



Women's Aid. Supporting Survivors. Restoring Lives.

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

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



Philosophy Statement

Domestic Abuse is Unacceptable

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

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

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

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

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

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

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Trustees Annual Report for the Year Ended 31 March 2025

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

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

Aims, objectives and public benefit

Public benefit

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

Aims and functions of Restore Women's Aid

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

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

We Offer

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

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We Seek

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

We Aim

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

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

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From Our Patron



Jeannie Bloomfield

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

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

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

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

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

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

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

Sincere gratitude to all of you.

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Chair of Trustees Report



Nicola Iannelli-Popham

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

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

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

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

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

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

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

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

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



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Principal Operations Manager's Report



Katherine Ahluwalia

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

Here are some of our highlights:

Rural Community Domestic Abuse Hubs

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

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

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

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

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

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50th Anniversary Commemorations

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

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

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

The High Sherrif's Award

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

Children and Young People's Service

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

Extending Our Counselling Service and Clinical Supervision

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

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

Improved Governance

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

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

Professional Development

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

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

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

Promoting our Services

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

Funding Successes

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

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

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

Challenges

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

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

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

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

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



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Support Services Manager's Report



Zoe Gordon

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

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

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

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

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

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

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

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

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



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Finance Manager's Report



Derek Gadd

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

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

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

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

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

Income and expenditure for the 12 months to 31st March 2025 amounted to:			
	2025	2024	
Income	£536,000	£352,149	
Expenditure	£494,351	£453,426	

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

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

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

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

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

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Gifts in kind

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

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

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

Intangible income - Voluntary staff

The charity remains dependent on services provided by volunteers. Without these volunteers, wage costs would be much higher and we are very thankful for the time volunteers give to the Charity. The value provided by volunteers is not costed for the purposes of these financial statements.

Reserves Policy

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

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

Auditor

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

Future Plans

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

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

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

Activities and services

Refuge Support Staff Report

Alison Chambers and Victoria Pestell

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

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

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

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

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

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

Young Persons' Support Report

Louise Mullan

Training and Development

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

Events and Outreach

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

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

One-to-One Support

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

Group Work and Drop-ins

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

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

School-Based Education

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

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

Conclusion and Looking Ahead

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

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

Our Young Ambassadors: Voices of Strength and Change

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

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

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

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 2025

As we mark our 50th year, our ambassadors have been a vital part of the celebrations — reminding us that while our past is built on years of advocacy and support, our future is in the hands of bold young voices who are ready to lead with lived experience, honesty, and hope.



Child Support Worker's Report

Sarah Hart and Sophie Hickmott

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

Engaging Children Through Therapeutic Arts and Community Activities

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

Expanding Therapeutic Support: Drawing & Talking and Helping Hands Programmes

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

Wildlife and Outdoor Learning area

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



Registered company number: 01338724

tree bee

Mind Kitchen

log stepping

table	boxes	bird	path	nest	bird feeders
-------	-------	------	------	------	--------------

Pallet seating

mind between trees
large sunshade to be
manipulated

minidaisies
with natural
ballets and filled
to be made from
minidaisies

sunlight it gets
(pc depending on how much
multiple smaller ones (plants
Planter - either long one or

plants: lavender, salvia, nepeta
blossom - sensory plants - 6-8

worms, frogs etc
minidaisies, glow
log pile to help

Looking ahead, both of our children's support workers have recently completed training to facilitate the Who's in Charge programme. This programme is to support parents of children displaying challenging or abusive behaviours towards their parents. We anticipate launching this programme in September 2025.

At Restore Women's Aid, we are committed to recognising and addressing the unique needs of these children. Our services provide a safe and supportive environment where children can express their experiences and begin the healing process. Through our interventions, such as the Drawing & Talking method, and emotional support, we aim to help children rebuild their sense of safety, self-worth and trust. By acknowledging their experiences and offering tailored support, we empower these children to overcome the trauma of domestic abuse and work towards a healthier future.



