in touch with services in the community – for example both the woman and her children are registered with the local GP. The resettlement service will offer on-going emotional support, advice and guidance until such time that it is no longer needed.

The Resettlement Worker facilitates a drop-in Coffee morning that all of the women are invited to attend; this provides peer support and reduces isolation and promotes confidence and well-being. As COVID restrictions are being lifted the isolation of clients moving out of the refuge is being reduced.

Case study, M

M moved to the area from another refuge. M moved to a new area with no connections and no furniture. When I met M for the first time, she had just a blow-up mattress, kettle and a microwave for herself and her son.

I used the store cupboard at No. 24 to obtain items for M. I applied to the local LWA (Living Without Abuse) to get white goods. Also sourcing furniture from local churches in the area she had moved to. Within three weeks we had to manage to source beds, white goods and sofas for the family.

The next step was to reduce M and her child's isolation in the area. I linked in with the local children's Centre, also help mum find a local nursery.

Once we had her son in nursery and she was familiar with the area, we looked at what job she would like to do. M wanted to work in a nursery setting. We spoke with the local nursery and got her some volunteer work, which has led to a job.

Kay

Resettlement Support Worker

Highlights

- * Another amazing Christmas Dinner cooked by Jess at Samu Kitchen
- * Christmas lights at Ickworth – just beautiful! It was lovely to see the wonder on the children's faces!
- * Our Teen Hut was delivered, wired up, and prepared for use.
- * Covid restrictions have been lifted, enabling us all to work together again, and open our Outreach Centre once more.
- * Our children have been on some lovely trips, funded by some of our regular supporters and donors.
- * Our website was updated by the lovely Kim at Toolbox, it now has a much more modern, fresh feel!

Feedback from Clients

I am forever grateful to you because you took me from such a dark place

Lauren you are a star.

I love all the staff you have been like my family while I'm here.

You have helped me from getting a bank account to benefits. Thank you Lauren you have been a star xx

Thank you all so much for everything you have done for me and my children, you have all been amazing, caring and friendly. I appreciate you all from the bottom of my heart, I wouldn't know where I would be without you.

This is just to say a huge thank you for all the care and support you have given my daughter and grandchildren. Due to this she has been able to move on and start a new life.

I am unable to put into words just how grateful I am for all your ongoing support, help and advice. Thank you for all your love and understanding. We think the world of you.

You've changed every single one of our lives for the better, the days out are such an unexpected bonus. The community created is simply beautiful.

You have given us the opportunity to have a joyful, fun exciting Christmas with no worries or fear.

Sarah and Louise, thank you for all your time, patience and understanding, also helping me be my best so I can be a good mum.

I'm free to be me.

Thank you for all the nice trips and helping us get a house.

I feel I am a million miles away from the woman who walked in here.

This is the place that brings me the most joy and peace.

Acknowledgements

A huge Thank You to all of our supporters, big and small, local and further afield, who have donated money, time and many lovely items!

Our Volunteers	Rickshaw Riders
Aquarius Singers	Round Table
Belway Homes	Tesco
Bury Lions	The Buckingham Emergency Food Appeal (BEFA)
Bury Rotary	Theatre Royal
Cook (frozen food)	Toolbox
Field of Dreams	Tostock Animal Park
Gatehouse	Unite the Union
Green Light Trust	Vineyard Church
HC3	Waitrose
Ickworth House	Wooster's Bakery
Jess at Samu Kitchen	
Kids Out	
Lloyds Bank Foundation	

We particularly wish to thank our major funders:



We would also like to thank our donors who choose to remain anonymous. Without the continued support of our donors, we would not be able to offer the high level of services and support to the people that need them.

If you would like to donate in any way, please visit our website

www.burystedmundswomensaid.org.uk

<https://www.justgiving.com/bse-womensaid/>

or call us on **0330 551 9495**

Volunteers needed

If you'd like to volunteer with our organisation please have a look at our Padlet:
<https://padlet.com/BSEWomensAid/Volunteers>

Website

Stay up to date with our news and events at: www.burystedmundswomensaid.org.uk

[Twitter:](#)



[Facebook: https://www.facebook.com/BSEwomensaid](https://www.facebook.com/BSEwomensaid)

Speaking engagements

Interested in hearing more about our work? We are happy to provide a speaker for your organisation or group, please email at admin@burystedmundswomensaid.org.uk

Current services

We provide many services which are accessed by women (and some men) from the local community and from outside Suffolk:

23-bed Refuge
Telephone Advice Helpline
Outreach Service
12-week Freedom Programme
Survivors of Domestic Abuse (SODA)

Male Victim Support
Resettlement Support
Child Therapy Service
Counselling Service
Weekly Coffee and Craft Morning

Future plans

The issue of Domestic Abuse has received a great deal of publicity during the past few years and our organisation, together with the sector in general, will need to be responsive to potential significant change in the way services are delivered.

The Domestic Abuse Act has now passed into law. This Act places new responsibilities on Local Authorities and Housing Organisations and we are assessing how best we flex our services to respond effectively to the Domestic Abuse Safe Accommodation and Support Strategy recently produced by Suffolk County Council, under which we shall tender in Autumn 2022.

Key elements to the Support Strategy include an integrated approach to support delivery across the local sector and collaborative working, and we continue to reach out to our partner organisations, statutory and voluntary, to rebuild the links we have within the sector and more widely with the community to move forward as an organisation which is embedded in the community it serves.

We recognise the value that volunteers bring to an organisation and also the life changing effect volunteering can provide for individuals and we continue to pursue our volunteering programme.

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Report of the Trustees for the Year Ended 31 March 2022

Structure, governance and management

Governing document

The company is registered with the Charity Commission (no. 276883) and is governed by its Memorandum and Articles of Association dated 14 November 1977 (amended in 2020).

It is limited by guarantee and does not have share capital. The liability of the Members on a winding up is limited to £1.

The Company's Council of Management (Trustees) appoints staff who look after the day to day running of the organisation.

Recruitment and appointment of new Trustees

It is policy that all Members of the Council of Management shall be both Trustees of the Charity and Directors of the Company.

Trustees retire in rotation and may offer themselves for re-election by the charity's members at the Annual General Meeting. The Council may appoint a member to serve on the Council of Trustees to fill a casual vacancy or to add to their number. The minimum and maximum number of Trustees is determined by the members at General Meeting and is currently 7 and 12 respectively.

There are currently 9 Trustees.

Trustees who served during the year and since are shown on the charity's information page (page ii).

Induction and training of new Trustees

Potential new Trustees are invited to attend monthly Trustee meetings before they are appointed in order to familiarise them with the overall operation and oversight of the charity. Induction includes at least one visit to the Refuge and such support as is required depending on experience.

Remuneration policy

The Trustees review scale point progression and hence remuneration of all staff on at least an annual basis. Scale structure and pay rates are aligned with those published by the National Joint Council for Local Government Services.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Report of the Trustees for the Year Ended 31 March 2022

Statement of trustees responsibilities

The trustees (who are also the directors of Bury St Edmunds Women's Aid Centre Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 22 September 2022 and signed on its behalf by:

M G Byrne

.....

Mrs M G Byrne - Trustee

Opinion

We have audited the financial statements of Bury St Edmunds Women's Aid Centre Limited (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAS (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAS (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements ; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the companies operating sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;

- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias;
- investigated the rationale behind significant or unusual transactions; and
- investigated the company's apportionment of housing income, grants, and other main sources of income.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims;
- reviewing correspondence with HMRC, relevant regulators [Charity Commission] and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

KNIGHTS LOWE

Knights Lowe Limited

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Eldo House

Kempson Way

Suffolk Business Park

Bury St Edmunds

Suffolk

IP32 7AR

Date: 30 . 9. 2022

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

**Statement of Financial Activities (Incorporating an Income and Expenditure Account)
for the year ended 31 March 2022**

	Notes	2022			2021		
		Unrestricted funds £	Restricted funds £	Total funds £	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS							
Donations and legacies		21,611	24,659	46,270	36,178	11,779	47,957
Fund raising events		1,196	-	1,196	365	-	365
Charitable activities	3						
Operation of the Centre		120,021	-	120,021	94,445	-	94,445
Support services		81,368	155,362	236,730	84,663	152,790	237,453
Investment income							
Bank deposit interest		49	-	49	225	-	225
Total income		224,245	180,021	404,266	215,876	164,569	380,445
EXPENDITURE							
Charitable activities	4						
Provision of short-term accommodation		105,537	26,030	131,567	89,953	27,300	117,253
Support services for residents		143,460	123,422	266,882	117,866	123,332	241,198
Total expenditure		248,997	149,452	398,449	207,819	150,632	358,451
NET (EXPENDITURE) / INCOME	6	(24,752)	30,569	5,817	8,057	13,937	21,994
Transfer between funds	16	9,467	(9,467)	-	16,657	(16,657)	-
Net movement in funds		(15,285)	21,102	5,817	24,714	(2,720)	21,994
RECONCILIATION OF FUNDS							
Total funds brought forward		269,837	47,350	317,187	245,123	50,070	295,193
TOTAL FUNDS CARRIED FORWARD	16	254,552	68,452	323,004	269,837	47,350	317,187

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes on pages 29 to 39 form part of these financial statements

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Balance Sheet as at 31 March 2022

	Notes	2022			2021		
		Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
		£	£	£	£	£	£
FIXED ASSETS							
Intangible assets	12	2,240	-	2,240	-	-	-
Tangible assets	13	64,455	-	64,455	68,572	-	68,572
		66,695	-	66,695	68,572	-	68,572
CURRENT ASSETS							
Stocks	14	-	1,570	1,570	-	2,770	2,770
Debtors	14	6,022	30,980	37,002	7,424	22,923	30,347
Cash at bank and in hand		190,547	45,237	235,784	207,148	22,992	230,140
		196,569	77,787	274,356	214,572	48,685	263,257
CREDITORS							
Amounts falling due within one year	15	(8,712)	(9,335)	(18,047)	(13,307)	(1,335)	(14,642)
NET CURRENT ASSETS		187,857	68,452	256,309	201,265	47,350	248,615
NET ASSETS		254,552	68,452	323,004	269,837	47,350	317,187
TOTAL FUNDS	16	254,552	68,452	323,004	269,837	47,350	317,187

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The Trustees acknowledge their responsibilities for:

ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and,

preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes on pages 29 to 39 form part of these financial statements

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Balance Sheet as at 31 March 2022

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees on 22 September 2022 and were signed on its behalf by:

M G Byrne

.....

Mrs M G Byrne -Chair

1 LEGAL FORM

The Charity is a private charitable company limited by guarantee and incorporated in England and Wales. The registered office is shown in the Trustees Report (Directors Report). Due to the nature of the Charity's operations, exemption has been taken on disclosing the principle operating address.

2 ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements are reported in GBP Sterling.

Significant judgements and estimates

In the application of the Company's accounting policies, which are described below, the Directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimated and underlying assumptions are reviewed on an ongoing basis. Revision to accounting estimates are recognised in the period in which the estimate is revised if revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Critical judgements and key sources of estimation uncertainty in applying the Company's accounting policies

The following are critical judgements including those involving estimations, that the Directors have made in the process of applying the Company's accounting policies and that have the most significant effect on the amounts recognised in the financial statements.

Depreciation of tangible fixed assets

Tangible fixed assets are recognised at cost and depreciated on the basis appropriate to charge to the income statement the economic consumption of those assets during the accounting period. The charge is calculated as described below and is based on the Directors knowledge of the reduction in the residual value of each class of asset. The rates of depreciation are kept under review such that assets are written down to their residual value at the end of their economic lives.

