



**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.

*Bury St Edmunds Women's Aid Centre Limited*

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## Restore Women's Aid

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

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## **Restore Women's Aid**

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### **Trustees Annual Report for the Year Ended 31 March 2024**

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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 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.

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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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#### 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**

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#### **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.

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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

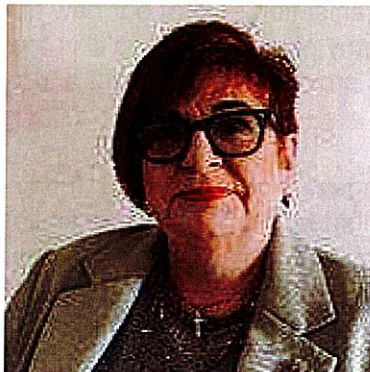
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### Trustees Annual Report for the Year Ended 31 March 2024

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#### 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.

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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**

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### Trustees Annual Report for the Year Ended 31 March 2024

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#### 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, Elsey'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**

**Trustees Annual Report for the Year Ended 31 March 2024**

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**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:		
	<b>2024</b>	<b>2023</b>
Income	<b>£352,149</b>	<b>(£458,986)</b>
Expenditure	<b>£453,426</b>	<b>(£466,786)</b>

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).

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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
	<b>£ 65,115</b>

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
	<b>£ 47,394</b>

### 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	1,096

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.

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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

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#### 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

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#### 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!

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#### 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**

## 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

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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.

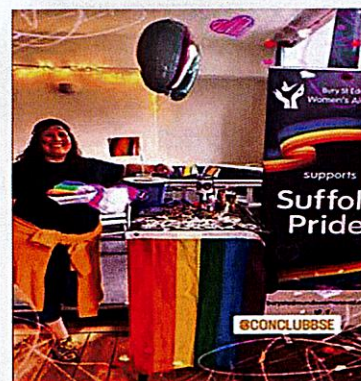
I have attended a Safer Internet Day which increased my knowledge on how to help young people stay safe online, what to do/who to contact if someone shares intimate videos or photos online without their permission.

### 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.

## 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

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#### 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

*Bury St Edmunds Women's Aid Centre Limited*

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### Trustees Annual Report for the Year Ended 31 March 2024

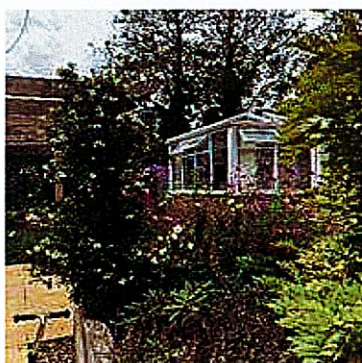
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## Children's Service

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!

## **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**

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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

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

### Trustees Annual Report for the Year Ended 31 March 2024

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## 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.**

## 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

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## 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 <a href="http://www.lovegrace.co.uk">www.lovegrace.co.uk</a>	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](http://www.restore-wa.org.uk)

or call us on 0330 551 9495

## 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

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## 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](http://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](mailto: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*

*Registered company number: 01338724*

### **Trustees Annual Report for the Year Ended 31 March 2024**

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## **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

*Bury St Edmunds Women's Aid Centre Limited*

*Registered company number: 01338724*

### **Trustees Annual Report for the Year Ended 31 March 2024**

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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.

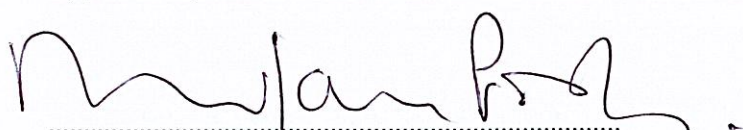
The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding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

		2024			2023		
		Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
Notes		£	£	£	£	£	£
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							
Transfer between funds	6	(74,144)	(27,133)	(101,277)	(7,195)	(605)	(7,800)
	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

		2024			2023		
		Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
	Notes	£	£	£	£	£	£
<b>FIXED ASSETS</b>							
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
<b>CURRENT ASSETS</b>							
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
<b>CREDITORS</b>							
Amounts falling due within one year	16	(10,193)	(2,643)	(12,836)	(13,689)	(4,802)	(18,491)
<b>NET CURRENT ASSETS</b>		146,513	17,891	164,404	197,796	46,670	244,466
<b>NET ASSETS</b>		196,036	17,891	213,927	268,534	46,670	315,204
<b>TOTAL FUNDS</b>		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**

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The Trustees acknowledge their responsibilities for:

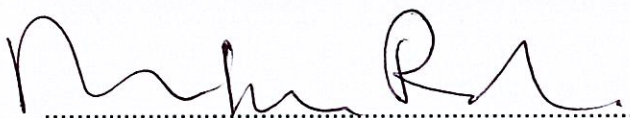
ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and,

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:

A handwritten signature in black ink, appearing to read 'Nicola Iannelli-Popham', written over a dotted line.

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

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

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### **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

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#### **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.

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

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**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 FORM 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
		<b>139,762</b>	<b>151,768</b>
Public Health & Protection grant	Support services	94,816	89,504
Other grants	Support services	65,115	186,346
		<b>159,931</b>	<b>275,850</b>
		<b>299,693</b>	<b>427,618</b>

#### 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
		<b>65,115</b>	<b>186,346</b>

## 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
<b>Total 2024</b>	<b>142,784</b>	<b>269,094</b>	<b>411,878</b>
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
	<b>307,412</b>	<b>345,942</b>

## 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
	<b>261,662</b>	<b>290,507</b>

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

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
	<b>68,780</b>	<b>22,000</b>

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	-
	<b>10,992</b>	<b>-</b>

#### 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 £
<b>COST</b>	
At 1 April 2023	2,500
Addition	-
Disposal	-
At 31 March 2024	<u>2,500</u>
<b>AMORTISATION</b>	
At 1 April 2023	760
Charge for year	500
Disposal	-
At 31 March 2024	<u>1,260</u>
<b>NET BOOK VALUE</b>	
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 £
<b>COST</b>					
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>
<b>DEPRECIATION</b>					
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>
<b>NET BOOK VALUE</b>					
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 £
<b>STOCK</b>		
Stock for resident resettlement	-	1,300
<b>DEBTORS</b>		
Other debtors	2,221	1,063
Prepayments and accrued income	19,708	29,785
	<b>21,929</b>	<b>30,848</b>

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
	<b>12,836</b>	<b>18,491</b>

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
	£	£	£	£	£
<b>Unrestricted funds</b>					
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	-	-
	<b>268,534</b>	<b>275,498</b>	<b>349,642</b>	<b>1,646</b>	<b>196,036</b>
<b>Restricted funds</b>					
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
	<b>46,670</b>	<b>76,651</b>	<b>103,784</b>	<b>(1,646)</b>	<b>17,891</b>
<b>TOTAL FUNDS</b>	<b>315,204</b>	<b>352,149</b>	<b>453,426</b>	<b>-</b>	<b>213,927</b>

## 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	-
	<b>(73,315)</b>	<b>74,961</b>	<b>(1,646)</b>
General fund		<b>(73,315)</b>	-
<b>Total transfers during the year</b>		<b>1,646</b>	<b>(1,646)</b>

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## Signature 1

Signed by James Knights using authentication code JvVYTckNil8U0kq 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](mailto:james@knightslowe.co.uk).

James Knights added the following comments:

"Audit Report Signed"

