

REGISTERED COMPANY NUMBER: 03171880 (England and Wales)
REGISTERED CHARITY NUMBER: 1054154

women's aid

until women & children are safe

WOMENS AID FEDERATION OF ENGLAND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31 MARCH 2020

Bevan Buckland LLP
Langdon House
Langdon Road
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WOMENS AID FEDERATION OF ENGLAND

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FOR THE YEAR ENDED 31 MARCH 2020**

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WOMENS AID FEDERATION OF ENGLAND

REFERENCE AND ADMINISTRATION DETAILS

Chief Executive	Vacant
Acting Co-Chief Executives	Adina Claire Nicki Norman
Trustees	Becky Rogerson (resigned 25 th September 2019) Dickie James Femi Otitoju, Co-Chair (resigned 25 th September 2019) Jo Gough – Vice Chair Madi Turpin Mary Mason, Co-Chair (resigned 25 th September 2019) Naomi Dickson Sarah Forster (resigned 29 th July 2019) Sarah Hill - Chair Victoria Bleazard (resigned 25 th September 2019) Yasmin Khan (resigned 25 th September 2019) Zlakha Ahmed
Subcommittee members	Amanda Elwen Angie Stewart Becky Rogerson Karen McMahon (interim Treasurer) Sara McIlroy
Patrons	Julie Walters Melanie Brown
Ambassadors	Alice Liveing Bill Ward Charlie Webster Jahmene Douglas Lucy Gaskell Will Young
Registered office	PO Box 3245, Bristol, BS2 2EH The charity is incorporated in the UK
Company registration number	03171880 (England and Wales)
Charity registration number	1054154
Solicitor	Burroughs Day 18-21 Queen Street Bristol BS1 4NH
Bank	Co-operative Retail Bank 16 St Stephen Street Bristol BS1 1JR
Auditor	Bevan Buckland LLP Langdon House Langdon Rd Swansea Waterfront St Thomas Swansea SA1 8QY

WOMENS AID FEDERATION OF ENGLAND

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2020

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 2020. 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 2019).

Reference and administrative information set out on pages one and two form part of this report. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard 102. The board members including the chair, secretary and treasurer are appointed by the board. Each appointment is in accordance with the Women's Aid Memorandum and Articles of Association. Women's Aid is required to have a minimum of three board members and a maximum of 12.

Board members are required to act in the best interests of Women's Aid and for the benefit of the members as a whole. The board is ultimately responsible for all that Women's Aid does. In order for Women's Aid to perform effectively, day-to-day operational management of the charity is delegated to the Chief Executive (the role is currently vacant and is being covered by Acting Co-Chief Executives).

The board has added to its structures for strategic input through a system of subcommittees, which include board members and relevant staff, and to which are appointed external committee members from member organisations and other experts. These subcommittee members act in an advisory capacity only, but support and strengthen the ability of the subcommittees to advise the board.

The board retains the following duties to:

- ensure that Women's Aid fulfils its charitable objectives;
- determine Women's Aid's overall strategic direction within resource limits;
- monitor the performance of the Chief Executive and her team, holding them to account for the exercise of their delegated powers and delivery against plans and budgets;
- promote and protect Women's Aid's values, integrity, and reputation;
- ensure high standards of governance that command the confidence of all of Women's Aid's staff and stakeholders;
- exercise independent judgement, reasonable care, skill and diligence; and
- promote the success of Women's Aid for the benefit of members by considering the:
 - impact of Women's Aid's actions on the interests of employees.
 - need to foster business relationships with customers/suppliers.
 - impact of Women's Aid's actions on the community and environment.

In fulfilling these duties the Board pays particular attention to:

- maximising the impact and effectiveness of Women's Aid;
- consulting, listening and responding to members;
- identifying and managing risks and harnessing opportunities;
- ensuring prudent use of funds - restricted and unrestricted; and
- ensuring that Women's Aid acts fairly, responsibly, transparently, proportionately and ethically.

Board appointments, induction and training

The board appoints new trustees through a transparent and inclusive recruitment and selection process where board members must be aged over 18 years, meet the skills, knowledge and experience needed for the effective administration of Women's Aid and commit to upholding the organisation's mission and values. There will continue to be a phased recruitment process to the board during 2020.

On appointment, new board members receive a comprehensive induction to their role with Women's Aid. Information supplied includes a copy of Women's Aid's Memorandum and Articles of Association, a copy of Women's Aid's latest reports and statement of accounts and an induction pack.

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The board recognises a new Trustee needs ongoing support to be effective and will follow the six key principles of good governance as set out in the Women's Aid's Governance Framework.

In order to ensure all Trustees receive ongoing support the board will, where realistic:

- have a mentoring programme;
- undertake training;
- take part in trustee or specialist networks;
- have appraisals;
- review their performance; and
- undertake benchmarking.

Trustees can expect to learn, develop, and be able to take on different responsibilities within the board. The board will be continuing its governance effectiveness review over the next year to ensure it is following good governance practice appropriate to the size, scale and nature of the charity's operations.

Annual General Meeting (AGM)

Women's Aid will invite all full members and board members to the AGM. Copies of the annual report and accounts will be sent to the board members and made available to all other members at the meeting venue.

The notice calling an AGM will be sent to all members 21 days before the meeting date. The notice will set out:

- the date and time of the meeting;
- the venue;
- the details of the business to be considered (which will probably be mandatory items at this stage as members' resolutions may not have been received); and
- an invitation to propose resolutions.

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WOMEN'S AID OBJECTIVES AND ACTIVITIES

Charitable objects

The principal activity of the charity is to promote the protection of women and children who have suffered from, or are exposed to, gender-based violence, including the preservation and protection of their mental and physical health, the relief of need and the promotion of research and education concerning gender-based violence.

Vision

A world where every woman's right to equality and freedom from violence is unquestioned.

Purpose

Women's Aid exists to use its expertise, knowledge and influence to raise the status of women to a level where violence against them is no longer legitimised or tolerated.

Strategy

Our strategy has four main objectives:

1. Key target audiences understand coercive control, its impact and the diverse experiences of survivors.
2. Legislation and policy framework strengthened to protect survivors, their children and the specialist services supporting them.
3. More effective state, private and specialist sector response to domestic violence and abuse.
4. Women's Aid is established as a sustainable organisation with the ability to grow.

Our business plan for 2019/20 set out the following one-year aims:

- Women's Aid is a strong, sustainable federation that leads on domestic abuse
- Women's Aid has enhanced influence and campaigning presence addressing the root causes of domestic abuse;
- Women's Aid direct services, training and support for services set the standard for quality provision for women survivors and looks to embed our Change That Lasts approach
- Women's Aid is a strong organisation with fulfilled people, a sustainable workplace and funds maximised.

Our activities to achieve each of these are outlined as follows.

WOMENS AID FEDERATION OF ENGLAND

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ACHIEVEMENTS AGAINST CHARITABLE OBJECTIVES SET FOR 2019/20

1) WOMEN'S AID IS A STRONG, SUSTAINABLE FEDERATION THAT LEADS ON DOMESTIC ABUSE

Lobbying for Member Services and Sustainability for the Sector

Our impactful SOS: Save Refuges, Saves Lives campaign saw major progress in 2019 when the government committed to a new statutory duty on local authorities to provide support for survivors in refuges and other forms of safe accommodation, to be delivered through legislation. This was a landmark moment in our campaign for a sustainable national network of refuges, and Women's Aid was high profile when it was announced. The statutory duty was finally published in the revised Domestic Abuse Bill in March 2020. Further details of our SOS campaign are provided in section 2.

Direct support to member organisations:

Our expert Membership Support and Quality Standards team advise and support a wide range of organisations, including existing and prospective member services, external stakeholders and partners. We provide a space for CEOs of members' services to communicate directly with one another for peer support, advice and information; manage a dedicated Members Area of the WAFE website, monthly news bulletins and co-ordinate the biannual Regional Network Meetings as a networking space for members to meet. We swung into action at the end of the year to provide the specialist 'COVID-19 advice and guidance' page for members.

Our ground breaking Oak Foundation funded project to procure and broker services and goods for our members has evolved considerably in the past year. An exciting new agreement with an energy broker will generate income for every member's utility meter that is switched to a new supplier, and will provide members with much needed cheaper, greener energy. Due to COVID-19 our launch has been delayed, but we have a number of interested members about to benefit and look forward to a hard launch later in 2020.

The innovative 'Rail to Refuge' scheme - offering free train tickets for women and their children to reach refuge - launched publicly across the south of England in March 2020. The publicity generated our most popular social media post on Instagram during 2019, and was mentioned in the House of Commons; receiving endorsement from the Minister for Transport. The Rail Delivery Group has offered our members' a nationwide 'Rail to Refuge' scheme for the duration of COVID-19 lockdown. Already by the end of March, on average, one woman and her children are using 'Rail to Refuge', to reach safety at no cost to them or the member service, each day. This service provides a lifeline for women and their children as well as saving members vital funds to use on supporting those survivors.

Our services, support and offers to members, including our Change That Lasts programme, are being combined into a holistic strategy to ensure we meet their needs and challenges and offer excellent value for money into the future, and will be further developed in dialogue with members during 2020.

We would like to express our gratitude to our Head of Membership who has sadly had to step away from her role for health reasons, but who has set the foundations of excellence in our services to members. And to our superb team for stepping in to ensure we continue our support for members who need it.

Women's Aid National Conference

This year our highly respected annual National Conference was entitled: 'The Feminist Frontline: Strengthening services for every woman', and was held on 15th and 16th July 2019 at Leicester University. Over 230 people attended and 62 of our membership organisations were represented. Many experts and practitioners shared knowledge and practice through presentations and workshops over two packed days. Professor Liz Kelly gave a keynote speech on what it means to work on the feminist frontline, and what our movement looks like today. Panels included Building a Change That Lasts for Children and Young People and amplifying women's voices in law and legislation.

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Children and young people's work

Over the past year, we reached the culmination of our powerful and important Early Years focused work generously funded by the Sylvia Adams Foundation. This included the development of the Early Years Toolkit for specialist domestic abuse services, which was developed alongside Stirling University. This toolkit focused specifically on the needs of pregnant women, the impact of domestic abuse on their parenting, attachments and holding perpetrators in sight. Alongside this, our children and young people's officer developed training around the toolkit content and delivered to 25 Women's Aid member services across England. As a direct impact of this work we have made significant changes to the NQS to include support to pregnant women and very young children. Since October 2019, we have worked with 10 specialist children and young people member services to develop good practice. The guidance will be available to member services, children and young people practitioners and is expected to be published in summer 2020.

Our expert Children and Young People's officer began 2020 with an exciting new three year 'Safer Futures' project, generously funded by Yves Saint Laurent for further work with children and young people. This project will involve widespread engagement with schools across the country to improve education for children and young people about domestic abuse, and to ensure that 'healthy relationships' education is delivered safely, responsibly and effectively for children and young people. Through it we will transform relationships, stopping abuse before it starts.

Women's Aid National Quality Standards

The respected and valued National Quality Standards are more frequently being referenced by commissioners, and the government uses them as assessment criteria during rounds of national domestic abuse funding released by the Ministry of Housing Communities and Local Government, including £16million for refugees between 2020/21.

As more and more services are coming forward to demonstrate that they meet the standards, our sector will strengthen, and Women's Aid will be better able to advocate on behalf of members to both local commissioners and the government.

Nine member services achieved the full quality mark and completed the recommendations made by the Women's Aid Quality Standards Panel in 2019/20. In addition to this, we are running a pilot project for organisations who have not yet applied for National Quality Standards (NQS) in the North West of England, to test out a staged 'quality journey' for members, which would help us to evidence the specialism and quality of our services to commissioners and other external stakeholders. We have nine member services in this pilot, which started in September 2019 and is expected to complete by the end of July 2020. We have provided a range of support to services around the NQS, including support to improve equality and diversity, increase governance robustness and support to prepare for competitive tendering.

The Quality Standards Panel commended a range of services, for several reasons. This included: the practice of providing survivors with brand new bedding and cooking equipment on arrival at the refuge; a buddying system for survivors in refuge; provision of an emergency "Crash Pad" for survivors; specialist services for women trafficked into the sex industry; excellent work with disabled survivors; specialist services for survivors with acute mental health and substance use issues.

One of our NQS-awarded services commented:

"Thank you so much for the positive amazing feedback. Everything you have put in our recommendations are things which we will ensure happen and gives us the direction to achieve them. We strive to have a clean and welcoming refuge for survivors and I am thrilled you agreed. It's been a challenging time for [redacted] but we have always delivered an excellent front line service. Thank you for being fantastic to work with."

On Track: Outcomes Measurement System

On Track continues to provide members with an excellent outcomes monitoring solution, and accompanying case management system, Oasis with On Track. We now have 81 organisations using the system. On Track continues to develop with amends made across the system based on feedback from members. Alongside the free implementation consultancy, we provide to get members up and running with On Track, we have delivered a series of works on Reporting from On Track, ensuring that member organisations can best understand the data they are inputting.