Financial reporting standard 102 - reduced disclosure exemptions

The charity has taken advantage of the following disclosure exemption in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

Incoming resources

Donations and gifts

All monetary donations and gifts are recognised in the Statement of Financial Activities when receivable, provided that there are no donor-imposed restrictions as to the timing of the related expenditure, in which case recognition is deferred until the pre-condition has been met.

Gifts in kind

Non-monetary gifts with an estimated value of over £200 and donated to the Charity for use by our beneficiaries or for administering and promoting our work are valued and included in the Statement of Financial Activities at the in use value to the charity. Such gifts are recorded as restricted donations and capitalised or included as a revenue expense as appropriate.

Intangible income

Intangible income is valued and included in income to the extent that it represents goods or services that would otherwise be purchased. An equivalent amount is charged as expenditure. Voluntary help is not included as income.

Grants receivable

Revenue grants are credited as incoming resources when they are receivable provided conditions for receipt have been complied with, unless relating to a specified future period, in which case income is deferred accordingly.

Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. When projects are completed fixed assets are transferred to the general fund and depreciation is charged as stated below.

Resources expended

Expenditure is recognised when a liability is incurred and allocated between:

- expenditure incurred on charitable activities being mainly the costs associated with running the refuge and Resources Centre including direct and support costs;
- governance costs in overseeing the charity and safeguarding its assets and primarily associated with constitutional and statutory requirements and comprise the audit fee;
- support costs being indirect expenditure which is allocated to central functions on a basis consistent with the use of those resources.

The apportionment of charitable expenditure between the main activities of provision of short-term accommodation and client and residents support services, is made according to the underlying use of the resources and shown in detail under note 4 to the financial statements.

Tangible and intangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Security and outdoor equipment	- 10% on cost
Office equipment	- 25% on cost
Motor vehicles	- 33% on reducing balance
Household equipment	- 33% on cost

Assets costing more than £200 are capitalised.

Intangible fixed assets are amortised over the estimated useful life of those assets being five years or 20% on cost.

Stocks

Goods held to assist the resettlement of residents moving on from refuge accommodation, and provided as part of charitable activities free of charge, are measured at net realisable value based on the service potential provided by items of stock. In practice this means stock is held at cost less any impairment necessary to write down to net realisable value provided to beneficiaries.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Pension costs are analysed across activities and funds, both restricted and unrestricted, pro rata to that of the underlying staff costs in accordance with the purpose of, and restrictions on each activity and fund.

Financial assets and liabilities

All financial assets and liabilities are basic short term financial instruments and accounted for at cost less provision for non-recovery where applicable. These comprise non-trade debtors and creditors realisable within one year.

Cash at bank and in hand comprises short term bank and cash deposits none of which have restricted access terms.

Going concern

The Trustees have prepared the financial statements on the basis that the Charity will continue to operate in accordance with its Objects for a period of not less than 12 months from the date of approval of the financial statements.

As disclosed in note 11, uncertainty exists regarding Resources Centre funding - our core grant for outreach services has been reduced significantly, albeit our grantor has given an undertaking to provide such funding until 31 March 2025 - and a key grant providing about a third of the finance for refuge services. The latter is opening for tender for service provision for the 3 years from April 2023.

Continuity of service provision depends on the availability of sufficient funding, and this has yet to be fully established for the ensuing year. Reserves are sufficient to finance the potential shortfall during and for over six months beyond the current funded period and, given the continuing need for the Charity's services, the Trustees are of the opinion that the Charity will secure funding and remain a going concern for at least the next 12 months.

3 INCOME FROM CHARITABLE ACTIVITIES

		2022	2021
		£	£
Accommodation charges:			
- Housing benefit	Operation of the Centre	109,483	84,095
- Residents rent and household income	Operation of the Centre	10,092	8,426
Sundry income	Operation of the Centre	446	1,924
		120,021	94,445
Public Health & Protection grants	Support services	81,368	84,772
Other grants	Support services	155,362	152,681
		236,730	237,453
		356,751	331,898

Grants received, included above, are as follows:

		2022	2021
		£	£
BBC Children in Need - Children's support workers staff costs		29,140	30,461
Suffolk Police & Crime Commissioner - Resource centre outreach funding		72,500	60,000
St Edmunds Trust - Mental Health Support	Refuge & outreach	22,315	-
Anglia Care Trust - Hidden Groups grants	Outreach	4,000	-
<u>Covid-19 emergency funding from the following:</u>			
Suffolk Community Foundation through the following funds:			
Suffolk Coronavirus Community Fund	Outreach	-	5,000
Hopkins Charitable Fund	Outreach	-	4,500
Suffolk Police & Crime Commissioner Covid-19 funding and Critical Support recovery grants	Outreach	5,407	18,920
Arco (Bury St Edmunds) Coronavirus Community Grant	Outreach	-	1,000
Ministry of Housing, Communities and Local Government Covid-19 Emergency Support Fund	Refuge & resettlement	-	11,140
Tesco's Bags of Help	PPE	-	500
National Lottery Coronavirus Community Support Fund	Child support	-	2,000
<u>Funding for projects - New vehicle (2021: Garden refurbishment):</u>			
Bury St Edmunds Town Council		9,000	5,000
Bury St Edmunds Rotary Club		1,000	-
West Suffolk Council - Councillors Locality budgets		-	2,250
Suffolk County Council Cllr's D Roach and K Soons		-	2,250
Lord Belstead Charitable Settlement		-	2,000
<u>Funding for Child and Young persons Support Project</u>			
West Suffolk Council - Community Chest Grant		12,000	-
Suffolk Community Foundation through the following funds:			
East Anglian Co-operative Community Cares Fund		-	4,600
Other grant received		-	1,000
Bury St Edmunds Town Council Cllr's D Higgins and N Iannelli -Popham		-	2,060
		155,362	152,681

4 CHARITABLE ACTIVITIES EXPENDITURE

The charity undertakes direct charitable activities only and does not make grants.

	Provision of short- term accommodation	Support services	Total
	£	£	£
Rent and rates	21,779	29,369	51,148
Utilities	10,948	3,454	14,402
Household expenses, furnishings and equipment	10,861	2,673	13,534
Motor expenses	3,185	1,592	4,777
Clients, support, recreation and hospitality	7,114	7,114	14,228
Depreciation / amortisation (excluding office equipment)	7,710	3,855	11,565
Support costs (see note 5)	69,970	218,825	288,795
Total 2022	131,567	266,882	398,449
Total 2021	117,253	241,198	358,451

Apportionment of costs to support services

Rent, rates, utilities, household expenses and furnishings and equipment are apportioned on an actual basis. Those relating to the Resources Centre are wholly for support services.

Other costs are apportioned on the best estimate of the use of the underlying resources as follows:

Motor expenses and depreciation/amortisation (excluding office equipment)	33%
Clients and residents support, recreation and hospitality	50%
All indirect support costs shown in note 5 (excluding audit fee)	75%
Audit and legal fees	100%

5 SUPPORT COSTS

	2022	2021
	£	£
Staff costs	236,327	216,276
Administrative costs	18,418	16,097
Insurances	4,550	4,578
Telephone	6,884	6,639
Staff recruitment, welfare and training costs	6,964	4,929
Subscriptions and affiliation fees	683	636
Office equipment depreciation	4,986	3,880
Fund raising, publicity and promotion	771	216
Bank and finance charges	297	64
Auditors remuneration	3,015	2,978
Legal fees	5,900	-
	288,795	256,293

6 NET INCOME

Net income is stated after charging/(crediting):

	2022	2021
	£	£
Amount expended on stock	1,200	4,140
Auditors' remuneration	3,015	2,978
Other non-audit services	-	-
Depreciation - owned assets	16,284	15,873
Operating leases - land and buildings	46,175	44,794
Operating lease - other	2,387	2,387
Deficit on disposal of fixed assets	7	168
Amortisation of website	260	360

7 STAFF COSTS

	2022	2021
	£	£
Salaries	219,647	201,414
Social security costs	12,703	11,048
Pension contributions	3,977	3,814
	236,327	216,276

No employees received emoluments in excess of £60,000.

The aggregate remuneration of key management personnel was £23,383 (2021: £37,437).

The charity employed on average 11 staff, being 9 on a full-time equivalent basis (FTE) to run the Refuge and provide support services (2021: 11 and 8 FTE). A small proportion of time is related to governance matters.

8 TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

Administrative and support expenses of £115 were reimbursed to 1 Trustee during the year; all incurred in the running of the charity (2021: 2 trustees; £328).

9 RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022 (2021: nil).

10 LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2022	2021 - Restated
	£	£
Land and buildings		
Within one year	46,231	27,500
Between one and five years	33,131	37,996
In more than five years	-	-
	79,362	65,496

In consultation with the Charity's auditor, the commitment on the Resources Centre operating lease has been re-assessed such that the commitment is stated for the period up to the date of the next break clause, being 18 August 2023, as opposed to the remaining term of the lease. Prior year figures have been restated on a comparable basis.

	2022	2021
	£	£
Other leases		
Within one year	2,387	2,387
Between one and five years	4,178	6,565
	6,565	8,952

11 FUTURE FUNDING UNCERTAINTIES

The Resources Centre is substantially financed by an annual grant of £50,000 from Suffolk Police and Crime Commissioner under an agreement that has been extended to 31 March 2025. That amount is a substantial reduction of the grant hitherto received and supplementary funding is being sought to finance outreach activities. To date an additional £50,000 has been secured over 2 years.

Whilst refuge occupancy, and hence Housing Benefit receipts, have returned to a normal operating level post-Covid, Suffolk County Council Public Health funding for refuge services for the 3 years from April 2023 will be shortly open for tender. Currently the charity receives an annual grant of £83,809. The result of this process is of course uncertain, however the trustees and charity officers will submit a robust tender and they are reasonably confident of continuity of service.

Trustees and Charity's Officers continue to actively assess operational risks and, where necessary, any persistent funding shortfall will be mitigated by way of emergency grant funding. In the trustees opinion, the Charity has sufficient reserves to finance operations in the short to medium term whilst such funding arrangements are negotiated, if required.

12 INTANGIBLE FIXED ASSETS

	Website £
COST	
At 1 April 2021	1,800
Addition	2,500
Disposal	1,800
At 31 March 2022	<u>2,500</u>
AMORTISATION	
At 1 April 2021	1,800
Charge for the year	260
Disposal	1,800
At 31 March 2022	<u>260</u>
NET BOOK VALUE	
At 31 March 2022	<u><u>2,240</u></u>
At 31 March 2021	<u><u>-</u></u>

13 TANGIBLE FIXED ASSETS

	Security & outdoor equipment	Office, IT and other equipment	Motor vehicles	Household equipment	Totals
	£	£	£	£	£
COST					
At 1 April 2021	93,734	46,688	13,310	43,748	197,480
Additions	6,708	4,824		642	12,174
Disposals	1,190	3,712	-	1,428	6,330
At 31 March 2022	<u>99,252</u>	<u>47,800</u>	<u>13,310</u>	<u>42,962</u>	<u>203,324</u>
DEPRECIATION					
At 1 April 2021	44,557	34,204	12,805	37,342	128,908
Charge for year	7,454	4,986	168	3,676	16,284
Disposals	1,190	3,709		1,424	6,323
At 31 March 2022	<u>50,821</u>	<u>35,481</u>	<u>12,973</u>	<u>39,594</u>	<u>138,869</u>
NET BOOK VALUE					
At 31 March 2022	<u><u>48,431</u></u>	<u><u>12,319</u></u>	<u><u>337</u></u>	<u><u>3,368</u></u>	<u><u>64,455</u></u>
At 31 March 2021	<u><u>49,177</u></u>	<u><u>12,484</u></u>	<u><u>505</u></u>	<u><u>6,406</u></u>	<u><u>68,572</u></u>

All tangible fixed assets are used for charitable purposes.

