



RESPOND
(A company limited by guarantee)

**DIRECTORS' AND TRUSTEES' REPORT
AND ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2024**

CONTENTS

	Page
General Information	3
A message from the Chair	4
A message from the CEO	5
The Respond Model	9
Service Reports	13
Strategic Report	26
Report of the Trustees	29
Statement of Directors and Trustees' Responsibilities	32
Auditor's Report	34
Statement of Financial Activities	37
Balance Sheet	38
Statement of Cash Flows	39
Notes to the Accounts	40 - 51

General Information

Trustees (Current):	Oliver Lewis - Chair Alison Kahn Amanda Naylor Elizabeth Offen (appointed May 2024) Rebecca Teagles (appointed June 2024)	
Trustees (Retired):	Angela Hassiotis (resigned June 2024) Jenieve Knowles (resigned May 2023) Nasima Khatun (resigned October 2023) Charles Taylor (resigned May 2023)	
Treasurer:	Charles Taylor (resigned May 2023)	
Company Secretary:	Alison Kahn	
CEO	Noelle Blackman, and from August 2023 Georgina Hoare Acting CEO	
Company Number:	2337300	
Charity Number:	800862	
Registered Office:	180 King's Cross Rd, London WC1X 9DE	
Auditors:	Fawcetts Chartered Accountants and Statutory Auditors Windover House St. Ann Street Salisbury SP1 2DR	
Bankers:	CAF Bank Limited 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ	The Co-operative Bank plc P.O. Box 250 Skelmersdale WN8 6WT
Solicitors:	DLA Piper 160 Aldersgate Street London EC1A 4HT	

A message from Oliver Lewis and Amanda Naylor OBE, Co-Chairs of the Board of Trustees

Like many charities, Respond has needed to review its operations and priorities in line with funding and the wider health and voluntary sector opportunities; yet despite this we are incredibly proud of what the organisation and its staff team have achieved across all our programmes of work. During this period, we have supported 318 clients with learning disabilities or who are autistic in accessing therapeutic and trauma informed services and achieving outcomes including increased wellbeing, stronger family connections and relationships and re-integration into community settings.

Respond continues to be the only charity nationally providing specialist psychotherapy and advocacy services to people with learning disabilities and/or autistic people who have experienced harm, and we have expanded our training services to ensure that this expertise in delivering trauma informed support is cascaded across wider health and social care settings.

In August 2023, there was a change of leadership when Noelle Blackman stepped down as CEO after many years, and we are grateful for the pioneering work Noelle led in ensuring that people with learning disabilities and autistic people who had experienced harm and trauma have access services that are inclusive and equipped with specialists able to support them. Georgina Hoare, who had worked as the Organisation Effectiveness Director for the previous two years, became Acting CEO role and provided stability and focus at a time when the organisation was facing a challenging fundraising and commissioning environment that included our major Midlands contract not being renewed. These circumstances required the Board to consolidate contracts and work and initiate a restructure that led to the closure of services that were no longer being funded, resulting in some roles being made redundant.

By the end of the 2023-24 financial year and entering into the final year of the organisational three-year strategy, The charity had turned the corner and was on a solid financial footing to look to the future. The Board was in discussion with the British Institute of Learning Disabilities (Bild) to join the Bild group, an exciting opportunity that would enable closer collaboration across organisations focused on our client group, more impactful policy and influencing work and sharing resources that would enable Respond to deliver services more effectively and efficiently. Thus, providing an environment where Respond could build back reserves, further develop new service models and training, ensuring continued innovation and bolstering sustainability and longevity. The Board are thrilled that in June 2024 both charities agreed that Respond would join the Bild group, and that Respond now sits within the BILD group. With the exciting appointment of Dr Fozilha Hamid in October 2024 as Director at Respond, we are now in a position to look at a forward-facing strategy for the organisation including exploring the restart and expansion of forensic and clinical services.

**Oliver Lewis and Amanda Naylor OBE
Co-Chairs**

A message from our Interim CEO, Georgina Hoare

We celebrated the end of this second year of our three-year strategy having provided support for **318 unique clients** through our services and by increasing our access, and national reach for hybrid/remote services, to 91%. We **trained 421 delegates**, increasing our co-production in training delivery to 29%; almost double that of the year before. More detailed **outcomes and key achievements** by service are detailed later in this report including anonymised case studies. Crucially, across the organisation for clients who completed our organisational evaluation form, **90% of our clients would recommend Respond to others**. We are delighted that our varied stakeholders continued to value the high quality of our specialist services. Furthermore, we have received constructive feedback from our service users, Action group members and stakeholders; we are keen to listen to this feedback to continuously seek improvement of our services and meet the needs of our clients.

This was a year of significant transformational change for Respond. Like many charities, we experienced financial pressures due to changing commissioning and funding landscapes. In the last few months of 2023, we experienced a sudden loss of income, putting the organisation into a period of financial uncertainty. To future-proof and ensure the long-term sustainability of the charity, we developed an organisational recovery plan and implemented a restructure which was completed by the end of the financial year.

This restructuring unfortunately involved making the difficult decision to close the Circles of Support and Accountability (COSA) service, which for several years had been difficult to secure funding for. COSA provided a much-needed specialist service for autistic people and people with learning disabilities in the community, who have been 'at risk' to themselves and others. Following COSA's closure and the pausing of our Forensic psychotherapy service earlier in 2023, future organisational development will continue to give space to consider the role of Respond in supporting the needs of autistic people and people with learning disabilities, who may be at risk of or who have, harmed others.

Our Transforming Care work in the Midlands also came to an end in late January 2024 when the contracted work with Black Country NHS Trust concluded after more than three years. The development of a base in Birmingham and the Transforming Care Service developed enormous skills and knowledge within Respond. It also created partnerships and connections nationally, as a bespoke specialist service providing relational work and circles for autistic people and people with learning disabilities, to support their transition from long-stay institutions. We know that many people continue to be in this situation and that many families are highly concerned about their loved ones. An evaluation report of this specialist work is in progress and will be published in the future.

Following the restructure, and as a key part of the recovery plan for this year and early 2024/25 (the final year of our strategy), we will firmly place focus on our Psychotherapy services for survivors, families and young people and our Advocacy services. These include specialist ISVA's and domestic abuse practitioners, providing sexual violence and domestic abuse focused support. Our well-established unique trauma-informed approach influenced by psychodynamic and systemic underpinning will continue to be developed further. We will also continue to grow and develop the Training and Consultancy service where we can extend our reach and help and support other professionals and organisations in this challenging field, using the vast knowledge and expertise we have acquired through our work over the last 34 years.

We began 2024 by saying goodbye to some very valued colleagues who left Respond following our restructure. Throughout the year we have continued to build upon our work, concentrating on employee wellbeing and retention through challenging times, providing a variety of spaces both formal and informal to think together, process the changes within Respond and their impact.

We are grateful to our dedicated staff team and volunteers, who are passionate and committed to our work, all of whom have contributed enormously to the Respond trauma-informed approach over many years.

At the end of this financial year following months of discussions and formal due diligence on both sides, an in-principal decision was made by the Boards of Trustees for both Respond and Bild, for Respond to join the Bild group during 2024. The response from a range of stakeholders to this news has been overwhelmingly positive, with the emphasis on the shared beneficiary group and trauma-informed approach evidencing a good cultural fit. This change has led to the development of a new Director role who will be the future permanent leader of Respond, as part of Bild. Therefore, we ended this year of transformation with significant hope for the future, for Respond, and for our beneficiaries.

Georgina Hoare

Interim CEO until September 2024

Vision

All people with learning disabilities and autistic people who experience trauma are empowered to thrive.

Mission

We reduce the impact of trauma in the lives of people with learning disabilities and autistic people by developing trusting relationships, through psychotherapeutically informed services.

Strategic Objectives

1. Increase public understanding and knowledge of the psychodynamic trauma-informed approach.
2. Provide a whole system approach when supporting children, young people, and their families.
3. Improve the well-being and social integration for people moving out of long-stay institutions into the community.
4. Reduce the risk of offending for those who may cause harm to themselves or others.
5. Reduce isolation, increase coping mechanisms and prevent further abuse.

Equality, Diversity and Inclusion Commitment

Respond is committed to the furthering of human rights, equality, and positive social change through its therapeutic and advocacy work. We are committed to anti-racism and other forms of anti-discriminatory practice.

We recognise that we need to continually keep this as a focus in our work and as an integral part of our organisational strategy. We celebrate diversity as an employer and as a provider of services to people who often experience multiple discriminations because of (but not limited to) being autistic or having a learning disability, and their experiences of trauma.

Respond actively promotes equality of opportunity and freedom from discrimination due to disability, race, gender, gender identity, age, sexual orientation, religion or belief, parent/carer responsibilities, HIV status and nationality or refugee status. We seek to stand, as allies, with those who face social injustice, and we seek to become a campaigning voice for change in line with our charitable objectives. We collectively commit to challenging all discriminatory acts and to promote the well-being and rights of the people we support, and our colleagues.

Equality, Diversity and Inclusion (EDI) Action Plan

Our EDI Action plan was developed collaboratively with staff and with the support of an external consultant during this year. This was to ensure that there was a strong representation of voices and views across Respond, in the development of a meaningful programme of work which would sit as integral within the whole organisational strategy. EDI workstreams were developed in the four objectives set out below, with staff working across services and roles to achieve operational targets:

- Embed and model inclusivity and challenge oppressive practice as a core principle in all our work.
- Ensure representation of staff, freelancers, volunteers and trustees from a wide range of backgrounds related to the Equalities Act (age, sex, race, disability, religion/belief, sexual orientation, gender reassignment, married/civil partnership, pregnancy, and maternity).

- Create an inclusive and diverse working environment and organisational culture in which all staff, freelancers, volunteers and trustees feel valued and are encouraged to grow and develop.
- Develop partnership work to challenge systemic oppressive practices and ensure best practice. This can include (but is not limited to) partnerships as allies to more marginalised groups.

Co-production work

Working in co-production with people who represent our beneficiaries is an integral element of our work. However, we recognise that we need to do more. We want to continue to develop this further and ensure that co-production continues to be a key part of our future strategic developments. Currently, we have two ongoing initiatives in our work -

The Respond Action Group

The action group is a group of people with lived experience of autism and learning disabilities who work with us in co-production to support the development of our services. The membership was small over this last year with only four regular members. All group members have expressed a wish to expand the group and take part in other key tasks within Respond such as engaging in interview panels for key recruitment, continuing to support thinking around the development of services, or assisting with the service development of more accessible easy read information.

Family Lived Experience Trainers

We have trained a group of family members who have lived experience of caring for their loved ones who are autistic or who have learning disabilities. These individuals now deliver training with one of our experienced senior therapists, working collaboratively together. This model has received incredibly positive feedback from training delegates on our trauma-informed training programme.

"The family trainer input was phenomenal – listening to her story was extremely emotive and will stay with me for a long time."

