

Leeds Women's Aid
(A company limited by guarantee)

Financial statements and trustees' report for the year ended 31 March 2021

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Contents	Page
Charity Reference and Administrative Details	1
Trustees' Annual Report (Including Directors' Report)	2-28
Independent Auditor's Report	29-32
Statement of Financial Activities (Including Income and Expenditure Account)	33
Balance Sheet	34
Statement of Cash Flows	35
Notes to the Financial Statements	36-48

Leeds Women's Aid
(A company limited by guarantee)

Charity Reference and Administrative Details

Year Ended 31 March 2021

Charity registration number	1005884
Company registration number	02627468
Trustees	N Ikeogu (Chair) J McAra (Vice-chair) H Daniels (Treasurer) M Clarke A Norman L Whewell
Chief executive officer	N Peasgood
Registered office	6 Howley Park Business Village Pullan Way Leeds LS27 0BZ
Auditor	Bohorun & Co Ltd 6 Howley Park Business Village Pullan Way Leeds LS27 0BZ
Bankers	Unity Bank plc 9 Brindley Place 4 Oozells Square Birmingham B1 2HB Tridos Bank Deanery Road Bristol BS1 5AS

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021



Every woman deserves
respect and support

Directors' and Trustees' report for the year ended 31 March 2021

The Trustees present their report and the audited financial statements of the charity for the year ended 31 March 2021. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The Chair's Foreword

I am delighted to introduce the Directors' and Trustees' report for the year ended 31 March 2021. Leeds Women's Aid (LWA) provides a comprehensive range of services to support women and children who are living with or who have experienced Domestic Violence and Abuse (DV & A). Our passion for the work we do, coupled with our unrelenting desire to be a leading voice within the city of Leeds for women-centred support, has been the driver for the work that we have continued to undertake this year, both strategically and operationally.

The year from April 2020 to March 2021 has, without doubt, been the most challenging year we have experienced since LWA's inception. We have, however, managed to find our way through the enormous trials brought about as a result of the COVID-19 pandemic, ensuring that the continued delivery of our vital services remained a top priority. An organisation that provides the kind of service that LWA provides would never have considered the notion of 'remote working' if not for the pandemic, however those members of the team who were able to work remotely have done so with the utmost professionalism, and those who have needed to continue supporting our beneficiaries face-to-face have done a commendable job.

We have continued to make progress against our strategic objectives which, along with the development of a new HR strategy, will undoubtedly see LWA go from strength to strength over the next financial year and beyond. Additionally, we are now in a position to complete our review of governance which will ensure that strategic oversight of the running of the organisation is as robust and as effective as it can be.

Despite the challenges that came with COVID-19, we have had a fantastic year financially and we are pleased to be able to report an extremely strong set of financial results. We have been particularly heartened by the donations that we have received from both private individuals as well as corporate sponsors in response to our increased presence and campaigning on social media throughout the pandemic. Donations form a crucial aspect of our fundraising strategy, and we will continue to focus heavily on developing an income stream through personal giving. We have also been able to place ourselves in positions to receive emergency funding from both central and local government, provided due to the pandemic, which has greatly enabled the continuation of service delivery. During 2021/22 we will be looking to assess the long-term impact of COVID-19 and ensuring that our budgets and overall financial outlook supports the long-term sustainability of LWA.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

The Board of Trustees has been immensely grateful to the CEO, her colleagues on the Senior Leadership team and each and every member of staff and volunteer who have worked unbelievably hard throughout what has been an incredibly difficult year. We are also thankful for the continued backing of all of our supporters, including our patron, Rachel Reeves, MP. Whilst we cannot predict what the year ahead will bring, we do know that the need for LWA's services will continue, and we also know that we will strive to do all that we can to ensure we meet that need.

Executive Summary

1 Our Provenance

LWA was established in 1972 by committed feminist activists wanting to support women and children experiencing and living with Domestic Violence and Abuse (DV & A) and in 1973 we opened the first refuge outside of London, the 2nd in the whole of the UK. LWA is now the largest women's charity in Leeds.

Next year is LWA's 50th year and we will use this milestone to celebrate, increase awareness and fundraising income to promote what we have achieved and to undertake more of our lifesaving service delivery.

"You saved a sad woman's life and made me feel worth something again. God bless you. You always said I would feel different once I was safe that is so true..."

"It really felt good to know that someone was looking out for me and cared enough to check that I was safe. It gave me hope that at least there are some good people out there."

2 What We Do

We provide a comprehensive and wide range of services to support women and children experiencing and living with DV & A.