14 STOCK AND DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
STOCK		
Stock for resident resettlement	<u>1,570</u>	<u>2,770</u>
		.
DEBTORS		
Other debtors	1,801	745
Prepayments and accrued income	<u>35,201</u>	<u>29,602</u>
	<u>37,002</u>	<u>30,347</u>

Accrued income includes £18,125 (2021: £15,000) grant income from Suffolk Police and Crime Commissioner (PCC) for the period 1 January 2022 to 31 March 2022 and a grant of £3,337 from the Ministry of Justice via the PCC (2021:£5,000 from Suffolk County Council) invoiced and due at the year end but received post year end.

15 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Payments on account	4,184	540
Accruals and deferred income	<u>13,863</u>	<u>14,102</u>
	<u>18,047</u>	<u>14,642</u>

There is no deferred income in the reporting or comparative years.

16 MOVEMENT IN FUNDS

	At 01.04.21	Income	Expenditure	Transfers between funds	At 31.03.22
	£	£	£	£	£
Unrestricted funds					
General fund	218,380	223,856	238,214	(11,537)	192,485
Resources Centre running costs	27,251	-	669	-	26,582
Group outreach and support workers	8,308	-	4,360	6,000	9,948
Child support programme (child therapy)	1,067	389	136	4,700	6,020
Teenage Support Programmes	9,319	-	518	-	8,801
Client counselling	835	-	4,872	5,300	1,263
Refuge refurbishment (external works)	4,677	-	224	-	4,453
Office IT upgrade and equipment	-	-	4	4	-
Vehicle replacement fund	-	-	-	5,000	5,000
	269,837	224,245	248,997	9,467	254,552
Restricted funds					
Resources Centre running costs including a proportion of staffing costs	14,970	74,000	79,593	-	9,377
Adult support (counselling, group and creative therapies, Theatre as Therapy and a proportion of staffing costs)	15,285	11,007	16,589	-	9,703
Mental Health Support	-	22,315	-	-	22,315
Child support programme (child therapy, outings, recreation)	3,497	5,483	5,742	-	3,238
Child support staff costs	3,537	29,140	33,917	-	(1,240)
Teenage Support Programmes	1,457	12,000	12,541	-	916
Refuge refurbishment - internal and external works	7,938	6,615	701	(6,967)	6,885
Fund raising - Concert activities, Just Giving	511	177	214	-	474
Publicity and promotion	155	2,500	155	(2,500)	-
Vehicle replacement fund	-	16,784	-	-	16,784
	47,350	180,021	149,452	(9,467)	68,452
TOTAL FUNDS	317,187	404,266	398,449	-	323,004

Restricted fund in temporary deficit

At 31 March 2022, the child support staff costs restricted fund was temporarily in deficit. The whole of the associated costs are funded under a three year grant agreement terminating on 30 June 2023. Over the period of the agreement it is expected costs will be fully funded.

16 MOVEMENT IN FUNDS cont.

Transfers between funds 2022

Movements between funds comprise:

	Unrestricted Funds		Restricted
	General	Designated	Funds
	£	£	£
i) Capital assets financed by restricted giving transferred to general fund upon completion	9,467		(9,467)
ii) Capital assets financed by designated funding transferred to general fund upon completion	3,396	(3,396)	
iii) Designation of unrestricted income for particular purposes	(24,400)	24,400	
	(11,537)	21,004	(9,467)
General fund		(11,537)	-
Total transfers during the year		9,467	(9,467)



Bury St Edmunds Women's Aid Centre Ltd



Advice Helpline:

0330 551 9495 or 01284 783085

E-mail: admin@burystedmundswomensaid.org.uk

Website: www.burystedmundswomensaid.org.uk

Post: PO Box 715, Bury St Edmunds, IP33 9HQ

This provides victims of Domestic Abuse with the opportunity to speak to us anonymously and to seek support and advice.

Advice is also available via an Outreach appointment which is a chance to meet friendly staff at the Refuge and to discuss all possible options to help with your individual needs and circumstances.



BURY ST EDMUNDS WOMEN'S AID CENTRE LIMITED

England & Wales - Charity number 276883

Accounts



**Report of the Trustees and Financial Statements
for the Year Ended 31 March 2021**

Registered company number: 01338724

Registered charity number: 276883



Philosophy Statement

Domestic Abuse is Unacceptable

People who have experienced domestic abuse have been hurt and traumatised.

Children and Young People who have experienced or witnessed domestic abuse have been hurt and traumatised.

Anyone can be a victim of domestic abuse. Domestic abuse does not discriminate by gender, age, ability, financial status, sexuality, race or religion. Those affected by domestic abuse can find themselves existing in a world where they are isolated often frightened or hurt, their confidence and self-esteem have been undermined, where they lack control over who they see, where they go, what they do and their own money.

We recognise that every person has their own story and their own individual needs. When people are ready to reach out for help, we will work with them in partnership in a holistic, non-judgemental, caring and friendly way. We will take the time to listen as people tell us their stories. We will let them see that they have been not only listened to but heard.

We understand that to work with a person who has experienced domestic abuse we will need to provide a range of services to meet the needs of the whole person. Particularly support with their mental health and to rebuild their self-esteem. Where the person has needs that are complex, we will work in partnership with other organisations to provide individual person-centred packages of care and support.

We will work with a person, at their own pace. We recognise that not everyone is at the point where they are ready to leave an abusive relationship when they first make contact with us. We understand and support people who are terrified to stay, yet terrified to leave.

We understand that children and young people who have been victims of or who have witnessed domestic violence have been significantly damaged by their experiences. We will listen to children and young people, as we do to adults with empathy and sensitivity. We will make an individual package of care for each child which recognises their individual needs.

Where the risk of harm to a child or adult is high, we will work in partnership with the statutory agencies to keep children and vulnerable adults safe.

We provide a safe space for women and their children, who need to flee domestic violence, to live while we support them to rebuild their lives. We recognise the need to hold these women and children in a nurturing and friendly environment provided by a skilled staff team. We aim to support these women and children to recognise their strengths and to slowly enable them to re-build their self-esteem and confidence.

We understand some people do not need a place in a refuge when they leave an abusive relationship. They need support to enable them to stay safe, to understand what has happened to them and support to help them to begin to come to terms with these experiences. We also understand that they need a wide range of practical, housing and legal advice. Our aim is to work with the person to make a support plan and provide services which are right for them.

We support children and young people who have been abused or who have witnessed abuse to understand and talk about these experiences, to rebuild nurturing relationships with their parents or carers, to experience all kinds of play and to feel safe and secure. We understand how traumatic childhood events can have a lifelong impact on a person's feelings of self-worth and mental health.

We believe that individuals coming together with a shared understanding of what domestic abuse is, can work together to keep people safe and to advocate for the individual and for changes in society.

Charity information (as at date of approval of the Trustees annual report)

Status	Charitable company limited by guarantee registered in England and Wales Registered company number 01338724
Trustees and Directors	Mrs M G Byrne Chair person Mrs C B Dye Vice-Chair person Mrs E A Larcombe Treasurer Mrs F Harbron Company Secretary Mrs R Sayed Ms J A Burnett Mrs P J Leach Mrs S G Coe <i>(Appointed 12 July 2021)</i> Mrs H R Stammers <i>(Appointed 12 July 2021)</i> Cllr D E Higgins <i>(Appointed 12 July 2021)</i> Cllr N Iannelli-Popham <i>(Appointed 12 July 2021)</i>
Governing document	Memorandum and Articles of Association dated 14 November 1977 (amended in 2020)
Registered office address	Eldo House Kempson Way Suffolk Business Park Bury St Edmunds Suffolk IP32 7AR
Independent auditors	Knights Lowe Limited Eldo House Kempson Way Suffolk Business Park Bury St Edmunds Suffolk IP32 7AR
Bankers	HSBC Plc 54 Abbeygate Street Bury St Edmunds Suffolk IP33 1LJ

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The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021.

The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)."

Aims, objectives and public benefit

Public benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charities aims and objectives.

Aims and functions of Bury St Edmunds Women's Aid

Bury St Edmund's Women's Aid Centre Ltd. is both a Registered charity and a Company Limited by Guarantee. There are currently eleven Trustees of the Charity, who are also Directors of the Company. The Trustees, who are all volunteers with differing areas of experience and expertise, form a Management Committee that oversees the operation of the organisation.

Bury St Edmunds Women's Aid Centre is a caring organisation that offers advice and support to anyone who is experiencing domestic abuse.

We Offer

- We operate in the community from our Outreach Centre. At the Centre we offer both group and individual support. We offer a crèche so that children can be cared for while adults are having one to one support, counselling or attend groups. We also work one to one and with groups of children who have experienced or witnessed domestic abuse. Our work with young people can take place at the Outreach Centre or in the community. Our Outreach Centre also operates a drop-in service and is a hub for our helpline service.
- We also offer Refuge accommodation to women and their children who are at a high risk of suffering harm as a result of domestic abuse. The Refuge is designed to offer a supportive friendly environment which will allow women and their children a safe space in which they can take time to begin the process of coming to terms with their experiences. We have space for up to 8 women and up to 15 children at any one time. A newly developed garden as a space to just be and experience the healing properties being in contact with what nature can provide.
- Family work with women to accept and move on from some of the children's more challenging behaviour. Intensive work with children to support them to rebuild nurturing relationships with their mothers. Support for younger children to 'catch up' with developmental milestones they may have missed. Support for young people who are feeling 'lost' having left behind their schools, friends, home and sometimes beloved pets.
- For all the people who use our service there are skilled workers who will listen and understand what people have experienced. Practical advice and support also signposting to financial, housing and legal services. We provide access to groups to enable people to be in a supportive environment as they explore their experiences. We provide access to counselling. A worker who will support the individual to make and work through a plan to keep themselves and any children they may have safe. We offer children and young people a safe space in which, as part of a group or one to one, they can talk about how they feel and their experiences.

Aims and functions of Bury St Edmunds Women's Aid cont.

We Seek

- In all the services we provide, to offer a high-quality service to everyone we work with. To remain aware that every person, who uses our service, is a unique individual and that it is our role to support and enable that person to begin to come to terms with experiencing or witnessing domestic abuse.

- To work in partnership with other statutory and voluntary organisations to provide the best possible service to all the people who are in contact or receiving a service from us. Also, we seek to build closer working relationships, after the period of Covid19, with these organisations.

We Aim

- To remain a flexible, responsive organisation focused on the needs of the people, children and young people who use our service. We aim to learn from everything that has happened in the time of the pandemic to provide services in smart and innovative ways.

Jeannie Bloomfield, Patron



Last September a letter dropped on my mat from the Women's Aid in Bury St Edmunds asking if I would consider being a Patron. To say I was overwhelmed at such an honour, is an understatement. I began to feel whether I was up to the job and would I let you down because having been to the Outreach and Refuge several times I was in awe of such a dedicated group of people who weren't there to just do a job but were fiercely passionate about helping women and their children build a new life after being victims of domestic abuse.

I discussed it with my husband and family and they encouraged me to accept. I rang Maureen the Chair who immediately put me at ease and I accepted and promised to do my best to help and be there whenever needed.

This is what my fifty years campaigning is about and I feel I have come home to be part of the army to fight for what is right.

In 2009 I became a Partner of Women's National Commission under the guidance of Chair, Baroness Joyce Gould and during this time I also became a member of its Abuse against Women Committee. I have been working with the Global Foundation for the Elimination of Domestic Abuse (GFEDV) and spoken at meetings alongside its Founder, Baroness Patricia Scotland. This has enabled me to work with other partners and to evaluate the effectiveness of different policy solutions to domestic abuse.