"The mum who had experience was amazing and that made the day – hearing from someone who had been through it was the best bit. It was the hardest bit but the best bit".

Our Family Trauma Training is delivered to organisations who work with or commission services for families whose family members (children and adults) are in or are at risk of being admitted to mental health wards and risk seclusion.

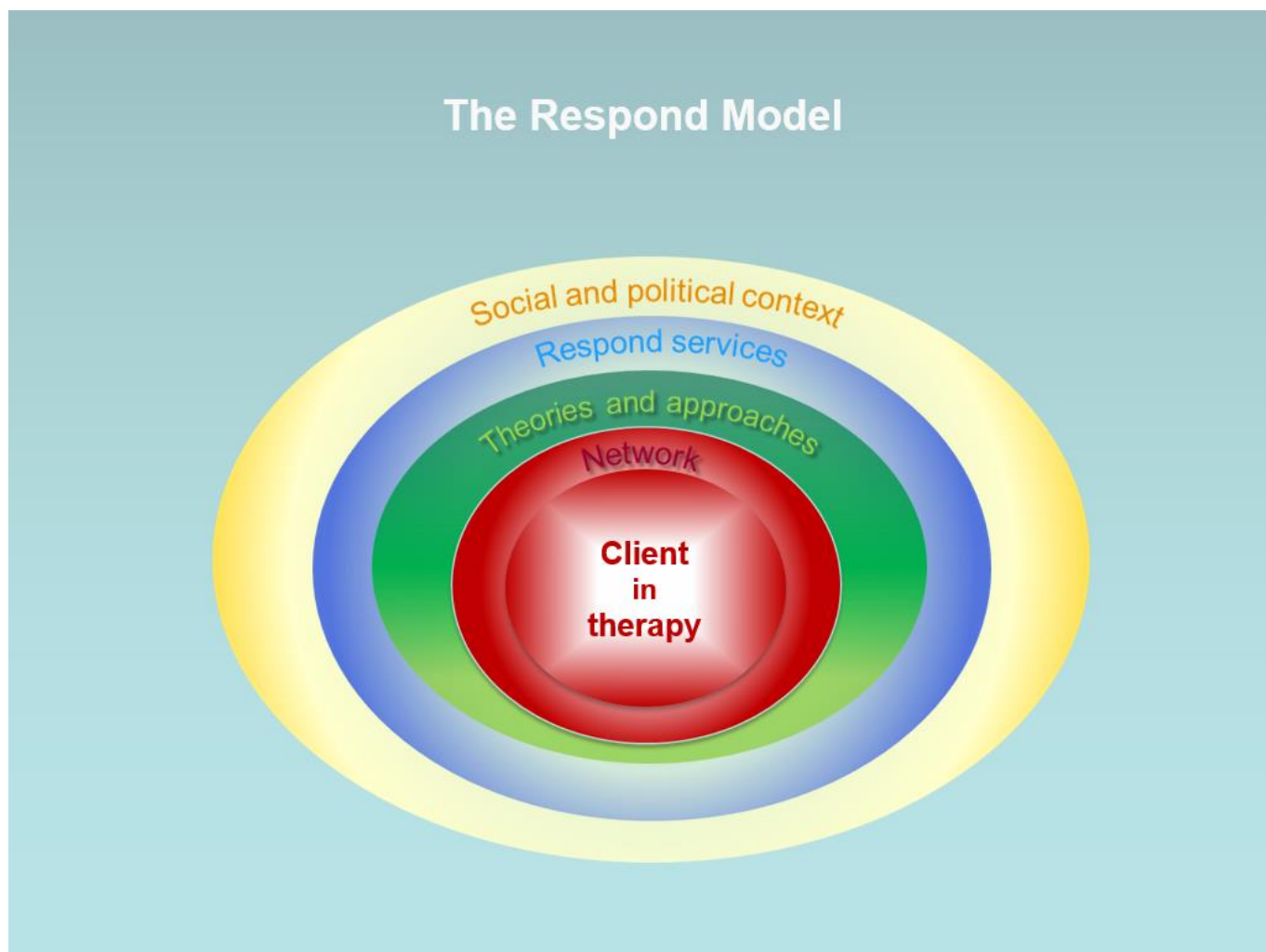
In 2023 Respond was commissioned by NHS England National Learning Disability and Autism Programme to deliver this training across the 7 NHS regions.

The Lived Experience Trainers were recruited as part of this work to ensure the Family Trauma training was co-produced and co-delivered. [The involvement of Lived Experience Trainers alongside experienced therapists is critical to the success of this training programme.](#)

The Respond Model

Psychotherapy, trauma and attachment theory underpin all of our services at Respond; we work with the individual and with their network of supporters, both family members and professionals. We make use of a psychodynamic, systemic approach that allows therapeutic support to take place within a safe environment, while providing support and a flow of communication with the client's family and professional network.

The systemic component of this model aims to support the professional network to better support the client at the end of their time with Respond, enabling the full benefit of the intervention to become embedded through a more trauma-informed environment. Our staff are multi-skilled and we pride ourselves on our ability to provide unique support to autistic people and people with learning disabilities, who have endured a wide variety of traumatic experiences (and who may also cause harm to others), to come to terms with these and live more positive lives.



Respond's Services

Respond provides a range of services for autistic people and people with learning disabilities who have experienced trauma and abuse, including those who have been at risk of, or who have hurt or abused others. We provide psychotherapy and specialist advocacy services for adults and young people with learning disabilities, autistic people and their families. Our Head Office is in central London. We also run clinics in schools in the London area.

Many of the people who are referred to Respond have substantial experience of abuse and/or neglect. The purpose of therapy is to focus on undoing some of the psychological damage caused by trauma and therefore enabling people to live more fulfilling lives. We also provide specialist advocacy services including Independent Sexual Violence Advocates (ISVA) and Domestic Abuse specialists as well as providing psychosocial, psychoeducational and practical support. We provide trauma-informed training, consultancy and clinical supervision which are informed by our wealth of experience in this specialised field.

Psychotherapy Services

Survivors Psychotherapy

Our specialist psychotherapy service is for young people and adults who are autistic or have learning disabilities, and who have experienced abuse or other trauma. People may be experiencing high levels of distress, anger, anxiety or withdrawal. They may be causing harm to themselves through the relationships they are making or through other harmful behaviours. Those who have experienced trauma or abuse will be experiencing complex feelings of rage and shame which may be expressed in behaviours that challenge others or withdrawal from the world.

The therapy aims to increase that person's emotional well-being, capacity to make sense of their experience and enable them to make healthy relationship choices. Attendance can be in person at Respond's office or online, for therapy sessions lasting typically for one year, always in the same space, with the same therapist, at the same time of the week. Therapists support the individuals to feel safe and communicate their experiences in a way that works for them. We have seen young people and adults who have attended psychotherapy go on to make better relationships, with an improved sense of self, and increased emotional well-being.

Family Service

This service supports family members of autistic people and people with learning disabilities, who have experienced loss, harm or institutional abuse.

Family members can face many challenges including fighting to get the right support, understanding their child or family member, being let down and neglected by services.

We primarily provide individual therapy either in person or online. Families can meet and be supported by other families and gain the tools and knowledge to help navigate their experiences more effectively. In our experience, families feel better understood, less isolated and more connected.

Young People's Service

Our school-based therapy service allows ease of access to specialist psychotherapists in a setting that our young clients are familiar with and feel safe in. We work directly with young people using creative arts-based approaches and with the child's support network. We offer consultation, workshops and support to both the families and their professional network, through our model of working.

The Young People's Service works closely with the Survivors and Family Services. Parents of children in our Young People's Service may also be referred for psychotherapy to support their own complex needs, and which will enable and support positive change.

Specialist support services

Advocacy

The Independent Sexual Violence Advocacy (ISVA) service provides advocacy, advice and emotional support for young people and adults who have experienced sexual violence and/or sexual assault. They may have reported to the police already or be thinking about reporting but want some more information. An ISVA will support an individual all the way through the criminal justice system. The CouRAGEous service offers one-to-one support and advocacy to young women (13-25) with a learning disability, autism or both who have experienced any form of gender-based violence.

We also provide specialist Domestic Abuse support through our DA Coordinator and well-being practitioner, providing advocacy and support for people who have experienced domestic violence.

We also provide specialist psychoeducational training to professionals and engage with communities to promote dialogue and change.

This year we worked with experts by experience to deliver training for ISVAs around the country in supporting autistic people and people with learning disabilities who have experienced sexual violence.

We have used opportunities to raise awareness of the challenges faced by autistic people and people with learning disabilities in engaging with the criminal justice system.

Circle of Support and Accountability (COSA)

The Circle of Support and Accountability (COSA) service meets the need for a form of support which is not formal psychotherapy. It acknowledges that autistic people and people with learning disabilities who exhibit harmful sexual behaviour, often do so as a result of isolation, stigmatisation and unsafe living conditions. It is an adapted Circle model based on therapeutic principles and offers a solution to supporting those with a history of sexual offending, or at risk of so doing, to live safely in the community.

A COSA model brings together a group of 5 specially trained volunteers who help support and manage the risk of the person with harmful sexual behaviour ("the core member"). The volunteers and core member hold weekly group meetings for a period of up to 18 months. They work from week to week under the guidance and supervision of a professional circle coordinator who liaises between the "inner circle" and other external professionals ("outer circle") also involved in the core member's life (i.e. social worker, psychiatrist, probation officer). The guidance given to the volunteers by the circle coordinator is informed by monthly clinical supervision with a Respond clinical supervisor where the work of each Circle is reviewed, strategies and live issues are discussed.

When a Circle begins, goals are agreed upon. These are reviewed at quarterly Reviews attended by the core member, volunteers and the relevant professionals. Over time, the Circle gets used to meeting and working together; the core member experiences regular, structured support and as a member of the group, gains a sense of agency and equal participation. The volunteers model positive social relationships, provide practical assistance and a non-judgmental space in which issues of risky behaviour and feelings can be addressed.

Once a referral is made, and as part of the process of setting up the Circle, a full assessment is carried out to match the needs of the prospective core member with suitably trained volunteers who are diverse in terms of gender, ethnicity, age and background.

Unfortunately, funding has been difficult to secure for this service and we made the difficult decision to stop the service in the year.

Transforming Care

This service supports people who are moving out of hospital and provides a range of services aimed at supporting the person to remain living a positive life in the community. This service was based in the Midlands.

Our involvement begins with an in-depth exploration and understanding of a person's life story and experience, through reports and meetings with family, professionals and carers.

We then develop a relationship with the individual and their support teams, undertake an independent review and design a bespoke care package for the individual and their network.

Care packages will include training, clinical supervision and/or reflective practice for staff in the hospital setting, simultaneously working in partnership with a carefully selected provider, and supporting their team through recruitment, training and ongoing reflective support beyond discharge.

An adapted model of COSA is another key element of the Respond Transforming Care model. Circles are formed by recruiting, training and supporting a group of volunteers who assist the individual over an 18-month period, during which time they will transition between services and/or relocate.