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In 2019/20, information about 50,746 adults was input by members, providing a valuable evidence base to inform policy and practice. In the past year, data has been used as part of the Annual Audit report, and is being used to inform the No Woman Turned Away Children and Young Person's report. The flexibility of the reporting suite has allowed us to use the data to respond to ad-hoc queries from policy makers.

Reports and publications:

Safe - our expert journal for members, associates and subscribers

We produced four issues during the financial year, covering a range of topics with the latest research and developments in the field of domestic abuse and violence against women.

We closed Safe as a journal on its final issue, 69, after reviewing how readers now access and share content and in view of the cost of print production, and will instead be creating a publicly available blog for research reports, enabling us to invest more time in content tailored specifically to support our members online, in line with our membership strategy.

Impact Report 2018/19

Our Impact Report was launched at our National Conference and AGM on the 16th July 2019, demonstrating the value of our work.

The Domestic Abuse Report 2020: The Annual Audit was published in January 2020. This authoritative report looks at the domestic abuse support provision available in England, the work these services do and the women and children they support. This year's report shows that in 2018/19, refuge services in England supported an estimated 11,489 women and 13,787 child survivors. Community-based support services supported an estimated 156,169 women and 187,403 child survivors. Services responding to our annual survey wrote about their pride in the work they do to empower survivors and their families to independence and safety after domestic abuse.

Key findings include:

- 64.1% of referrals to refuge, and 33.1% of referrals to community-based services in 2018/19 were declined.
- There is a 30% shortfall in the number of refuge spaces available, compared with the Council of Europe recommendation of one family place per 10,000 head of population.
- 53.5% of services said the biggest challenges they faced were funding cuts and uncertainties.
- 48.8% said they were running an area of their service without any dedicated funding.
- One in five local services increased the number of service types they offered in 2018/19, but 55% had no increase in staff, and 15% had a smaller staff team.

The majority of survivors in our sample (64.1% in refuge and 58.6% in community-based services) had children, and just under half of service users in refuges had support needs around mental health. However, refuge services are increasingly unable to meet the essential support needs of different survivors. For example:

- Less than half of (43.4%) refuge vacancies posted on Routes to Support in 2018/19 could accommodate a woman with two children, and less than one in five (16.7%) could accommodate a woman with three.
- Only 5.4% of all vacancies could consider women who had no recourse to public funds.
- Only 0.9% of vacancies were fully accessible for wheelchairs.
- Only 16% of refuge services had a specialist mental health support worker.

You can download the report here:

<https://www.womensaid.org.uk/research-and-publications/the-domestic-abuse-report/>

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The Domestic Abuse Report 2020: The Hidden Housing Crisis examines the housing experiences of survivors of domestic abuse. The report was shared with the Ministry for Housing, Communities and Local Government (MHCLG), and was due to be published in late March/early April, but has been delayed due to COVID-19. The report draws on evidence from the Women's Aid Survivor Voice Survey 2019 and case study interviews with survivors and a caseworker from Women's Aid's No Woman Turned Away team. The Women's Aid Survivor Voice Survey 2019 was an online survey for women who are experiencing or have experienced domestic abuse from a partner or ex-partner. There were 136 female respondents: 98 women had moved on from the relationship referenced in responses and 38 were still in the relationship with an abusive partner.

Thank you to the Ministry of Housing, Communities and Local Government for continuing to fund Routes to Support and the Women's Aid Annual Survey.

Routes to Support (formerly UK Refuges Online)

Women's Aid continues to manage the Routes to Support project on behalf of a partnership with our sister federations. The project provides a referral database of VAWG services and refuge vacancies to national helplines and local services. It further provides a public service directory on the Women's Aid website and the Goldbook Online directory which is available at cost to other agencies. The project also provides data on the scope and nature of domestic abuse provision through the database and the annual survey of services listed. This year we produced the 2019 Annual Snapshot which contributed to our longitudinal dataset. We also reported on detail of change during the year and vacancies posted. The data was used in The Domestic Abuse Report 2020: The Annual Audit and in media and policy work throughout the year.

This year we created two informative and accessible live data dashboards to display data from Routes to Support and our Annual Survey which are available on the research and publications page of our website.

Women's Aid also collects additional data through Routes to Support from London refuges. We presented findings from this data to various fora in London and continue to maintain our online data dashboard which stakeholders use to better understand the picture of domestic abuse service provision across London.

Funding specialist support for domestic abuse survivors

In November 2019 we published our report "Funding specialist support for domestic abuse survivors" which estimated the investment needed to fund the specialist domestic abuse support sector in England. We calculated that funding support at the level it should be, for every survivor who needs it, will cost £393 million per year. This investment would be a fraction of the estimated £66 billion annual cost to society.

In the report Women's Aid recommended that:

The next government commits to the funding settlement of at least £393,326,676 as set out in this report, working with the domestic abuse sector, local authorities and commissioning bodies to ensure it is delivered effectively, sustainably and secures the future of specialist provision for

1. women and children escaping domestic abuse.
The government and domestic abuse commissioner work in partnership with the 'by and for' sector - including providers working 'by and for' BME women, LGBT survivors and survivors who are disabled, deaf or blind - to develop the funding settlement, and model of delivery, required for
2. specialist provision for groups with protected characteristics.

This report also sets out the prerequisites for a sustainable specialist domestic abuse sector upon which the above amount is based. These are:

- Ring-fenced funding within the settlement for the 'by and for' expert sector.
- Availability of a full range of service types.
- Effective and sustainable funding of the wider support sector.
- Provision for women with no recourse to public funds (NRPF).
- Availability of housing benefit to cover housing costs for refuge services.
- Funded coordination and oversight/monitoring.

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Knowledge Exchange Fellowship: Gendered experience of justice and domestic abuse - evidence for policy and practice

Women's Aid was successful in obtaining funding from the ESRC Impact Acceleration Account (IAA) Funding Panel at the University of Bristol. This funding is for a Knowledge Exchange Fellowship (KEF) working on a project called 'Gendered experience of justice and domestic abuse - evidence for policy and practice'. Our Senior Policy and Research Officer is working with the gender-based violence experts on analysis of 36 in-depth interviews with domestic abuse survivors, focusing on interrogating the survivor interview transcripts for gendering discourses, defined as those that strengthen and perpetuate inequality between men and women, gendered norms and stereotypes.

Femicide Census

Women's Aid has been proud to be part of the Femicide Census development with Karen Ingala Smith over the past five years, with invaluable support from Freshfields Bruckhaus Deringer LLP and Deloitte LLP.

We are pleased that due to the success of the Femicide Census, this important resource will now become an independent entity. At Women's Aid we thank Karen for giving us the opportunity to establish this vital resource together, which builds on her work with Counting Dead Women, and we look forward to working with the Femicide Census as it develops further.

Research Conferences

In 2019, representatives from Women's Aid gave two oral presentations on our research work at the **3rd European Conference on Domestic Violence** in Oslo and a poster presentation at the **European Network on Gender and Violence** conference in Freiburg.

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2) WOMEN'S AID HAS ENHANCED INFLUENCE AND CAMPAIGNING PRESENCE ADDRESSING THE ROOT CAUSES OF DOMESTIC ABUSE

We continue to grow our network of Campaign Champions, reaching over 1000 members who receive monthly emails and actions to support our campaigns at local level. Actions included: campaigning on the 2019 General Election and contacting newly elected MPs to ensure they prioritise the needs of survivors in the new parliament; raising awareness about Change that Lasts locally; protecting the safety of women in the family courts; and ensuring that the Domestic Abuse Bill continued to progress through parliament.

We hosted a workshop at our National Conference to equip members with the latest intelligence on the Domestic Abuse Bill, and to ensure they could input directly into our policy priorities. We supported members with guidance on campaigning, and complying with Electoral Commission guidance, during the 2019 General Election. We arranged 8 visits for MPs to their local member services, ensuring that they can bring in-depth understanding of the value of our members' work and the challenges they face to parliamentary scrutiny.

SOS campaign achieves key aims around sustainable funding and welfare reforms

Our impactful SOS: Save Refuges, Save Lives campaign secured a breakthrough for the future sustainability of life-saving refuges. As the Shadow Housing Minister Sarah Jones MP stated, it was 'a victory for Women's Aid.' Our message to government had been clear - that a Domestic Abuse Bill would not be effective unless a sustainable funding future for the national network of refuge services was secured. Whilst we welcomed the commitment for a legal duty on local authorities to fund refuges, and achieved a high profile with extensive media coverage at the time of the announcement, we have also been clear that adequate national funding and safeguards to ensure councils fund specialist women's refuges are vital to ensure all survivors and their children could access the support they need.

We worked closely with our members to ensure their voices shaped our response to the government's consultation on the duty, and supported member services with a template response. We coordinated shared policy positions with Imkaan and Refuge, and influenced the wider domestic abuse and housing sectors' response to the consultation - authoring a joint response signed by over 20 organisations included the Chartered Institute of Housing and National Housing Federation, to ensure a consistent message.

Our Research and Evaluation team developed a comprehensive financial estimate for the national network of refuges and community based services (£393million), was a high-profile influencing tool for the funding settlement required to underpin the duty - including being welcomed by the new designate Domestic Abuse Commissioner and referenced within Prime Minister's Questions on International Women's Day.

The statutory duty was finally published within the revised version of the Domestic Abuse Bill in March 2020. We worked in partnership with Imkaan to develop proposed amendments to strengthen the duty and ensure it works for all services - including specialist services led 'by and for' BME women.

We've also continued to press for changes to the welfare reforms which are negatively impacting survivors and our member services. In 2019/20 this has resulted in: our National Training Centre training Jobcentre Plus managers on domestic abuse; a change in the administration to Universal Credit to ensure that the main caregiver in the household is the 'default' recipient of benefits; launching the 'All Kids Count' campaign calling on the government to end the two child tax credit limit, including authoring a chapter of CPAG's report on the impact of the policy; an exemption on the Shared Accommodation Rate (SAR) for victims of domestic abuse.

Child First campaign achieves key aims around safe family court estate and policy framework

Our Child First: Safe Child Contact Saves Lives has secured major progress during the past year, with the Ministry of Justice (MoJ) finally recognising the scale of harm that current family court proceedings and unsafe child contact pose to women and children experiencing domestic abuse.

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Our recommendation for an independent inquiry into the family court response to domestic abuse, led to the introduction of a Private Members Bill and over 120 cross-party MPs calling on MoJ for action. Collaboration with the BBC Victoria Derbyshire show, to update our 19 Child Homicides research, led to new findings that a further two further children had been killed by a known abusive parent in circumstances related to child contact since we had published the report in 2016. We featured on an hour-long special of the programme alongside Child First spokeswoman Claire Throssell and MPs to call for the inquiry. Following this pressure, MoJ announced a review of the family court response to domestic abuse - particularly focusing on child contact.

An expert panel has been set up to oversee the review, with Women's Aid, alongside the judiciary, academics and other experts. We have ensured that the review process hears the views and experiences of survivors through focus groups. We responded to the call for evidence using our wealth of expertise and research on the issue, and Acting Chief Executive Nicki Norman has brought expertise on domestic abuse to the panel's review of evidence submitted.

Alongside the review, we have continued to press for the Domestic Abuse Bill to deliver meaningful family court reform. Our concerns about the limitations of the proposed ban on cross-examination in the family courts in the Bill were listened to, with the government revising the legislation in March 2020 to ensure it would protect a wider range of survivors. We worked with barristers and partners such as Rights of Women, the Law Society and Resolution, to develop wide support for a number of other key amendments to the Bill on safe child contact and special measures.

We've also seen a number of other successes in our work to improve the family court response. Including: new Family Justice Council's guidance on best practice in cases of domestic abuse, citing our research and core concerns raised in response to the Councils' consultation on the guidance; ensuring survivors' input directly into our work with Cafcass, including a survivor attending our meeting with their new Chief Executive; and high profile media coverage about the sexism and misogyny within the family courts after the appalling 'Tolson judgement'.

Domestic Abuse Bill

We have continued to deliver leadership on the Domestic Abuse Bill and keep it on the top of the political agenda during a year which saw Brexit dominate politics, a new Prime Minister and a General Election. Following the illegal prorogation of parliament we ensured the Bill was prominent in the media and returned to parliament shortly after, and then following the General Election we coordinated a letter to the Prime Minister signed by 100 organisations to press for its return in the Queen's Speech.

We have established Women's Aid as leaders on the Domestic Abuse Bill with thoughtful engagement with sector partners, other civil society organisations, member organisations and survivors:

- **Coordinating the VAWG sector response:** securing the support of 20 organisations for a joint recommendations paper including: the End Violence Against Women Coalition, Imkaan, Surviving Economic Abuse, SafeLives, Refuge, Latin American Women Rights Service, Step Up Migrant Women Coalition, AVA, Southall Black Sisters, Welsh Women's Aid, Agenda, Galop, Rights of Women and Standing Together Against Domestic Violence. Our coordinated advocacy work on the Bill has secured the strong support of the Domestic Abuse Commissioner, Victims Commissioner and Equality and Human Rights Commission.
- **Spearheading collaboration with other sectors** - focusing specifically on housing, the children's sector and migrant women's organisations. Together with Action for Children, we have led a coalition of domestic abuse and children's charities and work hard to ensure that their response reflects the needs of survivors. We've also worked in partnership with organisations working 'by and for' migrant women to feed into the Home Office's review of protection for migrant women, and continue to campaign with housing and homelessness charities for automatic 'priority need' status for survivors within the Bill.