Much more detail is included in this report and on our website: www.leedswomensaid.org.uk. Particular services and their location in this report are:

Section	Service
1.5	On-line chat service
2.4	Police Control Room
2.5	GP Surgeries
2.6	Advanced Practitioners
2.7	Additional emergency accommodation
2.8	Leeds Domestic Violence Service (LDVS)
2.9	Clare's Law
2.10	Women's Live Leeds (WLL)
3.1	Our Refuges
3.1	24-hour Helpline

In 2020/21, despite the pandemic, we managed to deliver more of our traditional services, develop some new and very well received ones – and all of this to very demanding high standards.

3 How We Do It

In the last year to 18 months, we have developed a new strategy that has crystallised our thinking, revitalised our beliefs, values and culture and brought trustees and staff together.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

Based upon a new risk-based reserves policy, we are investing in our infrastructure and fully recognise that our success and sustainability is rooted in well trained and supported, high-performing and highly motivated staff (see sections 4.2 and 4.3).

Irrespective of how wise our strategy is and/or how strong we are financially, the leadership, management and delivery of our staff will make the greatest contribution to how we do it - successfully.

4 Fundraising and Finance

There is no question that the pandemic has increased our profile and helped us to attract additional funding. Our fundraising team have had a highly successful year, see section 5.1.

As to our overall financial position, see section 5.4 for more detail but in summary we:

- Made a surplus of £199,586 in 2020/21.
- Built our unrestricted reserves to £795,788, compared with our reserves policy level of between £400,000 and £470,000.
- Identified and designated £433,276 over a 2-year period for investment in growth and infrastructure.

5 Governance and risk management

We have nearly completed the actions arising from an external review of our governance arrangements, which will be reported on in next year's annual report.

Our previous year's investment in improving our risk management processes has proved to be a wise investment and we were well placed to ramp-up and further embed the processes for the pandemic.

6 Our future

LWA's strengths are in delivering excellent services, leading collaborative partnerships, developing new and innovative services and having strategic influence locally, regionally and nationally.

We predicted last year that demand for all LWA's services was highly likely to increase, and this is clearly evidenced within this report.

Within our strategic objectives we aim to concentrate on:

1. Reorganising the Senior Leadership Team (SLT) to fit the business needs and new strategic priorities and objectives of LWA more closely. Bring more clarity to our core infrastructure and bring stability in leadership.
2. Being future ready and sustainable.
3. Reflecting the changing nature of funding sources.
4. Releasing the CEO from operational tasks to focus on strategic leadership and business development.
5. Elevating responsibilities and accountabilities to a level commensurate with our organisational size and maturity.
6. Creating a more complementary fit between the SLT and our governance structure.
7. Enhancing the wellbeing of our staff.
8. Creating a better fit with client focus and women centred voices as our priority.
9. Increasing and develop services, including widening our health based and house support.

The Board and SLT are determined to build on the successes illustrated in this report and do even more to deliver on our beliefs that:

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

- All women and children should live in safety, free from abuse and fear.
- Every woman and child have a voice and should be empowered, inspired and listened to.
- Women centred support is powerful and improves the lives of women, men and children.

These beliefs are the major driver for why we do what we do and the glue that holds together our staff, trustees, volunteers, funders and supporters.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

Contents

	Section	Page Number
1	Purpose and impact	7
1.1	Summary	7
1.2	Evidence of excellence and impact	8
1.3	Strategy	9
1.4	Progress on strategic objectives	9
1.5	Covid-19 Pandemic	10
2	Achievements and performance	11
2.1	Staff engagement	11
2.2	Awards	11
2.3	Business Partnerships	12
2.4	Police Control Room	12
2.5	GP Surgeries	12
2.6	Advanced Practitioners	13
2.7	Additional emergency accommodation	13
2.8	Leeds Domestic Violence Service	13
2.9	Clare's Law	14
2.10	Women's Lives Leeds	15
3	Support provided	15
3.1	The numbers from April 2020 to March 2021	15
3.2	Types of abuse	16
3.3	LWA client feedback	16
4	Values and culture	17
4.1	The behaviours that create our culture	18
4.2	Staff learning and development	18
4.3	Staff feedback	19
5	Operating model and risks	19
5.1	Fundraising	19
5.2	Volunteers	22
5.3	Reserves Policy	22
5.4	Financial Review	23
6	Future plans	24
7	Governance and decision-making	24
7.1	Risk management	25
7.2	Data security and protection	26
7.3	Information, Communications, Technology (ICT)	26
8	Statutory information	27
8.1	Auditors	27
8.2	Trustees of the charity	27
8.3	Public Benefit	27
8.4	Statement of responsibilities of the Trustees	27
8.5	Statement of disclosure of information to Auditors	27

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

1 Purpose and Impact

1.1 Summary

Leeds Women's Aid (LWA) was established in 1972 by committed feminist activists wanting to support women and children experiencing and living with Domestic Violence and Abuse (DV & A) and in 1973 we opened the first refuge outside of London, the 2nd in the whole of the UK.