Consistent collaboration with multi-disciplinary teams ensures a considered and fluid approach through clinical thinking, ongoing assessment and formulation for the best possible outcome for the person we are supporting.

Once the person has settled into their new home, an assessment for one-to-one psychotherapy may be offered, if appropriate.

We also provided continued post-discharge support across a person's personal and professional network through training and consultancy, enabling those who have managed the transition to continue developing and thriving at home.

Unfortunately, the main contracts underpinning this service were not renewed during the year and we therefore concluded this work in January 2024.

Training & Consultation

Respond offers a broad range of trauma-informed training, clinical supervision, reflective practice and consultation to meet the needs of individuals and organisations. This includes our acclaimed 'Trauma Champions Course' which runs over 6 months and supports groups of people to champion and embed a trauma-informed approach within their area or organisation. In addition, Respond provides lectures/seminars for universities and training organisations and presents webinars and papers at a wide variety of national and international conferences.

Service Reports

Psychotherapy Services

Survivors Psychotherapy

What has gone well?

2023/24 was the second year of our MOPAC contract; we received a very high level of demand for this service and held a long waiting list. We worked collaboratively with the commissioners to renegotiate the extension of the therapy provision to one year rather than six months, given the complexity of the clients who were being referred to Respond.

We provided another year of the art therapy group which was co-run between the Advocacy and Psychotherapy services. This was a short-term group run several times across the year. It was a successful format for the members given the creative approach and provided an opportunity for clients on the MOPAC funded therapy waiting list to secure some support before receiving longer-term psychotherapy.

We provided psychotherapy on-site at Beverley Lewis House; a specialist refuge for women with learning disabilities who have experienced domestic violence.

We continued to experience good engagement with some Integrated Care Boards (ICB), gaining a greater understanding of the needs of their clients. For example, improving the ability to move to a spot contract following free at the point of therapy first provided through MOPAC.

Across the year we were delighted that we retained a group of experienced dedicated therapy staff. We also benefited from one honorary therapist on placement.

Our outputs and outcomes

62 unique clients were supported within the Survivors psychotherapy service either through MOPAC, commissioned spot contracts or a small number of self-funding clients.

Of these **81% of clients were supported either fully online or hybrid**, increasing their accessibility to our services and our national reach.

Using our outcome star measures, **95% reported a reduction in isolation** and 84% an improvement in their overall well-being, including **82% who felt less scared** and more able to leave their house.

100% would recommend Respond to others.

Who we have supported

- 50% of clients were aged 25-40
- 18% aged 41-65
- 29% under 25
- 3% over 65

Of these,

- 70% were female
- 2% trans female
- 3% non-binary
- 23% male
- 2% trans male

53% of our clients were Autistic and 47% had a learning disability.

- 73% were heterosexual
- 8% other
- 2% queer
- 8% homosexual/gay/lesbian
- 7% bisexual
- 2% unsure

In terms of our client ethnicity, this was more diverse:

- 63% White British or White Other
- 3% Bangladeshi
- 17% dual heritage/other ethnic group
- 15% Black African, Black British or Black Caribbean
- 2% Pakistani

Survivors psychotherapy case study – “Elijah”

Elijah was a twenty-eight-year-old Black British Autistic man with mild learning disability, who was referred to Respond by his mother, following an experience of sexual abuse as a teenager from an older male at work. Elijah worked in the hospitality industry as a waiter.

Elijah wanted to explore tools to help him cope when things become stressful because he felt overwhelmed by sensory input, i.e., he was highly impacted by large crowds. He had previously self-harmed by head banging and hitting himself. He wanted to work on relationships and consider how he communicated with females that he liked, as he had received a warning at work about inappropriately staring at women.

Elijah had art therapy for just over 9 months in person. He engaged very well and enjoyed using the arts, drama, and relationship cards in the sessions, which enabled him to express himself without the frustration of finding the right words.

He had never had a romantic relationship, yet he would really like to meet a partner. Much of the work in therapy focused on healthy relationships, setting boundaries for himself and how to communicate well and resolve conflict in a relationship.

Role play was used to practice communication and explore boundaries, and he also wrote a script that he acted out with his therapist.

The therapy made a very positive impact on Elijah's life. He increased his confidence, became better equipped to speak to strangers and express how he felt. Elijah was also able to prioritise his needs over others and make choices based on what he wanted, rather than relying on others to make decisions for him.

The self-reported outcome score began at 15 and ended at 4 so there was an improvement of his overall wellbeing by over 70%.

What has been more challenging?

The level of demand and the complexity of clients referred through MOPAC, in comparison to the kinds of client presentations we were commissioned to work with, was very challenging. We renegotiated with the commissioners to ensure that the therapy was for an appropriate length of time and allowed for psychological safety.

The end of the financial year, restructure and subsequent changes affected the team. Therefore, this impacted the team's capacity and ability to respond quickly to new referrals in the short term.

Future plans

A key focus for 2024/25 is to continue to develop key relationships with ICBs to ensure that we can positively navigate the new ICB structures and systems. This will enable a swifter process for future spot contracts for Respond (from a business perspective) and our clients so that they do not wait for therapy for an extended period whilst commissioning is resolved.

We will be reviewing our model of working with a second therapist, currently called a “case manager”, to better define the role, its limits for external stakeholders and to ensure that we are appropriately pricing our services. This is relevant for Survivors, Families and Young People’s services which all use this model of two therapists.

The Family Service

What has gone well?

This was the second year of our specialist work with Mersey Care NHS Foundation Trust using the HOPES model; a human rights-based approach working with individuals in segregation, autistic people and people with learning disabilities. We provided psychotherapy to support family members who had loved ones in long-term segregation. We continued to develop our relationship with HOPES practitioners to support appropriate referrals into our service, providing primarily online therapy to allow for national access.

This was also the second year of our Sir Halley Stewart funding in which we were funded to provide individual psychotherapy to 10 family members per year.

Our outputs and outcomes

We supported **52 unique clients** in our Families service which included 15 family members through the HOPES project. 91% were supported either via hybrid or online methods.

We continued to use SCOR15 and ICD10 our outcome star and internal service evaluation form. Due to the length of therapy, some clients had not completed their outcome measures to produce enough data for this financial year.

Who did we support?

- 3% aged 18-25
- 63% aged 41-65
- 20% aged 26-40
- 14% over 65*

* expected given the prevalence of parents we supported.

- 87% were female
- 97% were heterosexual
- 13% male
- 3% gay

In terms of our client ethnicity:

- 94% White British
- 3% Chinese
- 3% Black Caribbean/White

Family Service case study – “Margaret”

Margaret was a middle-aged white British woman with an autistic child in his twenties with long-term mental health needs and who had been hospitalised for several years.

Margaret was referred to Respond's Family Service by the HOPES practitioner for a year of therapy to support her emotional well-being. She recognised the difficulty in speaking about her experiences and wanted to feel able to speak about the trauma and gain a greater capacity to manage her feelings without feeling overwhelmed.

Margaret was a survivor of an emotionally abusive and domestically violent relationship with the father of her child. She had previously experienced severe depression and had been diagnosed with complex PTSD. She felt supported by her current long-term partner, but she had disconnected from many friends and family due to the sensitive nature of the family's trauma, and feelings of shame, guilt, and self-blame for her child's issues.

Margaret had short, focused episodes of therapy in the past but hadn't received any therapeutic support since her child was placed into segregation over two years ago. She engaged well with her weekly online sessions and used the therapeutic relationship to explore her complex feelings about the past, present and future and consider the impact they have.

During the year of her therapy, Margaret's child successfully transitioned from one hospital to another more suitable setting, with the hope that they will be able to eventually move out of segregation. Whilst this had been the desired outcome, it hadn't come without huge anxiety of being let down by services that had frequently left Margaret feeling abandoned and extremely vulnerable over the years.

During therapy, she began to think a little deeper about her difficulties in relating to others and make sense of her own trauma responses which had left her feeling quite stuck and unable to put her own needs first. This enabled her to feel some self-compassion and begin to explore ways in which she might advocate for herself and look towards her future and what this might look like.

One of the key benefits for Margaret was to have someone to talk to. For much of her adult life, she was unable to share her inner thoughts with those close to her, initially due to secrecy, silence, and shame of living in a domestically violent relationship. Then, after her child was hospitalised, she found herself increasingly isolated. Partly because she respected her child's privacy and her own, but also because there was a sense that the situation was too much for friends and family to engage with or even comprehend. She identified a need to find spaces where she might feel supported either by re-establishing trusted relationships with friends and/or seeking support groups.

Through understanding herself a little more, she has reported an increased capacity to regulate during moments where she has felt triggered.

What has been more challenging?

There was a high complexity of clients, some of whom presented with complex PTSD. Given this, the funded or contracted work for only one year often felt insufficient in some cases. For example, with Sir Halley Stewart during the year we agreed for year 3 of the funding to reduce the number of clients to allow longer-term psychotherapy.

A continued challenge with the Family service was to ensure that we were using the right outcome measures. They needed to work with our beneficiary group, but we also needed the measures to be easily recordable so that we can report on this in future. Within 2024, we have made an improvement within our database to improve the recording of outcome measures, specifically for Family services, because this service uses different measures to our Survivors and Young People's services.

Future plans

The Family service will be combined with Survivors and Young People's to form a more streamlined Psychotherapy service. This will benefit Respond by streamlining our systems and processes (including referrals) and continuing to improve our use of outcome measures and reporting.

The HOPES contract has approximately one more year to run. Respond is part of a steering group working on the learnings from this important national work. We are also working with other key stakeholders nationally as part of further "homes not hospitals" work, to continue to develop and understand the needs and future service requirements when this project comes to an end.

Young People's Service

What has gone well?

We continued to work within 3 special schools in London (Riverside, Wood Lane and Belle Vue) having developed long-term collaborative working relationships. We benefited from two honoraries in training on placement, delivering therapy at the schools.

We were also able to see a small number of young people at our London office, funded through the second year of our John Lyons funding, focused specifically across eight London Boroughs.

We delivered a webinar for professionals on the topic "Role of Identity for Young People with Learning Disabilities" which was related to the workshop Respond also delivered at the Bild conference.

We benefited from training from the Anna Freud Centre on the AMBIT model and worked with a youth advisory panel in Ealing to discuss Adult MH partnerships and referrals.

Our outputs and outcomes

We supported **29 unique clients** in our Young People's Service, both within special schools and in our clinic. A key improvement from our outcome measures shows that **72% of our clients have improved their social skills and motivation** and **54% have shown an improvement in their emotional wellbeing**.

Who have we supported?

- 4% were aged under 12
- 7% were aged 18-25
- 89% were aged 13-17

100% who responded identified as heterosexual.

Of these,

- 71% were male
- 29% were female

In terms of our client ethnicity:

- 40% White British or White Other
- 19% Black African, Black British or Black Caribbean
- 11% Indian
- 4% Irish
- 4% Pakistani
- 4% Other Asian
- 7% Other ethnic group
- 11% Prefer not to say

66% had a learning disability and 34% were Autistic.

