



# Working to create lives without fear

Annual Review 2018/2019

# Chair of Trustees

## Vision

Our vision is a world free from domestic abuse

## Mission

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated.  
We challenge mind sets to change attitudes and facilitate informed choices

## Core Aims

- To offer **protection** for victims and their children
- To work towards the **prevention** of domestic abuse
- To **provide** effective services
- To **undo** the harm caused by domestic abuse

## Core Values

- Protection
- Empowerment
- Respectful
- Non-Judgemental

The Board of Trustees of Your Sanctuary continue to be committed to our stated aims of protecting the victims and survivors of domestic abuse and their children by providing effective services through our refuge and outreach services. In so doing we continue to work to undo the harm that domestic abuse causes and at the same time, continue to work to influence awareness of domestic abuse and to support initiatives for the protection of victims and their children. At a time when we see increasing awareness of domestic abuse, at national and local level, it is even more important for us to raise our voice and encourage changes in our society both in terms of attitude and behaviour but also via new legislation.

This year has been a busy and demanding period for Your Sanctuary. We have expanded our scope of operation in a number of ways with the introduction of new initiatives such as complex needs provision in refuge, continued development of our children's service and the extension of our helpline service to a chat line offering more accessible support to many victims. Whilst we continue to work with limited resources, the Board is committed to supporting innovation and new ideas in what the organisation can do in terms of service offerings. We continue to provide support to the organisation in terms of strategic decision-making, financial integrity and good governance.

The work conducted by our CEO, staff and volunteers is demanding and often very difficult. They undertake this work with compassion, dedication and commitment. I would like to take this opportunity on behalf of all Trustees to say how much we appreciate the work that they do under such difficult circumstances and to send a very big 'thank you' to everyone.

Susan Rose  
Chair of the Board of Trustees



# Chief Executive

This year has been one of change and innovation for Your Sanctuary. Despite uncertainties with our external environment – statutory funding, Brexit, proposed legislation, new regulations amongst others – we have endeavoured to remain focussed on the needs of our beneficiaries.

It has become increasingly evident that the women coming into our refuges often have needs that require a more specialist response than we have been able to offer in the past. When the Ministry of Housing, Communities and Local Government announced that they would fund projects in refuge we felt this was a good opportunity to pilot a higher needs service within our existing refuges. We worked with Surrey County Council and one other local refuge provider to apply for funding for an 18 month project and we were successful. This will enable us to recruit specialist staff to support women with higher and more complex needs around mental health and substance abuse and provide a much needed service. The project will commence in the Spring/Summer of 2019.

Another innovation that we have introduced this year is around our helpline provision. Whilst our helpline has often been a first port of call for survivors we knew, that for some, speaking on a telephone was very challenging. For instance for those who are hard of hearing, young people, and people whose first language is not English. We wanted to be able to extend the reach of our Helpline so we applied for funding to CAST (Centre for Acceleration of Social Technology) to help us develop an on-line solution. They were keen to support us and have been working with them over the winter of 2018. We have benefited from their expertise with technology combined with our knowledge of survivor needs (in fact a number of survivors took part in various workshops during this process) which culminated in the launch of our new on-line chat service on 11th February. It's early days but we are optimistic that the service will be a success and will enable more survivors to access the support they desperately need.

During this year we have also extended our outreach service. We have started to develop an outreach volunteer team who will offer emotional and practical support to survivors who have been supported by an outreach worker, are now safer and starting their journey toward recovery. A grant from the Lloyds Bank Foundation has enabled us to start this project.

We were also very pleased to have been chosen by Pilotlight as one of the charities that they worked with this year. Pilotlight offer charities and social enterprises access to strategic business support to become more efficient, effective and sustainable. They do this by providing a team of talented business leaders from a commercial environment to work with the charity for about a year. We started to work with Pilotlight in February 2019 and are looking forward to the remainder of our year with them.

As always we have also been involved in the wider domestic abuse agenda, both county-wide and nationally. We have supported the transformational work initiated by Surrey County Council looking at a whole system approach to domestic abuse and we also continued our work with Women's Aid piloting their new approach called 'Change that Lasts'.

All of us at Your Sanctuary are proud of our achievements this year. Together we have worked to develop the organisation's responses to survivors to meet their changing needs, and by harnessing some of the advantages that technology can bring.

I would also like to take this opportunity to thank our hard working and dedicated staff and volunteers, our generous supporters and our partners without whom we would not be able to do all that we do.

Fiamma Pather  
CEO

# Report of the Trustees

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2019. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

## OBJECTIVES AND ACTIVITIES

### Vision

Our vision is a world free from domestic abuse.

### Mission

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated. We challenge mind set to change attitudes and facilitate informed choices.

### Core Aims

- To offer protection for victims and their children
- To work towards the prevention of domestic abuse
- To provide effective services
- To undo the harm caused by domestic abuse

### Core Values

- Protection
- Empowerment
- Respectful
- Non-Judgemental

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit and in particular to its supplementary public benefit guidance.

The strategies employed to achieve the charity's aims and objectives are detailed below. All our charitable activities are focussed on providing protection from, prevention of and recovery from all forms of domestic abuse. Our refuges provide safe houses for women and children who are fleeing from violence and abuse – we are limited in this provision by the number and size of rooms available. As houses offer shared accommodation we cater only for women, from any background, ethnicity, faith or sexuality, and for their children. Our community outreach service is focussed on risk management and providing support according to individual need. The service is open to the general public limited only by geographical boundaries – ie North West Surrey as per our service level agreements. Our Helpline service is available to all and is advertised throughout Surrey by ourselves and various partner agencies.