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Influencing the Joint Committee: a cross-party committee of MPs and Lords was established to review the draft legislation, which we provided both oral and written evidence to. Their report, published in June 2019, backed our core recommendations for reform - including on migrant women, children and the family courts.

- **Securing consensus for amendments** - working with legal experts and others, building consensus, we have developed amendments on our priorities for change within the legislation.
- **Leading the award-winning Law in the Making' project** to empower survivors to shape the Bill - over the past year the project has delivered unique and meaningful opportunities for survivors, as 'experts by experience' to engage with decision makers as law is developed. Following workshops that have equipped participants to understand how legislation is developed, and to assess the detail of the Bill and develop their priorities for reform, we supported women to engage directly with decision makers. This included: giving evidence to the Joint Committee, facilitating an 'open space' event where they discussed amendments with MPs and Lords, and launching their own 'Experts by Experience' briefing on the Bill at a powerful event in Parliament, where their recommendations were listened and responded to by the Minister responsible for the bill - Victoria Atkins MP. This project won Nesta's 'Democracy Pioneers' award for our innovation in civic participation and everyday democracy.

Our authoritative national voice has been further evident in:

- **121 specific mentions of Women's Aid** in Parliament
- **15 meetings with government ministers**, 46 meetings with civil servants, and 20 meetings with backbench MPs and Peers, to press the priorities of Women's Aid, our member services and survivors.
- **Providing responses to 15 government and agency consultations** on issues impacting survivors and our member services, including being called to provide oral evidence to three different select committees.
- **Four meetings of the APPG on Domestic Violence and Abuse** as the group's secretariat, ensuring the group is seen as the key cross-party vehicle for action on domestic abuse within parliament - with new members appointed to the group following the General Election and Ministerial attendance at meetings.

Diversity of voice is reflected throughout our work:

A key aim for our Law in the Making project was to ensure that the women engaged in shaping the development of the Domestic Abuse Bill reflected the full diversity of survivors' experiences. 50% of our project participants identify as black and 'minority ethnic' (BME); 22% are over the age of 55; 9% identify LGBTQ+; and 17% of participants have a disability. We have worked to ensure that our approach to survivor engagement has been inclusive and responsive to their needs, which has in turn strengthened Women's Aid's ability to reflect a diversity of voice in our work. Over the past year we've strengthened the views and priorities of survivors in our public policy work, and ensured that survivors who face discrimination on the basis of race, disability and other protected characteristics are regularly speaking at our events.

We ensure diversity of voices across all of our work and proactively source images of women of a range of ethnicities and ages for our website and social media visuals. Our communications reflect the diversity of survivor voices and women who use domestic abuse services, advocating strongly for specialist services for women with protected characteristics and those who find multiple barriers to gaining the support we need as evidenced in our No Woman Turned Away project.

We strongly maintain there is no one 'ideal', 'perfect' or 'typical' survivor. Every woman is different and has different needs.

Media work to increase public awareness

Between 1st April 2019 and 31st March 2020, we released 35 press releases and had 6294 mentions in local and national media.

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16 Days of Activism Against Gender-Based Violence

Our high profile 16 Days campaign focused on the theme 'What I lost', highlighting what women have lost as a result of abuse; family, friends, jobs, freedom and lives. We also highlighted what needs to happen to stop survivors losing their livelihoods and their hope. This included research from our report, Funding specialist support for domestic abuse survivors.

During 16 Days, we were mentioned, featured and quoted extensively across media outlets including:

- The Independent: 'A national travesty': Domestic abuse rises 24% as number of cases passed for charge falls 11%', Domestic violence has 'hugely' detrimental impact on women's careers, says new report.
- The Telegraph - Why do the police still think that domestic abuse means black eyes and broken bones?
- BBC News - General election 2019: When wanting to vote could put you at risk.
- The Guardian - Fall in domestic abuse files sent to prosecutors despite rise in recorded crimes.
- Cosmopolitan - The truth about reproductive coercion.
- Grazia - Reports Of Coercive Control Offences Have Nearly Doubled In The Last Year.
- Huck Magazine - For women, this election could be a matter of life or death, 'This can't go on'.

On social media, we reached 804.8k impressions over 16 Days, with our launch tweet receiving 72,960 impressions.

International Women's Day

This year, we launched our #SupportSurvivors urgent appeal to raise £200,000 to keep our digital services, including Live Chat, running. Laura Winter, survivors and sports presenter, was our case study for the appeal having left an abusive partner on International Women's Day 2019. The appeal launched in the Guardian on 7th March, with the article Laura Winter: 'Domestic abuse does not discriminate' -, and featured in a dedicated article in The Independent on 8th March, International Women's Day: Women's Aid launches urgent fundraising appeal to prevent closure of Live Chat service.

Between 7th March and 9th March, we had 156.9k impressions on Twitter, with our launch tweet receiving 80,174 impressions alone.

Our website is also a repository for our influential reports and publications, which have been downloaded thousands of times over the course of the year, and many of which are referred to elsewhere.

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3. WOMEN'S AID DIRECT SERVICES, TRAINING AND SUPPORT FOR SERVICES SET THE STANDARD FOR QUALITY PROVISION FOR WOMEN SURVIVORS AND LOOKS TO EMBED OUR CHANGE THAT LASTS APPROACH

Website and digital resources

The Women's Aid website is a hugely relied upon source of vital information for both our supporters, members' and survivors of domestic abuse.

Since our provision of the National Domestic Violence Helpline ended in November 2019, digital services and resources have become a crucial lifeline and source of support for a wide range of people affected by domestic abuse. Women's Aid provides advice and practical information for those experiencing abuse, or for those seeking support for a family member, friend or loved one. We have had a consistent growth in users - with a **+34% increase** (April 2019 - April 2020) in users on our main website, with an increase of **+39%** new users during this period. On the 17th March 2020, had a staggering **+241% increase** of visitors (compared the previous year). This spike and increase of visitors was likely due to the oncoming COVID-19 lockdown instructions, issued by the government. This increase in demand demonstrates the need for digital services and resources. The time spent in maintaining and creating/publishing life-saving content on the website is essential to remaining a trusted voice and leading authority on domestic abuse in the sector.

We have seen an overall huge increase to visits of the website and website resources and information with a **+27% increase** in general webpage views over the past year. This includes webpages such as "What is domestic abuse?" and a **huge +96% increase** in page views on our "Information and support" webpage.

Comparison with previous year:

- An increase of 34.98% of users to the website (1,470,144 vs 1,089,154)
- An increase of 36.15% of new users (1,461,977 vs 1,073,772)
- An increase of 31.13% in sessions (2,005,346 vs 1,529,266)
- An increase of 25.72% in page views (3,738,634 vs 2,973,783)

Acquisition:

- We have seen an increase of 33.96% in organic traffic to the website (222,418 vs 171,766)
- We have seen an increase of 19.26% in traffic from social media to the website (167,717 vs 140,627)
- We have seen an increase of 192% in direct traffic to the website (159,166 vs 54,373)

Direct Services and Digital Support

No Woman Turned Away

The No Woman Turned Away caseworkers are continuing to support women who are facing barriers to accessing a refuge space. This financial year 381 referrals were made into the project, 251 of which went on to receive support from the NWTAs caseworkers.

We have opened up new referral pathways for the project, further to the ending of our provision of the National Domestic Violence Helpline. We have opened up the NWTAs project to referrals from Women's Aid direct services, regional helplines run by member services, all members on Routes to Support, British Red Cross, and Victim Support. This will ensure that survivors continue to receive the vital support that they require when searching for a refuge space. While it takes time for new referral pathways to establish themselves, the number of monthly referrals has already gone back to roughly two thirds of the number of referrals received before the change in referral pathways and will continue to increase.

The Nowhere to Turn 2020 report analyses data collected by the caseworkers between 12th January 2019 and 11th January 2020, and is expected to be published in the summer 2020. The report shows how the shortage in refuge provision is continuing to prevent women from finding spaces of safety, and highlights how the project is making a significant difference in the lives of these women. With the help of the NWTAs caseworkers, more than a quarter of the women supported by the project were able to find suitable refuge accommodation.

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Aligned to this publication is a report focusing on the experience of children and young people. This report draws on data collected by the NWTAs caseworkers, as well as interview data and artwork produced by children and young people, Routes to Support data, and national data collected by all services in England using On Track. Other NWTAs research work this year included a document outlining the experiences of survivors who are EEA nationals searching for a refuge space and the potential impact of Brexit, published on our website in January 2020, as well as survivor journeys outlining the financial benefits of the NWTAs project, shared with MHCLG in April 2020 and to be published on our website.

Live Chat

Our leading Live Chat online support service, was sprint developed and launched with user-input this year, thanks to generous donations. We recognised the importance of enabling survivors to access our high calibre support digitally - with the potential to reach more women as they spend more time in the digital space. Visitors to the Live Chat homepage escalated to 2.5K per week at the end of March. We are maintaining an average of 30-40 chats per week with women but will see this increase as we achieve our goal of ramping up opening hours during 2020 from just 10 hours a week. The feedback form from users has seen 98% of women say they would recommend the service, and 90% saying they got all the answers to their questions. Women are leaving feeling 'empowered', 'relieved' and 'more informed'.

Survivors' Forum

Our forum for survivors has an average of around 10,000 users any month. It provides a vital space for sharing support with peers online and forms an important pillar of our support package.

Our Direct Service support staff also responded to 3227 emails from survivors, and their supporters, seeking support.

The Mix and Love Respect

Women's Aid partnered with young people's charity The Mix to work on a tool to help young people identify relationship abuse. The tool is now live on The Mix's website and was created using content and research from our website Love Respect and was tested with survivors. The tool directs people to Love Respect for more information.

We launched Love Respect in September 2019 with our Love Respect Ambassador, best-selling author Holly Bourne. In the first month we had over 6K new users, and have continued to promote with events, media and social media campaigns with Holly. We have had over 20K views of Holly's 'Red flags' video.

Women's Aid National Training Centre

The National Training Centre supports the sector in providing training and qualifications around domestic abuse. It has had a busy year carrying out the delivery of the suite of qualifications and fulfilling bespoke requests for training and speakers, as well as delivering some elements of the Change That Lasts programme.

NOCN Nationally Accredited Qualifications

We were delighted to qualify 50 new advocates taking the total to 550 registered professionals. These advocates will provide a wide-ranging and in-depth skillset in a variety of roles, including refuge worker, IDVA, outreach and children's worker.

Bespoke Training

Requests for bespoke training are designed around the specific needs of the work being carried out by the contracting organisations, for example:

Personal Support Unit (PSU) for Family courts

Approximately 300 staff in total (paid and volunteers) received further bespoke domestic abuse training with focus on family court proceedings. Staff travelled from their local courts to five allocated training locations to attend the training, which were, Birmingham, Sheffield, Liverpool, London and Leeds.

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Department of work and Pensions (DWP)

A further 330 staff received the tailored training on domestic abuse, which relates specifically to the Jobcentre environment. The training was delivered to staff in jobcentres throughout the country and also involved speaking at Senior leaders' conferences. The aim of DWP was to have trained domestic abuse points of contact in every jobcentre that would work closely with their local domestic abuse services. The then Work and Pensions Secretary, Amber Rudd, met Women's Aid staff and DWP managers that had received the training at a member service in London in July.

Nottinghamshire Police DA Matters training

Women's Aid Training Centre obtained the College of Policing Licence in 2019 to deliver their DA Matters Change Programme. Between September and December, 1200 police officers were trained in the programme and a further 120 officers to become DA Champions.

Facilitators training

The facilitators training remains popular and covers several programmes. You and Me Mum (supporting women with young children), Helping Hands (for professionals working with children and young people) and The Power to Change (how to set up support groups for survivors of domestic abuse). The requests for the training come from a mixture of our membership, Children's Centres and organisations, such as Barnardos. In total 125 people were trained to facilitate the programmes, whilst keeping survivors at the heart of the delivery.

Domestic Violence in the Workplace training

Our partnership with the Kering Foundation has gone from strength to strength, with more of their brands coming on board to receive the Domestic Abuse in the Workplace training. We have delivered the training and supported the introduction of work-based policies and procedures for L'Oreal and Yves Saint Laurent, and Briony in Paris throughout 2019/20.

We have also provided domestic abuse training for Ticketmaster, Alliance Housing and Orion Housing.

On-Track training

A further 10 organisations have received On-Track (the Women's Aid case management system and outcomes framework for domestic abuse services) training.

CPD courses

Our most popular courses this year have been Coercive Control, Vicarious Trauma, Financial Abuse and Asylum-seeking, Refugee and Migrant women support.

Change That Lasts is our plan for a future where all survivors get the right response to domestic abuse the very first time

The Women's Aid Federation England and Welsh Women's Aid partnership Change That Lasts programme continues to flourish with investment from the Department of Culture Media and Sport and The Community Foundation. Key highlights for the programme this year include:

Our 'Ask Me' community ambassador programme has been delivered by ten more members. To achieve sustainability we are piloting a social franchise model. We now have over 1,000 Ask Me ambassadors across England providing survivor centred messaging in their communities, challenging victim blaming and sexism and helping survivors talk about their experiences when they are ready.