Outreach Support Workers' Report

Tracy Harvey, Lee-Ann Lummis and Ellie Phipps

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

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

Coffee Mornings

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

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

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

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

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

V.O.I.C.E

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

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

Freedom Programme

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

Trustees Annual Report for the Year Ended 31 March 2025

SODA

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

Outreach

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

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

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

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

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

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

Male Support

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

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 2025

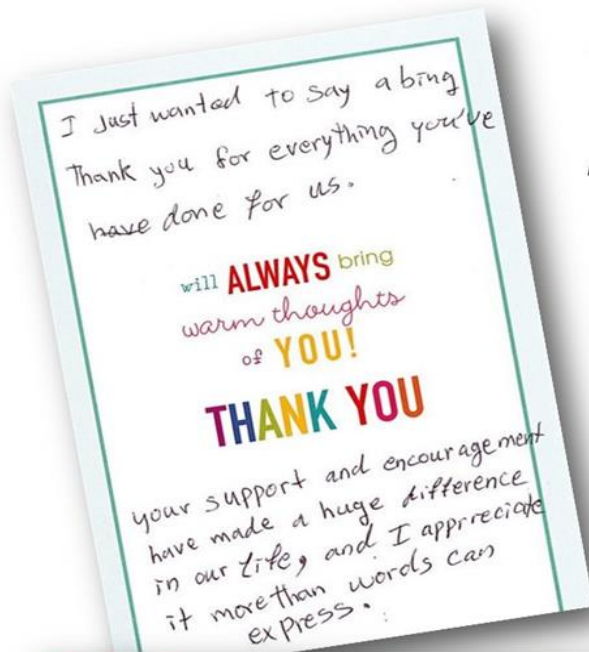
Highlights of the year

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

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

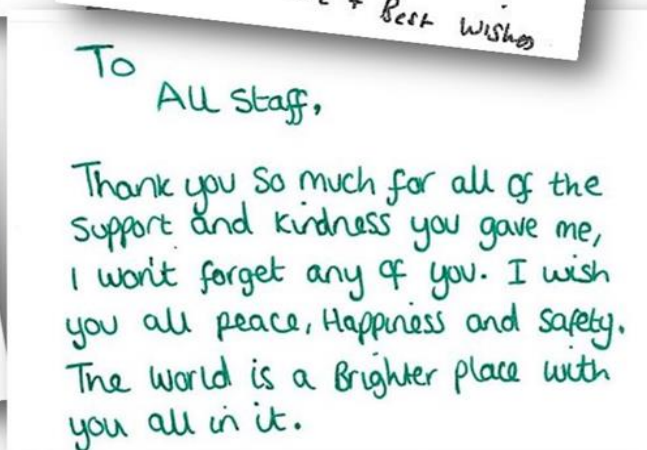
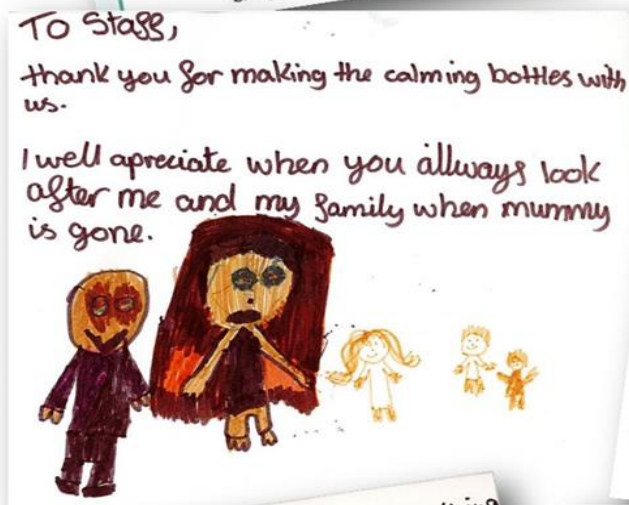


Feedback from clients - Thank You letters



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

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



Restore Women's Aid

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Trustees Annual Report for the Year Ended 31 March 2025

Acknowledgements

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

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

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2025

Donors and Sponsors



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

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

www.restore-wa.org.uk

or call us on 0330 551 9495

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2025

Stay up to date with our news and events at:

www.restore-wa.org.uk

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

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

Speaking engagements

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

Current services

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

20-bed Refuge

Telephone Advice Helpline

Outreach Service

Freedom Programme

VOICE

Survivors of Domestic Abuse (SODA)

Male Victim Support

Resettlement Support

Child Centred Groups

Adult Counselling Service

Young People Service

Coffee Morning (Bury St Edmunds,

Haverhill, Stowmarket and Newmarket)

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Trustees Annual Report for the Year Ended 31 March 2025

Structure, governance and management

Governing document

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

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

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

Recruitment and appointment of new Trustees

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

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

There are currently 11 Trustees.