In order to meet our core aims our strategies this year were:

- To transform Your Sanctuary into a trauma informed organisation
- To have sustainable and secure funding
- To deliver excellent services that meet the needs of survivors





# Community Outreach Service

Our community outreach service provides emotional and practical support to those experiencing domestic abuse in the boroughs of Woking, Runnymede and Surrey Heath. We work from a needs-led and strengths-based perspective to ensure that each client is treated as an individual. Our clients are referred to us through a variety of agencies:

- Police
- Health professionals
- Children's Services
- Children's Centres
- Your Sanctuary helpline
- ...and other statutory and voluntary agencies

During 2018/2019 we received 969 referrals, which represents a slight increase over the previous year and each of our outreach workers supported an average of 30/40 clients at any one time. We offer a wide range of services:

- Risk assessment and safety planning
- One-to-one support
- Access to counselling
- Access to legal clinics
- Advocacy
- Group work
- Referral or signposting to other agencies
- Support through court - civil and criminal

Not only do we work with clients on a one-to-one basis, we also deliver the Freedom Programme.

These groups enable women to understand more about the abuse they have experienced and grow in confidence and self-esteem, as well as being a great opportunity to meet other women and build friendships.

As part of the Surrey Domestic Abuse Services partnership our outreach workers also provide an IDVA (Independent Domestic Violence Advocate) service to victims who are going through the criminal court system. This support can be vital as many people find the criminal justice system confusing and frightening. Our IDVAs provide information to the victim as well as ensuring the victim's voice is heard in the court hearings themselves.

We also attend our local MARACs (Multi Agency Risk Assessment Conferences) where the highest risk victims in our areas are discussed confidentially with other agencies such as the police, social care, housing, probation and others and a risk management plan is put together.

Our Specialist Male Outreach Service continues to serve the whole of Surrey receiving referrals from our partner outreach services as well as other agencies and professionals. This year we received 95 referrals for male survivors.

We identified that we needed to provide emotional and practical support on a more long term basis for women who were out of crisis and who had been engaged with an outreach worker for a period of time. So we applied for funding for so that we could set up a new outreach volunteering service and would enable us to recruit an Outreach Volunteer Co-ordinator. We were successful in our bid to the Lloyds Foundation and the project began in November 2018. To date we have recruited and trained 4 volunteers who are able to offer outreach clients a befriending/mentoring service. We are excited at this latest development in our service provision. Our Outreach service also strives to ensure that other professionals, agencies and organisations are more aware of domestic abuse and are able to give an appropriate response to survivors who may approach them for help.

This year we delivered training/awareness raising sessions for the following organisations: Woking Rotary Club, Surrey Heath Early Help Advisory Board, NW area Children's Services, Homestart Runnymede and Surrey Heath, Surrey Police, the Multi Agency Safeguarding Hub, Surrey Fostering Service, Woking Citizens Advice.....and many others.

“*Having someone so understanding and full of knowledge really is so reassuring*”

#### Impact

- **81% of our clients felt safer as a result of engaging with our outreach service**
- **93% of our clients felt more empowered and confident after engaging with the outreach service**





# Children's Outreach Service

Our children's outreach service provides one-to-one therapeutic support to children who have been affected by domestic abuse. The children are referred from our adult outreach service and are normally the children of our outreach clients. During a one-to-one session the children are encouraged to speak openly in a safe and non-judgmental environment. They are supported through therapeutic play and are enabled to explore their thoughts and feelings around their personal safety, self-awareness, self-worth, self-esteem and sense of purpose. The sessions are child-centred and needs led.

Through our contract with Surrey County Council we are also able to deliver group work which is co-facilitated by social care professionals in a multi-agency partnership. The group work programme is the AVA Community Group Programme which focusses on the following core issues:

- validation of the children's experiences
- understanding abuse
- reducing self-blame
- safety planning
- managing appropriate and inappropriate expressions of emotion
- the mother-child relationship

During 2018/2019 we worked with 37 children on a one-to-one basis and through our group work programmes. As part of our partnership working we also provide consultation sessions in our local social care hub in order to develop knowledge and skills around domestic abuse. This is aimed at improving responses to survivors of domestic abuse who are engaged with a social worker, and this year we ran 77 consultation sessions.

It is vital that other professionals who work with children and young people understand how they are impacted by experiencing domestic abuse at home. 63 professionals attended a small number of sessions delivered by our Children's Outreach team.



# Refuge Service (Safe Houses)

We have two refuges located in North West Surrey. These are safe houses in secret locations for women and their children fleeing abuse and violence. We can accommodate 13 women at any one time, with each room also accommodating their children.

Each woman has a key worker allocated to her on arrival, who will provide emotional and practical support throughout her 6 month stay which includes:

- One-to-one emotional support
- Support in claiming benefits and budgeting
- Group work
- Volunteering opportunities
- Educational/training opportunities
- Support with resettlement/move on
- Parenting support
- Advocacy

During 2018/2019 we welcomed 37 families into our refuges and supported them to recover from their experiences. They came from all over the country and often arrived with only 1 suitcase of belongings or sometimes just with the clothes they were standing up in.

The Office of the Police and Crime Commissioners for Surrey (OPCC) kindly provided a transition fund for the families that came into our refuges, so we were able to welcome them with new bedding, towels, crockery, saucepans etc which they used during their stay and then took with them when they moved out into the community.