Next year is LWA's 50th year and we will use this milestone to celebrate, increase awareness and fundraising income to promote what we have achieved and to undertake more of our lifesaving service delivery.

LWA is the largest women's charity in Leeds and although the scope of our work and activity has developed; supporting women and girls who have multiple and the most complex of needs through our partnership work, and additionally, coordinating some services to men and transmen through our commissioned services, we remain committed to our feminist approach and the client groups we work with. We continue to provide a range of the very best services for vulnerable women and families who are victims and survivors of: domestic, sexual & honour-based violence and abuse, forced marriage, trafficking, stalking and harassment.

LWA is the lead agency in the local authority commissioned Leeds Domestic Violence Service (LDVS) Consortium and the Women's Lives Leeds (WLL) National Lottery Community Fund and Comic Relief funded projects.

LWA is responsible for the delivery of the commissioned and its non-commissioned refuge provision, the Independent Domestic Violence Advocacy (IDVA) service, the 24/7 helpline, and other services such as community development, GP and health surgery support, police control room consultation and support, on-line live chat support, healthy relationship and staying safe programmes and activities and support for women with multiple and complex needs.

LWA supports women and children predominantly from Leeds and the Yorkshire and Humber region, but also often works with women from across the UK when safety issues arise. All our support services are open to Lesbian, Bisexual & Trans women.

More information about LWA can be found on our website: www.leedswomensaid.org.uk.

This year has been the most challenging that LWA has known since its inception. The COVID pandemic began challenging us at the end of last financial year, and the whole of this year has seen us face three lockdowns, regional and local restrictions, and changes to our service delivery.

We have however had an incredible year, we have pulled together as a courageous and exceptional organisation, from trustees, leaders, managers, staff teams, volunteers, service users and the public.

The response we have had from the public and supporters has been overwhelming; we have won the hearts of many, shown how important our life saving services are, found new supporters and followers, rejoiced in our talented and committed staff and raised huge amounts of awareness for what we do.

This year we have increased: our social media presence; visitors to our website; and income generation, in particular from our public appeals.

Demand has grown hugely, DV & A was recognised as a national crisis during the pandemic, even quoted by the Prime Minister in a COVID briefing. From May 2020 to April 2021, numbers of calls to our helpline quadrupled at their peak and requests for refuge accommodation outstripped demand by a factor of 30. We supported over 7,000 women and families.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

Our working patterns have changed and our priorities have shifted, challenging aspects of our work regarding critical workers and 24/7 services, to remote working. Safety of staff, adequately supporting our service users and the never-ending fundraising and risk assessing is the norm.

Our beneficiaries have told us they are more isolated since the outbreak: emotional abuse; controlling behaviour; stalking and physical violence have increased; many were unable to access mental health support; and 5% have needed support to access foodbanks for the first time.

Despite that they tell us:

"You saved a sad woman's life and made me feel worth something again. God bless you. You always said I would feel different once I was safe that is so true..."

"It really felt good to know that someone was looking out for me and cared enough to check that I was safe. It gave me hope that at least there are some good people out there."

One of LWA's greatest strengths is in leading collaborative partnerships with sensitivity to the needs and aspirations of partner organisations. During this year we applied for emergency COVID funding through both of our consortiums, raising over £100,000. Our stakeholders and peers support us and value our work and generous leadership.

1.2 Evidence of Excellence and Impact

We took a collective decision to grow our leadership within our sector, to ensure that the policy makers locally and nationally listen to the voices of women and girls and that systems start to change. We supported our partners, in particular smaller organisations often led by and for women from marginalised and culturally diverse backgrounds.

A recent report confirms that the UK government 'failed to consider gender' in its response to the COVID pandemic, and the Leeds COVID survey that our Women's Lives Leeds team conducted indicated that women have shouldered much of the burden within the pandemic including caring & educational responsibilities, lack of furlough, and job losses and we are striving to ensure policy makers are aware of this.

There has also been a national outcry about women's safety following the tragic murder of Sarah Everard and other women. Since 1st January 2021 and 3 March 2021 (when Sarah Everard was killed), 27 other women were killed. Between Sarah Everard's murder and Julia James's murder, 20 more women were killed. There have been allegations of male sexual violence to girls in schools, and women in the film and media industry and elsewhere.