Young People's Service case study – "Abi"

Abi was an eleven-year-old of dual heritage, with speech, language, and communication needs. She was referred for therapy at school due to her self-harming (pulling out her eyelashes and hair), concerns about her over-sexualized behaviour and difficulties at home, leading her to live primarily with her Mum. Her moods were very varied from being in a hyper state to self-isolating, and she also struggled to sleep.

She was assessed and diagnosed as autistic prior to her therapy commencing and found using fidget toys helpful to feel peaceful, whilst also being aware that, at times, she'd get very angry and break important items that she loves.

She attended Dramatherapy for a year at school and her parents were also supported by a second Respond therapist alongside social care. She appeared happy to attend therapy, initially preferring to talk, progressing to explore play through games and art making. At first, she spoke with a lack of emotion but through her art-making her emotion came to life and she was able to be playful, messy and explore her chaotic home life. She would also play with tape; this mostly consisted of tightly wrapped parcel-like shapes, perhaps indicating something inside that she could not articulate, or perhaps her tightly wrapped emotions, which she was finding ways to express.

The impact of Respond's intervention was that Abi found a space in art therapy where she used art to process both her experiences and desires which helped her to reflect, access her emotions and, over time use this outlet to find some relief using materials rather than through self-harming.

What has been more challenging?

Recruitment to key roles within the team has been an issue for a couple of years, putting pressure on the remaining one Young People's therapist. Furthermore, there were also changes to the management of the service following the restructure.

Like the Survivors psychotherapy service and Family service, clients referred to our London clinic tended to be more complex and required a longer period of therapy. We were able to work with the John Lyons funder to negotiate down the number of clients to be seen under this funding for the final year, to ensure that a longer period of therapy could be received.

Future plans

This service will join Survivors and Families to form the Psychotherapy service.

Whilst to date we have considered this a separate service, we have started to think more broadly and strategically about the services we deliver across the organisation to young people in the future. We want to focus on creating more cohesion and opportunities for future funding.

Specialist Support Services

The Advocacy Service

What has gone well?

This year we developed the Domestic abuse element of the Advocacy service by recruiting a Domestic Abuse Coordinator and well-being practitioner. We appointed new Independent Sexual Violence Advocates (ISVAs) and all of them completed their ISVA training at The Survivors Trust (TST). We were also commissioned by TST to deliver training and awareness-raising approaches when working with autistic people and people with learning disabilities. This was a national initiative as part of a Ministry of Justice (MOJ) project for ISVA's and CHISVA's.

We were in the second year of MOPAC, providing a range of advocacy support for people who were in contact with the criminal justice system.

Our Young People's specialist provided outreach work on a peripatetic basis in colleges, community settings or in our London clinic. She delivered life skills through group work. In addition, she supported young women who have experienced gender-based violence/female genital mutilation, supporting them to access and become integrated into youth and community services, through informal education, single-gender work (healthy relationships, coercion, consent, internet safety and sexual health) and life skills (managing money, how to use public transport and independent living).

Our outputs and outcomes

159 unique clients were seen within Advocacy in line with our strategy to increase our reach within this service, given the very high level of demand. Of these **92% were supported either entirely online or via hybrid methods** being a combination of in-person and online sessions, or by telephone; whichever means of service was best for each individual client.

89% of clients reported an increased capacity to cope and 93% reported a reduction in isolation. 96% would recommend Respond to others.

Who did we support?

- 92% were female
- 1% trans male
- 5% male
- 2% non-binary

Of these,

- 79% were heterosexual
- 8% other or unsure
- 2% gay
- 11% bisexual

In terms of our client ethnicity:

- 55% White British
- 4% Bangladeshi
- 4% Other Asian
- 4% Prefer not to say
- 26% Black African, Black British or Black Caribbean
- 1% Pakistani
- 6% Dual heritage/other ethnic group

69% had a learning disability and **31%** were Autistic.

Advocacy Service Case study – “Zena”

Zena was a 15-year-old black female survivor of sexual assault via an ex-boyfriend. As an autistic person, she presented as more mature than she was. She experienced sleep deprivation and anxiety before going to school. Zena received a late diagnosis and was slowly finding out more about Autism and how it presented in her, such as difficulty understanding social cues. She had been expelled from her previous school due to being bullied and fighting back and lived at home with parents of the same sex. She had two younger siblings, one of whom had severe ASD and ADHD, and with the youngest presenting similar traits, but not having been diagnosed. The environment was safe, with no risk of harm.

Zena struggled with being understood by others and had subsequently been the object of bullying by peers, she had been failed by teachers who dismissed her ASD as bad behaviour. She had an Early Helps support worker to support the family and aid her in school, whilst her ISVA focused on her emotional support. Outside of this, the professionals worked together to support the family via a ‘Team Around a Child’ meeting.

As her ISVA I supported Zena through the criminal justice system, providing emotional support and advocating on her behalf with the school. I supported her to understand healthy relationships, build a circle of trust and set boundaries. I also worked with her on setting goals and affirmations for her self-esteem and sleep via the Wellbeing Passport resource.

The experience with the criminal justice system has been a good one and it was helpful for Zena that one of her mother’s was in the Police force.

“I believe you’ve helped me a lot since you started working with me. You helped me understand my ASD and how it impacts my life and how to cope with it. You’ve given many strategies in how to cope with it in all different aspects. I find it really easy to talk to you and your manners are kind and very empathetic”.

What has been more challenging?

Recruitment has continued to be challenging although this is reflected as an issue across the Violence Against Women and Girls (VAWG) sector in which these roles tend to have a higher turnover.

Future plans

Respond are part of working groups with key stakeholders thinking about the future needs of a pan-London service prior to the new MOPAC tender in 2024/25.

Circles of Support and Accountability (COSA) Service

What has gone well?

We have continued to retain a committed team of volunteers from all walks of life, typically five volunteers per core member. We also supported one core member, as part of their ending, to consider an assessment for longer-term psychotherapy.

We were awarded the Circles UK accreditation with our COSA manager, receiving positive feedback as part of this process.

Grants from the AB Charitable Trust and Baily Thomas Charitable Fund supported this service.

There were **5 people** supported within COSA by the COSA service manager and team of volunteers.

66% of the professional network working around these individuals reported that they felt that the individuals had **improved their ability to manage their risk to self and others**, although in fact during the period, 100% of these clients did not re-offend.

100% reported a reduction in their experience of isolation and all of them would recommend Respond's COSA service to others.

Who did we support?

All our COSA clients were male, with 50% heterosexual and 50% gay.

- 33% aged 18-25
- 17% aged 41-65
- 50% aged 26-40

In terms of our client ethnicity:

- 66% White British
- 34% Black Caribbean and Black African

43% had a learning disability and **57%** were Autistic.

COSA service case study – “Mark”

Mark was a 35-year-old male with a mild learning disability who had been known to local social services since his childhood. From an early age, he appeared to lack any emotional regulation skills, and he dealt with stress by engaging in violence or by making use of illicit substances. Mark grew up in a family environment where he felt devalued and there were suspicions that he had been a victim of early sexual abuse at the hands of his parents.

As a teenager, Mark showed significant behavioural dysregulation, had little attachment to societal values and presented to staff at his school as lacking any self-esteem. He entered into an intimate relationship in his early twenties and then had 2 children. He was very abusive towards his partner and displayed masochistic tendencies, while also overidentifying with his children.

Aged 25, Mark committed a serious offence towards a child, and he then spent time in both prison and a secure mental health unit. Here, he was able to access psychotherapy which seemed to help him to better control his anger as well as other difficult feelings.

Respond's staff arranged for his Circle to begin before his release from the mental health unit he was living in. This was with the view to supporting him in developing a relationship of trust and confidence with the volunteers before going back to his local community.

The Circle went on to meet for another 18 months at Respond's offices, while the coordinator liaised with the various professionals in Mark's network, to ensure that they were able to support him to engage in meaningful activities at his accommodation and within the local area.

In the Circle, Mark developed the ability to openly talk about his feelings and inappropriate/harmful behaviour. At the same time, the volunteers provided him with

practical support around applying for benefits, managing his money and accessing a course to become a chef.

By the end of the Circle, Mark's sense of self had significantly improved, while professionals working with him also reported having noticed a reduction in his levels of anger and anxiety. Mark had become more comfortable in asking for advice and was able to walk away from risky situations. He stated that he believed that the Circle had kept him out of trouble and gave him a reason not to offend. At the time of writing (3 years after the end of his Circle), he had not re-offended.

What has been more challenging?

Whilst we have known for years that this specialist service was highly valued, we continued to experience low numbers of commissioned referrals. Of these, a significant amount of pre-circle work was required given the complexity of clients and the challenges getting funding. Unfortunately, it was not financially viable to continue this service which was a very difficult decision to make for all involved.

Transforming Care and Midlands Clinical Services

What has gone well?

We continued to maintain strong relationships with the commissioners at Black Country NHS Healthcare Trust providing a person-centred approach, focused on the individual needs of each client.

We delivered specialist training as part of the transforming care contract to support a systemic trauma-informed approach embedding thinking within services, which was very well received by the network of professionals.

Our outcomes

We supported a total of **12 unique individuals** in the Midlands, with 5 of those receiving specialist psychotherapy and 7 as part of our Transforming Care service.

57% left hospital and remained within the community.

71% experienced a reduction in isolation.

65% increased capacity to cope.

75% would recommend Respond to others.

Some feedback from our clients in this service:

- *"I want to thank Respond for guiding me through the darkness when I saw no way out"*
- *"I feel like I am going to have a good life outside of hospital"*
- *"I couldn't have done it (moved from hospital) without the support from Respond"*

When asked what three words would describe your experience with Respond?
"Safe, helpful, enjoyable" and "amazing"

Who did we support?

- 50% aged 18-25
- 26% aged 26-40
- 10% aged 41-65
- 14% prefer not to say

In terms of our client ethnicity, 100% were White British. Of these:

- 75% heterosexual
- 12% Other
- 13% Bisexual

40% had a learning disability, 60% were Autistic.

Transforming Care Service Case Study “Ines”

Ines was a white middle-class autistic woman in her early 30's. She had recently celebrated one year since she moved out of hospital into the community. She managed her transition into her new home incredibly well and spent the previous twelve months discovering a new self – enjoying taking care of her appearance, getting her hair and nails done and buying new clothes. Subsequently, her newfound interest in self-appearance also opened the doors to new pressures – otherwise hidden within the hospital setting. Unfortunately, her negative self-image issues once again came to the forefront and struggles with eating resurfaced.

Ines began skipping meals and hiding items on her plate from her carers. Support staff noticed a decline in her energy levels, rapid weight loss and very negative comments about her appearance. Concerns were raised in the MDT and Ines was referred to the eating disorder specialist nurse to be told that her BMI was not low enough and therefore did not meet the criteria for support.