As always, we have been very well supported by a number of other agencies and groups who help us to extend the number of activities that we can provide for our families in refuge. For example the wonderful team from Hillsong church regularly come into refuge to give pamper sessions to our residents; a qualified counsellor came into refuge to offer counselling to residents; a children's author ran a creative session; volunteers organised a summer barbecue; Morrisons supermarket donated food and vouchers weekly.

“ Cheers for all the help. Things are different now ”

## Impact

- 100% of women staying in our refuge increased their understanding of domestic abuse risk factors
- 100% of women who stayed in our refuge felt safer

“ You showed me that I can calm my anxieties down, and when I feel that I am strong, it's then that I will overcome my fears, it just takes time to keep healing our past traumas is my guess ”





# Children's Service in Refuge

Our children's service in refuge is funded by BBC Children in Need, the OPCC and Surrey County Council. This provides us with one full time therapeutic play worker and one part-time play-worker working across both our refuges. Our children's service in refuge focusses on therapeutic support and play, alongside group play work for the children who come and stay with us.

The service aims to:

- Undo the harm caused by witnessing and experiencing domestic abuse
- Help children understand the abuse was not their fault
- Rebuild their self-esteem and confidence
- Support them in the transition from refuge to life in the community

Each refuge has a play room that is equipped with toys, books, arts and crafts materials, and other activities, all of which is used to help the children engage, play and have fun.

50 children stayed in our two refuges this year, most of whom benefitted from the support we could offer them. The children also received support from other groups/agencies whilst they were with us, for example, children's centres, health visitors, local companies, and volunteers.

## Activities

We involved and engaged the children in refuge in a number of activities this year - none of which could happen without the hard work and dedication of our staff team, volunteers and supporters.

Here are a few examples of what went on throughout the year:

Easter Egg Hunts  
Toddler Disco in the garden  
Mud Kitchen Play outside  
Outings to Gravity Force (trampolining), Chobham Adventure Farm, Mizens railway, Woking park, Virginia Water  
"Pets as Therapy" dog visit to refuge  
Cooking – pizza, pancakes, fairy cakes  
Ice-cream Sundae parties in garden  
Summer Garden BBQ  
Messy baby Play – painting, spaghetti  
Slime making  
Modelling Clay  
Kinetic Sand Modelling  
Crafts – painting, felt dolls, collage, pasta pictures, canvas painting  
Halloween crafts – wooden pumpkin painting  
Salt dough prints  
Advent Storytime  
Visit to Santa  
Christmas parties in refuge  
Karaoke

## Impact

- 90% of children felt safer
- 92% of children felt more empowered and confident

“ I feel like I have much more confidence and I understand why I react the way I do ”



# Helpline

Our specialist domestic abuse helpline is unique in Surrey and is available from 9am to 9pm, 7 days a week.

Our helpline is often the first port of call for people experiencing domestic abuse and the fact that they can talk to somebody who is non-judgemental, empathetic and above all believes them is extremely important.

Our trained staff and volunteers take calls from:

- People experiencing domestic abuse
- Friends or family members worried about somebody else
- Professionals seeking advice and/or referral pathways
- People wishing to donate to the charity

Staff and volunteers can provide the following:

- Listening support
- Information
- Sign-posting to other agencies
- Referral into Your Sanctuary services

During the year we received in excess of 2444 calls with the busiest month being January 2019. The majority of callers (1,324) wanted some general advice, and 270 were calls requesting refuge space.

We were very pleased to be successful in our application to CAST (Centre for Acceleration for Social Technology) to help us develop an on line web chat service to extend the reach of our helpline. We launched this new service in February 2019 and hope that survivors who are hard of hearing, or for whom English is not their first language, or who are young people will find this the chat service more accessible than the phone line.

## Impact

- 90% of callers felt more confident and empowered
- 97% of callers felt more enabled to deal with the situation

“ I don't feel so alone – I know there is support out there so I feel more positive ”





## Volunteers

It would not be possible to do all the work that we do without the continued support of our fantastic volunteers.

During the year we have been helped by a team of 60 volunteers who have had various roles throughout the organisation:

- Helpline • Admin • Outreach • Refuge • Fundraising • Marketing

In 2018/2019 volunteers contributed approximately 5200 hours to Your Sanctuary which is equivalent to approximately £57,000 if we were to pay staff members. This is an amazing contribution and demonstrates how much more we can deliver with and through our volunteers. However, our volunteers also contribute to the well-being of clients and staff, provide positive energy, creativity and also do a great job of promoting our services externally.

This year more shifts than ever were covered by volunteers on our helpline during out of hours shifts - approximately 540 shifts this year which represents 90% of the total out of hours shifts. Our volunteers have also taken shifts during the day - lessening the load on our staff members. This year they covered 173 shifts during office hours which is an increase from last year.

Volunteers are involved with a wide variety of activities to support this organisation:

- Two volunteers set up and run our ebay fundraising site
- A team of volunteers swam at the Woking Rotary Club Swimathon and helped supervise the event
- Volunteers helped with a bucket collection at the Yvonne Arnaud Theatre in Guildford
- One of our more experienced volunteers supported a young mum in refuge particularly with parenting skills
- We have had a regular volunteer gardener at the White House to keep the garden tidy and well planted
- Members of the Zonta club assisted at a fundraising event at Send Prison

We would also like to take the opportunity to thank the Surrey Volunteer Bureaux network and other organisations who play an important role in helping us to find volunteers.

## Donations and Fundraising

As a charity we are entirely dependent on the statutory bodies, organisations and individuals who support us, enabling us to work with so many survivors of domestic abuse.