Key to my work has been making representations on several occasions in the House of Lords both for the provision of free legal aid for women who need it and as a Member of the National Federation of Women's Institutes (NFWI). The NFWI is part of the Justice for all Coalition, which is a group of charities and organisations against the proposed changes in Legal Aid for victims of domestic abuse.

I made presentations in the House of Lords when the Legal Aid Sentencing and Punishment of Offenders Act 2012 was going through Parliament. I have campaigned in films, in the media and spoken on Radio 4 Women's Hour.

The thing that struck me the most is the Resettlement Service that you provide. This is so vital because when I moved into my new home, I had no idea how to run it, how to shop, how to pay bills and so forth because as a victim it is so comforting to know that you are still there to guide them for as long as they need it.

You have made the children feel safe again with all the facilities you provide with toys in abundance, and a beautiful garden with lots of outdoor activities. I believe at the moment the children are growing sunflowers and are having a competition to see who grows the tallest one.

During the coming year the Domestic Abuse Bill will become Law. The Domestic Abuse Act will provide further protections to the millions of people who experience domestic abuse and strengthen measures to tackle perpetrators.

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2021

Our Patron

For the first time in history there will be a wide-ranging legal definition of domestic abuse which incorporates a range of abuses beyond physical violence, including emotional, coercive or controlling behaviour, and economic abuse.

I am passionate about the crucial support offered by this Charity and I will do whatever I can to support such a valuable service.

I hope you will join me in supporting the Bury St Edmunds Women's Aid Centre in 2021/2022 and beyond.

Jeannie Bloomfield

Chairperson's report



Like the rest of the country last year was the most challenging experience for us to abide by Government regulations, in respect of the pandemic, at the same time ensuring we were protecting our families in the refuge.

During the year we had a planned a progressive strategy to keep our families and staff safe at the same time continuing to provide support, advice and guidance with very complicated situations experienced by residents.

I can report on behalf of the Board our team performed over and above any expectations. They maintained communication day and night with the residents. All were very aware the problems that lockdown created, especially for those with mental health issues.

In our previous report we advised we were looking forward to increasing our team. This has been a huge success. Our new employees have brought with them skills and experience that have been a tremendous support and contributed to our first-class service.

I am pleased to report our Training Programme is a successful ongoing provision for staff, Board members, residents and our Outreach service users.

We continue to provide a counselling service for staff and residents which has had positive feedback with regard to the success of the programmes.

With the election of additional Board members, at our recent AGM, we will at last have a full Board of Trustees and we look forward to working with them and welcome their experience and expertise.

My colleagues will submit their reports that will include the current financial report and donations received. The generosity of our donors is often over whelming, it makes such a difference to what we can provide for our families which, in turn, will bring days of fun and laughter and extra play facilities for our children.

We have great exciting plans for the future, staff and residents having an opportunity to make their contribution. These initiatives will raise the profile of the Refuge, reach out to our community, other agencies and supporting collaborative working relationships.

The Board, without a doubt, wish to thank our Trustee Pat Leach for the tremendous input over the past months.

We have recently employed a Senior Service Manager, who has a wealth of experience that has already seen positive changes. We thank you all.

We are hoping that our volunteer group will increase over the coming months, if you are interested, please apply and join us. We would love to meet you.

Good health, best wishes to all.

Maureen Byrne
Chairperson

Service Manager's report

This has been a strange year for everyone. Throughout all the different levels of restrictions we have endeavoured to provide an empathetic, friendly response to all the people who have contacted us or used our services. Our staff team have gone above and beyond in their commitment and dedication and we recognise we are fortunate to have such a great team.

As lockdowns came and went, we noticed a different pattern of calls to our helpline and referrals to our services. As lockdown eased referral rates and calls went up. The referrals and calls presented higher risk situations for us to respond to. This could be the result of people being locked down with their perpetrators unable to find a way to leave safely or to reach out for help. We are also noticing that many people who contact us or who are referred to our services have increasingly complex mental health needs. As we move to review our Business Plan these are factors that we need to consider.

For long periods of this year our Outreach Centre was closed to visitors and groups. We moved groups, like the Freedom Programme and our coffee morning, online and counselling was also available online. This worked for some people who found it easier to engage without being in the same room as others. For others, particularly some of the children it was much harder to make connections without having face to face contact. We have learnt a great deal about how to be light on our feet as a staff team. This is vital learning for the future, as the new Domestic Abuse Act comes into force and the way that services are provided may change.

Life has been particularly tough for women and their children who have used our refuge service. When women come into the refuge, they are vulnerable and often frightened, the children are confused, upset and the young people say they feel 'lost'. To then have to spend seven days in isolation in a part of the Refuge where they can't feel part of the Refuge community or the local community in Bury St Edmunds made this move a lot more challenging for our residents. Normally it is fundamental for our staff team to make people feel welcome and to provide a home like environment. This has not been possible in the same way. Now that we have found a way of keeping residents safe from Covid19 via lateral flow testing when new residents arrive, we can avoid this isolation and the atmosphere in the Refuge is much more positive and nurturing. This also means we can provide the usual number of Refuge places.

In the last year we have not been able to work with other organisations or bring creative opportunities to our service users in the same way. We have instead concentrated on mindfulness for children, young people, adults and the staff team. We have Wellbeing Wednesday each week when the children living in the Refuge have an activity and the adults are encouraged to play a part. We have been helped with this by the redevelopment of our Refuge Garden. It is now a safe space to relax for the residents while the children can play and explore.

In the next year we plan to recruit more volunteers to work with us to provide opportunities for them to grow and experience what supporting victims of domestic abuse is like. Our volunteering opportunities range from being a handyperson, support with gardening to learning how to answer helpline calls. We also need to recruit a team of volunteers to manage our donations and also to do locally based fundraising.

Pat Leach
Trustee

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2021

Finance report

In common with many charities, restrictions and safe working practices necessarily imposed due to the Covid-19 crisis have presented significant funding challenges which are, to an extent, on-going. Working to a robust risk assessment, new residents were isolating for a period before entering the common areas of the Refuge which has resulted in a reduction of occupancy and hence Housing Benefit, the charity's main income stream. Fortunately access to Covid-19 emergency funding from a number of sources has relieved pressure on reserves and we are very grateful for the fantastic support received from our main funders, Suffolk Police and Crime Commissioner, Suffolk County Council Public Health as well as Suffolk Community Foundation, West Suffolk and Bury St Edmunds Town Councils, and the incredible generosity of many members of the public and some local companies.

Due to that support and careful cost management, the result for the year shows an overall surplus of just under £22,000 far exceeding expectations mid-year partly due to generous discretionary income in March 2021. In addition, and again due to some wonderful support, we have managed to fund and complete the refurbishment of the refuge garden for the benefit of resident families and their guests.

Income and expenditure for the 12 months to 31st March 2021 amounted to:

Income	£380,445	(2020: £350,422)
Expenditure	£358,451	(2020: £376,855)

In the main Refuge accommodation is funded from Housing Benefit which for 2020/21 amounted to £84,095 on an occupancy rate for the year of just 60.5%, well below budget. In addition, Bury St Edmunds Women's Aid Centre continues to receive financial support from Suffolk County Council Public Health Directorate for our Refuge services by way of a support grant of £79,772, supplemented this year by a Winter grant of £5,000.

Our outreach services and project work are mostly funded by grants and donations. Grant income amounted to £152,681 and comprised:

Grants	£
Suffolk Police & Crime Commissioner - Resource centre funding	60,000
BBC Children in Need - Children's support staff costs	30,461
Covid-19 emergency funding from the following:	
Suffolk Community Foundation through the following funds:	
Suffolk Coronavirus Community Fund	5,000
Hopkins Charitable Fund	4,500
Suffolk Police & Crime Commissioner Covid-19 funding	18,920
Arco (Bury St Edmunds) Coronavirus Community Grant	1,000
Ministry of Housing, Communities and Local Government Covid-19 Emergency Support Fund	11,140
Tesco's Bags of Help	500
National Lottery Coronavirus Community Support Fund	2,000
Funding for the refuge garden refurbishment project:	
Bury St Edmunds Town Council	5,000
West Suffolk Council - Locality budgets of Cllr's M Marks, E McManus, J Mason and D Nettleton	2,250
Suffolk County Council Cllr's D Roach and K Soons	2,250
Lord Belstead Charitable Settlement	2,000
Funding for Child and Young persons Support Project	
Suffolk Community Foundation through the following funds:	
East Anglian Co-operative Community Cares Fund	4,600
Other grant received	1,000

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2021

Bury St Edmunds Town Council Cllr's D Higgins and N Iannelli -Popham	2,060
	£ 152,681

Donations received throughout the year amounted to £47,957 including Gift Aid. These are broken down as follows;

	£
Restricted Donations	11,575
Unrestricted Donations	35,637
Gift Aid	745
	£ 47,957

Intangible income - Voluntary staff

The charity remains dependent on services provided by volunteers. Without these volunteers, wage costs would be much higher and we are very thankful for the time volunteers give to the Charity.

The value provided by volunteers is not costed for the purposes of these financial statements.

Reserves Policy

The Charity's reserve policy is to hold unrestricted net current asset reserves equivalent to four to six months of projected operating costs to cover any temporary shortfall in cash flow that may occur due to the timing of receipts.

Unrestricted net current assets at the end of the financial year were £201,265 (2020: £196,505).

As of 31 March 2021, reserves cover was 6.3 months. Unexpected and generous discretionary income received very close to the year end pushed closing reserves just over the policy threshold.

Auditor

Bury St Edmunds Women's Aid's accounts are audited by Knights Lowe of Bury St Edmunds and I propose that the Refuge continues to use their service as our charity auditor.

Future Plans

The organisation aims to ensure that current services are fully funded, and we are able to increase our capacity to deliver those services. The current situation due to the Covid-19 pandemic continues to present particular challenges and, as restrictions are progressively eased, we expect a significant increase in the demand for our services in the coming months and years. We also continue to look for opportunities to increase our work with teenagers and young adults having secured funding for the next few years.

As always, we thank all who have supported the Refuge in helping us meet our financial commitments. This year has been no exception with generous cash donations, Christmas gifts, toys, toiletries, clothes and Easter eggs. We have been overwhelmed by peoples generosity.

Finally, I wish to thank my colleagues and our trustees who have supported me in my role this year.

Derek Gadd
Finance Officer

Activities and services

Refuge Support Service

We are Victoria and Lauren and we are Refuge Support workers. Our role is to support women as they come into the Refuge and during their stay with us. We run house meetings each week to allow our residents to talk about issues in the Refuge. We also have one to one sessions with residents to look at issues to do with finances, benefits, legal issues, contact issues also issues to do with mental or physical health. We support the women to register with local GP's and to get access to other services for example dentists. We also support women to find their way about in a new area and how to make links in the community for example being able to access courses at the college or English as a second language support. One of our most important roles is to be available to listen to residents when they need or want to talk to us. We are both quite new in post and have only known life in the Refuge during the COVID-19 pandemic.

We have asked the women about their experiences during the Pandemic and lock down. We also asked how they found accessing domestic abuse services and refuge.

Some of the feedback we received was; once they (users) had been given our number, staff were helpful, they were able to access the refuge easily and they were supported by our organisation to do so.

One woman said her daughter had made several attempts to get help through the council and other agencies but was either told she would have to make an appointment or was fobbed off. This had deterred her from leaving earlier. She said if it wasn't for my daughter's persistence I would have given up and just stayed. Another woman said it was extremely overwhelming but once she was able to get into the Refuge, she felt she could be herself again. She said the pressure had been lifted and she has found all staff to be approachable. She said for example, I was at the supermarket and I had lots of shopping, I was unable to get a taxi back to the Refuge. I started to get stressed I called the Refuge and spoke to Kay to help me, she said don't worry someone will come to collect you. Victoria arrived in the minibus - I am so grateful.