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Our Trusted Professional programme works with organisations of professionals who come into contact with victims of domestic abuse. It builds on women's experiences, and tackles systems as well as training people within those organisations. In Sunderland and Nottingham/shire we have piloted this with Early Help services and in Surrey we have piloted with the DWP covering 150 frontline staff.

Our Change That Lasts offer for member services, called Expert Voices, is situated in a Practice Framework with innovative visual tools, rooted in the evidence-based Space for Action concept. We are piloting the tools in each Community Funded area and have expanded to include two specialist BME led by, and for, services as well as My Sisters Place, the specialist trauma informed service which contributed to the development of the Framework and tools.

The University of Central Lancashire (UCLAN) has evaluated a second year's delivery of Ask Me and Trusted Professional in National Lottery Community Fund sites. Findings show continued increase in knowledge, understanding, awareness, confidence and skills in responding to domestic abuse, immediately after Ask Me and Trusted Professional training. These reports also show recommendations from UCLAN's year 1 reports have been utilised to improve practice, and this is reflected in year 2 findings.

Findings from UCLAN's year two reports, our own Impact Briefings and internal monitoring of data, for delivery which took place December 2018 to December 2019 will be reflected on in the coming months to continue to improve delivery and sustain best practice. The potential for Change That Lasts to create a step change in society's response to domestic abuse is becoming evidenced from our early findings.

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4) WOMEN'S AID IS A STRONG ORGANISATION WITH FULFILLED PEOPLE, A SUSTAINABLE WORKPLACE AND FUNDS MAXIMISED

- **Communications systems that provide feedback and learning for continuous development**
- **Flexible and agile culture to respond to changes and challenges**
- **IT, HR and finance systems processes that reflect and support an organisation of our size and complexity**

We use digital tools to provide staff with ways to feedback and for us to learn. As well as our online anonymous suggestion box for staff, we have an annual staff survey which was updated in 2019/20, the outcomes of which will be used by the board to guide decision making; we have also implemented a staff intranet which greatly aids internal communication. Yammer groups continue to be used for work related exchanges and learning on different topics.

Although our ability to support paid for training is limited by budgets, we continue to allocate eight 'career development' days for each member of staff and have introduced career development loans to support independent study. We are exploring options for accessing the government's apprenticeship scheme funding.

Trialling of appraisal systems has led us to roll out an approach that celebrates staff strengths and build action led goals that work with and develop those.

Our ability to respond to changes and challenges was exemplified in rising to the challenge of the rapid development of an online chat service which has become the sector leader. As we moved into a lockdown phase at the end of the year this service became more desperately needed and we have been able to bring in additional funds to develop it to rise to the challenges of the shifting environment.

In the face of the unprecedented challenges posed by COVID-19 and the lockdown on Women's Aid, services and women facing an escalation of abuse, we have created new resources for survivors, successfully lobbied the government for support for services and raised awareness of the plight of people incarcerated with their abusers during this period. The government joined in an awareness raising campaign to highlight that people should not feel alone and can find support, signposting survivors to our Live Chat service. We have been agile in rising to these challenges and have successfully raised significant funds to ensure we can continue to meet them as 2020 proceeds through the pandemic.

This year we have undergone a number of cost efficient system improvements across the Finance & Operations teams. A HR system was chosen and has been implemented during 19/20 and plans are in place to outsource our payroll from the beginning of 20/21. A new finance system has also been scoped and implemented during 19/20 for use from the 1st April 2020. These system improvements are driving process improvements across the teams and the organisation will start to see the considerable improvements in management information over the next year.

Many of our HR policies were updated during the year and a comprehensive HR strategy and business plan has been launched which covers the key strategic themes of: Employee experience & engagement; Equality, diversity & inclusion, Learning & Development, Talent management, Performance & reward, Digital working and developing an effective HR service.

- **Grow our income so that it is 50/50 unrestricted/restricted**

We continue to work to achieve full cost recovery across all of our projects funded by restricted funds.

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Our community fundraising continues to see growth as do large gifts thanks to developing relationships with key and new corporate partners. We continue to develop our digital fundraising through implementing our lead generation campaigns and successfully increase our unrestricted income by increasing regular gift income. More information about our excellent fundraising performance this year, is further in this report.

We have begun a dialogue with our members to map out how we can increase unrestricted funding together and thus greater sustainability for us all. Our fundraising has also pivoted to raise new funds to support our rapid new digital service development, which it has done phenomenally successfully.

MAINTAINING THE CHARITY AS FIT FOR PURPOSE

As an organisation, we have been continuing to look at internal renewal and strengthening as befits a charity of our size, subsequent to a period of income fluctuation. We are looking at continuing to update our governance and processes which will be pursued in the coming year, plus future strategy developments after a new CEO joins us, to take us forward. New board members and advisors will join our subcommittees and internal team structures will be developed to ensure we are able to support our plans, as well as manage risk.

How our strategic aims and charitable activities deliver public benefit

Women's Aid exists to use its expertise, knowledge and influence to raise the status of women to a level where violence against them is no longer legitimised or tolerated. Our charitable activities all aim to deliver on the four key strategic outcomes, which are:

1. Key target audiences understand coercive control, its impact and the diverse experiences of survivors.
2. Legislation and policy framework strengthened to protect survivors, their children and the specialist services supporting them.
3. More effective state, private and specialist sector response to domestic violence and abuse.
4. Women's Aid is established as a sustainable organisation with the ability to grow.

These outcomes are underpinned by a series of departmental business plans, which ensure that we focus limited resources where they are best placed to deliver on them. The Women's Aid Theory of Change and business plans are shared with funders and other key stakeholders.

The board has referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities in both the annual business planning and longer-term strategic planning cycles. In particular, the Trustees have considered how planned activities will contribute to the aims and objectives that have been set and ensured that this is clearly articulated both internally and externally, and appropriately documented and shared.

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KEY CHARITABLE OBJECTIVES FOR 2020-21

We will have the following one-year aims:

1. Women's Aid is securing the changes that survivors and services need during COVID 19.

Objectives:

- Leading coordinated policy and campaigning on domestic abuse and other forms of violence against women and girls (VAWG) with a wide partnership of organisations.
- Effectively supporting and representing our member services at national level, and advocating for the changes they require to remain sustainable, in this time of unprecedented challenge.
- Ensuring that survivors, as experts by experience, are heard and their needs represented within the national response to domestic abuse during COVID 19.
- Ensuring the resilience of Women's Aid and its resources during the pandemic.

2. Women's Aid provides strong leadership in influencing policy and practice responses to domestic abuse.

Objectives:

- The Domestic Abuse Bill meets survivors' needs and our key priorities are included in the amendments, debates and / or measures in the Bill.
- Leadership in the public policy agenda in relation to key strategic areas for WA, including Change That Lasts, welfare reforms and Universal Credit, housing and homelessness, online abuse and harms, family courts and child contact, Brexit, immigration and NRPF, legal aid, children and child protection, divorce and other priorities as and when they arise.federation
- Women's Aid creates a strong evidence base to support our influence.

3. Women's Aid is a strong, sustainable federation led by members.

Objectives:

- Improve membership structures and central offer to members.
- Promote the quality and sustainability of member services.
- Ensure local and regional member knowledge and voice influences our work.
- Create recognisable and evaluated Change That Lasts products for members which increase their sustainability and drive the provision of consistent quality services.

4. Survivors and their children have access to high quality information and support when they need it.

Objectives:

- Provide survivors of domestic abuse and their supporters with information, resources and direct support through a range of digital means.
- Ensure all our work is informed by the diverse voices and experiences of survivors.
- Provide support, tools and training to improve professional and community responses to domestic abuse.
- Use our profile raise awareness of domestic abuse and gender-based violence, and promote support available.
- Advocate for the needs led, strengths based, trauma-informed approach we know survivors value.

5. Women's Aid is a strong, financially viable organisation with a stable, diversified workforce ensuring anti-racist attitudes are at the heart of the work we do.

Objectives:

- Support to the organisation for new business/ income generation ideas.
Support progress towards a diverse workplace with robust anti-oppressive, and anti-racist policies and practice.
- Improve our profile by working with, media, high profile supporters using our social media channels and advising on storylines and national campaigns to ensure we retain a prominent profile and lead in the domestic abuse sector.

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FINANCIAL REVIEW

Financial position

The charity's total income amounted to £5,483,520 (2019: £5,686,670). This includes a valuation for generously donated services and facilities of £181,742 (2019: £247,151 - see note 2 of the accounts for more information). Underlying income excluding donated services and facilities was £5,301,778 (2019: £5,439,519).

Total expenditure for the year amounted to £5,239,978 (2019: £6,017,266). Underlying expenditure excluding the value of donated services was £5,058,236 (2019: £5,770,115).

The charity's assets are available and adequate to fulfil its obligations on a fund by fund basis.

The charity had a planned deficit budget in 2019/20 of £325,204. However, the charity's performance during the year resulted in an actual net surplus of £243,542 made up of restricted funds deficit of £127,853 and unrestricted funds surplus of £371,395 (2019: £101,627). The restricted reserves deficit was funded by restricted funds carried forward from 18/19 and this notably allowed the successful completion of two of our restricted projects (The Sooner the Better / Trusted Professionals and The Police Transformation Fund Perpetrator work).

Reserves

The total balance of funds at 31st March 2020 amounts to £1,455,209 (2019: £1,211,667). This includes restricted funds of £744,975 (2019: £872,828). The balance of unrestricted funds at 31st March 2020 was £710,234 (2019: £338,839). Of these unrestricted funds, free reserves (calculated as total unrestricted funds, less designated funds and tangible fixed assets) amounted to £710,234 (2019: £338,839).

The board considers that the state of the charity's affairs is satisfactory, and that the charitable company is well situated to carry out its objectives in the future.

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Principal funding sources

Women's Aid continued to benefit from a wide range of funding sources during 2019-20 and a summary of our principal funders (those that amount to more than 5% of total income) is set out below:

Funder	% of total income	Projects supported by funding
National Lottery Community Fund	25%	Change That Lasts pilots as part of Roadmap for System Change partnership with SafeLives
Department of Culture Media and Sport	12%	Ask Me Plus.
Home Office	5%	National Domestic Violence Helpline (run in partnership with Refuge)
Ministry of Housing, Communities and Local Government	6%	Routes to Support, No Woman Turned Away Project
London Councils	6%	Pan-London Domestic and Sexual Violence Helplines and coordinated access to refuge provision

Income in support of key objectives

A summary of income in support of key projects and activities, shown as a proportion of total income during the year, is set out below, and accounted for 63% of total income:

Change That Lasts	40%
Freephone 24-hour National Domestic Violence Helpline & Direct Services	12%
Sustainable Services Project	3%
Routes to Support	3%
No Woman Turned Away	3%

A further 8% of our income was self-generated from earned income consisting of National Training Centre course fees and income from our annual conference, membership fees, sales of publications and merchandise, as well as advertising space. Women's Aid remains committed to increasing funding from these valuable sources.

Support for key activities

Expenditure on the projects highlighted in the section above accounted for 61% of total expenditure. In addition, several projects and core activities were supported by restricted funds brought forward and unrestricted reserves in 2019-20, as set out in note 20.

Fundraising performance

- Raised: £5,300,800

In 2019, we noted a huge increase in income raised through our public-facing fundraising activity, and across all of our fundraised income streams having generated over **£5,300,800** through statutory, voluntary and earned income. We are enormously grateful to all those organisations and individuals who have supported our work over the course of the year, and remain committed to working with our existing funders to deliver effective solutions to domestic abuse.

Women's Aid continually strives to increase our stance as a sustainable organisation, through research and testing to increase our income from individuals, predominantly as unrestricted donations, which enable the charity to respond quickly to opportunities to improve provision or practice which would take many months for a restricted funder to be able to support.

In 2019 we launched our first emergency appeal to raise vital funds for our brand new live chat service to support survivors. This was huge successful raising over £500,000 (target £200,000) this campaign also resulted in us seeing a huge increase in unrestricted donations to Women's Aid to support our work.

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We would like to thank the large numbers of individuals who have continued to loyally support our work through making regular donations, responding to appeals, taking part in sponsored challenges, organising events, and speaking out on their own social media and within their networks about the importance of challenging domestic abuse.

We would also like to thank the loyal and committed full and associate members of our federation whose subscriptions enable us to develop our member support activities.

Community

We are extremely lucky to have some wonderful supporters and wish to thank our dedicated Women's Aid runners - #TeamWomensAid - for their contribution to us this past year. Demand for our places in running events continues to grow and we have seen a real appetite for our new event - Bristol 10k - which we bought places in for the first time this year.

At the latter end of the year we expanded our Community fundraising to include virtual challenges and the initial response to this from supporters has been very positive. We intend to build on this in the next financial year.