Our major funders are Surrey County Council, Woking Borough Council, and the Office of the Police and Crime Commissioner for Surrey (OPCC). As always, we are enormously grateful for their support which underpins our ability to achieve our mission. In the year ended 31st March 2019 we also received significant grants from BBC Children in Need, the Community Foundation for Surrey, Lloyds Bank Foundation and the Tampon Tax Fund which together supported our work with children, allowed us to extend our outreach services, and supported the helpline and other services.

During 2017/18 we were privileged to be selected as the Mayor of Woking's charity, as a result of this we received a large donation in August 2018 for which we must express our thanks again to Councillor Graham Cundy. In connection with the mayoral year we also received a number of donations from local companies and organisations including SC Johnson and the Woking Rotary Club.

We are also extremely grateful to the local staff of Enterprise Rent-A-Car who have undertaken a number of sponsorship events on our behalf in

addition to providing voluntary help to improve our refuges.

We have continued to crowdfund for particular needs and are thankful for the financial support of GlobalGiving.

We have received many gifts and donations from individuals, churches, schools, other organisations, and companies in the area. We do not take for granted the generosity we receive and would like to take this opportunity to express our very grateful thanks, especially to those individuals who have taken on arduous sponsorship events for us or arranged a special fundraising activity for our benefit.

The charity uses a fundraising consultant to make trust and grant applications, and an in-house fundraiser to raise funds and awareness in the community. These sources of income supplement the funding from local government and statutory sources, and are vital to the continued work of Your Sanctuary. During the year ended 31 March 2019 the total amount fundraised was £180,300 as against a budget of £164,000. Details of the main ways in which this funding was used to help Your Sanctuary's charitable objectives are given above. The amounts fundraised have also contributed to an increase in the reserves of the charity as detailed in the Financial Review.

## Future Plans

We are going to focus on three main aims over the next year:

- To transform Your Sanctuary into a trauma informed organisation
- To ensure that Your Sanctuary has sustainable and secure funding
- To ensure that Your Sanctuary delivers excellent services that meet the needs of survivors of domestic abuse

Our strategic work will focus on 4 main work stream areas – Organisation, Prevention and Early Intervention, Provision and Recovery. The work will include a review of all our services in the light of changing need, a focus on identifying diversified income streams, and projects to enhance frontline staff skills around trauma and a more holistic family approach i.e. linking the support of the non-abusive parent and their child/ren more closely together.



# Our Services

## - facts, figures, results and impact

### Outreach

We received 969 referrals for our community outreach service during the year

#### Impact

- **81% of our clients were safer as a result of engaging with our outreach service**
- **93% of our clients felt more empowered and confident after engaging with the outreach service**

We received 2444 calls on our helpline

#### Impact

- **97% of our callers felt more enabled to deal with the situation after engaging with our helpline service**
- **90% of callers were more empowered and confident after engaging with our helpline service**

### Refuge

This year we welcomed 40 families into our two refuges

#### Impact

- **100% of women staying in our refuge increased their understanding of domestic abuse risk factors**
- **100% of women who stayed in our refuge felt safer**

In Refuge

- 50 children stayed in our two refuges this year

#### Impact

- **90% of children felt safer**
- **92% of children felt more empowered and confident**

In the Community

- We worked with 37 children through our one-to-one and group work programmes
- We delivered 77 consultation sessions with social workers/family support workers
- 63 Professionals attended awareness raising/training sessions

Thank you to all our supporters who through their generosity have enabled us to support so many survivors of domestic abuse: Surrey County Council; Woking and Runnymede Borough Councils; the Office of Police and Crime Commissioners in Surrey; Mayor of Woking for 2017/18, Councillor Cundy; BBC Children in Need; Community Foundation for Surrey; Tampon Tax Fund; Lloyds Bank Foundation; John Ackroyd Trust; Women's Aid; American Women in Berkshire & Surrey; Enterprise Holdings; GlobalGiving; Waitrose; Co-op; ASDA; SC Johnson; Woking Rotary Club; The Purcell Club; Manor House School; Woking Asian Business Forum; Merlin's Magic Wand; Yvonne Arnaud Theatre; HM Prison Send; Suez Recycling; BP Foundation; Great Bookham Belles WI; Sorooptimists in Weybridge and Guildford, and Mothers' Union. And as always our grateful thanks go out to all our individual donors, schools, local churches and other organisations who support us in so many ways.

## Financial Review

### Reserves policy

The trustees regularly review the policy and at least on an annual basis. Free reserves, which are the unrestricted funds of the charity, are generally held at a level of approximately 8 months' unrestricted expenditure, however this year the charity has faced a significant uncertainty concerning the statutory funding received from Surrey County Council which makes up a significant amount of the total funding of the charity. For that reason, the trustees felt it prudent to allow a temporary excess of additional reserves of approximately £37,000 during that period of uncertainty. In October 2019 Surrey County Council advised the funding had been secured and therefore the trustees have decided they will revert to maintaining reserves at the original and normal level of 8 months' unrestricted expenditure, equivalent to about £350,000.

The trustees are mindful of their stewardship responsibilities, in particular with regard to the two refuges. It is essential these monies are available to be used in the event that all other funding ceases in order to prevent homelessness for our refuge residents, who are granted a six months' licence on arrival in refuge and are dependent on our support and services, and to avoid immediate financial difficulties for the charity. By maintaining free reserves at the equivalent of 8 months' unrestricted expenditure ensures sufficient funds are always available to cover essential management, administration and support costs, taking into particular account that we are responsible for the running of two refuges, and gives the charity the opportunity in the 8 month intervening period to seek new funding to support Your Sanctuary.