Support for the provider team in the form of regular reflective practice sessions was offered as an opportunity to unpick and discuss Ines's difficulties and how she could be best supported with them. It soon became apparent however, that a more disordered eating focus was needed.

We provided reflective space for the network to reflect on Ines's difficulties and their response to them and the impact on her ability to communicate and understand her own challenges.

Feedback from those who attended the sessions shared that the opportunity to discuss Ines's difficulties in depth amongst those who know and support her well, was extremely useful. The professional team were better able to understand some of Ines's behaviours relating to food and how best to support and encourage her engagement with the eating disorder specialist nurse who was eventually assigned to support her in relation to the concerns that were raised.

Ines continued to struggle with disordered eating but found herself in a much better place than she was three months earlier when professionals were worried that her rapid weight loss would result in re-admission to hospital. She was encouraged to stick to the same meal plan each week and understood the rationale for staff not being able to support with particular activities unless meals and snacks had been consumed.

Sessions with Ines came to an end. However, the knowledge and support shared during the sessions, alongside the reflective sessions with the multi-disciplinary team, continued to have a positive and lasting impact on how Ines was best supported with her difficulties related to eating.

What has been more challenging?

Recruitment to specialist psychotherapy roles continued to be more challenging throughout the length of the contract in the geographical area. We sought to address this by providing more clinical management expertise from our London team until the Midlands team was developed.

Future plans

A research project conducted in the early years of this work is ongoing, with the analysis being reviewed and publication planned.

Unfortunately, this service and therefore the Midlands office closed due to the ending of the commissioned work. However, there was significant organisational learning, skills and knowledge held within Respond from this important work. It will be of benefit for future work in the field of transforming care, as we know this continues to be an unmet need with a high level of demand nationally.

Forensic Psychotherapy Service

This service closed in April 2023. This change was publicly announced in May 2023 as planned, and was outlined in the previous year's annual report.

External training programme

What has gone well?

The development of our external training programme is a key part of our three-year strategy (2022-25) to increase the understanding and knowledge of Respond's trauma-informed approach; systemic and psychodynamic. We continued to provide bespoke trauma informed training programmes to a range of providers and delegates across the year, **training 421 people** in total.

Delivering our training in co-production with people with lived experience was something we focused on this year resulting in **29% of training being co-delivered**.

Respond has a Lived Experience Trainer (LET's) group that co-deliver the Family Trauma Training programme with our Senior Therapists. The LET's are parents of children and young people that have experienced trauma in the system, this may be as a result of negative experiences navigating appropriate care and support or through the loss experienced when their loved ones are in inpatient settings. They provide a valuable insight and raise awareness of the trauma experienced by families.

In July 2023 we co-delivered a widely acclaimed conference "Building the Right Support Through Trauma-informed Approaches & Relational Working" with the British Institute for Learning Disabilities (Bild) and saw a number of our staff delivering workshops to a wide range of delegates.

Our outcomes

81% of our training delegates increased their understanding of our trauma-informed approach and the same number will continue to use this in their ongoing work.

90% of our delegates reported that they have a better understanding of how trauma impacts the family or network around autistic people or people with learning disabilities, therefore increasing their understanding of the impact not just on the individual but also on the whole system, a key part of our approach.

80% of our training delegates recommend our training to others.

Delegate Feedback and Reflections

"I've learnt to consider Trauma as an explanation for responses and not just ascribe to learning disability or autism"

"I will take away a better understanding both for our service users but also considering my own reactions to the situations so I can support our service users. It made me reflect more about how trustworthiness is one of the principles of trauma-informed care"

"It has made me reflect on how we think of symptoms of trauma as negative behaviours and our language is important to not be blaming of people who are suffering - behind every behaviour is an emotion"

"To embed this behaviour into how you support service users, it needs to be part of the organisational structure"

"I will have improved patient engagement from all that I learnt and look at organisational trauma within our teams"

"Good pace, and the facilitator always made time for discussion and tried to be as inclusive as she could by setting up the small groups and feedback to the larger group which brought the more reserved people into the discussions"

"I liked that it was very engaging- we were in and out of breakout rooms leaving no time to get bored or lose attention! There was a good balance between reflection and exercises"

What has been more challenging?

The nature of providing bespoke training means that there may be periods in which there is less demand than others. This can have an impact on the cost of our model and also our agility to quickly respond to the needs of organisations which may require training or consultancy support.

Plans for the future

We are looking to improve our training and marketing materials and clearly define our training model publicly. We also want to change the way in which we deliver and staff our training, so that it has more flexibility to shrink and grow through demand. We want to continue to develop our methods of training to make it more accessible. For example, bite-sized short webinars as well as longer trauma-informed training and increasing our psychoeducation training focused in key areas related to our service specialisms.

Strategic Report

The trustees, who are directors for the purposes of company law, present their strategic report for the year ended 31 March 2024, in compliance with S414C of the Companies Act 2006.

Fair view of the business

The last financial year was a year of consolidation for Respond, during the second year of our 2022-25 strategy, as a challenging fundraising and commissioning environment required us to restructure our services.

Principal risks and uncertainties

The trustees have a risk management strategy which comprises:

- A quarterly review of the principal risks and uncertainties that the charity faces; and
- The establishment of policies, systems and procedures to mitigate those risks identified in the reviews; and
- Procedures designed to minimise or manage any potential impact on the charity, should those risks materialise.

Given the context within which Respond works, the principal risks are:

1. People and Culture

If we do not recruit, manage, develop and retain staff safely we risk employing staff who are unable to carry out their roles effectively and may not be able to deliver our objectives. The same can be said of having an over-reliance on senior staff, their knowledge and stakeholder relationships. We have mitigated these risks by implementing a safe recruitment policy as well as improving our recruitment and induction processes. Key stakeholder relationships are now held by more than one senior staff member, with funding meetings for example always being attended by two members of staff.

Recruitment remains a national challenge in the voluntary sector and particularly within the VAWG sector.

Over the last year, we have implemented an EDI action plan and an internal working group continues to focus on the following key objectives:

- Embed and model inclusivity and challenge oppressive practice as a core principle in all our work.
- Ensure representation of staff, freelancers, volunteers and trustees from a wide range of various backgrounds related to the Equalities Act.
- Create an inclusive and diverse working environment and organisational culture in which all staff, freelancers, volunteers and trustees feel valued and are encouraged to grow and develop.
- Develop partnership work to challenge systemic oppressive practices and ensure best practice.

2. Clinical Governance and Safeguarding

If we do not invest in our clinical governance and service delivery we put our beneficiaries, staff, volunteers and the charity's reputation at risk. We must ensure that consistent quality standards for our services are embedded across the charity so that the value and impact of these services are evidenced, and we can secure appropriate funding.

We have mitigated this by improving our database management and developing a capacity template and planner for our psychotherapy services. We are also commencing an audit of our outcome measures prior to reviewing our Theory of Change work in 2024/25.

This year we developed a new Clinical Governance and Safeguarding board committee.

3. Organisational and Business Development

The recent difficult financial situation at the end of the financial year has highlighted the need to:

- Have tighter oversight and scrutiny of contracts.
- Maximise the potential to meet increasing needs through the consolidation of our Survivors, Families and Young People's services into one new Psychotherapy service. Previously these areas of work operated as independent services, therefore this initiative was with the view to break down silo working and reduce over-complicated service structures and increase productivity. The new structure will enable Respond and this team to operate in a more agile, cost-effective, joined-up way. The new Psychotherapy service manager post will also enhance clinical expertise, embed our new integrated working approach and support the team to increase capacity to meet the complex mental health needs of our clients.
- Review our training offer and be more efficient at managing enquiries to maximise opportunities for delivery. Understand the profitability of our training and our ambition for development.
- Implement systems and processes change.

We also created the Head of Development and Commissioning role this year, with the new postholder joining in September 2023. This post was developed as part of an investment in the new organisational structure with their remit being to develop the Income strategy, lead on the diversification of income streams and lead on organisational development opportunities.

Respond's Development & Income Generation Strategy (DIGS) will be aligned to and developed alongside organisational strategy. This is intentionally only a one-year strategy as we recover from the restructuring and look at future options for the sustainability of the charity.

The strategy will highlight:

- **Opportunities for service development**, contract management, outcomes and monitoring, impact and future need.
- **Opportunities for future growth**: Identifying where growth will come from – whether it's in developing our services, extending our reach, expanding our training offer, or a combination of these.
- **Opportunities for new funding**: Understanding the commissioning landscape, where is there a need for our services, mapping out priority ICB areas and creating opportunities to develop relationships. Developing a pipeline of grant and trust applications.

The strategy will be built on a knowledge and understanding of:

- **The full costs of services**: The overall cost to deliver services, existing revenue streams and when they start and end.
- **Operational needs**: Scale and rate of growth. What services are a priority? Which new localities do we wish to enter/build upon?
- **Understanding our limitations around communication and marketing activities**: Best use of the resources we have and how we can promote and sell our services. What is our

USP/brand and how do we communicate this? Do we have a marketing plan that enables and supports growth plans? Is our messaging to external stakeholders consistent?

- **Accountability & responsibility frameworks:** Contract management systems. Procedures for oversight, processes for sign off etc.

4. Finance and Governance

If we do not have effective financial processes the charity will be at risk and we may not be able to improve our financial sustainability through increased funding, improved efficiencies and reduced costs. A lack of effective governance impacts the charity's ability to deliver our strategic objectives and operate effectively.

It has been challenging to recruit a finance trustee and the lack of one creates an additional risk for the Board of Trustees. Therefore, to mitigate this the Trustees contracted external independent financial advisors to support us through the period in which we were at more financial risk in Autumn 2023.

The strategic report was approved by the trustees of the Charity onand signed on its behalf by:

Oliver Lewis (Chair of Trustees)

Report of the Trustees

The Trustees present the Trustees' and Directors' report for the year ended 31st March 2024.

Structure, Governance and Management

Governing Document

Respond is registered under the Companies Act 2006 as a company limited by guarantee and not having capital divided by shares.

The company was incorporated on 23 January 1989 and registered as a charity constituted as a limited company under the Memorandum and Articles of Association on 31 January 1991. The charity registration number is 800862 and the company registration number is 2337300.

Recruitment and Appointment of Trustees

As set out in the Articles of Association, the Chair of the Board of Trustees/Directors is nominated by Respond. The Directors of the organisation are also the charity Trustees for the purposes of charity law.

The Board of Directors has the power to appoint additional Directors as it considers fit to do so.

The Trustees in office in the year are set out on page 2. They have no beneficial interest in the company other than as members. The Trustees are also the directors of the company. All of the Directors are members of the company and guarantee to contribute £1 in the event of winding up.

Trustee Induction and Training

New Trustees/Directors are provided with the Respond Trustee Induction Pack, along with the governing documents (Memorandum and Articles of Association), minutes of the last two board meetings, latest accounts, business plan, and copies of all publications and budgets. Trustees are encouraged to attend at least one board meeting as an observer and are also invited to attend appropriate external training events.