We also want to thank the increasing number of fundraisers who continue to organise and participate in their own events and challenges to raise funds for us. We have a range of community supporters, from those taking on epic challenges such as Tish Joyce, a survivor and supporter, who completed her 2000km unassisted run across Europe, to a group of tattoo artists who hosted a 'flash sale' in November to mark the International Day for the Elimination of Violence against Women. The day went amazingly well and they manage to raise over £4,000 for Women's Aid.

We are very grateful to our corporate supporters, who are an integral part of our movement to end domestic abuse. We would also like to recognise those corporate supporters who wish for their contributions to remain anonymous, and those we have not been able to name here. This year we have been generously supported by:

- AVON UK
- Dinny Hall
- Diana Porter
- The Kering Foundation
- Pimco
- Refinery 29
- Etre Cecile
- Bloom and Wild
- Ella's Kitchen
- I Saw It First
- London Lash Pro
- Yawn London
- Enterprise RAC UK Limited

We are once again incredibly grateful to the Chartered Institute of Housing for choosing to continue to support Women's Aid as their chosen charity partner of the year, and we look forward to continuing this powerful partnership to raise much needed funds and awareness.

Women's Aid relies on income from trust and statutory sources, and is proud to work in partnership with the following funders to achieve our mission:

- The National Lottery Community Fund (previously the Big Lottery Fund) is generously supporting our joint initiative with SafeLives until 2021, helping to transform responses to domestic abuse through our Shared Roadmap for System Change.

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- We received funding from Waltham Forest Borough Council who commissioned Community training of our Ask Me programme in a pilot site in Waltham Forest.
- The Lloyds Bank Foundation for England and Wales are supporting our work on the domestic abuse bill, ensuring we have the capacity to fully engage in its development.
- The Oak Foundation has enabled us to continue our vital sustainability work with members of the federation through our Procurement and Impact project.
- The Home Office, London Councils and Comic Relief continued their commitment to the National Domestic Violence Helpline, which we ran in partnership with Refuge. The Helpline was also generously supported by the Marsh Christian Trust, the Paul Bassham Charitable Trust, The Rhododendron Trust, and the Pilkington Charities Fund. Since 1st November 2019 the helpline has been solely managed by Refuge, with National Domestic Violence Helpline specific funding transferred over to Refuge.
- The Home Office provided additional funding to enable us to increase capacity on the helpline and to undertake scoping work for our digital services.
- The Ministry of Housing, Communities and Local Government continues its commitment to Routes to Support and the No Woman Turned Away project, supporting women to access local services and refuge provision.
- The Henry Smith Charity has provided vital funding for our Survivors' Forum, a safe online community providing peer support for women who have been affected by domestic abuse. The Survivors' Forum has also been generously supported by The Persula Foundation, The Schroder Charity Trust and The Eleanor Rathbone Charitable Trust. We also received funding from the Mind "Women Side by Side" programme to enable its expansion and development of the Survivors' Forum, ensuring women who face multiple forms of disadvantage, (including those with mental health support needs) receive the support they need.
- Matrix Causes Fund supported us to provide high quality, vital training to increase our members' understanding of procurement processes and enhance their ability to influence local commissioning of domestic violence services.
- We received funding towards our Live Chat Helpline from The Zochonis Charitable Trust, The Souter Charitable Trust, The 29th May 1961 Charitable Trust, The Grace Trust and John Coates Charitable Trust.
- Comic Relief awarded us a Tech vs Abuse grant to use digital to better support survivors and enable earlier intervention. City Bridge Trust has awarded us funding to explore social investment and become investment ready. The Kering Foundation has provided funding to help Women's Aid expand our On Track service. Peoples Postcode Lottery have supported our work to raise the profile and status of services and validate the expertise and professionalism of the VAWG sector's workforce, contributing to the long term sustainability of the domestic abuse sector.
- The Police Transformation Fund provided funding to Respect and Women's Aid to develop and pilot an early intervention programme for perpetrators of domestic abuse inspired by the Change That Lasts principles.
- The Legal Education Foundation has continued to generously fund our Law in the Making project, enabling domestic abuse survivors to undergo a real life study of the law during the passage of the domestic abuse bill.
- Nesta awarded us a Democracy Pioneers Award to recognise the Law in the Making project and to fund further development in this area of furthering everyday democracy. e.
- The Department for Digital, Culture, Media and Sport has supported our Ask Me Plus project with funding from the Tampon Tax Fund. The Ask Me Plus project has enabled Women's Aid Federation of England, Welsh Women's Aid, Scottish Women's Aid and Women's Aid Federation of Northern Ireland to expand and develop Ask Me.
- Continued support from the Sylvia Adams Charitable Trust has enabled us to ensure the quality of children's support services run by local domestic abuse organisations.

WOMENS AID FEDERATION OF ENGLAND

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2020

We are grateful to the David Family Foundation, Ian Mactaggart Trust, The Jusaca Charitable Trust, Edward S Smyth Trust, The Dischma Charitable Trust, The Hon M L Astors 1969 Charity, The Rest-Harrow Charitable Trust, The M S Watson Charitable Trust, Frank Litchfield General Charitable Trust, The Mrs Wingfield Charitable Trust and The Frank and Elizabeth Robertson Charitable Trust for their support of our core costs, enabling us to direct funds where they are most needed to support women and children affected by domestic abuse.

Stewardship

We continued to test and develop our digital lead generation campaigns with the aim of growing the number of regular supporters. We anticipate running more campaigns like these in the next year to improve performance.

Working closely with the Comms team, the 16 Days of Action campaign ran smoothly to coincide with our December Appeal, which was one of our most successful December appeals to date. It exceeded our income target, raising thousands of pounds of unrestricted funding.

To coincide with International Women's Day, we launched our first ever urgent appeal to raise desperately needed funds to maintain the running of the Live Chat service. This appeal was a huge joint effort of Fundraising and Comms teams. Shortly after the launch of the appeal we found ourselves quickly responding to Covid-19, reworking aspects of the appeal to reflect the situation. We have successfully reached and exceeded the target thanks to the general public and corporate donors, meaning the Live Chat service can continue running next year. This has been our most successful appeal to date and we are overwhelmed by and incredibly grateful for the generosity of our supporters.

Legacies

Women's Aid continues to benefit from the kindness and generosity of individuals who have bequeathed us gifts in their wills. Their gifts have helped us to achieve many of the successes detailed in this report, the impacts of which will be felt for years to come.

Investment performance

Under the terms of the Memorandum and Articles of Association, the charity may invest monies of Women's Aid not immediately required for its own purposes in or upon such investments, securities or property as may be thought fit. The level of the charity's reserves is such that investment is limited to short-term markets rather than any long term strategy, although other options continue to be explored. Over the past year we have continued to take a prudent view in terms of the security of the charity's reserves rather than pursuing the highest return. The investment policy is being kept under review to take account of investment opportunities whilst maintaining a low-risk strategy.

Reserves policy

The reserves policy has been reviewed and updated during this financial year.

The board recognises that the charity serves many beneficiaries with an ongoing need and as such the organisation's reserves policy has been set with the long term financial viability of the charity as a critical factor and within the context of the short-term nature of funding contracts.

Trustees have determined that free reserves should be set at an amount sufficient to support core operating and wind down costs for a minimum period of three months and a maximum of six months. The current level of free reserves of £710,234 would be sufficient to support core operating and wind down costs for six months (2019: three months).

WOMENS AID FEDERATION OF ENGLAND

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Women's Aid Board of Trustees is responsible for overseeing the management of the charity and delegates this responsibility on a day-to-day basis to the Chief Executive. The Director of Services and Director of Income Generation and External Affairs have been undertaking a split role to act up to cover the vacant Chief Executive position, which is currently being advertised. At present, there is a staff team of 72 full and part-time staff and one volunteer.

Financial and operational policies, agreed by the board, are also in place, which govern the management of the charity. The organisation's Theory of Change, reviewed periodically in a process involving both the board and the full staff team, provides the framework for the charity's annual business plan, which is produced as part of an annual planning, consultation and budgeting cycle. Annual work plans enable the delivery of the core and development objectives, which are approved by the board, and monitoring against these plans forms the basis of quarterly reports to the Trustee meetings.

WOMENS AID FEDERATION OF ENGLAND

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2020

Risk management

The Executive Management Team (EMT) has conducted a review of the risks to which the charity is exposed. A risk register is updated regularly by the Heads of and Management teams, with review and approval sought at the board's quarterly meetings. The risk register is intended to manage and monitor strategic organisational risks, with a focus on those with financial or reputational consequences. It is not a comprehensive list of every risk facing the organisation, it recognises that the organisation has a set of policies which cover the most common operational issues. Issues like these would only be highlighted if it was felt they had reached the level of a strategic risk. Policies, systems and procedures form part of the process to mitigate risks identified within the register and are also regularly reviewed.

The scoring of risks is based on discussion among the EMT and the managers in the organisation. It has also been influenced by recent in-depth risk analyses of partnership projects. These projects have their own risk registers shared with partners.

Website

Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Pay policy for senior staff

The board considers that the EMT comprises the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. All Trustees give up their time freely and no Trustee received remuneration in the year. Details of Trustees' expenses and related transactions are disclosed in the accounts.

The pay of the staff is reviewed annually, and the charity considers whether it is affordable to increase pay in accordance with average earnings. If recruitment has proven difficult in the recent past, a market addition may also be paid with the pay maximum no greater than the highest benchmarked salary for a comparable role.

Connections to wider network

Women's Aid is a federation of 166 organisations providing 274 lifesaving local services to women and children across England. Our network also includes a further 64 organisations run by non-members who are engaged with us through the Routes to Support database of services. The year on year reduction in members is primarily caused by services closing due to loss of funding, or merging in order to meet the requirements of statutory funders.

The charity works in partnership with a range of statutory, voluntary, corporate and other bodies to deliver its mission and achieve its objectives. Membership is based on signing an agreement to support the charity's mission, aims and objectives. There are two membership categories:

1. Full Members: organisations that deliver direct services
2. Associate Members: other supporting organisations

Women's Aid local member services provide a range of refuge and community-based services to address domestic violence including sexual violence in intimate partner relationships. Members work to national standards for service delivery, including the Women's Aid National Quality Standards which cover all aspects of service delivery, as well as using model policies and procedures developed by Women's Aid.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03171880 (England and Wales)

Registered Charity number

1054154

WOMENS AID FEDERATION OF ENGLAND

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2020**

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also the directors of Womens Aid Federation of England 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, Bevan Buckland LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of Trustees on 21st September 2020 and signed on its behalf by:


.....

Karen McMahon
Trustee (Interim Treasurer)



Sarah Hill
Trustee (Chair)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF WOMENS AID FEDERATION OF ENGLAND

Opinion

We have audited the financial statements of Womens Aid Federation of England (the 'charitable company') for the year ended 31 March 2020 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 2020 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.

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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF WOMENS AID FEDERATION OF ENGLAND

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters where 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; or
- the Trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

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. 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 members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 members as a body, for our audit work, for this report, or for the opinions we have formed.



Alison Vickers (Senior Statutory Auditor)
for and on behalf of Bevan Buckland LLP
Chartered Accountants
And Statutory Auditors
Langdon House
Langdon Road
SA1 Swansea Waterfront
Swansea
SA1 8QY

Date: 21st September 2020

WOMENS AID FEDERATION OF ENGLAND

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2020**

		Unrestricted funds	Restricted funds	2020 Total funds	2019 Total funds
	Notes	£	£	£	£
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	1,191,513	128,487	1,320,000	1,193,851
Charitable activities					
Change That Lasts	5	-	2,200,296	2,200,296	2,403,522
Direct Services		-	1,030,603	1,030,603	1,084,230
Campaigning		-	65,000	65,000	59,670
Training and support for Members		-	407,566	407,566	523,743
Other Activities		-	-	-	27,439
Other trading activities	3	434,934	24,144	459,078	393,504
Investment income	4	977	-	977	711
Total		1,627,424	3,856,096	5,483,520	5,686,670
EXPENDITURE ON					
Raising funds					
Raising donations and legacies	6	372,285	-	372,285	382,628
Other trading activities	7	358,917	2,414	361,331	360,051
		731,202	2,414	733,616	742,679
Charitable activities					
Change That Lasts	8	-	2,389,974	2,389,974	2,693,759
Direct Services		-	980,502	980,502	1,106,128
Campaigning		-	70,827	70,827	106,694
Training and support for Members		-	408,408	408,408	439,974
Other Activities		509,549	147,102	656,651	928,032
Total		1,240,751	3,999,227	5,239,978	6,017,266
NET INCOME/(EXPENDITURE)		386,673	(143,131)	243,542	(330,596)
Transfers between funds	19	(15,278)	15,278	-	-
Net movement in funds		371,395	(127,853)	243,542	(330,596)
RECONCILIATION OF FUNDS					
Total funds brought forward		338,839	872,828	1,211,667	1,542,263
TOTAL FUNDS CARRIED FORWARD		<u>710,234</u>	<u>744,975</u>	<u>1,455,209</u>	<u>1,211,667</u>