At 31 March 2019 free reserves totalled £414,259. After allowing for the forecast deficit in 2019/20 of £27,000 this equates to surplus reserves in the order of £37,000. As mentioned above, at the year end the charity was facing a commissioning process for a significant part of its operations. To that end it was considered expedient to allow a temporary build-up of reserves as at 31 March 2019 to cushion the impact were the charity to be unsuccessful in its bid for continued funding from Surrey County Council, however, with the funding secured in Autumn 2019, the trustees will seek to ensure reserves return to a level in line with the charity's reserve policy.

### Financial Review of the Year

During the year funds received were spent across our services; two refuges, outreach, children's services and the helpline. Total income for the year was £776,646 compared to £672,946 in 2017/18. Along with the grants and funding received from Surrey County Council and both Woking and Runnymede Borough Councils, the charity received significant funding from the Office of the Police and Crime Commissioners for Surrey (OPCC) to enable us to continue our adult outreach services, the children's outreach service, the helpline, and to employ a part-time children's worker in refuge. It also funded our transition fund providing bedding and equipment for those women and families moving on from refuge, and helped us to provide outreach programmes in the community. Major grants received

included one from BBC Children in Need which funded a full-time children's worker in refuge, two grants from the Community Foundation for Surrey towards running outreach programmes in the community and the helpline, and grants from Lloyds Bank Foundation and the Tampon Tax fund which together funded a new post to manage outreach volunteers. During 2017/18 the charity was fortunate to be chosen as the Mayor of Woking's charity which resulted in a donation during 2018/19 of £25,357 and a connected gift from a local company of £5,000. These amounts were higher than anticipated and made a significant contribution to the surplus achieved during the year.

Expenditure in the year increased to £737,067 from £702,053 in 2017/18. This was mainly comprised of staff costs which increased to £525,712 in 2018/19 from £495,865 in 2017/18 following the investment at the end of the last financial year in a community fundraiser, and new staff in post as a result of new funding received.

Restricted income is given to the charity for a specific purpose or project and for 2018/19 amounted to £209,829. The related expenditure for the year was £214,829, which, combined with the reserves brought forward from the prior year of £15,000, left a balance carried forward of £10,000 which is for the outreach volunteer project.

At the beginning of the financial year there was a fund of £35,000 which the trustees had designated to improve and develop the helpline. During the year the trustees designated £10,000 towards future fundraising expenses and the costs related to commissioning new contracts, giving a balance on that fund at the year-end of £45,000 which is expected to be expended over the next three years.

The overall surplus for the year was £39,579 (2017/18 deficit of £29,107), with a surplus for the year on unrestricted funds of £34,579 (2017/18 deficit £33,095). The surplus was added to reserves and has resulted in a balance of £414,259 on unrestricted funds at the year end, and total funds (including restricted and designated) of £469,259. As detailed in the Reserves Policy, at the year end the trustees took account of the forthcoming commissioning process to be undertaken in the summer of 2019 in respect of the adult and children's outreach services. Together these services comprise a significant part of the charity's business and so it was considered prudent to allow reserves to accumulate at the year end to provide extra resource in the event the commissioning process was unsuccessful.

The charitable company's incoming and outgoing resources all related to continuing activities. The charitable company has no recognised gains or losses other than the net movement in funds for each year.

The financial statements comply with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.



## Structure, Governance and Management

### Governing document

The charity is a company limited by guarantee governed by its Memorandum and Articles of Association dated 18 May 2010. It is registered as a charity with the Charity Commission.

### Appointment of trustees

Trustees are appointed by the existing board. Before new trustees are appointed the board determines what new attributes and knowledge are needed within the board and uses its network of associates to attract a diverse range of candidates. Short-listing and interviews take place against agreed criteria. New trustees are invited and encouraged to attend a short training session to familiarise themselves with the charity and the context within which it operates.

The board is comprised of not less than two and not more than ten trustees, and its composition is reviewed every year using procedures laid down by the board.

### Organisational Structure

The board of trustees is responsible for the strategic direction and policy of the charity in line with the stated mission. They also set the remuneration for the Chief Executive.

A scheme of delegation is in place and day to day responsibility for the provision of services rests with the Chief Executive along with two operations managers. The Chief Executive is responsible for ensuring the charity delivers the services specified and follows the strategy developed by the trustees. The operations managers have responsibility for the day to day operational management of the charity, individual supervision of the front-line staff team and also ensuring that the team continue to develop their skills and working practices in line with good practice and as considered pertinent for their role.

### Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. To that end a risk register is maintained which is reviewed monthly by senior management and at each meeting of the board of trustees. Where significant risks are identified, policies, plans and procedures are established to mitigate or minimise the risk and are then regularly monitored.

In common with most charities, the loss of funding is always a significant risk. The trustees have therefore developed a strategic plan to diversify income with the continued investment in an in-house fundraiser. Procedures are also in place to ensure compliance with health and safety for staff, volunteers and clients at the head office and both refuges, and the charity strives to achieve best practice in respect to safe-guarding responsibilities.