Lauren asked another woman who is 18 years old how it was for her being so young? She said she was really worried before she came in about how everyone would be but she said its lovely and her experience of refuge is really positive.

We spoke about whether the women knew we existed before they needed our help, a few said they didn't and had accessed us through the police or another organisation.

The women said that it was harder being in an abusive relationship during lockdown and highlighted the need to get out.

Our service users have still benefited from the services Women's Aid has had to offer during lockdown but it has been different from the usual experience of coming into Refuge. For example, counselling has been done via zoom rather than face to face, but has still been open for residents to access. Some residents have preferred to wait until face-to-face counselling became available again, but the majority of residents have accepted the offer to do it via Zoom instead. Being in refuge has allowed the opportunity for the residents to come and see support workers after counselling via Zoom, if it has been a difficult session.

Lauren and Victoria
Refuge Support Workers

Outreach Service

This is the first year I have had to write my Annual Review from scratch, every other year I have been able to borrow parts of previous reviews and add a little personalisation...

Over the past year we have had to adapt how we work and we have risen to the challenge and embraced change.

Gone were the face-to-face meetings, getting to know our clients' personal stories, we could no longer listen and advise how to stay safe face to face so we adapted.

We continued to run the Freedom program to women in their own homes using Zoom, we learned to listen to the women's tone of voice when supporting them on the phone giving us a better understanding of how they truly were.

Sometimes we were just an ear to listen to their fears and discuss where the best place to buy toilet rolls was during the initial first few difficult weeks.

During lock downs we successfully worked with other agencies to help women and children flee from abuse supporting their emotional needs and safety needs by finding them safe accommodation either within local housing or other refuges.

Slowly things are returning to normal and we are seeing clients face to face again, our groups are beginning again and we can move forward working as we always have face to face with our clients using both old and new skills we have learned over the past year.

Things we have learned from this last year are the importance of who we are and what we can achieve when we adapt and make changes together as a team to keep people safe.

Tracy

Outreach Support

Case Study

M is a white British woman in her twenties. M had made a number of calls to the helpline. She was in great distress and sometimes was not able to talk. M was given time and gradually she was able to share more about what was going on in her life. M was allocated an outreach worker so that she could talk to a consistent person. M was very reluctant to share any information about herself. For some weeks she would only give her first name and say she lived in Suffolk.

M and her worker made a safety plan. M disclosed that she was pregnant and she did not want to tell her partner as he would insist she gave up work. She had not seen her GP as she was concerned her partner as her next of kin could access her medical records. M was given advice and was supported to see her GP. M knew she could not stay in this relationship if she were to have a child. M made a plan to leave with her outreach worker.

M disclosed a history of being abused as a child by her father. She continued to talk to her outreach worker frequently. M was very anxious about going to hospital for a scan.

On a previous occasion staff had asked lots of questions about an injury she had. M was worried about the staff calling the police. The outreach worker took advice and was able to reassure M about what the role of the staff at the hospital was and that information would not be shared with her partner without her consent.

M continued to be distressed and quiet for long periods. M's outreach worker had to respect this and work very sensitively with M to enable her to go at her own pace. When M had her scan she found out the baby had no heartbeat. M blamed herself and felt she was not worthy of being a mother. M felt she did not deserve a life free from abuse.

Contact between M and her outreach worker was frequent, M began to work on the Freedom Programme on a one-to-one basis. M and her outreach worker talked about all the options around how M could leave. M wanted to be able to continue with her job and wanted to be able to take her dog wherever she went.

When M left, her partner's initial response was to be kind and understanding. M felt the urge to return. M's support worker used elements of the Freedom Programme to work with M to recognise cycles of abuse. When M refused to return her partner made threats to hurt and kill her. M was able to work with her outreach worker to review and update her safety plan.

Work with this service user has had to be done carefully and sensitively. M needed to feel she could trust her outreach worker and to be given a great deal of space and time before M was able to share what was going on in her life. When M was so distressed that she was not able to engage, the outreach worker had to find ways of making her feel more at ease for example by talking about her dog. M's outreach worker had to understand M's concerns about sharing information with other professionals. Then by taking advice on how information is shared the outreach worker was able to encourage M to engage with health professionals. The outreach worker had to work with great skill and empathy to adapt the Freedom Programme, to empower M. To help and support M to recognise that she could leave her abusive partner and that she deserved a life free from abuse and fear.

Young Person's Support

We know that 1 in 7 children and young people are affected by domestic abuse and moving forward we felt that it would be incredible to continue the work that we started as a pilot study, especially having identified the importance and the positive impact it can have on such vulnerable young people. Although the pandemic has been incredibly tough, we have still managed to maintain a good level of service and offer many young people the support they need. Although our face-to-face service within schools has been on hold, we have taken the opportunity to be creative with how we work and embraced new opportunities.

Pre-Pandemic we offered:

- * Domestic abuse awareness sessions to young people and those working with young people
- * Life skills modules within the Riverside young parent housing project, at all three local venues.
- * Training to Family Support Practitioners in Forest Heath
- * 6–8-week programme for vulnerable girls
- * Creation of a specific safety plan that can be used with young people
- * Attendance at Freshers week, West Suffolk College
- * Impact of Domestic abuse on children session with Designated Safeguarding Leads from the Samuel Ward Academy Trust.

Intensive support is tailored to each individual and is offered around historical issues with a trauma informed approach, exploring childhood experience and feelings and emotions around domestic abuse. Alongside this, further support is given around promoting healthy relationships, making positive choices, and identifying unhealthy relationships such as red flag behaviours. Including work around safety, boundaries, and consent.

This is one young person's story which she wants to be shared with others.

Bella's Story

"For a very long time, I didn't think that life had a purpose.

I never knew what being truly happy felt like. I just remember seeing everyone around me having a life with no worries. I always wondered why that couldn't be me.

Why did I have to hide what I was going through? why was I scared? why was it all happening to me?

I started to get bullied at a young age, and because of that, I preferred to hang out with adults. I knew they wouldn't judge like kids my age would.

I had to become mature at a very young age for many reasons. I just wish it could've been different.

Witnessing my mum get abused was probably the worst thing that ever happened to me. she got mentally, physically and emotionally abused. seeing your mum get abused by your dad is probably something that I wouldn't wish anyone to see.

It's horrible. it's like little pieces of your soul get chipped away.

it's hard. it really is and what did I feel after that you may ask?

well, firstly it was sadness and feeling trapped like you have nowhere to go you want to scream but you can't. but after several times of witnessing it, I felt numb. I felt like I didn't deserve to be here.

after years and years of promises, my mum and I had enough of it.

2020 wasn't the year we expected it to be, but it turned out to give us the best thing ever. freedom from a person that didn't deserve us or to be in our lives.

well, the main point in this is that kindness is always the best thing ever. I had to go to school, feeling mentally exhausted, and had to deal with people being mean and just saying things that triggered what I witnessed. I had to pretend I was happy and put a big smile on my face. it killed me inside. I felt like I was lying to everyone around me- well, I was. I couldn't say anything.

nowadays, little things still trigger my memory but I know that because of everything I went through, it made me who I am today. I'm proud of myself for overcoming everything life has thrown at me. it was and still is rough, but I'm slowly managing to go through it.

so please, think before you say something to someone cause you never know what someone's going through. a simple smile or 'hi' could make someone's day.

2020 was a hard year, but hopefully, 2021 will be better".

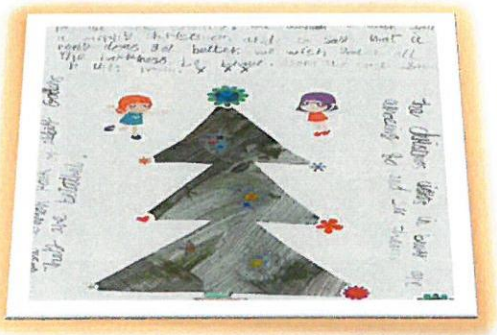
Rachael

Young Person's Support Worker

Children's Service

Our aim is to make the children's stay as enjoyable as possible, to build strong and secure bonds to restore children's confidence, self-esteem and development through play and planned sessions whilst in our care.

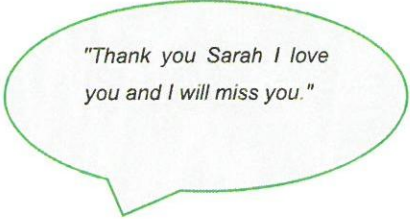
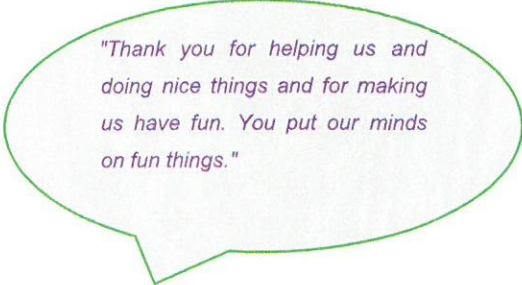
We also support mothers with a wide range of subjects including schools, behaviour, homework, nutrition and engaging with local agencies.



We provide an After-School Club where the children can access help with homework and play games. Children discuss everyday issues, how they are feeling, what's going well, what they are finding challenging.

The activities are child led. The children discuss themes and things they would like to do, helping to plan sessions and displays

Child support workers also provide Drawing and Talking 1:1 sessions. The purpose of this method is to encourage children to draw with a person with whom they feel comfortable at the same time each week. The trusted person will ask a number of non-intrusive questions about the drawing and over time a symbolic resolution is found to old conflicts and trauma is healed.



With the under 5s we use Tapestry to record the children's developed goals and follow their journey with us in the Refuge. The older children make a scrap book of the different activities they have been doing.

Stronger Families is continuing to run with the Mothers' Group on a Tuesday and Child sessions on Thursdays. Mothers and children are encouraged to talk about their feelings, emotions and experiences in a safe environment, to help both to process and better understand the abuse and violence they have witnessed. At present due to working mums and Covid 19 we are trialling a new online approach, we have now set up a new bulletin board (Padlet), mums can see the weekly sessions and then on a Tuesday morning staff are online or available to take calls and answer any questions. Padlet is also interactive, comments and feedback can be left on the board. The children still come to see us with face-to-face sessions on a Thursday afternoon

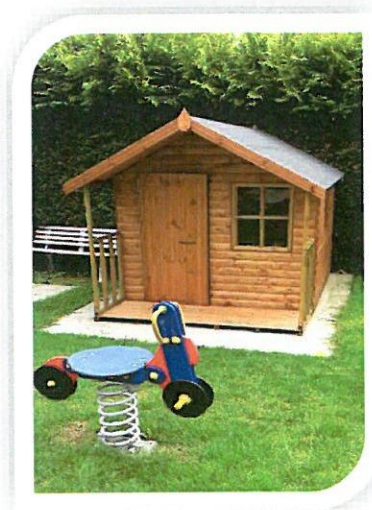


We run Helping Hands for the younger school children on a Tuesday. This group is for Children to explore their feelings, learn how to deal with strong feelings safely. How to keep safe and adults who they can trust.



Even with the Covid restrictions in place, we have a brand-new garden which has been turned into a lovely relaxing space for adults and children.

The playroom area has a fenced off decking area. This will allow us more safe outside play experiences with the children.



Children's playhouse



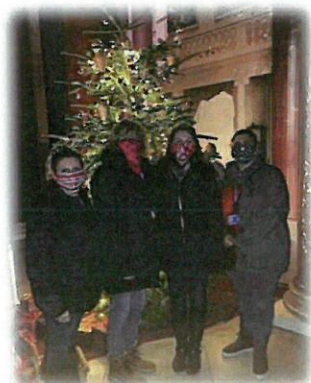
Sunflower Bed

The children are growing sunflowers which they like measuring each week.