WOMENS AID FEDERATION OF ENGLAND

**BALANCE SHEET
31 MARCH 2020**

	Notes	Unrestricted funds £	Restricted funds £	2020 Total funds £	2019 Total funds £
CURRENT ASSETS					
Debtors	16	215,264	502,411	717,675	294,179
Cash at bank		<u>626,241</u>	<u>964,994</u>	<u>1,591,235</u>	<u>1,675,574</u>
		841,505	1,467,405	2,308,910	1,969,753
CREDITORS					
Amounts falling due within one year	17	(131,271)	(722,430)	(853,701)	(758,086)
		<u>710,234</u>	<u>744,975</u>	<u>1,455,209</u>	<u>1,211,667</u>
NET CURRENT ASSETS					
		<u>710,234</u>	<u>744,975</u>	<u>1,455,209</u>	<u>1,211,667</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>710,234</u>	<u>744,975</u>	<u>1,455,209</u>	<u>1,211,667</u>
NET ASSETS					
		<u>710,234</u>	<u>744,975</u>	<u>1,455,209</u>	<u>1,211,667</u>
FUNDS					
	19			710,234	338,839
Unrestricted funds				<u>710,234</u>	<u>872,828</u>
Restricted funds				<u>744,975</u>	<u>872,828</u>
TOTAL FUNDS					
				<u>1,455,209</u>	<u>1,211,667</u>

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 and authorised for issue on 21st September 2020 and were signed on its behalf by:


 ..
 Karen McMahon
 Trustee (Interim Treasurer)


 Sarah Hill
 Trustee (Chair)

WOMENS AID FEDERATION OF ENGLAND

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2020**

	Notes	2020 £	2019 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(85,316)</u>	<u>243,966</u>
Net cash (used in)/provided by operating activities		<u>(85,316)</u>	<u>243,966</u>
Cash flows from investing activities			
Interest received		<u>977</u>	<u>711</u>
Net cash provided by investing activities		<u>977</u>	<u>711</u>
Change in cash and cash equivalents in the reporting period			
		(84,339)	244,677
Cash and cash equivalents at the beginning of the reporting period		<u>1,675,574</u>	<u>1,430,897</u>
Cash and cash equivalents at the end of the reporting period		<u><u>1,591,235</u></u>	<u><u>1,675,574</u></u>

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2020**

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

	2020 £	2019 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	243,542	(330,596)
Adjustments for:		
Depreciation charges	-	7,679
Interest received	(977)	(711)
Decrease in stocks	-	4,433
Increase in debtors	(423,496)	(5,790)
Increase in creditors	<u>95,615</u>	<u>568,951</u>
Net cash (used in)/provided by operations	<u>(85,316)</u>	<u>243,966</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.19 £	Cash flow £	At 31.3.20 £
Net cash			
Cash at bank	<u>1,675,574</u>	<u>(84,339)</u>	<u>1,591,235</u>
	<u>1,675,574</u>	<u>(84,339)</u>	<u>1,591,235</u>
Total	<u>1,675,574</u>	<u>(84,339)</u>	<u>1,591,235</u>

WOMENS AID FEDERATION OF ENGLAND

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Going Concern

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value assets held by the charity.

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.

Donations are recognised when the Charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the Charity before the Charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the Charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the Charity.

Deferred income represents amount received for future periods and is released to incoming resources in the period for which, it has been received. Such 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.

Where services or facilities are provided to the Charity as a donation that would normally be purchased from our suppliers this benefit is included in the financial statements at its fair value unless its fair value cannot be reliably measured, then at the cost to the donor to the resale value of goods that are to be sold.

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.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

WOMENS AID FEDERATION OF ENGLAND

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2020

1. ACCOUNTING POLICIES - continued

Governance costs

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustee's meetings and reimbursed expenses.

Allocation and apportionment of costs

Support costs include central functions and have been allocated the activity cost categories on a basis consistent with the use of the resources, for example, allocating property costs by floor area, or per capita, staff costs by the time spent and other costs by their usage.

Tangible fixed assets

When a new item of equipment is purchased greater than £1,000, it is capitalised.

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

Office equipment 25% Straight line

Taxation

The Charity is considered to pass the test set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

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.

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

WOMENS AID FEDERATION OF ENGLAND

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2020

1. ACCOUNTING POLICIES - continued

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the Charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective method.

Financial Instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the Charity after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transactions costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the Charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the Charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the Charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

2. DONATIONS AND LEGACIES

	2020	2019
	£	£
Donations	978,056	904,943
Legacies	160,202	41,757
Donated services and facilities	<u>181,742</u>	<u>247,151</u>
	<u>1,320,000</u>	<u>1,193,851</u>

Legacy income has been accrued where the Charity has been notified that it is entitled to a reasonable estimate of monies. However, the timing of these monies is uncertain as the legacies are subject to the realisation of assets within the legacy estate, which from past experience can take more than a year to be realised.

In addition to the generous financial support receive from all of our supporters over the last 12 months, we would also like to extend our gratitude to those individuals and organisations who donated products and services to Women's Aid and in particular Freshfields for legal support, research, conference facilities and a range of other services.

Donated services during the year are

	2020	2019
	£	£
Freshfields - Policy Support (Legal pro-bono)	76,644	173,208
Morrison & Foerster (UK) LLP (Legal pro-bono)	40,654	-
Google Adwords	-	34,619
Linklaters LLP (Legal pro-bono)	25,000	-
Engine Group	19,500	-
Facebook	5,700	1,500
Blitz	-	10,824
D&D London Skylon	-	27,000
Taylor Wessing LLP (Legal pro-bono)	8,446	-
Kemp Little LLP (Legal pro-bono)	4,463	-
Bristol University	<u>1,335</u>	-
	<u>181,742</u>	<u>247,151</u>

3. OTHER TRADING ACTIVITIES

	2020	2019
	£	£
Membership	97,630	87,725
Publications	8,282	8,139
Consultancy & Speakers' fees	7,967	25,129
National Training Centre	262,781	200,979
National Conference	45,692	51,703
Other conference and events	15,160	960
Advertising and merchandise	<u>21,566</u>	<u>18,869</u>
	<u>459,078</u>	<u>393,504</u>

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

4. INVESTMENT INCOME

	2020	2019
	£	£
Deposit account interest	<u>977</u>	<u>711</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	2020	2019
Activity	£	£
Grants Change That Lasts - BLF Funded pilots	1,376,763	1,444,908
Grants Change That Lasts - Sooner The Better/Ask me	-	5,000
Grants Change That Lasts - Police Transformation Fund Perpetrator Work	146,004	142,593
Grants Change That Lasts - Ask Me' Pilot (Waltham Forest)	16,999	16,999
Grants Change That Lasts - DMCS	660,530	794,022
Grants National Domestic Violence Helpline & Direct Services	649,102	683,703
Grants Survivors' Forum	15,256	48,129
Grants Routes to Support	159,181	156,060
Grants No Woman Turned Away	177,065	175,499
Grants Love Respect	30,000	20,839
Grants DVA Bill (Legal Education Foundation)	50,000	35,000
Grants DVA Bill (Lloyds Bank Foundation for England and Wales)	15,000	24,670
Grants Children & Young People's programme	70,000	50,000
Grants Oak foundation	181,545	167,856
Grants Sustaining Specialist Services (Imkaan and Women's Aid Partnership)	-	190,779
Grants Research on Track	131,025	57,712
Grants QMUL	-	2,256
Grants Big Potential Social Investment	-	32,640
Grants Apprenticeship	-	20,000
Grants Survivors Participation Panels	-	2,500
Grants Other Activities	-	27,439
Grants Accessible information & earlier intervention	<u>24,995</u>	<u>-</u>
	<u>3,703,465</u>	<u>4,098,604</u>

Grants received, included in the above, are as follows:

	2020	2019
	£	£
Home Office	291,837	455,049
London Councils	314,922	314,322
Lloyds Bank Foundation for England and Wales	15,000	215,449
Comic Relief	74,995	55,000
The National Lottery Community Fund (Formerly BLF)	1,376,763	1,444,908
Minister for Housing and Communities & Local Government	336,246	331,559
Avon Cosmetics UK Ltd	108,558	71,444
Waltham Forest Council	<u>16,998</u>	<u>16,999</u>
Carried forward	2,535,319	2,904,730

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

5. INCOME FROM CHARITABLE ACTIVITIES - continued

	2020	2019
	£	£
Brought forward	2,535,320	2,904,730
The Sylvia Adams Charitable Trust	-	50,000
Queen Mary University London	-	2,256
The Henry Smith Trust	-	35,000
Department for Digital, Culture, Media & Sport	660,530	794,022
Oak Foundation	181,545	167,856
Legal Education Fund	50,000	35,000
Other Small Grants	106,070	57,100
Big Potential Social Investment	-	32,640
People's Postcode Trust	-	20,000
Tesco	70,000	-
House of CB	30,000	-
YSL	70,000	-
	<u>3,703,465</u>	<u>4,098,604</u>

6. RAISING DONATIONS AND LEGACIES

	Unrestricted funds	Total	Total
	General	2020	2019
	£	£	£
Employment costs	222,185	222,185	213,951
Production of resources	12,546	12,546	9,288
Premises and office costs	25,870	25,870	22,349
Training, conference and events	8,494	8,494	13,353
Other costs	51,383	51,383	61,493
Promotion and advertising	144	144	36
Consultancy	23,059	23,059	26,641
	<u>343,681</u>	<u>343,681</u>	<u>347,111</u>
Direct Costs	343,681	343,681	347,111
Allocated support costs	28,604	28,604	35,517
	<u>372,285</u>	<u>372,285</u>	<u>382,628</u>

Allocated Support Costs (note 10)

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

7. OTHER TRADING ACTIVITIES

	2020	2019
	£	£
Purchases	<u>361,331</u>	<u>360,051</u>
	2020	2019
	£	£
Membership	69,650	63,710
Publication	8,585	6,884
Consultancy and Speaker Fees	1,703	15,644
National Tracing Centre	232,074	223,036
National Conference	45,660	47,317
Other Conference and Events	228	238
Advertising and Merchandise	<u>3,431</u>	<u>3,222</u>
	<u>361,331</u>	<u>360,051</u>

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

8. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Grant funding of activities (see note 9) £	Support costs (see note 10) £	Totals £
Change That Lasts - BLF Funded pilots	527,557	879,434	-	1,406,991
Change That Lasts - Sooner The Better / Trusted Professional	147,388	-	-	147,388
Change That Lasts - Police Transformation Fund Perpetrator Work	100,231	69,080	-	169,311
Change That Lasts - Ask Me' Pilot (Waltham Forest)	9,539	-	-	9,539
Change That Lasts - DMCS	235,167	421,578	-	656,745
National Domestic Violence Helpline & Direct Services	297,115	233,877	-	530,992
Survivors' Forum	67,942	-	-	67,942
Routes to Support	190,816	-	-	190,816
No Woman Turned Away	177,065	-	-	177,065
Love Respect	13,687	-	-	13,687
DVA Bill (Legal Education Foundation)	58,084	-	-	58,084
DVA Bill (Lloyds Bank Foundation for England and Wales)	12,743	-	-	12,743
Children & Young People's programme	63,342	-	-	63,342
Oak foundation & others	177,575	-	-	177,575
Research on Track	120,062	-	-	120,062
Big Potential Social Investment	3,332	-	-	3,332
Apprenticeship	16,739	-	-	16,739
Survivors Participation Panels	1,987	-	-	1,987
Campaign: Two Child Tax Credit Limit Policy	376	-	-	376
Other Activities	232,595	-	424,056	656,651
Accessible information & earlier intervention	24,995	-	-	24,995
	<u>2,478,337</u>	<u>1,603,969</u>	<u>424,056</u>	<u>4,506,362</u>

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

9. GRANTS PAYABLE

	2020	2019
	£	£
Change That Lasts - BLF Funded pilots	879,434	1,058,810
Change That Lasts - Police Transformation Fund Perpetrator Work	69,080	77,692
Change That Lasts - DMCS	421,578	621,191
National Domestic Violence Helpline & Direct Services	233,877	208,197
Sustaining Specialist Services (Imkaan and Women's Aid Partnership)	-	77,827
	<u>1,603,969</u>	<u>2,043,717</u>

The total grants paid to institutions during the year was as follows:

	2020	2019
	£	£
Safelives	659,434	749,137
Respect	10,000	10,000
Refuge	93,974	68,294
WGN	69,845	69,845
Rasacs	60,058	60,058
IMKAAN	-	77,827
Welsh Women's Aid	172,868	77,132
Rise	34,540	38,846
Women's Aid Integrated Service	-	15,000
Your Sanctuary	30,000	15,000
Birmingham & Solihull Women's Aid	-	25,000
Wearside Women in Need	50,000	75,000
East Surrey Domestic Abuse Service	50,000	65,000
Women's Aid Integrated Service	10,000	30,000
Action for Children	-	24,673
Wycombe Women's Aid	-	15,000
Nottingham Women's Aid	30,000	30,000
My Sister Place	30,000	65,000
Boston Women's Aid	34,540	38,846
Northern Ireland Women's Aid	104,346	27,625
Cambridge Women's Aid	-	50,000
Coventry Haven Women's Aid	-	50,000
HARV Outreach Team	-	50,000
Scottish Women's Aid	144,364	70,434
Southern Domestic Abuse Service	-	50,000
Staffordshire Women's Aid	-	50,000
Jewish Women's Aid	-	50,000
West Merica Women's Aid	-	50,000
Bexley Women's Aid	-	23,000
Black Women's Project	-	23,000
Sahali	10,000	-
Humraz	10,000	-
	<u>1,603,969</u>	<u>2,043,717</u>

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

9. GRANTS PAYABLE - continued

In accordance with Section 37 of the Local Government Act 1989, £80,905 of the grant from London Councils of £314,922 was used in respect of the period 1 April 2019 to 31 October 2019 towards the running costs and salaries of the free phone 24 hour national domestic violence helpline run in partnership with Refuge. From 1st November 2019, this grant has been used to fund Women's Aid management time for all strand coordination, contract monitoring and reporting, as well as overseeing the data collection project which includes collecting, analysing and reporting on the demand and use of refuges in London.

