



**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 Mrs C B Dye Mrs E A Larcombe Mrs F Harbron Mrs R Sayed Ms J A Burnett Mrs P J Leach Mrs S G Coe Mrs H R Stammers Cllr D E Higgins Cllr N Iannelli-Popham	Chair person Vice-Chair person Treasurer Company Secretary <i>(Appointed 12 July 2021)</i> <i>(Appointed 12 July 2021)</i> <i>(Appointed 12 July 2021)</i> <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.

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

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".

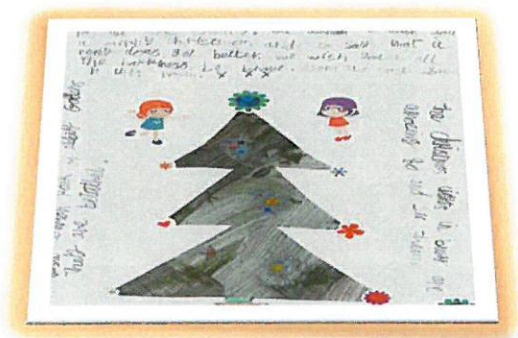
Rachael

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.

"Thank you for helping us and doing nice things and for making us have fun. You put our minds on fun things."

"Thank you Sarah I love you and I will miss you."

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

"Thank you for helping us and keeping us safe".

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.



Sunflower Bed

The children are growing sunflowers which they like measuring each week.

"I thank Sarah because she is kind"



Children's playhouse

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



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**

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.

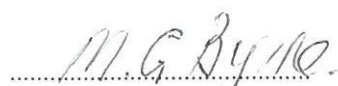
The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding 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	16	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

		2021			2020		
	Notes	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:

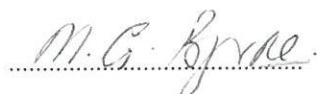
ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and,

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:

A handwritten signature in cursive script, appearing to read 'M. G. Byrne', is written over a dotted horizontal line.

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 FORM 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.

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	
	17,172	(515)	(16,657)
General fund		17,172	-
Total transfers during the year		16,657	(16,657)

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>

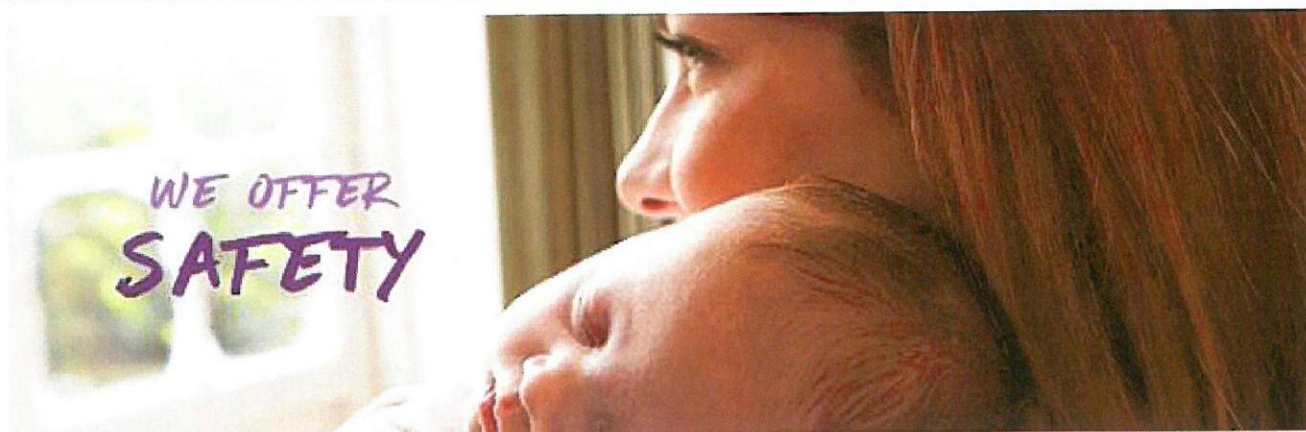
Bury St Edmunds Women's Aid Centre Limited

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>



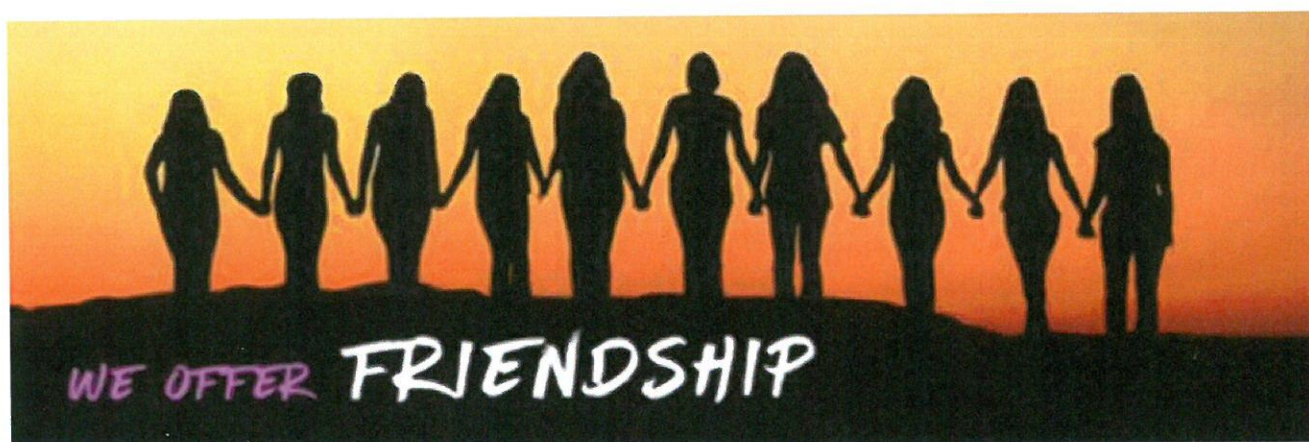
Bury St Edmunds Women's Aid Centre Ltd



**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