"I thank Sarah because she is kind"

During the school holidays we have had to make changes to our Activities due to Covid restrictions. We were in a bubble so could go out as a group and our trips included:

- * A wellbeing trip to Field of Dreams to meet and interact with the animals.
- * We managed a very muddy trip to Windy's Pumpkin Patch where the families got to pick their own pumpkins and explore the muddy maize maze.
- * Also visited the World Exhibition at the Arc and even attended the outdoor theatre production of a Christmas Carol for the older children.



Ickworth House invited the families to the house and gardens over Christmas. Where they had a tour of the house, lunch and hot chocolate, they even put presents and chocolate coins under the Christmas tree for the children.

The Children enjoyed a drive round the local area looking at the Christmas lights.

Father Christmas despite Covid still managed to visit the children. Keeping at least 2 metres away from the children, as he sat and talked to them. The children enjoyed asking him questions like "how does he deliver all the presents in one night".



Sarah and Louise
Child Support Workers

We have had some amazingly generous donations of toys, games and activities for the children this year. KidsOut sent an age-appropriate box of toys to every child receiving our service.

We would like to thank the local Rotary Club, Spin Masters, the WI and local people who have supported us by purchasing things from our Amazon Wishlist.

Overall a very different year but even with the Covid restrictions the families have made happy memories.

"thank you for helping us through the rough times and for caring for us with work and emotionals" (this is how the child wrote it)

Resettlement Service

I work with the women and their children who are resettled into the community from the Refuge. This work is so varied I do everything from furniture removals and plumbing in washing machines to sorting out safety plans and continuing to work with the women and their children in terms of their self-confidence and making links to their new communities.

This is the story of a woman I have worked with this year.

K's Story

K fled domestic abuse during lockdown with her teenage daughter. K uses English as her second language. On starting the resettlement work I found out that at the property they had fled from, had a joint tenancy and was privately rented. K and her husband had shared the bills and she gave him the money towards these bills. I discovered that the rent had not been paid for six months and that none of the bills had been paid. This sort of financial abuse happens often but the impact it can have on women and their children is not understood. The letting agency and landlord had taken K's husband's name off the tenancy and that they would look to take K to court for the whole debt. The reason they gave for taking his name off the tenancy was that he was returning to his home country, therefore leaving the whole debt to K. This debt would stop K from being rehoused by the local council.

I worked with the council to get a DHP (Discretionary Housing Payment) put in place to get the debt cleared. This was hindered by the letting agencies not responding to emails from myself or West Suffolk Housing. Anglian Revenue also involved their legal team as they were increasing the debt even though notice had been given by K. I also worked with K to sort the other debts which she had been left with; council tax, water rates and utilities bills along with a loan we found he had taken out in her name.

We worked with Step Change to get the debts reduced to an affordable payment each month. The Anglian Revenue team sanctioned the discretionary housing payment for the debt on the previous tenancy. With this completed K was able to bid on properties allowing her to move forward with her life.

K was offered a property in the area. As there was a lockdown in place, she was unable to look around the property in person, but she was sent a video clip of the house. I took K out for a drive to the house and we walked around the area. I provided practical and emotional support to K and her daughter as they left the refuge and continue to do this.

applying for the DHP alongside working with Step Change made it possible for K to obtain a property and settle in a home with her daughter. I supported K to get a job which has seen her grow in confidence and increase her spoken English. K is starting to build her network of friends, therefore reducing her isolation. Her daughter has completed her GCSE's and is looking to attend sixth form. She has made a good network of friends and has also spoken at the local college regarding the effects of domestic abuse on children and young people.

Christmas Dinner thank you:

We all had an utterly fantastic time on Friday, you are all incredible. The effort that you put in to making these occasions so special for the residents is amazing and we were truly blown away. The games, the food (best I've ever had, very, very posh and we were very impressed and spoilt!) and the Christmas spirit by all the staff. Whoever ends up at BSEWA, although in such difficult circumstances, are very lucky because I doubt anywhere else puts in so much effort and love to what they do. Honestly we were buzzing when we got home and the girls were buzzing all weekend (thanks for that ha-ha) ! It set us up for Christmas build up perfectly.

"Oh my, Kay. I can't tell you what this means to us. Turns out you are our Knight in shining armour and have been ALL along.. you have been the one that's done everything for us Kay and I cannot thank you enough. Honestly I have no words. Finally I feel hope"

"Kay is my favourite, you're sparkly and Shiny and magical" A child Kay worked with..

Highlights

- * A Vegan Christmas Dinner was cooked for the residents by Jess at Samu Kitchen;
We all had an utterly fantastic time
- * The completion of the garden at the refuge by Green Nature Ltd.

Grant funded by:

Bury St Edmunds Town Council

West Suffolk Council - Locality budgets of Cllr's M Marks,

E McManus, J Mason, and D Nettleton

Suffolk County Council Cllr's D Roach and K Soons

Lord Belstead Charitable Settlement

Before



After

WOMEN'S REFUGE - GARDEN PROJECT



- * Reopening number 24, Outreach Centre to groups as Covid 19 restrictions have eased.

Acknowledgements

A huge Thank You to all of our supporters, big and small, local and further afield, who have donated money, time and many lovely items!

Our Volunteers

Aquarius Singers

Asda

Bellway Homes

Bury Lions

Bury Rotary

Cook (frozen food)

Farm Foods

Field of Dreams

Gatehouse

Green Light Trust

HC3

Ickworth House

Jess at Samu Kitchen

Kids Out

Rickshaw Riders

Round Table

Tesco

The Buckingham Emergency Food Appeal (BEFA)

Theatre Royal

TK Maxx

Toolbox

Tostock Animal Park

Unite the Union

Vineyard Church

Waitrose

Wooster's Bakery

We particularly wish to thank our major funders:



SUFFOLK
Community
Foundation



Supported by
BBC
**Children
in Need**

© BBC 2007 Reg. charity England
& Wales no. 802052 and Scotland
no. SC039557

We would also like to thank our donors who choose to remain anonymous. Without the continued support of our donors, we would not be able to offer the high level of services and support to the people that need them.

If you would like to donate in any way, please visit our website

www.burystedmundswomensaid.org.uk

or call us on **01284 753085**

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2021

Volunteers needed

At our outreach Centre No24

Volunteer Co-ordinator

Child Care Assistant

Helpline Operator

Group Support

Sorting Donations

Support Network Volunteers

We are in urgent need of help with the following:

Fundraising Events

Bucket Collections

Website

Stay up to date with our news and events at:

www.burystedmundswomensaid.org.uk

[Twitter:](#)



[Facebook: https://www.facebook.com/BSEwomensaid](https://www.facebook.com/BSEwomensaid)

Speaking engagements

Interested in hearing more about our work? We are happy to provide a speaker for your organisation or group, please call us on 01284 753085 or email at admin@burystedmundswomensaid.org.uk

Current services

We provide many services which are accessed by women (and some men) from the local community and from outside Suffolk:

23-bed Refuge

Telephone Advice Helpline

Outreach Service

12-week Freedom Programme

Survivors of Domestic Abuse (SODA)

Male Victim Support

Resettlement Support

Child Therapy Service

Counselling Service

Weekly Coffee and Craft Morning

Future plans

Our organisation has learnt a lot in the last year about being responsive to changing situations. We have embraced the new technologies for meetings, group work and one to one sessions. As we move forward out of Covid19 restrictions our plans are to build on the good parts of using technology, in terms of flexible service delivery, while we continue to offer opportunities for our service users to meet us face to face.

The Domestic Abuse Act has now passed into law. This Act will place new responsibilities on Local Authorities and Housing Organisations. We recognise this could affect our funding in the longer term. We need to be aware of this threat and make plans to meet it. In order to do this over the next few months we will be revisiting and updating our Business Plan.

We have begun an active campaign to recruit more volunteers. We recognise the value that volunteers bring to an organisation and also the life changing effect volunteering can provide for individuals.

We also plan to reach out more to our partner organisations, statutory and voluntary, to rebuild the links we have to the community and to move forward as an organisation which is embedded in the community it serves.

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Report of the Trustees for the Year Ended 31 March 2021

Structure, governance and management

Governing document

The company is registered with the Charity Commission (no. 276883) and is governed by its Memorandum and Articles of Association dated 14 November 1977 (amended in 2020).

It is limited by guarantee and does not have share capital. The liability of the Members on a winding up is limited to £1.

The Company's Council of Management (Trustees) appoints staff who look after the day to day running of the organisation.

Recruitment and appointment of new Trustees

It is policy that all Members of the Council of Management shall be both Trustees of the Charity and Directors of the Company.

Trustees retire in rotation and may offer themselves for re-election by the charity's members at the Annual General Meeting. The Council may appoint a member to serve on the Council of Trustees to fill a casual vacancy or to add to their number. The minimum and maximum number of Trustees is determined by the members at General Meeting and is currently 7 and 12 respectively.

There are currently 11 Trustees.

Trustees who served during the year and since are shown on the charity's information page (page ii).

Induction and training of new Trustees

Potential new Trustees are invited to attend monthly Trustee meetings before they are appointed in order to familiarise them with the overall operation and oversight of the charity. Induction includes at least one visit to the Refuge and such support as is required depending on experience.

Remuneration policy

The Trustees review scale point progression and hence remuneration of all staff on at least an annual basis. Scale structure and pay rates are aligned with those published by the National Joint Council for Local Government Services.

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Report of the Trustees for the Year Ended 31 March 2021

Statement of trustees responsibilities

The trustees (who are also the directors of Bury St Edmunds Women's Aid Centre Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

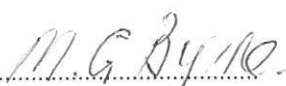
The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 13 September 2021 and signed on its behalf by:


.....
Mrs M G Byrne - Trustee

Opinion

We have audited the financial statements of Bury St Edmunds Women's Aid Centre Limited (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAS (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAS (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements ; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the companies operating sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;

**Report of the Independent Auditors to the Trustees of
Bury St Edmunds Women's Aid Centre Limited**
Registered company number: 01338724

- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias;
- investigated the rationale behind significant or unusual transactions; and
- investigated the company's apportionment of housing income, grants, and other main sources of income.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims;
- reviewing correspondence with HMRC, relevant regulators [Charity Commission] and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

KNIGHTS LOWE

Knights Lowe Limited

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Eldo House

Kempson Way

Suffolk Business Park

Bury St Edmunds

Suffolk

IP32 7AR

Date: 16.9.2021

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Statement of Financial Activities (Incorporating an Income and Expenditure Account)

for the year ended 31 March 2021

	Notes	2021			2020		
		Unrestricted funds £	Restricted funds £	Total funds £	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS							
Donations and legacies		36,178	11,779	47,957	18,689	13,828	32,517
Fund raising events		365	-	365	2,495	-	2,495
Charitable activities	3						
Operation of the Centre		94,445	-	94,445	126,802	-	126,802
Support services		84,663	152,790	237,453	84,772	103,216	187,988
Investment income							
Bank deposit interest		225	-	225	620	-	620
Total income		215,876	164,569	380,445	233,378	117,044	350,422
EXPENDITURE							
Charitable activities	4						
Provision of short-term accommodation		89,953	27,300	117,253	98,461	22,258	120,719
Support services for residents		117,866	123,332	241,198	141,883	114,253	256,136
Total expenditure		207,819	150,632	358,451	240,344	136,511	376,855
NET (EXPENDITURE) / INCOME	6	8,057	13,937	21,994	(6,966)	(19,467)	(26,433)
Transfer between funds	16	16,657	(16,657)	-	23,755	(23,755)	-
Net movement in funds		24,714	(2,720)	21,994	16,789	(43,222)	(26,433)
RECONCILIATION OF FUNDS							
Total funds brought forward		245,123	50,070	295,193	228,334	93,292	321,626
TOTAL FUNDS CARRIED FORWARD		269,837	47,350	317,187	245,123	50,070	295,193