A skills audit has been carried out by the Board of Trustees to ensure that the Board has the appropriate mix of relevant skills, knowledge and experience to ensure good governance, to lead Respond through the coming year to a sustainable financial future, and to develop the services for the benefit of our clients. This has enabled the Board to be clear about where there are gaps and to recruit suitably experienced trustees when vacancies arise. A number of trustees resigned at the start of this financial year. However, due to the then instability, and whilst building up the Board of Trustees' skills and numbers, it was agreed to not prioritise this until the organisation's stability was clearer. The post of Treasurer continues to be vacant and to mitigate this risk, the Board have sought external financial advice when required. The CEO left in July 2023; the Board appointed an Acting CEO who then became Interim CEO prior to going out to advert for a permanent postholder. Ongoing recruitment for trustee roles will be informed by the skills audit.

Organisation

The Board of Trustees sets Respond's strategy with the Chief Executive/Director and Senior Leadership Team and ensures governance of this through regular reports from the CEO and Leadership Team. The Senior Leadership Team (SLT) develops operational and business plans that sit under the strategy and sets Key Performance Indicators by which to measure progress. This is monitored through the organisational line management structure and regular meetings with the team of managers.

The decisions for the day-to-day operations of Respond are made by the Chief Executive/Director in consultation with the SLT. Major decisions that affect the future of the organisation is discussed and planned with the Board of Trustees, who make the final decision.

Related Parties

The Charity works closely with other similar organisations as detailed in the achievements and performance section of the Directors' and Trustees' Report below.

Pro Bono Support

Respond has been fortunate over the year to have the pro bono support of excellent individuals and organisations including pro bono legal advice relating to premises leases, and pro bono legal work concerning our planned merger with Bild.

Risk Management

The Trustees have examined the major strategic, business and operational risks which the Charity faces and confirm that systems have been established to enable regular reports to be produced so that necessary steps can be taken to lessen these risks. Quarterly risk register reports are provided for the board and the SLT also raise any emerging risks for discussion.

Volunteers

Our thanks go out to all the amazing volunteers who have supported the team at Respond over the financial year through the psychotherapy services, with honoraries on placement during their training and the COSA and Transforming Care services. Our volunteers come from all walks of life and bring in different perspectives, knowledge and skills to support and broaden the support we offer our clients. Their commitment, thoughtfulness and collaboration are greatly appreciated.

Public Benefit Statement

The Trustees consider that they have complied with Section 17 of the Charities Act 2011 regarding the guidance on public benefit published by the Charity Commission. The paragraphs below demonstrate the public benefit arising through the Charity's activities.

Fundraising and Income Generation

The majority of funds have been raised from existing donors, which are a mix of trusts, foundations, and government institutions. Respond has strict policies and guidelines in place which govern our approach to fundraising, including compliance with GDPR. We moved from having one part-time freelance fundraiser to recruiting a Head of Development and Commissioning who also has the responsibility to closely monitor for compliance with these policies and guidelines.

Respond received no complaints related to fundraising in any way over the year. Respond takes due care to ensure that any communication sent out by Respond is wanted by the recipient.

Policy and Influence

Respond continues to influence government, communities, and public attitudes towards people with learning disabilities or autism who have been affected by trauma or sexual abuse through participation at national levels of advisory groups, commissioning groups, NHS England consultations and other disabilities campaign groups.

Funders and Donors

Respond is extremely grateful to the following organisations that have provided financial support in the 2023/2024 year:

AB Charitable Trust	BBC Children in Need
Baily Thomas Charitable Fund	Esmée Fairbairn Foundation
Sir Halley Stewart Trust	Henry Smith Charity
Hobsons Charity	Islington Arts Centre
John Lyon's Charity	Louis Nicholas Residuary Charitable Trust
MOPAC	Solace Women's Aid
The Three Guineas Trust	

Financial Review

Respond's total income for the year was £1.70m. This was lower than the previous year (£1.78m) as the Midlands Transforming Care contract ended in January 2024. In a challenging funding and commissioning environment Respond restructured to reduce its cost base incurring £0.14m of redundancy costs to record a deficit of £0.14m for the year.

Expenditure on raising funds was £0.05m (prior year: £0.05m) which represents 3% of total expenditure (prior year: 2%). We will continue to look for suitable Trusts and Foundations to apply for funding to cover various grants coming to an end and to ensure that funding gaps are avoided or mitigated where possible.

In assessing the going concern position for Respond for the next 12 months, the Trustees have prepared detailed financial income and cash flow forecasts and are confident that there will be sufficient cash available to meet the liabilities as they fall due. These forecasts include income from several grants, contracts and partnership fees which have been secured, as well as a conservative projection of income streams not yet fully secured.

Investment Powers and Policy

The Memorandum and Articles of Association authorise the Trustees to make and hold investments using the general funds of the charity. The Trustees have the power to invest in any way that they see fit.

Remuneration Policy for Key Management Personnel

Respond's pay policy is to offer fair pay to attract and keep appropriately qualified and skilled staff to lead, manage, support and deliver the Charity's aims in line with comparable organisations.

Reserves Policy

Respond's reserve policy is to maintain 1 month's forward-looking costs, plus the expected contractual costs of closing down, plus a variable sum as identified by the board to represent expected future costs. At the end of March 2024, the unrestricted reserve target was £0.28m, and the unrestricted funds not designated or invested in tangible fixed assets held by the charity were £0.28m.

This is a reduction from the unrestricted reserves target of £0.44m and the unrestricted funds not designated or invested in tangible fixed assets held by the charity of £0.40m as at 31 March 2023 reflecting the reduction in the Charity's cost base and the associated restructuring costs incurred in 2023/2024.

Future Plans and Development

The last financial year was the second year of Respond's 3-year strategic period. We are proud of our main achievements as highlighted within this report, but also acknowledge that it has been a very challenging year with revision required for the final year of our 2022-25 strategy. The following are the five strategic objectives that we are working to throughout our strategy.

- Increase public understanding and knowledge of the psychodynamic trauma-informed approach.
- Provide a whole system approach when supporting children, young people, and their families.
- Improve the well-being and social integration of people moving out of long-stay institutions into the community.
- Reduce the risk of offending for those who may cause harm to themselves or others.
- Reduce isolation, increase coping mechanisms and prevent further abuse.

Considering the restructure at the end of the financial year, the strategy and relevant operational objectives will be revised for 2024/25.

Statement of Directors and Trustees' Responsibilities

The Trustees (who are also Directors of Respond for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulation.

Company law requires the Directors to prepare financial statements for each financial year. Under that law, the Directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law, the Directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its income and expenditure for that period. In preparing these financial statements, the Directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions, disclose with reasonable accuracy at any time the financial position of the company, and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of Disclosure to Auditors

So far as the Trustees are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the company's auditors are unaware, and each Trustee has taken all the steps that he or she ought to have taken as a Trustee in order to make himself or herself aware of any relevant audit information, and to establish that the company's auditors are aware of that information.

The financial statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to small companies, the Charities Statement of Recommended Practice (SORP), Accounting and Reporting by Charities FRS102 effective from 1 January 2015 and the Memorandum and Articles of Association of the charity.

In preparing the above report, the Trustees have taken advantage of special exemptions applicable to small companies.

Auditors

A resolution will be proposed at the Annual General Meeting to appoint auditors of the charity for the ensuing year.

APPROVED BY THE BOARD AND SIGNED ON ITS BEHALF BY:

.....
Oliver Lewis - CHAIR

DATED:.....

RESPOND
REPORT OF THE INDEPENDENT AUDITORS
TO THE TRUSTEES OF RESPOND

Opinion

We have audited the financial statements of Respond (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows 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, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 Auditor's 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Report of the Trustees (including Strategic Report), other than the financial statements and our Report of the Auditors thereon. The Trustees are responsible for the other information. 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees, which includes the Report of the Directors and the Strategic Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Report of the Directors included within the Report of the Trustees have been prepared in accordance with applicable legal requirements.

RESPOND
REPORT OF THE INDEPENDENT AUDITORS
TO THE TRUSTEES OF RESPOND (CONTINUED)

Matters on which we are required to report by exception

In light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Report of the Directors included within the Report of the Trustees.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; 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 directors of the charitable company for the purposes of company law and trustees of the charity for the purposes of charity 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.

Auditor's 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.

Identifying and assessing potential risks related to irregularities

Irregularities, including fraud, are 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, are detailed below:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations we consider the following:

- the nature of the charity sector, control environment and financial performance;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the charity's documentation of their policies and procedures relating to:
 - identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
 - the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

RESPOND
REPORT OF THE INDEPENDENT AUDITORS
TO THE TRUSTEES OF RESPOND (CONTINUED)

Identifying and assessing potential risks related to irregularities (continued)

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following area: revenue and resource recognition. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

Audit response to risks identified

As a result of performing the above, we identified revenue recognition and allocation as a key audit matter related to the potential risk of fraud. Our procedures to respond to risks identified included the following:

- reviewing source documentations of grants and donations to ensure accurate disclosure into restricted and unrestricted categories;
- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to compare against expectations and based on past experiences and management forecasts to identify any unusual or unexpected relationships that may indicate risk of material misstatement due to fraud;
- reading minutes of meetings of those charged with governance;
- enquiring of those charged with governance to confirm the charity's ability to remain a going concern for a period of not less than 12 months from the date of this audit report and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; applying parameters designed to identify entries that were not within our expectations; and evaluating the charity's rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Auditors.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. 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 auditor's 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.

Simon Ellingham BA FCA DChA (Senior Statutory Auditor)
 for and on behalf of Fawcetts LLP, Chartered Accountants & Statutory Auditors
 Windover House, St Ann Street, Salisbury, SP1 2DR

Date:.....

RESPOND
STATEMENT OF FINANCIAL ACTIVITIES
(including the Income and Expenditure account)

FOR THE YEAR ENDED 31 MARCH 2024

Income and expenditure	Note	Unrestricted £	Restricted £	2024 Total £	2023 Total £
INCOME AND ENDOWMENTS:					
Donations and legacies	2	6,571	202,304	208,875	111,601
Charitable activities	2	852,385	637,506	1,489,891	1,655,009
Other trading activities	2	2,000	-	2,000	5,124
Investment income	2	501	-	501	-
Total income		861,457	839,810	1,701,267	1,771,734
EXPENDITURE ON:					
Raising funds	3	47,569	-	47,569	48,584
Charitable activities	3	948,650	842,108	1,790,758	1,913,515
Total expenditure		996,219	842,108	1,838,327	1,962,099
NET INCOME/(EXPENDITURE)		(134,762)	(2,298)	(137,060)	(190,365)
Transfers between funds		-	-	-	-
NET MOVEMENT IN FUNDS		(134,762)	(2,298)	(137,060)	(190,365)
RECONCILIATION OF FUNDS:					
Total funds brought forward		426,659	2,298	428,957	619,322
TOTAL FUNDS CARRIED FORWARD		291,897	-	291,897	428,957

The above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above.