## REFERENCE AND ADMINISTRATIVE DETAILS

**Registered Company number**  
07257302 (England and Wales)

**Registered Charity number**  
1137057

**Principal and Registered office**  
15A Monument Way  
Woking  
Surrey  
GU21 5LY

### Trustees

S P Rose (Chair)  
M G Williams  
J Croyden  
J Ward  
R Foster  
(appointed 1 December 2018)  
L Tait  
(appointed 6 April 2019)  
A Taylor  
(resigned 5 October 2019)  
S E Hart  
(resigned 17 September 2019)  
J Cracknell  
(resigned 20 March 2019)  
A M Vinnicombe  
(resigned 1 December 2018)  
A Hussain  
(resigned 1 December 2018)

**Company Secretary**  
A Bents

**Chief Executive**  
Fiamma Pather

**Auditors**  
AJ Bennewith & Co  
3 Wey Court  
Mary Road  
Guildford  
Surrey

**Bankers**  
Barclays Bank  
Town Gate House  
Church Street East  
Woking  
Surrey

# Statement of Trustees Responsibilities

The trustees (who are also the directors of Your Sanctuary for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

In so far as the trustees are aware:

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

### AUDITORS

The auditors, Bennewith 2018 Limited (Statutory Auditors), will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 11th November 2019 and signed on its behalf by:

R Foster - Trustee





# Report of the Independent Auditors to the Trustees

## Opinion

We have audited the financial statements of Your Sanctuary (the 'charitable company') for the year ended 31 March 2019 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

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

## Conclusions relating to going concern

We have nothing to report in respect of the

following matters in relation to which the ISAs (UK) require us to report to you where:

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

## Other information

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

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

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

continued overleaf...

## Matters on which we are required to report by exception

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

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

## Responsibilities of trustees

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

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

## Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent 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.

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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

## Use of our report

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

Bennewith 2018 Limited (Statutory Auditors)  
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006  
3 Wey Court  
Mary Road  
Guildford  
Surrey  
GU1 4QU



Date: 12th November 2019



Statement of Financial Activities for the Year Ended 31 March 2019

Balance Sheet - At 31 March 2019

				31.3.19	31.3.18
	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	96,999	-	-	96,999
Other trading activities	3	467,102	209,829	-	676,931
Investment income	4	2,716	-	-	2,716
Total		566,817	209,829	-	776,646
<b>EXPENDITURE ON</b>					
Raising funds	5	54,705	-	-	54,705
Charitable activities	6				
Refuges		304,520	9,563	-	314,083
Outreach		134,386	114,816	-	249,202
Children's services - Refuge		26,019	45,950	-	71,969
Helpline		2,608	44,500	-	47,108
Total		522,238	214,829	-	737,067
<b>NET INCOME/(EXPENDITURE)</b>		44,579	(5,000)	-	39,579
Transfers between funds	15	(10,000)	-	10,000	-
Net movement in funds		34,579	(5,000)	10,000	39,579
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		379,680	15,000	35,000	429,680
<b>TOTAL FUNDS CARRIED FORWARD</b>		414,259	10,000	45,000	469,259

		Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	12	2,192	-	-	2,192
<b>CURRENT ASSETS</b>					
Debtors	13	17,191	-	-	17,191
Cash at bank and in hand		474,349	10,000	45,000	529,349
		491,540	10,000	45,000	546,540
<b>CREDITORS</b>					
Amounts falling due within one year	14	(79,473)	-	-	(79,473)
<b>NET CURRENT ASSETS</b>		412,067	10,000	45,000	467,067
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		414,259	10,000	45,000	469,259
<b>NET ASSETS</b>		414,259	10,000	45,000	469,259
<b>FUNDS</b>					
Unrestricted funds	15				414,259
Restricted funds					10,000
Designated funds					45,000
<b>TOTAL FUNDS</b>					469,259



Balance Sheet - At 31 March 2019

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2019.

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

The trustees acknowledge their responsibilities for (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees on 11th November 2019 and were signed on its behalf by:



R Foster -Trustee

Cash Flow Statement for the Year Ended 31 March 2019

	Notes	31.3.19 £	31.3.18 £
<b>Cash flows from operating activities:</b>			
Cash generated from operations	1	15,072	6,886
Interest paid		(300)	(270)
<b>Net cash provided by (used in) operating activities</b>		14,772	6,616
<b>Cash flows from investing activities:</b>			
Purchase of tangible fixed assets		(4,263)	(1,800)
Interest received		2,716	2,375
<b>Net cash provided by (used in) investing activities</b>		(1,547)	575
<b>Change in cash and cash equivalents in the reporting period</b>		13,225	7,191
<b>Cash and cash equivalents at the beginning of the reporting period</b>		516,124	508,933
<b>Cash and cash equivalents at the end of the reporting period</b>		529,349	516,124

Notes to the Cash Flow Statement for the Year Ended 31 March 2019

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.19 £	31.3.18 £
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	39,579	(29,107)
Adjustments for:		
Depreciation charges	6,147	6,914
Interest received	(2,716)	(2,375)
Interest paid	300	270
(Increase)/decrease in debtors	(1,934)	839
(Decrease)/increase in creditors	(26,304)	30,345
<b>Net cash provided by (used in) operating activities</b>	15,072	6,886



# Notes to the Financial Statements for the year ended 31 March 2019

## 1. ACCOUNTING POLICIES

### Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

### Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

### Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

### Allocation and apportionment of costs

#### Tangible fixed assets

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

Fixtures and fittings - Straight line over 5 years

Computer equipment - Straight line over 3 years

#### Taxation

The charity is exempt from corporation tax on its charitable activities.