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes on pages 33 to 43 form part of these financial statements

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Balance Sheet as at 31 March 2021

	Notes	2021			2020		
		Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
		£	£	£	£	£	£
FIXED ASSETS							
Intangible assets	12	-	-	-	360	-	360
Tangible assets	13	68,572	-	68,572	48,258	-	48,258
		68,572	-	68,572	48,618	-	48,618
CURRENT ASSETS							
Stocks	14	-	2,770	2,770	-	-	-
Debtors	14	7,424	22,923	30,347	5,292	22,593	27,885
Cash at bank and in hand		207,148	22,992	230,140	198,691	28,927	227,618
		214,572	48,685	263,257	203,983	51,520	255,503
CREDITORS							
Amounts falling due within one year	15	(13,307)	(1,335)	(14,642)	(7,478)	(1,450)	(8,928)
NET CURRENT ASSETS		201,265	47,350	248,615	196,505	50,070	246,575
NET ASSETS		269,837	47,350	317,187	245,123	50,070	295,193
TOTAL FUNDS	16	269,837	47,350	317,187	245,123	50,070	295,193

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Balance Sheet as at 31 March 2021

The Trustees acknowledge their responsibilities for:

ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and,

preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees on 13 September 2021 and were signed on its behalf by:



Mrs M G Byrne -Chair

1 LEGAL FORM

The Charity is a private charitable company limited by guarantee and incorporated in England and Wales. The registered office is shown in the Trustees Report (Directors Report). Due to the nature of the Charity's operations, exemption has been taken on disclosing the principle operating address.

2 ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements are reported in GBP Sterling.

Significant judgements and estimates

In the application of the Company's accounting policies, which are described below, the Directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimated and underlying assumptions are reviewed on an ongoing basis. Revision to accounting estimates are recognised in the period in which the estimate is revised if revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Critical judgements and key sources of estimation uncertainty in applying the Company's accounting policies

The following are critical judgements including those involving estimations, that the Directors have made in the process of applying the Company's accounting policies and that have the most significant effect on the amounts recognised in the financial statements.

Depreciation of tangible fixed assets

Tangible fixed assets are recognised at cost and depreciated on the basis appropriate to charge to the income statement the economic consumption of those assets during the accounting period. The charge is calculated as described below and is based on the Directors knowledge of the reduction in the residual value of each class of asset. The rates of depreciation are kept under review such that assets are written down to their residual value at the end of their economic lives.

Financial reporting standard 102 - reduced disclosure exemptions

The charity has taken advantage of the following disclosure exemption in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

Incoming resources

Donations and gifts

All monetary donations and gifts are recognised in the Statement of Financial Activities when receivable, provided that there are no donor-imposed restrictions as to the timing of the related expenditure, in which case recognition is deferred until the pre-condition has been met.

Intangible income

Intangible income is valued and included in income to the extent that it represents goods or services that would otherwise be purchased. An equivalent amount is charged as expenditure. Voluntary help is not included as income.

Grants receivable

Revenue grants are credited as incoming resources when they are receivable provided conditions for receipt have been complied with, unless relating to a specified future period, in which case income is deferred accordingly.

Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. When projects are completed fixed assets are transferred to the general fund and depreciation is charged as stated below.

Resources expended

Expenditure is recognised when a liability is incurred and allocated between:

- expenditure incurred on charitable activities being mainly the costs associated with running the refuge and Resources Centre including direct and support costs;
- governance costs in overseeing the charity and safeguarding its assets and primarily associated with constitutional and statutory requirements and comprise the audit fee;
- support costs being indirect expenditure which is allocated to central functions on a basis consistent with the use of those resources.

The apportionment of charitable expenditure between the main activities of provision of short-term accommodation and client and residents support services, is made according to the underlying use of the resources and shown in detail under note 4 to the financial statements.

Tangible and intangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Security and outdoor equipment	- 10% on cost
Office equipment	- 25% on cost
Motor vehicles	- 33% on reducing balance
Household equipment	- 33% on cost

Assets costing more than £200 are capitalised.

Intangible fixed assets are amortised over the estimated useful life of those assets being five years or 20% on cost.

Stocks

Goods held to assist the resettlement of residents moving on from refuge accommodation, and provided as part of charitable activities free of charge, are measured at net realisable value based on the service potential provided by items of stock. In practice this means stock is held at cost less any impairment necessary to write down to net realisable value provided to beneficiaries.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Pension costs are analysed across activities and funds, both restricted and unrestricted, pro rata to that of the underlying staff costs in accordance with the purpose of, and restrictions on each activity and fund.

Financial assets and liabilities

All financial assets and liabilities are basic short term financial instruments and accounted for at cost less provision for non-recovery where applicable. These comprise non-trade debtors and creditors realisable within one year.

Cash at bank and in hand comprises short term bank and cash deposits none of which have restricted access terms.

Going concern

The Trustees have prepared the financial statements on the basis that the Charity will continue to operate in accordance with its Objects for a period of not less than 12 months from the date of approval of the financial statements.

As disclosed in the notes, uncertainty exists regarding funding for the Resources Centre after 31 March 2022 as current grant agreements terminate at that date, and the availability of continuation funding has yet to be established. Reserves are sufficient to finance the potential funding shortfall for over six months beyond that date and, given the continuing need for the Charity's services, the Trustees are of the opinion that the Charity will secure funding and remain a going concern for at least the next 12 months.

3 INCOME FROM CHARITABLE ACTIVITIES

		2021	2020
		£	£
Accommodation charges:			
- Housing benefit	Operation of the Centre	84,095	114,751
- Residents rent and household income	Operation of the Centre	8,426	11,546
Sundry income	Operation of the Centre	1,924	505
		94,445	126,802
Public Health & Protection grants	Support services	84,772	79,772
Other grants	Support services	152,681	102,216
Contract income	Support services	-	6,000
		237,453	187,988
		331,898	314,790

Grants received, included above, are as follows:

		2021	2020
		£	£
BBC Children in Need - Children's support workers staff costs		30,461	26,216
Suffolk Police & Crime Commissioner - Resource centre outreach funding		60,000	60,000
<u>Covid-19 emergency funding from the following:</u>			
Suffolk Community Foundation through the following funds:			
Suffolk Coronavirus Community Fund	Outreach	5,000	-
Hopkins Charitable Fund	Outreach	4,500	-
Suffolk Police & Crime Commissioner Covid-19 funding	Outreach	18,920	-
Arco (Bury St Edmunds) Coronavirus Community Grant	Outreach	1,000	-
Ministry of Housing, Communities and Local Government Covid-19 Emergency Support Fund	Refuge support & resettlement	11,140	-
Tesco's Bags of Help	PPE	500	-
National Lottery Coronavirus Community Support Fund	Child support	2,000	-
<u>Funding for the refuge garden refurbishment project:</u>			
Bury St Edmunds Town Council		5,000	-
West Suffolk Council - Locality budgets of Cllr's M Marks, E McManus, J Mason and D Nettleton		2,250	-
Suffolk County Council Cllr's D Roach and K Soons		2,250	-
Lord Belstead Charitable Settlement		2,000	-
<u>Funding for Child and Young persons Support Project</u>			
Suffolk Community Foundation through the following funds:			
East Anglian Co-operative Community Cares Fund		4,600	-
Other grant received		1,000	-
Birketts Fund, Bluebell fund, Women & Girls Fund, Hill Family Grantmaking Fund, High Sheriff's Fund, and Skinners Fund		-	10,500
Bury St Edmunds Town Council Cllr's D Higgins and N Iannelli -Popham		2,060.00	-
Royal London Foundation - Refuge external refurbishment		-	5,000
St Edmundsbury Cathedral - Group outreach		-	500
		152,681	102,216

3 INCOME FROM CHARITABLE ACTIVITIES cont.

	2021	2020
	£	£
Total grants as above	152,681	102,216
Contract income		
West Suffolk Council - complex needs accommodation and counselling	-	6,000
	152,681	108,216

4 CHARITABLE ACTIVITIES EXPENDITURE

The charity undertakes direct charitable activities only and does not make grants.

	Provision of short-term accommodation	Support services	Total
	£	£	£
Rent and rates	20,281	29,369	49,650
Utilities	10,479	2,878	13,357
Household expenses, furnishings and equipment	6,868	4,690	11,558
Motor expenses	1,647	823	2,470
Clients, support, recreation and hospitality	6,301	6,301	12,602
Depreciation / amortisation (excluding office equipment)	8,348	4,173	12,521
Support costs (see note 5)	63,329	192,964	256,293
Total 2021	117,253	241,198	358,451
Total 2020	120,719	256,136	376,855

Apportionment of costs to support services

Rent, rates, utilities, household expenses and furnishings and equipment are apportioned on an actual basis. Those relating to the Resources Centre are wholly for support services.

Other costs are apportioned on the best estimate of the use of the underlying resources as follows:

Motor expenses and depreciation/amortisation (excluding office equipment)	33%
Clients and residents support, recreation and hospitality	50%
All indirect support costs shown in note 5 (excluding audit fee)	75%
Audit and legal fees	100%

5 SUPPORT COSTS

	2021	2020
	£	£
Staff costs	216,276	225,547
Administrative costs	16,097	12,531
Insurances	4,578	4,946
Telephone	6,639	6,027
Staff recruitment, welfare and training costs	4,929	4,184
Subscriptions and affiliation fees	636	722
Office equipment depreciation	3,880	4,926
Fund raising, publicity and promotion	216	502
Bank and finance charges	64	64
Auditors remuneration	2,978	2,835
Legal fees	-	8,090
	256,293	270,374

6 NET INCOME

Net income is stated after charging/(crediting):

	2021	2020
	£	£
Amount expended on stock	4,140	-
Auditors' remuneration	2,978	2,835
Other non-audit services	-	-
Depreciation - owned assets	15,873	16,283
Operating leases - land and buildings	44,794	43,766
Operating lease - other	2,387	1,930
Deficit on disposal of fixed assets	168	288
Amortisation of website	360	360

7 STAFF COSTS

	2021	2020
	£	£
Salaries	201,414	208,880
Social security costs	11,048	12,605
Pension contributions	3,814	4,062
	216,276	225,547

No employees received emoluments in excess of £60,000.

The aggregate remuneration of key management personnel was £37,437 (2020: £26,877).

The charity employed on average 11 staff, being 8 on a full-time equivalent basis (FTE) to run the Refuge and provide support services (2020:12 and 9 FTE). A small proportion of time is related to governance matters.

8 TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

Administrative and support expenses of £328 were reimbursed to 2 Trustees during the year; all incurred in the running of the charity (2020: 1 trustee; £60).

9 RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021 (2020: nil).

10 LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021	2020
	£	£
Land and buildings		
Within one year	27,500	44,705
Between one and five years	110,000	112,868
In more than five years	86,211	113,711
	223,711	271,284
	2021	2020
	£	£
Other leases		
Within one year	2,387	2,387
Between one and five years	6,565	8,952
	8,952	11,339

11 FUTURE FUNDING UNCERTAINTIES

The Resources Centre is substantially financed by an annual grant of £72,500 provided by The Suffolk Police and Crime Commissioner (PCC) under an agreement that has been extended to 31 March 2022.

On-going funding is being sought from the PCC and the Trustees consider the charity has sufficient reserves to cover any shortfall for well in excess of six months beyond the current funded period.