The notes form part of these financial statements

RESPOND
BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	8	15,478	29,050
Current assets			
Debtors	9	341,069	533,194
Cash at bank and in hand		254,813	271,149
Total current assets		595,882	804,343
Liabilities			
Creditors: Amounts due within one year	10	(319,463)	(404,436)
Net current assets		276,419	399,907
NET ASSETS		291,897	428,957
Funds			
Unrestricted funds:	14	291,897	426,659
Restricted income funds	14	-	2,298
TOTAL CHARITY FUNDS		291,897	428,957

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

These accounts were approved by the Board of Trustees/Directors and were signed on its behalf by:

.....
Oliver Lewis (Trustee)

.....
Date

Company registration number: 2337300

The notes form part of these financial statements

RESPOND
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
Cash provided by operating activities	a	(15,265)	(290,516)
Cash flows from investing activities:			
Purchase of tangible assets		(1,071)	(12,244)
Net cash provided by/(used in) investing activities		<u>(1,071)</u>	<u>(12,244)</u>
Increase/(decrease) in cash and cash equivalents in the year		(16,336)	(302,760)
Cash and cash equivalents at the beginning of the year	b	271,149	573,909
Cash and cash equivalents as at the end of the year	b	<u>254,813</u>	<u>271,149</u>

a) Reconciliation of income/(expenditure) to net cash flow from operating activities

	2024 £	2023 £
Net income/(expenditure) for the year as per the Statement of Financial Activities	(137,060)	(190,365)
Adjusted for:		
Depreciation	14,643	16,652
(Increase)/decrease in debtors	192,125	(113,167)
Increase/(decrease) in creditors	(84,973)	(3,636)
Net cash (used in)/provided by operating activities	<u>(15,265)</u>	<u>(290,516)</u>

b) Analysis of cash and cash equivalents

	2024 £	2023 £
Cash at bank and in hand	<u>254,813</u>	<u>271,149</u>

RESPOND
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

a) Basis of preparation of the accounts

The financial statements have been prepared under the historical cost convention and in accordance with applicable Accounting Standards in the United Kingdom, the accounting regulations issued under the Companies Act 2006 and the Statement of Recommended Practice (SORP) FRS102 "Accounting and Reporting by Charities".

Respond meets the definition of a public benefit entity under FRS 102.

b) Going concern

The Trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt over the ability of the Charity to continue as a going concern. The Trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

The Trustees consider that there is sufficient funding anticipated to cover the year following the date of approval of these financial statements and that the going concern basis of preparation is therefore considered to be appropriate.

c) Fund accounting

Unrestricted funds are general funds that are available for use at the trustees' discretion in the furtherance of the objectives of the charity.

Restricted funds are those donated, or raised, for use in a particular area or for a specific purpose. The purposes and uses of the restricted funds are set out in the trustees report. Purchases of fixed assets with restricted funds are deemed to be satisfied once the purchase has taken place and therefore these restricted fund balances are released to unrestricted general funds unless the restriction is deemed to be on a permanent basis.

All funds are reviewed annually and transfers between funds undertaken as determined by that review.

d) Income

Voluntary income including donations, gifts and legacies and grants that provide core funding or are of general nature are recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions is recognised as earned (as the related goods or services are provided). Grant income included in this category provides funding to support performance activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Income is only deferred when the donor specifies that the grant or donation must only be used in future accounting periods or the donor has imposed conditions which must be met before the charity has unconditional entitlement.

e) Volunteers and donated services and facilities

The value of services provided by volunteers is not incorporated into these financial statements. Further details of the contribution made by volunteers can be found in the trustees' annual report.

Where services are provided to the charity as a donation that would normally be purchased from our suppliers, this contribution is included in the financial statements at an estimate based on the value of the contribution to the charity.

RESPOND
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES (continued)

f) Resources expended

Expenditure is recognised when a liability is incurred. Contractual arrangements and performance related grants are recognised as goods or services supplied. Other grant payments are recognised when a constructive obligation arises that result in the payment being unavoidable.

Charitable activities include expenditure associated with the main objective of the charity and include both the direct costs and support costs relating to these activities.

Support costs have been allocated on the basis of staff time relating to each activity.

g) Pension costs

The charitable company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity. The annual contributions payable are charged to the Statement of Financial Activities.

h) Leasing and hire purchase commitments

Rental payments under operating leases are charged as expenditure as incurred over the term of the lease.

i) Irrecoverable VAT

All resources expended are classified under activity heading that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

j) Taxation

The Charity is a registered charity and, therefore, is not liable for Income Tax or Corporation Tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

k) Tangible fixed assets and depreciation

Tangible fixed assets (excluding investments) are stated as cost less depreciation. The cost of minor additions or those costing less than £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

Computer	33.33% on cost
Office equipment	25% on reducing balance
Fixtures and fittings	15% on reducing balance

l) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

m) Financial Instrument

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Debtors are measured at their recoverable amount.

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

RESPOND
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

2. INCOME	Unrestricted £	Restricted £	2024 £	2023 £
INCOME FROM DONATIONS AND LEGACIES				
Grants	-	202,304	202,304	110,154
Donations	6,571	-	6,571	1,447
	<u>6,571</u>	<u>202,304</u>	<u>208,875</u>	<u>111,601</u>
INCOME FROM CHARITABLE ACTIVITIES				
Survivors Services				
Grants	-	119,510	119,510	159,790
Therapy Income	120,655	-	120,655	96,415
Forensic Services				
Grants	-	-	-	8,333
Therapy income	5,881	-	5,881	18,429
Learning and Development Services				
Training and Consultancy Income	43,218	-	43,218	105,748
Young People's Therapy Services				
Grants	-	46,166	46,166	57,667
Therapy Income	38,022	-	38,022	38,804
Training and Consultancy Income	1,180	-	1,180	1,690
COSA Project				
Grants	-	13,333	13,333	52,500
Other Income	19,150	-	19,150	15,000
Family Support Services				
Grants	-	20,001	20,001	20,000
Therapy Income	252,789	-	252,789	71,645
Training and Consultancy Income	3,260	-	3,260	33,440
West Midlands				
Contract income	367,905	-	367,905	480,000
Therapy income	-	-	-	32,667
Other Income	-	-	-	73,424
Advocacy Services				
Grants	-	438,496	438,496	384,408
Training and Consultancy	-	-	-	2,249
Other income	325	-	325	2,800
	<u>852,385</u>	<u>637,506</u>	<u>1,489,891</u>	<u>1,655,009</u>
INCOME FROM OTHER TRADING ACTIVITIES				
Other Income	2,000	-	2,000	5,124
	<u>2,000</u>	<u>-</u>	<u>2,000</u>	<u>5,124</u>
INVESTMENT INCOME				
Bank interest	501	-	501	-
Total	<u>861,457</u>	<u>839,810</u>	<u>1,701,267</u>	<u>1,771,734</u>
<i>Total 2023</i>	<i>978,882</i>	<i>792,852</i>	<i>1,771,734</i>	

Further information on grants is provided in note 14.

RESPOND
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

3. EXPENDITURE

	Direct staff costs £	Direct costs £	Support costs £	Governance Costs £	2024 £	2023 £
Raising funds	32,031	3,054	12,319	165	47,569	48,584
Charitable activities						
Survivors Services	156,172	28,338	97,716	1,307	283,533	244,582
Forensic Services	11,427	1,656	-	-	13,083	159,973
Learning and Development Services	71,606	15,367	37,159	496	124,628	117,349
Young People's Therapy Services	58,999	15,546	58,414	782	133,741	157,479
COSA Project	51,241	8,446	25,562	342	85,591	126,231
Family Support Services	129,535	29,134	75,770	1,014	235,453	203,924
West Midlands	156,727	88,219	161,135	2,156	408,237	476,780
Advocacy services	250,311	41,152	202,151	2,705	496,319	406,518
Policy, Campaigns & Leadership	6,679	998	2,463	33	10,173	20,679
	<u>892,697</u>	<u>228,856</u>	<u>660,370</u>	<u>8,835</u>	<u>1,790,758</u>	<u>1,913,515</u>
Total	<u>924,728</u>	<u>231,910</u>	<u>672,689</u>	<u>9,000</u>	<u>1,838,327</u>	<u>1,962,099</u>
<i>Total 2023</i>	<i>1,094,738</i>	<i>285,086</i>	<i>556,778</i>	<i>25,497</i>	<i>1,962,099</i>	

Analysis of support costs:

	2024 £	2023 £
Management salaries	223,362	250,125
Administration salaries	65,373	74,594
Termination payments	138,850	-
Premises costs	92,742	80,601
Communication costs	5,509	5,597
Information Technology	16,636	23,636
Legal and professional costs	96,087	74,702
Depreciation	14,643	16,651
Miscellaneous expenses	19,487	30,872
	<u>-</u>	<u>-</u>
	<u>672,689</u>	<u>556,778</u>

Support costs have been allocated on the basis of staff time relating to each activity.

Analysis of governance costs:

	2024 £	2023 £
Audit fees	9,000	9,600
Recruitment	-	15,897
	<u>9,000</u>	<u>25,497</u>

Termination payments

Termination payments were made payable in respect of employees for £138,850 (2023: nil).

RESPOND
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

4. NET INCOME/(EXPENDITURE)	2024	2023
This is stated after charging:	£	£
Depreciation of fixed assets	14,643	16,652
Auditor's remunerations	9,000	9,600
Operating lease rentals - property	210,800	190,300
	<u><u> </u></u>	<u><u> </u></u>

5. STAFF COSTS AND NUMBERS	2024	2023
	£	£
Wages and salaries	1,078,857	1,261,875
Social security costs	111,299	132,573
Pension costs	23,307	25,009
Termination payments	138,850	
	<u><u>1,352,313</u></u>	<u><u>1,419,457</u></u>

The average number of people employed by the charity, including part-time staff during the period was as follows:

	2024	2023
Average number of employees	<u><u>34</u></u>	<u><u>37</u></u>

The number of employees whose emoluments for the year fell within the following bands were:	2024	2023
	No.	No.
£50,001 to £60,000	2	1
£60,001 to £70,000	-	-
£70,001 to £80,000	1	2
£80,001 to £90,000	-	1
£90,001 to £100,000	-	-
£100,001 to £150,000	<u><u>1</u></u>	<u><u>-</u></u>

The key management personnel of the charity are listed on page 2. The total amount of employee benefits (including employer pension contributions) received by the key management personnel for their services was £351,197 (2023: £286,175). This amount includes ex gratia termination payments.

6. TRUSTEES EXPENSES AND REMUNERATION

Trustees are not remunerated and 1 trustee was reimbursed £21 for travel expenses in the year (2023: £81).

7. RELATED PARTY TRANSACTIONS

There were no related party transactions during the year (2023: £Nil).