Grant Aid of £314,922 was received from London Councils for the year 2019/20 for the Pan-London domestic and sexual violence helplines and data collection project under Priority 2, Service area 2.3.

The following table illustrates how money was allocated across the partnership and that it has been used for the purposes outlined in the funding agreement.

		Grant	Grant Spent
Lead Partner A	Women's Aid Federation of England	£81,045	£80,905
Delivery Partner B	Respect	£10,000	£10,000
Delivery Partner C	Refuge	£93,974	£93,974
Delivery Partner D	RASASC	£60,058	£60,058
Delivery Partner E	Womens & Girls Network	£69,845	£69,845
		£314,922	£314,782

A sum of £140 remained unspent as at 31st March 2020. Women's Aid Federation of England will carry this sum forward to year 4.

All costs across the partnership:

	Grant	Grant Spent
Staff	£234,519	£232,969
Beneficiary	£1,970	£1,507
Other Direct Project	£37,699	£40,284
Overheads	£40,734	£40,021
	£314,922	£314,782

10. SUPPORT COSTS

	Staff costs	Admin costs	Other support costs	Total 2020	Total 2019
	£	£	£	£	£
Charitable activities	276,129	71,690	76,237	424,056	532,759
Cost of generating donations and legacies	<u>18,666</u>	<u>4,816</u>	<u>5,122</u>	<u>28,604</u>	<u>35,517</u>
	<u>294,795</u>	<u>76,506</u>	<u>81,359</u>	<u>452,660</u>	<u>568,276</u>

* including depreciation

Basis of allocation

Support costs are apportioned across the main activities of the charity on the basis of total staff time spent on each of these during the year.

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

11. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2020	2019
	£	£
Auditors' remuneration	15,054	13,068
Depreciation - owned assets	<u>-</u>	<u>7,679</u>

12. TRUSTEES' REMUNERATION AND BENEFITS

During the year Trustees were reimbursed expenses of £4,873 (2019: £3,211). Trustees' expenses represents the reimbursement of travel costs and other budgeted expenses to 4 (2019 - 8) members relating to attendance at meetings of Trustees.

During the year £935 (2019: £935) was paid in respect of Trustees' indemnity insurance.

13. STAFF COSTS

	2020	2019
	£	£
Wages and salaries	2,221,832	2,361,378
Social security costs	205,882	200,816
Other pension costs	<u>148,488</u>	<u>139,233</u>
	<u>2,576,202</u>	<u>2,701,427</u>

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

	2020	2019
Fundraising	5	7
Support	8	8
Charitable activities	<u>81</u>	<u>86</u>
	<u>94</u>	<u>101</u>

The total employee benefits of the key management personnel of the Charity were £158,128 (2019: £256,686).

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2020	2019
£70,001 - £80,000	2	-
£100,001 - £120,000	<u>-</u>	<u>1</u>
	<u>2</u>	<u>1</u>

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

14. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	1,107,735	86,116	1,193,851
Charitable activities			
Change That Lasts	-	2,403,522	2,403,522
Direct Services	-	1,084,230	1,084,230
Campaigning	-	59,670	59,670
Training and Support for Members	-	523,743	523,743
Other Activities	-	27,439	27,439
Other trading activities	348,140	45,364	393,504
Investment income	711	-	711
Total	1,456,586	4,230,084	5,686,670
EXPENDITURE ON			
Raising funds			
Raising donations and legacies	382,628	-	382,628
Other trading activities	358,299	1,752	360,051
	740,927	1,752	742,679
Charitable activities			
Change That Lasts	-	2,693,759	2,693,759
Direct Services	-	1,106,128	1,106,128
Campaigning	376	106,318	106,694
Training and Support for Members	-	439,974	439,974
Other Activities	805,899	122,133	928,032
Total	1,547,202	4,470,064	6,017,266
NET INCOME/(EXPENDITURE)	(90,616)	(239,980)	(330,596)
Transfers between funds	(11,011)	11,011	-
Net movement in funds	(101,627)	(228,969)	(330,596)
RECONCILIATION OF FUNDS			
Total funds brought forward	440,466	1,101,797	1,542,263
TOTAL FUNDS CARRIED FORWARD	338,839	872,828	1,211,667

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

15. TANGIBLE FIXED ASSETS

		Improvements to property £
COST		
At 1 April 2019 and 31 March 2020		<u>10,878</u>
DEPRECIATION		
At 1 April 2019 and 31 March 2020		<u>10,878</u>
NET BOOK VALUE		
At 31 March 2020		<u><u>-</u></u>
At 31 March 2019		<u><u>-</u></u>

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020 £	2019 £
Trade debtors	127,441	116,061
Other debtors	91,402	62,451
Accrued income	441,478	80,124
Prepayments	<u>57,354</u>	<u>35,543</u>
	<u><u>717,675</u></u>	<u><u>294,179</u></u>

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020 £	2019 £
Trade creditors	72,044	147,243
Grant payable	643,318	320,953
Social security and other taxes	382	-
VAT	3,517	4,882
Other creditors	3,322	25,898
Deferred income	38,555	34,351
Accrued expenses	<u>92,563</u>	<u>224,759</u>
	<u><u>853,701</u></u>	<u><u>758,086</u></u>

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

18. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2020 £	2019 £
Within one year	93,950	143,869
Between one and five years	4,072	168,638
In more than five years	<u>4,072</u>	<u>-</u>
	<u><u>102,094</u></u>	<u><u>312,507</u></u>

19. MOVEMENT IN FUNDS

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	338,839	386,673	(15,278)	710,234
Restricted funds				
Home Office	165,787	(168,708)	2,921	-
London Councils	-	140	-	140
Lloyds Bank Foundation for England and Wales	3,993	2,257	-	6,250
Other Small Grants	1,987	2,259	-	4,246
The National Lottery Community Fund (Formerly BLF)	313,877	(30,228)	-	283,649
The City Bridge Trust	49,000	-	-	49,000
Avon Cosmetics Uk Ltd	20,839	(681)	-	20,158
Waltham Forest Council	14,943	7,460	-	22,403
The Sylvia Adams Charitable Trust	33,167	(30,466)	(2,701)	-
Other Activities	33,973	(23,973)	(10,000)	-
Department for Digital, Culture, Media & Sport	8,324	3,785	-	12,109
Oak Foundation & others	124,253	6,475	23,313	154,041
Department of Health	21,988	(21,988)	-	-
Legal Education Foundation	10,740	(8,084)	-	2,656
RTS & Membership	29,102	3,857	-	32,959
Big Potential Social Investment	6,000	(3,332)	-	2,668
People's Postcode Trust	8,579	(6,739)	-	1,840
Campaign: Two Child Tax Credit Limit Policy	376	(376)	-	-
Women's Aid Members Contribution to Apprenticeship	25,900	-	(10,000)	15,900
Restricted donations	-	43,798	-	43,798
House of CB	-	30,000	-	30,000
Business Development	-	(11,745)	11,745	-
Tesco	-	23,333	-	23,333
YSL	-	<u>39,825</u>	-	<u>39,825</u>
	<u>872,828</u>	<u>(143,131)</u>	<u>15,278</u>	<u>744,975</u>
TOTAL FUNDS	<u><u>1,211,667</u></u>	<u><u>243,542</u></u>	<u><u>-</u></u>	<u><u>1,455,209</u></u>

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

19. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,627,424	(1,240,751)	386,673
Restricted funds			
Home Office	291,837	(460,545)	(168,708)
London Councils	314,922	(314,782)	140
Lloyds Bank Foundation for England and Wales	15,000	(12,743)	2,257
Comic Relief	74,995	(74,995)	-
Other Small Grants	39,766	(37,507)	2,259
The National Lottery Community Fund (Formerly BLF)	1,376,763	(1,406,991)	(30,228)
MHCLG	177,065	(177,065)	-
Avon Cosmetics Uk Ltd	108,558	(109,239)	(681)
Waltham Forest Council	16,999	(9,539)	7,460
The Sylvia Adams Charitable Trust	-	(30,466)	(30,466)
Other Activities	-	(23,973)	(23,973)
Department for Digital, Culture, Media & Sport	660,530	(656,745)	3,785
Oak Foundation & others	184,050	(177,575)	6,475
Department of Health	-	(21,988)	(21,988)
Legal Education Foundation	50,000	(58,084)	(8,084)
RTS & Membership	178,777	(174,920)	3,857
Big Potential Social Investment	-	(3,332)	(3,332)
People's Postcode Trust	-	(6,739)	(6,739)
Campaign: Two Child Tax Credit Limit Policy	-	(376)	(376)
Restricted donations	196,834	(153,036)	43,798
House of CB	30,000	-	30,000
Business Development	-	(11,745)	(11,745)
Tesco	70,000	(46,667)	23,333
YSL	70,000	(30,175)	39,825
	<u>3,856,096</u>	<u>(3,999,227)</u>	<u>(143,131)</u>
TOTAL FUNDS	<u><u>5,483,520</u></u>	<u><u>(5,239,978)</u></u>	<u><u>243,542</u></u>

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.19 £
Unrestricted funds				
General fund	440,466	(90,616)	(11,011)	338,839
Restricted funds				
Home Office	324,903	(163,695)	4,579	165,787
London Councils	600	(600)	-	-
Lloyds Bank Foundation for England and Wales	40,823	(36,830)	-	3,993
Comic Relief	21,222	(16,643)	(4,579)	-
Other Small Grants	14,951	(12,964)	-	1,987
The National Lottery Community Fund (Formerly BLF)	425,623	(111,746)	-	313,877
The City Bridge Trust	36,200	-	12,800	49,000
The Roddick Foundation	21,297	(21,297)	-	-
Avon Cosmetics Uk Ltd	32,651	(11,812)	-	20,839
Waltham Forest Council	21,420	(6,477)	-	14,943
The Sylvia Adams Charitable Trust	43,201	(10,034)	-	33,167
Queen Mary University London	4,494	(4,556)	62	-
The Henry Smith Trust	1,236	(1,236)	-	-
Other Activities	53,848	(19,875)	-	33,973
Department for Digital, Culture, Media & Sport	-	8,324	-	8,324
Oak Foundation	-	126,104	(1,851)	124,253
Department of Health	36,938	(14,950)	-	21,988
Legal Education Foundation	-	10,740	-	10,740
RTS & Membership	22,390	6,712	-	29,102
Big Potential Social Investment	-	6,000	-	6,000
People's Postcode Trust	-	8,579	-	8,579
Campaign: Two Child Tax Credit Limit Policy	-	376	-	376
Women's Aid Members Contribution to Apprenticeship	-	25,900	-	25,900
	<u>1,101,797</u>	<u>(239,980)</u>	<u>11,011</u>	<u>872,828</u>
TOTAL FUNDS	<u>1,542,263</u>	<u>(330,596)</u>	<u>-</u>	<u>1,211,667</u>

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

19. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,456,586	(1,547,202)	(90,616)
Restricted funds			
Home Office	455,049	(618,744)	(163,695)
London Councils	314,322	(314,922)	(600)
Lloyds Bank Foundation for England and Wales	215,449	(252,279)	(36,830)
Comic Relief	55,000	(71,643)	(16,643)
Other Small Grants	57,100	(70,064)	(12,964)
The National Lottery Community Fund (Formerly BLF)	1,444,908	(1,556,654)	(111,746)
The Roddick Foundation	-	(21,297)	(21,297)
MHCLG	331,559	(331,559)	-
Avon Cosmetics Uk Ltd	71,444	(83,256)	(11,812)
Waltham Forest Council	16,999	(23,476)	(6,477)
The Sylvia Adams Charitable Trust	50,000	(60,034)	(10,034)
Queen Mary University London	2,256	(6,812)	(4,556)
The Henry Smith Trust	35,000	(36,236)	(1,236)
Other Activities	70,326	(90,201)	(19,875)
Department for Digital, Culture, Media & Sport	794,022	(785,698)	8,324
Oak Foundation	167,856	(41,752)	126,104
Department of Health	-	(14,950)	(14,950)
Legal Education Foundation	35,000	(24,260)	10,740
RTS & Membership	19,464	(12,752)	6,712
Big Potential Social Investment	32,640	(26,640)	6,000
People's Postcode Trust	20,000	(11,421)	8,579
Campaign: Two Child Tax Credit Limit Policy	15,790	(15,414)	376
Women's Aid Members Contribution to Apprenticeship	25,900	-	25,900
	<u>4,230,084</u>	<u>(4,470,064)</u>	<u>(239,980)</u>
TOTAL FUNDS	<u><u>5,686,670</u></u>	<u><u>(6,017,266)</u></u>	<u><u>(330,596)</u></u>