Covid-19 regulations and action to curb infection risks are now less significant and, in the past month or so, Refuge occupancy and hence Housing Benefit receipts have returned to a normal operating level of around 87%; bringing the rate for the year to 31 August 2021 to 66%. Whilst accommodation income in the current year is likely to be lower than that budgeted, the Charity's unrestricted reserves are sufficient to finance the short-term shortfall. Trustees and Charity's Officers continue to actively assess the operational risks of the Covid emergency and, where necessary, any persistent funding shortfall will be mitigated by way of emergency grant funding. In the trustees opinion, the Charity has sufficient reserves to finance operations in the short to medium term whilst such funding arrangements are negotiated, if required.

12 INTANGIBLE FIXED ASSETS

	Website £
COST	
At 1 April 2020 and at 31 March 2021	<u>1,800</u>
AMORTISATION	
At 1 April 2020	1,440
Charge for year	<u>360</u>
At 31 March 2021	<u>1,800</u>
NET BOOK VALUE	
At 31 March 2021	<u>-</u>
At 31 March 2020	<u>360</u>

13 TANGIBLE FIXED ASSETS

	Security & outdoor equipment £	Office IT and other equipment £	Motor vehicles £	Household equipment £	Totals £
COST					
At 1 April 2020	70,216	38,540	13,310	45,078	167,144
Additions	23,888	11,965		502	36,355
Disposals	370	3,817	-	1,832	6,019
At 31 March 2021	<u>93,734</u>	<u>46,688</u>	<u>13,310</u>	<u>43,748</u>	<u>197,480</u>
DEPRECIATION					
At 1 April 2020	38,691	34,136	12,552	33,507	118,886
Charge for year	6,235	3,880	253	5,505	15,873
Disposals	369	3,812	-	1,670	5,851
At 31 March 2021	<u>44,557</u>	<u>34,204</u>	<u>12,805</u>	<u>37,342</u>	<u>128,908</u>
NET BOOK VALUE					
At 31 March 2021	<u>49,177</u>	<u>12,484</u>	<u>505</u>	<u>6,406</u>	<u>68,572</u>
At 31 March 2020	<u>31,525</u>	<u>4,404</u>	<u>758</u>	<u>11,571</u>	<u>48,258</u>

All tangible fixed assets are used for charitable purposes.

14 STOCK AND DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
STOCK		
Stock for resident resettlement	<u>2,770</u>	<u>-</u>
DEBTORS		
Other debtors	745	497
Prepayments and accrued income	<u>29,602</u>	<u>27,388</u>
	<u>30,347</u>	<u>27,885</u>

Accrued income includes £15,000 (2020: £15,000) grant income from Suffolk Police and Crime Commissioner for the period 1 January 2021 to 31 March 2021 and a grant of £5,000 (2020: Nil) from Suffolk County Council invoiced and due at the year end but received post year end.

15 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Payments on account	540	460
Accruals and deferred income	<u>14,102</u>	<u>8,468</u>
	<u>14,642</u>	<u>8,928</u>

There is no deferred income in the reporting or comparative years.

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Notes to the Financial Statements for the Year Ended 31 March 2021

16 MOVEMENT IN FUNDS

	At 31.03.20	Income	Expenditure	Transfers between funds	At 31.03.21
	£	£	£	£	£
Unrestricted funds					
General fund	189,310	216,899	205,001	17,172	218,380
Resources Centre running costs	30,709	-	(275)	(3,733)	27,251
Group outreach and support workers	8,308	-	-	-	8,308
Child support programme (child therapy)	752	315	-	-	1,067
Teenage Support Programmes	-	-	621	9,940	9,319
Client counselling	4,645	-	3,810	-	835
Refuge refurbishment (external works)	6,440	-	-	(1,763)	4,677
Office IT upgrade and equipment	4,959	-	-	(4,959)	-
	245,123	217,214	209,157	16,657	269,837
Restricted funds					
Resources Centre running costs including a proportion of staffing costs	18,600	60,000	63,630	-	14,970
Refuge Covid measures (PPE)	-	500	288	(212)	-
Adult support (counselling, group and creative therapies, Theatre as Therapy and a proportion of staffing costs)	12,298	53,032	45,382	(4,663)	15,285
Child support programme (child therapy, outings, recreation)	10,336	798	2,637	(5,000)	3,497
Child support staff costs	(395)	36,061	32,898	769	3,537
Teenage Support Programmes	3,747	2,060	5,581	1,231	1,457
Refuge refurbishment - internal and external works	4,827	11,600	-	(8,489)	7,938
Fund raising - Concert activities, Just Giving	394	-	-	-	394
Publicity and promotion	263	225	216	-	272
Office equipment replacement	-	293	-	(293)	-
	50,070	164,569	150,632	(16,657)	47,350
TOTAL FUNDS	295,193	381,783	359,789	-	317,187

16 MOVEMENT IN FUNDS cont.

Transfers between funds 2021

Movements between funds comprise:

	Unrestricted Funds		Restricted
	General	Designated	Funds
	£	£	£
i) Capital assets financed by restricted giving transferred to general fund upon completion	16,657		(16,657)
ii) Capital assets financed by designated funding transferred to general fund upon completion	16,612	(16,612)	
iii) Designation of unrestricted income for particular purposes	(16,097)	16,097	
	<u>17,172</u>	<u>(515)</u>	<u>(16,657)</u>
General fund		<u>17,172</u>	-
Total transfers during the year		<u>16,657</u>	<u>(16,657)</u>

Bury St Edmunds Women's Aid Centre Limited

Detailed Statement of Financial Activities
for the year ended 31 March 2021

	2021 £	2020 £
INCOME		
Donations and fund raising activities		
Donations	47,957	32,517
Fund raising activities	365	2,495
	<u>48,322</u>	<u>35,012</u>
Investment income		
Deposit account interest	225	620
Charitable activities		
Accommodation charges:		
Housing benefit	84,095	114,751
Resident's rent and contribution to household expenses	8,426	11,546
Public Health and Protection grants	84,772	79,772
Other grants and contract income	152,681	108,216
Sundry income	1,924	505
	<u>331,898</u>	<u>314,790</u>
Total income	<u>380,445</u>	<u>350,422</u>
EXPENDITURE		
Charitable activities		
Staff costs	212,462	221,485
Pensions	3,814	4,062
Rent	44,794	43,766
Rates	4,856	4,707
Insurance	4,578	4,946
Utilities	13,357	14,323
Telephone	6,639	6,027
Administration	16,097	12,531
Health and safety expenses	4,968	1,191
Household expenses, furnishing and equipment	11,558	15,916
Van expenses, petrol and travel	2,470	7,085
Residents recreation	391	2,271
Resident and client support	7,243	5,217
Staff training, supervision, welfare and recruitment	4,929	4,184
Subscriptions and affiliation fees	636	722
Bank and finance charges	64	64
Fund raising, publicity and promotion	216	502
Amortisation of website	360	360
Premises security and outdoor equipment depreciation	6,235	5,949
Household equipment depreciation	5,505	5,029
Office and computer equipment depreciation	3,880	4,926
Motor vehicles depreciation	253	379
Loss on disposal of tangible fixed assets	168	288
	<u>355,473</u>	<u>365,930</u>

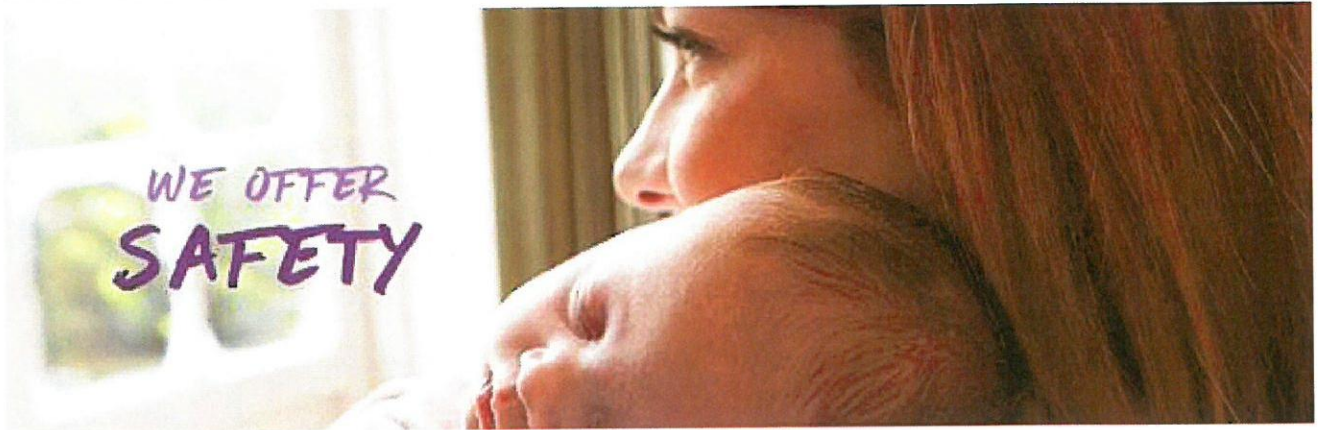
Bury St Edmunds Women's Aid Centre Limited

Detailed Statement of Financial Activities
for the year ended 31 March 2021

	2021 £	2020 £
Expenditure brought down	355,473	365,930
Governance costs		
Audit fee	2,978	2,835
Legal fees	-	8,090
	<u>2,978</u>	<u>10,925</u>
Total expenditure	<u>358,451</u>	<u>376,855</u>
Net income/(expenditure)	<u>21,994</u>	<u>(26,433)</u>



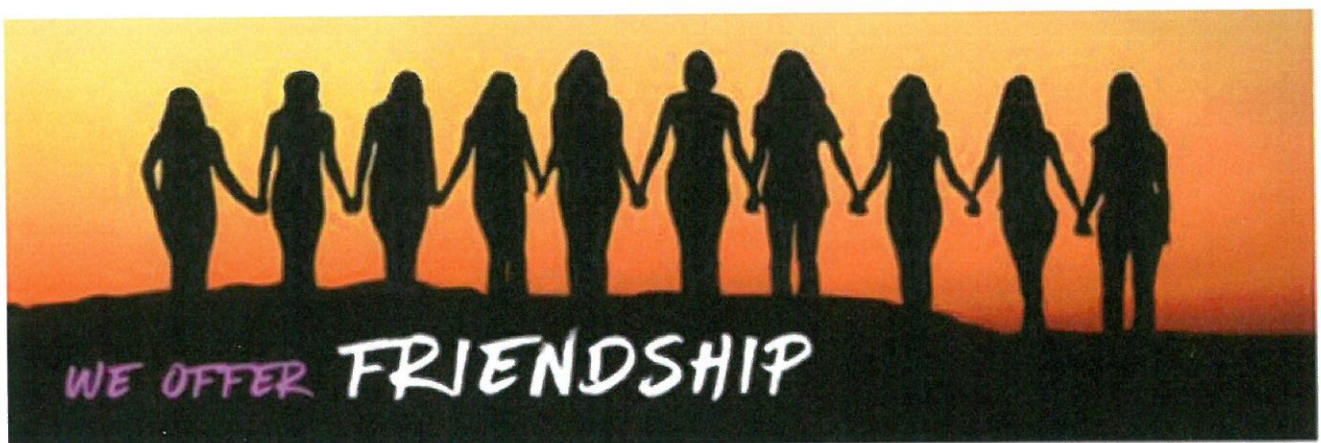
Bury St Edmunds Women's Aid Centre Ltd



**Advice Helpline:
01284 753085**

This provides victims of Domestic Abuse with the opportunity to speak to us anonymously and to seek support and advice.

Advice is also available via an Outreach appointment which is a chance to meet friendly staff at the Refuge and to discuss all possible options to help with your individual needs and circumstances.



Post: PO Box 715, Bury St Edmunds, IP33 9HQ