RESPOND
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

8. TANGIBLE FIXED ASSETS

	Office equipment	Fixtures & fittings	Computers & IT systems	Total
	£	£	£	£
Cost				
At 1 April 2023	6,541	11,782	106,610	124,933
Additions	-	-	1,071	1,071
Disposals	-	-	-	-
At 31 March 2024	<u>6,541</u>	<u>11,782</u>	<u>107,681</u>	<u>126,004</u>
Depreciation				
At 1 April 2023	4,533	4,872	86,478	95,883
Charge for the year	502	1,037	13,104	14,643
Eliminated on disposals	-	-	-	-
At 31 March 2024	<u>5,035</u>	<u>5,909</u>	<u>99,582</u>	<u>110,526</u>
Net book value				
At 31 March 2024	<u>1,506</u>	<u>5,873</u>	<u>8,099</u>	<u>15,478</u>
At 31 March 2023	<u>2,008</u>	<u>6,910</u>	<u>20,132</u>	<u>29,050</u>

9. DEBTORS

	2024 £	2023 £
Grant and contract income debtors	239,297	357,003
Other debtors and accrued income	96,491	163,856
Prepayments	5,281	12,335
	<u>341,069</u>	<u>533,194</u>

10. CREDITORS: amounts falling due within one year

	2024 £	2023 £
Trade creditors	13,526	37,461
Other taxes and social security costs	25,575	37,608
Deferred income (note 11)	203,451	241,530
Accruals	42,593	41,674
Other creditors	34,318	46,163
	<u>319,463</u>	<u>404,436</u>

RESPOND
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

11. DEFERRED INCOME

	2024	2023
	£	£
Total deferred income at 1 April	241,530	302,757
Additions during the year	846,783	480,883
Released to income	(884,862)	(542,110)
	<u>203,451</u>	<u>241,530</u>

Deferred income represents contract and grant income relating to the proportion of funding for 2024/25 services.

12. OPERATING LEASE COMMITMENTS

As at 31 March 2024 the charity had total future minimum lease payments under non-cancellable operating leases are as follows:

	2024	2023
	£	£
Less than 1 year	91,663	139,500
Between 2 and 5 years	-	-
In 5 years or more	-	-
	<u>91,663</u>	<u>139,500</u>

13. SHARE CAPITAL

The company is limited by guarantee and does not have a share capital.

RESPOND
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

14. MOVEMENT IN FUNDS

	Balance at 01.04.2023	Income	Expenditure	Transfers	Balance at 31.03.2024
	£	£	£	£	£
Survivors Services					
The Three Guineas Trust	-	45,240	(45,240)	-	-
DA/SV Fund	-	74,270	(74,270)	-	-
YP Therapy Services					
BBC Children in Need	2,122	9,083	(11,205)	-	-
John Lyon's Charity	-	37,083	(37,083)	-	-
COSA					
A B Charitable Trust	-	7,500	(7,500)	-	-
Baily Thomas	-	5,833	(5,833)	-	-
Family Support Services					
Sir Halley Stewart Trust	-	20,000	(20,000)	-	-
Core Grants					
The Three Guineas Trust	-	200,000	(200,000)	-	-
Hobson Charity	-	2,082	(2,082)	-	-
Esmee Fairbairn Foundation	176	220	(396)	-	-
DA/SV Fund	-	-	-	-	-
Advocacy Services					
Solace (Ascent)	-	12,500	(12,500)	-	-
The Three Guineas Trust	-	29,760	(29,760)	-	-
WGN Gateway	-	151,526	(151,526)	-	-
WGN CouRAGEous	-	52,350	(52,350)	-	-
DA/SV Fund	-	72,475	(72,475)	-	-
IDVA/ISVA	-	119,888	(119,888)	-	-
Total Restricted Funds	<u>2,298</u>	<u>839,810</u>	<u>(842,108)</u>	<u>-</u>	<u>-</u>
Unrestricted General Funds	426,659	861,457	(996,219)	-	291,897
Total Funds	<u><u>428,957</u></u>	<u><u>1,701,267</u></u>	<u><u>(1,838,327)</u></u>	<u><u>-</u></u>	<u><u>291,897</u></u>

RESPOND
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

14. MOVEMENT IN FUNDS (continued)

Comparative statement of funds for the year ended 31 March 2023:

	Balance at 01.04.2022 £	Income £	Expenditure £	Transfers £	Balance at 31.03.2023 £
Survivors Services					
The Three Guineas Trust	-	45,239	(45,239)		-
MOJ Critical Support Fund	-	15,750	(15,750)	-	-
DA/SV Fund	-	98,801	(98,801)		-
Forensic Services					
Charles Hayward Foundation	-	8,333	(8,333)	-	-
YP Therapy Services					
BBC Children in Need	2,122	34,334	(34,334)	-	2,122
John Lyon's Charity	-	23,333	(23,333)	-	-
COSA					
Esmee Fairbairn Foundation	-	15,000	(15,000)	-	-
The Henry Smith Charity	-	30,000	(30,000)	-	-
A B Charitable Trust	-	7,500	(7,500)	-	-
Family Support Services					
The Three Guineas Trust	-	-	-		-
Sir Halley Stewart Trust	-	20,000	(20,000)	-	-
Core Grants					
The Three Guineas Trust	-	75,000	(75,000)	-	-
Lloyds Bank Foundation	-	13,750	(13,750)	-	-
Hobson Charity	-	2,500	(2,500)	-	-
Esmee Fairbairn Foundation	-	5,000	(4,824)	-	176
DA/SV Fund	-	13,904	(13,904)		-
Advocacy Services					
Volant	-	8,750	(8,750)	-	-
Solace (Ascent)	-	12,500	(12,500)	-	-
The Three Guineas Trust	-	29,761	(29,761)		-
WGN Gateway	-	157,091	(157,091)	-	-
WGN CouRAGEeous	-	52,350	(52,350)	-	-
DA/SV Fund	-	34,040	(34,040)		-
IDVA/ISVA	-	89,916	(89,916)	-	-
Total Restricted Funds	<u>2,122</u>	<u>792,852</u>	<u>(792,676)</u>	<u>-</u>	<u>2,298</u>
Unrestricted General Funds	617,200	978,882	(1,169,423)	-	426,659
Total Funds	<u>619,322</u>	<u>1,771,734</u>	<u>(1,962,099)</u>	<u>-</u>	<u>428,957</u>

RESPOND
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

14. MOVEMENT IN FUNDS (continued)

Transfers

There were no transfers during the year (2023: £Nil).

Purposes of Restricted Funds:

Survivors Services

The Three Guineas Trust, MOJ Critical Support Fund and DA/SV Fund - the grants were used towards the cost of a specialist team of Independent Sexual Violence/Domestic Abuse advisors and advocates to support people with learning disabilities who have experienced sexual violence or other domestic abuse, and to offer advice and training to other service providers.

Forensic services

Charles Hayward Foundation - this was used to contribute towards the funding of the Forensic service. The overall aims of the project is to improve the mental health of people with learning disabilities involved in the criminal justice system or likely to come into contact with it, thereby reducing offending and reoffending.

Young People's Therapy Services

Funding from the BBC Children in Need and the John Lyon's Charity are used to provide services to support young people with learning disabilities who have experienced trauma, and those who display sexually harming behaviors. These include psychotherapy services at Respond's Euston clinic and in special and mainstream schools across London boroughs. Funding was also used towards the Harm Prevention project which supports young people in schools to help them understand positive relationships.

Circle of Support and Accountability (COSA) Project

Esmee Fairbairn Foundation - this was used towards the running costs including staff salaries for the continuation of Respond project to provide COSA to young people and adults with learning difficulties.

The Henry Smith Charity and the Baily Thomas grants were used towards the running costs including the salary of the Project Coordinator of the COSA project for adults and young people from London with learning disabilities who have displayed sexually harmful behavior.

A B Charitable Trust - this is used towards the delivery of Circle of Support and Accountability (COSA) for people with learning disabilities and autism, and associated core costs.

Families services

Sir Halley Stewart Trust - this was used to support disadvantaged families with learning disabilities and/or autism to resolve conflict and recover from complex trauma and abuse together.

Core Grants

The Three Guineas Trust, Lloyds Bank Foundation, Hobson charity, Esmee Fairburn Foundation and the DA/SV Fund - this was used to support infrastructure and support costs within Respond in order to enable and/or improve its delivery of trauma informed services to people with learning disabilities, autism or both who have experienced abuse, violence or trauma.

Advocacy Services

Volant, Solace (Ascent), The Three Guineas Trust, WGN Gateway, WGN CouRAGEous, DA/SV and IDVA/ISVA funds - the grants were used towards the cost of a specialist team of Independent Sexual Violence/Domestic Abuse advisors and advocates to support people with learning disabilities who have experienced sexual violence or other domestic abuse, and to offer advice and training to other service providers.

RESPOND
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted £	Restricted £	Total £
Tangible fixed assets	15,478	-	15,478
Net current assets	276,419	-	276,419
	<hr/>	<hr/>	<hr/>
Net assets at the end of the year	<u><u>291,897</u></u>	<u><u>-</u></u>	<u><u>291,897</u></u>

Comparative analysis of net assets between funds for the year ended 31 March 2023:

	Unrestricted £	Restricted £	Total £
Tangible fixed assets	29,050	-	29,050
Net current assets	397,609	2,298	399,907
	<hr/>	<hr/>	<hr/>
Net assets as at 31 March 2023	<u><u>426,659</u></u>	<u><u>2,298</u></u>	<u><u>428,957</u></u>

16. POST BALANCE SHEET EVENT

On 1 October 2024 Respond became part of the BILD group with BILD becoming the sole member of Respond Ltd at that date.

RESPOND
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

17. Statement of financial activities - comparative balances as at 31 March 2023

Income and expenditure	Unrestricted £	Restricted £	2023 Total £
INCOME AND ENDOWMENTS:			
Donations and legacies	1,447	110,154	111,601
Charitable activities	972,311	682,698	1,655,009
Other trading activities	5,124	-	5,124
	<hr/>	<hr/>	<hr/>
Total income	978,882	792,852	1,771,734
	<hr/>	<hr/>	<hr/>
EXPENDITURE ON:			
Raising funds	48,584	-	48,584
Charitable activities	1,120,839	792,676	1,913,515
	<hr/>	<hr/>	<hr/>
Total expenditure	1,169,423	792,676	1,962,099
	<hr/>	<hr/>	<hr/>
NET INCOME/(EXPENDITURE)	(190,541)	176	(190,365)
	<hr/>	<hr/>	<hr/>
Transfers between funds	-	-	-
	<hr/>	<hr/>	<hr/>
NET MOVEMENT IN FUNDS	(190,541)	176	(190,365)
	<hr/>	<hr/>	<hr/>
RECONCILIATION OF FUNDS:			
Total funds brought forward	617,200	2,122	619,322
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS CARRIED FORWARD	426,659	2,298	428,957
	<hr/>	<hr/>	<hr/>