#### Fund accounting

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

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

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

#### Pension costs and other post-retirement benefits

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

## 2. DONATIONS AND LEGACIES

	31.3.19	31.3.18
	£	£
Donations	<b>96,999</b>	<b>50,697</b>

## 3. OTHER TRADING ACTIVITIES

	31.3.19	31.3.18
	£	£
Grants and contracts	504,107	471,080
Refuge rents	171,144	148,234
Other income	1,680	560
	<b>676,931</b>	<b>619,874</b>

Grants from local government and the Office of Police and Crime Commissioners for Surrey totalled £177,017 (2018: £150,378). These amounts primarily funded staff costs for a refuge children's worker, and for adult and children's outreach and helpline services.

## 4. INVESTMENT INCOME

	31.3.19	31.3.18
	£	£
Deposit account interest	<b>2,716</b>	<b>2,375</b>

## 5. RAISING FUNDS

	31.3.19	31.3.18
	£	£
Raising donations and legacies		
Staff costs	37,876	8,961
Consultancy	16,829	10,020
	<b>54,705</b>	<b>18,981</b>

## 6. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (See note 7)	Totals
	£	£	£
Refuges	292,702	21,381	314,083
Outreach	222,152	27,050	249,202
Children's services - Refuge	64,323	7,646	71,969
Helpline	42,713	4,395	47,108
	<b>621,890</b>	<b>60,472</b>	<b>682,362</b>

## 7. SUPPORT COSTS

	General	Governance costs	Total
	£	£	£
Refuges	19,594	1,787	21,381
Outreach	24,690	2,360	27,050
Children's services - Refuge	7,015	631	7,646
Helpline	3,929	466	4,395
	<b>55,228</b>	<b>5,244</b>	<b>60,472</b>

## 8. NET INCOME/(EXPENDITURE)

	31.3.19	31.3.18
	£	£
Net income/(expenditure) is stated after charging/(crediting):		
Auditors' remuneration	2,800	2,800
Auditors' remuneration for non audit work	2,444	2,516
Depreciation - owned assets	6,148	6,914



## 9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2019 nor for the year ended 31 March 2018.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2019 nor for the year ended 31 March 2018.

## 10. STAFF COSTS

	31.3.19 £	31.3.18 £
Wages and salaries	477,392	449,180
Social security costs	34,573	35,710
Other pension costs	13,747	10,975
	<b>525,712</b>	<b>495,865</b>

The average monthly number of employees during the year was as follows:

	31.3.19 17	31.3.18 17
--	---------------	---------------

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

## 11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>				
Donations and legacies	50,697	-	-	50,697
Other trading activities	444,091	175,783	-	619,874
Investment income	2,375	-	-	2,375
Total	497,163	175,783	-	672,946
<b>EXPENDITURE ON</b>				
Raising funds	<b>18,981</b>	-	-	<b>18,981</b>
<b>Charitable activities</b>				
Refuges	310,399	9,999	-	320,398
Outreach	162,309	99,899	-	262,208
Children's services - Refuge	29,858	42,730	-	72,588
Helpline	8,711	9,167	10,000	27,878
Total	<b>530,258</b>	<b>161,795</b>	<b>10,000</b>	<b>702,053</b>
<b>NET INCOME/(EXPENDITURE)</b>	<b>(33,095)</b>	<b>13,988</b>	<b>(10,000)</b>	<b>(29,107)</b>
<b>RECONCILIATION OF FUNDS</b>				
Total funds brought forward	<b>412,775</b>	<b>1,012</b>	<b>45,000</b>	<b>458,787</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>379,680</b>	<b>15,000</b>	<b>35,000</b>	<b>429,680</b>

## 12. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
<b>COST</b>			
At 1 April 2018	11,200	29,671	40,871
Additions	-	4,263	4,263
Disposals	-	(11,269)	(11,269)
At 31 March 2019	11,200	22,665	33,865
<b>DEPRECIATION</b>			
At 1 April 2018	9,147	27,647	36,794
Charge for year	2,053	4,095	6,148
Eliminated on disposal	-	(11,269)	(11,269)
At 31 March 2019	11,200	20,473	31,673
<b>NET BOOK VALUE</b>			
<b>At 31 March 2019</b>	-	2,192	2,192
<b>At 31 March 2018</b>	2,053	2,024	4,077
<b>13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>			
		31.3.19 £	31.3.18 £
Other debtors		7,142	10,908
Prepayments		10,049	4,349
		<b>17,191</b>	<b>15,257</b>
<b>14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>			
		31.3.19 £	31.3.18 £
Trade creditors		5,889	8,372
Other creditors		11,696	14,182
Accrued expenses		61,888	83,224
		<b>79,473</b>	<b>105,778</b>



15. MOVEMENT IN FUNDS

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.19 £
<b>Unrestricted funds</b>				
General fund	379,680	44,579	(10,000)	414,259
<b>Restricted funds</b>				
Community Foundation & Tampon Tax Fund	-	10,000	-	10,000
Garfield Weston	15,000	(15,000)	-	-
	15,000	(5,000)	-	10,000
<b>Designated funds</b>				
Helpline project	35,000	-	-	35,000
Fund raising and commissioning	-	-	10,000	10,000
<b>TOTAL FUNDS</b>	<b>429,680</b>	<b>39,579</b>	<b>-</b>	<b>469,259</b>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	566,817	(522,238)	44,579
<b>Restricted funds</b>			
BBC Children in Need	30,950	(30,950)	-
Lloyds Bank Foundation	6,243	(6,243)	-
Community Foundation and Tampon Tax Fund	20,538	(10,538)	10,000
OPCC - Staffing	109,571	(109,571)	-
OPCC - Programmes & services	2,500	(2,500)	-
SCC - Children's Outreach Worker	24,530	(24,530)	-
OPCC - Transition fund	9,563	(9,563)	-
Women's Aid	5,934	(5,934)	-
Garfield Weston	-	(15,000)	(15,000)
	209,829	(214,829)	(5,000)
<b>TOTAL FUNDS</b>	<b>776,646</b>	<b>(737,067)</b>	<b>39,579</b>

15. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.17 £	Net movement in funds £	At 31.3.18 £
<b>Unrestricted funds</b>			
General fund	412,775	(33,095)	379,680
<b>Restricted Funds</b>			
BBC Children in Need	1,012	(1,012)	-
Garfield Weston	-	15,000	15,000
	1,012	13,988	15,000
<b>Designated funds</b>			
Helpline project	45,000	(10,000)	35,000
<b>TOTAL FUNDS</b>	<b>458,787</b>	<b>(29,107)</b>	<b>429,680</b>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	497,163	(530,258)	(33,095)
<b>Restricted funds</b>			
BBC Children in Need	16,717	(17,729)	(1,012)
Community Foundation	10,000	(10,000)	-
OPCC - Staffing	90,554	(90,554)	-
OPCC - Training	1,250	(1,250)	-
OPCC - Programmes & services	5,709	(5,709)	-
SCC - Children's Outreach Worker	20,442	(20,442)	-
OPCC - Transition fund	10,000	(10,000)	-
Women's Aid	6,111	(6,111)	-
Garfield Weston	15,000	-	15,000
	175,783	(161,795)	13,988
<b>Designated funds</b>			
Helpline project	-	(10,000)	(10,000)
<b>TOTAL FUNDS</b>	<b>672,946</b>	<b>(702,053)</b>	<b>(29,107)</b>



## 15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.17 £	Net movement in funds £	Transfers between funds £	At 31.3.19 £
<b>Unrestricted funds</b>				
General fund	412,775	11,484	(10,000)	414,259
<b>Restricted funds</b>				
BBC Children in Need	1,012	(1,012)	-	-
Community Foundation & Tampon Tax Fund	-	10,000	-	10,000
	1,012	8,988	-	10,000
<b>Designated funds</b>				
Helpline project	45,000	(10,000)	-	35,000
Fund raising and commissioning	-	-	10,000	10,000
<b>TOTAL FUNDS</b>	<b>458,787</b>	<b>10,472</b>	<b>-</b>	<b>469,259</b>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	1,063,980	(1,052,496)	11,484
<b>Restricted funds</b>			
BBC Children in Need	47,667	(48,679)	(1,012)
Lloyds Bank Foundation	6,243	(6,243)	-
Community Foundation and Tampon Tax Fund	30,538	(20,538)	10,000
OPCC - Staffing	200,125	(200,125)	-
OPCC - Training	1,250	(1,250)	-
OPCC - Programmes & services	8,209	(8,209)	-
SCC - Children's Outreach Worker	44,972	(44,972)	-
OPCC - Transition fund	19,563	(19,563)	-
Women's Aid	12,045	(12,045)	-
Garfield Weston	15,000	(15,000)	-
	385,612	(376,624)	8,988
<b>Designated funds</b>			
Helpline project	-	(10,000)	(10,000)
<b>TOTAL FUNDS</b>	<b>1,449,592</b>	<b>(1,439,120)</b>	<b>10,472</b>

## 15. MOVEMENT IN FUNDS - continued

### Restricted funds

BBC Children in Need - Grant received to fund a refuge children's worker.

Lloyds Bank Foundation - Grant towards the cost of managing outreach volunteers.

Community Foundation and Tampon Tax Fund - Grants received toward the provision of the Recovery Toolkit and the Freedom Programme, the helpline, and towards the cost of managing outreach volunteers.

OPCC Staff - Grants towards additional staff or staff hours. During the year this included: contributions towards helpline staff, part-time children's refuge worker, a part-time children's outreach worker, and extra support hours in adult outreach.

OPCC Programmes & Services - Grants towards various programmes and services. During the year this included: delivery of a freedom programme.

OPCC Training - Grant provided towards the provision of specialist training.

OPCC Transition Fund - Grants toward the provision of basic homewares for residents moving on from refuge.

SCC Childrens Worker - Grant received to fund a part-time children's outreach worker.

Women's Aid - Grant received towards the Trusted Professional scheme.

Garfield Weston - Grant received towards helpline service development.

### Designated funds

Helpline Project - Funds designated to improve and develop the charity's helpline.

Fundraising and commissioning - Funds designated for fundraising for the charity and the costs of commissioning new contracts.

## 16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2019.





Thank you to all our supporters  
who through their generosity have  
enabled us to support so many  
survivors of domestic abuse

Surrey County Council; Woking and Runnymede Borough Councils; the Office of Police and Crime Commissioners in Surrey; Mayor of Woking for 2017/18, Councillor Cundy; BBC Children in Need; Community Foundation for Surrey; Tampon Tax Fund; Lloyds Bank Foundation; John Ackroyd Trust; Women's Aid; American Women in Berkshire & Surrey; Enterprise Holdings; GlobalGiving; Waitrose; Co-op; ASDA; SC Johnson; Woking Rotary Club; The Purcell Club; Manor House School; Woking Asian Business Forum; Merlin's Magic Wand; Yvonne Arnaud Theatre; HM Prison Send; Suez Recycling; BP Foundation; Great Bookham Belles WI; Soroptimists in Weybridge and Guildford, and Mothers' Union.

And as always our grateful thanks go out to all our individual donors, schools, local churches and other organisations who support us in so many ways.