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

Induction and training of new Trustees

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

Remuneration policy

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

Risk management

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

Trustees Annual Report for the Year Ended 31 March 2025

Statement of trustees responsibilities

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

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

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

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

In so far as the trustees are aware:

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

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

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

Nicola Iannelli-Popham

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

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

Other information

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

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

Matters on which we are required to report by exception

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

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

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

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

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

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

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

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

Use of our report

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

Knights Lowe

Knights Lowe Limited

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

Date: 18-Sep-25

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

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

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

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Balance Sheet as at 31 March 2025

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

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

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

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Balance Sheet as at 31 March 2025

The Trustees acknowledge their responsibilities for:

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

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

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

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

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

Nicola Iannelli-Popham

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

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

Cash Flow Statement of the year to 31 March 2025

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

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

1 LEGAL FORM

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

2 ACCOUNTING POLICIES

Basis of preparing the financial statements

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

The financial statements are reported in GBP Sterling.

Significant judgements and estimates

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

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

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

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

Depreciation of tangible fixed assets

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

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

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

Incoming resources

Donations and gifts

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

Gifts in kind

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

Intangible income

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

Grants receivable

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

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

Resources expended

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

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

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

Tangible and intangible fixed assets

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

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

Assets costing more than £200 are capitalised.

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

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

Stocks

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

Fund accounting

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

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

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

Hire purchase and leasing commitments

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

Pension costs and other post-retirement benefits

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

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

Financial assets and liabilities

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

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

Going concern

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

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

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

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

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

3 INCOME FROM CHARITABLE ACTIVITIES

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

Grants received, included above, are as follows:

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

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

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

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

4 CHARITABLE ACTIVITIES EXPENDITURE

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

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

Apportionment of costs to support services

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

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

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

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

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

5 SUPPORT COSTS

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

6 NET INCOME

Net income is stated after charging/(crediting):

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

7 STAFF COSTS

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

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

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

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

Notes to the Financial Statements for the Year Ended 31 March 2025**8 EXCEPTIONAL EXPENDITURE 2024**

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

9 TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' transactions

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

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

10 RELATED PARTY DISCLOSURES

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

11 LEASING AGREEMENTS

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

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

During the reporting year the Charity committed to a short-term lease renewal on refuge premises in Bury St Edmunds and rented additional space under the tenancy on our outreach premises.

Commitments reported in the comparative year under these new agreements were:

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

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

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

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

12 FUTURE FUNDING UNCERTAINTIES

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

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

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

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

13 INTANGIBLE FIXED ASSETS

Website
£

COST

At 31 March 2024	2,500
Additions	9,678
Disposal	2,500
At 31 March 2025	9,678

AMORTISATION

At 31 March 2024	1,260
Charge for year	846
Disposal	1,260
At 31 March 2025	846

NET BOOK VALUE

At 31 March 2025	8,832
At 30 March 2024	1,240

14 TANGIBLE FIXED ASSETS

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

All tangible fixed assets are used for charitable purposes.

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

15 STOCK AND DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

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

16 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

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

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

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

17 MOVEMENT IN FUNDS

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

Restore Women's Aid

Bury St Edmunds Women's Aid Centre Limited

Registered company number: 01338724

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

17 MOVEMENT IN FUNDS cont.

Transfers between funds year to 31 March 2025

Movements between funds comprise:

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



Women's Aid • Supporting Lives After Domestic Abuse

Advice Helpline:

0330 551 9495

01284 753085

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

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



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

Website: www.restore-wa.org.uk

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

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

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Signature 1

Signed by James Knights using authentication code bnl3NmCo1hGeER1Vg== at IP address 94.228.44.8, on 2025/09/18 16:18:53 Z.

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

James Knights added the following comments:

"Audit Report Signed"