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

19. MOVEMENT IN FUNDS - continued

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

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	440,466	296,057	(26,289)	710,234
Restricted funds				
Home Office	324,903	(332,403)	7,500	-
London Councils	600	(460)	-	140
Lloyds Bank Foundation for England and Wales	40,823	(34,573)	-	6,250
Comic Relief	21,222	(16,643)	(4,579)	-
Other Small Grants	14,951	(10,705)	-	4,246
The National Lottery Community Fund (Formerly BLF)	425,623	(141,974)	-	283,649
The City Bridge Trust	36,200	-	12,800	49,000
The Roddick Foundation	21,297	(21,297)	-	-
Avon Cosmetics Uk Ltd	32,651	(12,493)	-	20,158
Waltham Forest Council	21,420	983	-	22,403
The Sylvia Adams Charitable Trust	43,201	(40,500)	(2,701)	-
Queen Mary University London	4,494	(4,556)	62	-
The Henry Smith Trust	1,236	(1,236)	-	-
Other Activities	53,848	(43,848)	(10,000)	-
Department for Digital, Culture, Media & Sport	-	12,109	-	12,109
Oak Foundation	-	132,579	21,462	154,041
Department of Health	36,938	(36,938)	-	-
Legal Education Foundation	-	2,656	-	2,656
RTS & Membership	22,390	10,569	-	32,959
Big Potential Social Investment	-	2,668	-	2,668
People's Postcode Trust	-	1,840	-	1,840
Women's Aid Members Contribution to Apprenticeship	-	25,900	(10,000)	15,900
Restricted donations	-	43,798	-	43,798
House of CB	-	30,000	-	30,000
Business Development	-	(11,745)	11,745	-
Tesco	-	23,333	-	23,333
YSL	-	39,825	-	39,825
	<u>1,101,797</u>	<u>(383,111)</u>	<u>26,289</u>	<u>744,975</u>
TOTAL FUNDS	<u>1,542,263</u>	<u>(87,054)</u>	<u>-</u>	<u>1,455,209</u>

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

19. MOVEMENT IN FUNDS - continued

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 £
Unrestricted funds			
General fund	3,084,010	(2,787,953)	296,057
Restricted funds			
Home Office	746,886	(1,079,289)	(332,403)
London Councils	629,244	(629,704)	(460)
Lloyds Bank Foundation for England and Wales	230,449	(265,022)	(34,573)
Comic Relief	129,995	(146,638)	(16,643)
Other Small Grants	96,866	(107,571)	(10,705)
The National Lottery Community Fund (Formerly BLF)	2,821,671	(2,963,645)	(141,974)
The Roddick Foundation	-	(21,297)	(21,297)
MHCLG	508,624	(508,624)	-
Avon Cosmetics Uk Ltd	180,002	(192,495)	(12,493)
Waltham Forest Council	33,998	(33,015)	983
The Sylvia Adams Charitable Trust	50,000	(90,500)	(40,500)
Queen Mary University London	2,256	(6,812)	(4,556)
The Henry Smith Trust	35,000	(36,236)	(1,236)
Other Activities	70,326	(114,174)	(43,848)
Department for Digital, Culture, Media & Sport	1,454,552	(1,442,443)	12,109
Oak Foundation	351,906	(219,327)	132,579
Department of Health	-	(36,938)	(36,938)
Legal Education Foundation	85,000	(82,344)	2,656
RTS & Membership	198,241	(187,672)	10,569
Big Potential Social Investment	32,640	(29,972)	2,668
People's Postcode Trust	20,000	(18,160)	1,840
Campaign: Two Child Tax Credit Limit Policy	15,790	(15,790)	-
Women's Aid Members Contribution to Apprenticeship	25,900	-	25,900
Restricted donations	196,834	(153,036)	43,798
House of CB	30,000	-	30,000
Business Development	-	(11,745)	(11,745)
Tesco	70,000	(46,667)	23,333
YSL	70,000	(30,175)	39,825
	<u>8,086,180</u>	<u>(8,469,291)</u>	<u>(383,111)</u>
TOTAL FUNDS	<u><u>11,170,190</u></u>	<u><u>(11,257,244)</u></u>	<u><u>(87,054)</u></u>

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

19. MOVEMENT IN FUNDS - continued

Purposes of Restricted Funds

Change that lasts	Change That Lasts (CTL) is a strategic programme piloting our strengths and needs-led approach within different settings with a range of funding and operational partners. Projects include BLF funded pilots of CTL, Home office funding of 'Sooner The Better' and its 'Trusted Professional' scheme, and piloting the 'Ask Me' scheme with Welsh Women's Aid funded by Comic Relief and the Home Office.	- Home Office- The National Lottery Community Fund (formerly BLF)- Waltham Forest- DCMS
National Domestic Violence Helpline / Direct Services	<p>Providing 24 hour access to help and support through the joint freephone 24 hour National Domestic Violence Helpline run in partnership between Women's Aid and Refuge. Women's Aid Home Office funding for this project ended 31st October 2019. The National Domestic Violence Helpline continued from November 2019 without the Women's Aid team.</p> <p>The Women's Aid digital direct services include our Live Chat Helpline, the Survivors' Forum and our email support service. These services help thousands of women every year. These services ensure that women get the right response to domestic abuse and can find support in the way that best suits them.</p> <p>Our Live Chat Helpline is an online instant messenger service where women can access emotional support and guidance from trained and experienced support workers.</p> <p>Our email service, operated by specialist support workers, offers guidance and advice to survivors who contact us in need of support.</p> <p>The Survivors' Forum provides a safe, anonymous environment for women affected by domestic violence to speak out about their experiences and seek help and support, and has dedicated moderators to provide professional support and advice.</p>	<p>Helpline funded by Comic Relief, London Councils, Home Office and various small trusts. Direct services funded by other funding income.</p>
Routes to support	The project provides a referral database of VAWG services and refuge vacancies to national helplines and local services. It further provides a public service directory on the Women's Aid website and the Goldbook Online directory which is available at cost to other agencies	MHCLG and London Councils

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

19. MOVEMENT IN FUNDS - continued

Purposes of Restricted Funds

Tech vs Abuse “Accessible information & earlier intervention: using digital to better support survivors”	This project aims to redesign and update the Women’s Aid Survivors’ Handbook, by conducting user research with survivors to make it more accessible, user-friendly and help women get the information and support they need as easily as possible.	Comic Relief
Children & Young People’s Programme (CYP)	The support from the Sylvia Adams Charitable Trust enabled us to ensure the quality of children’s support services run by local domestic abuse organisations. Over the past year, we continued to develop the Early Years focused work generously funded by the Sylvia Adams Foundation. This included the development of the Early Years Toolkit for specialist domestic abuse services, which was delivered to 25 Women’s Aid member services across England. Since October 2019, we have worked with 10 specialist children and young people member services to develop what ‘good practice’ looks like. The guidance is expected to be published in 2020.	Sylvia Adams Trust, YSL corporate funding
Procurement and Impact Programme	To provide support to domestic abuse services in the United Kingdom so that they become more sustainable and their organisational and financial stability are increased. This work involves working alongside member organisations to provide sustainability support, access to national quality standards and procurement services.	Oak Foundation
Refuge Model Funding	A project to develop and campaign for a sustainable model of funding for the national network of refuges across England, including an evidence-based proposal for the investment required.	Anonymous
On Track	On Track, our outcomes monitoring and case management is used by nearly 80 organisations to facilitate their casework and evidence their impact. The national data it provides is used to inform and support our campaigning and advocacy work on behalf of members and survivors.	Avon Cosmetics, IT Works, Kering Foundation
No Women Turned Away	The No Woman Turned Away (NWTa) project provides dedicated support to women who face barriers in accessing a refuge space. A team of specialist domestic abuse practitioners receive referrals and we are continuing to conduct detailed monitoring and analysis of survivors’ experiences alongside this.	MHCLG

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

19. MOVEMENT IN FUNDS - continued

Purposes of Restricted Funds

Domestic Violence and Abuse Bill (Legal Education Foundation)	This funding enables us to engage survivors in the development of the law, using the Domestic Abuse Bill as a 'live study' of the law-making process, equipping and empowering survivors with the confidence and opportunities to influence the legislation. Thanks to continuation funding we can ensure survivors continue to build on their influence at this crucial time as well as expanding the project by involving our member services to support survivors in influencing legislation; and develop our network of Campaign Champions to better support them and enhance their campaigning impact around the law.	Legal Education Foundation
Domestic Violence and Abuse Bill (Lloyds Bank Foundation for England and Wales)	This funding provided additional capacity in the campaigns and public affairs team to enable collaborative working within the domestic abuse and VAWG sectors on the Domestic Abuse Bill, and work to ensure that the legislation delivers the best possible outcomes for survivors.	Lloyds Bank Foundation
CAMPAIGN: Two Child Tax Credit Limit policy	Women's Aid & RapeCrisis England and Wales are seeking to intervene in a legal challenge on the government's two child tax credit limit policy. We launched a crowdfunding appeal for this campaign, which generated the funds in this budget, and will cover the costs of legal fees and staff time on the campaign.	Crowd funding
Love Respect	For the Love Respect project we held consultation with a group of young women to see what services they felt they needed. The conclusion of our learnings has led to the development of an interactive online advice hub, which also includes an instant messaging service. This exciting service for girls aged 14-18 will raise awareness of what an abusive relationship looks like, answer their questions about relationships and signpost them to specialist support if they are experiencing domestic abuse.	Avon Cosmetics, House of CB corporate funding
Apprenticeships (People's Postcode Trust)	Women's Aid are working with the Institute of Apprenticeship's to develop an Apprenticeship for Domestic Abuse Sector. The Apprenticeship will cover all roles currently operating within our membership organisations. The Institute have accepted the proposal put forward and allocated WA a relationship manager. Work started in 2018 and was due to finish in 2019, however due to some delays the grant giver (PPT) gave permission for the work to continue into 2020.	People's Postcode

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

19. MOVEMENT IN FUNDS - continued

Transfers between funds

£	Description	From fund	To fund
2,701	To cover training services to funder	YSL	National Training Centre
4,908	To support project in 19/20	General funds	Change That Last – The Sooner The Better/Trusted Professional
11,745	To support project in 19/20	General funds	Change That Last – Business Development
23,313	To absorb costs by general funds	General funds	Procurement & Impact Program

Salary cost reallocations due to work on projects throughout the year

£	Description	From fund	To fund
10,000	To cover expenditure by one project for the other	General funds	Refuge Funding Model (2018)
10,000	To cover expenditure by one project for the other	Apprenticeship	National Training Centre
1,987	To cover expenditure by one project for the other	Survivors Participation Panels	National Training Centre

20. RELATED PARTY DISCLOSURES

Women's Aid worked in partnership with Refuge to deliver the Freephone 24 hour National Domestic Violence Helpline service; Refuge is also a member of organisation of Women's Aid. In addition to Refuge, Women's Aid worked in partnership with the Rape and Sexual Abuse Support Centre and the Women and Girls Network to deliver Domestic and Sexual Violence Helpline Services to London.

Five Trustees hold senior positions with member services where there is a small possibility of "Conflict of Interest" and to avoid this the Board ensures the Women's Aid Conflict of Interest Policy is followed at all times.

The Board of Trustees were drawn from member organisations running services to address violence against women and children. These organisations received a small honorarium in recognition of their support for the work of the Board of Trustees. Payments were made to the following organisations:

WOMENS AID FEDERATION OF ENGLAND

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2020**

20. RELATED PARTY DISCLOSURES - continued

	2020	2019
	£	£
Staying Put	750	550
My Sister Place	-	700
Leeds Women's Aid	-	300
Apna Haq	200	200
Rise	400	300
Solace Women's Aid	450	1,100
Jewish Women's Aid	450	200
	<u>2,250</u>	<u>3,350</u>

Reimbursement of expenses was made to the following organisations/individuals on behalf of Board Members:

	2020	2019
	£	£
My Sister's Place	-	789
Staying Put	-	514
Leeds Women's Aid	-	270
Jewish Women's Aid	-	149
Rise	-	55
Gerrard Financing Consulting Ltd	-	631
IDAS	2,807	691
Apna Haq	1,497	112
Staffordshire Women's Aid	105	-
Wearside Women in Need	464	-
	<u>4,873</u>	<u>3,211</u>

Sales relating to conference places, publications, training courses and job adverts on the charity website were made to the following organisations:

	2020	2019
	£	£
Leeds Women's Aid	-	1,667
Rise	1,606	14,126
Staying Put	992	400
Solace Women's Aid	9,672	9,066
My Sister's Place	1,957	7,262
Apna Haq	220	200
Jewish Women's Aid	1,480	1,278
IDAS	32,781	3,700
Staffordshire Women's Aid	660	-
	<u>49,369</u>	<u>37,698</u>