An investigation by UN Women UK found that 97% of women aged 18-24 have been sexually harassed, and 80% of women of all ages. 96% of women saying they would not report situations because they do not think it would change anything. It seems endemic and we are committed to stopping it and ending the acceptance of Violence Against Women and Girls (VAWG). We led a campaign to highlight women's safety and worked with the Police and Crime Commissioner and the Leader of Leeds City Council, on a series of meetings and actions to keep women's safety in high profile.

We are also strong advocates for a VAWG strategy; enlisting support of local cross-party MPs and councillors and lobbying the government and the opposition. This year saw the debates in the Houses of Commons and Lords regarding the Domestic Abuse Act (given Royal Assent on 29 April 2021), which was a once in a lifetime piece of legislation, highlighting a huge step forwards in the way DV & A is considered and treated. This Act will hopefully transform national funding arrangements regarding safe accommodation for victims-survivors of DV & A; however, there are serious concerns that pushing a separate Domestic Abuse (DA) strategy as part of the Act will continue the dangerous and problematic

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

trend towards gender-neutral responses to DA and negatively impact our local commissioning and funding arrangements. All victims-survivors must be able to access support but treating people equally does not mean treating them the same – and gender specific services should be essentially for meeting the differing needs of both male and female survivors.

We have also been innovative and developed successful digital inclusion projects, launched an on-line live chat service in two weeks and enabled women and girls to have new and innovative ways to contact services for support.

1.3 Strategy

LWA has expanded and developed hugely over the last few years, and we have taken the time to consolidate and stabilise our organisation, aiming to strengthen its infrastructure, making it more robust and ready to deliver our future strategy.

We want to deliver the answers to our 'Why we do what we do' question.

Whilst our 'Why' and 'Values' define why and how we do things, our strategic objectives determine what and where we will concentrate our efforts and resources over our strategic planning timeframe.

1.4 Progress on strategic objectives

The organisation is very proud of the fact that the Senior Leadership Team and the Board continued to make progress on our strategic objectives, despite the incredible pressures on everyone to respond to the pandemic and continue to develop and deliver excellent services.

We commenced the development of a new strategy in 2020 and are continuing to refine and deliver against the following strategic objectives:

1. To be a leader of, and a voice for, women-centred support in Leeds and surrounding areas.
2. To deliver our strategy by investing in our people (staff, volunteers and trustees), with particular regard to training and development, and by putting our values as well as equality and diversity at the centre of the way we do things.
3. To have an organisation structure and infrastructure that underpins all our work and is financially sustainable.
4. To invest in diversifying funding and income streams to increase stability and sustainability.
5. To actively explore and decide how we can increase the housing offer in Leeds for women and children experiencing DV & A.

Each member of the Senior Leadership Team has been allocated tasks and activities that will build the foundations on which the strategic objectives can be delivered.

We have made strides already in our strategic approach, being the leader in two consortia and investing more time and resources into these already established partnerships, fundraising and developing our services.

The Board approved our new HR Strategy in February 2021 to ensure that the organisation has the resources and processes available to achieve its strategic objectives. In particular, the correct number of employees, with the right skills and attitudes and at the right cost.

Additionally, the Board approved our new organisation structure in March 2021. Recruitment started to develop our first ever in-house HR function which would lead the implementation of the new structure. The Board has designated some unrestricted reserves over the next two years to invest in our development in order to ensure that efficiency and effectiveness are not affected by the demands that external factors will continue to have on the organisation.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

We considered the effectiveness of our leadership team and the capacity of its members to work together to maximise the potential of our organisation to achieve our strategic aims. When charities have higher capacity to lead and manage their organisations, they are more likely to achieve their missions.

We are excited to see the development of this new structure which we will report on next year.

1.5 COVID-19 Pandemic

Although the pandemic has affected every section of this report, it is important to have a separate section to clarify and identify the strategic and practical efforts that the organisation has made during this year.

We created several position statements, detailing our plans and risk assessments in line with the changing information and advice. We created a strategic response to critical services and key workers and had an approach to home working during the COVID-19 pandemic. Our risk assessments included organisation wide, team and individual risk assessments for all staff who continued, or returned, to work at LWA sites.

We communicated both internally and externally what we were doing in relation to all our services, including our consortium work. We continued to operate all our services, taking referrals as usual, but delivered some in a different way.

We stated that:

1. LWA would follow the latest government advice and would actively encourage homeworking wherever possible to safeguard staff members, clients and stakeholders and to reduce the risk of infection to family members and friends.
2. We deliver life-changing and, sometimes life-saving services, some of which cannot be provided effectively through home working.
3. We believe that staff are best supported when they have opportunities to discuss cases, share concerns and access support from their colleagues.
4. Long-term home working may also have harmful impacts on emotional well-being of some staff given the nature of the work we do.
5. The crisis surrounding COVID-19 is likely to continue for many months and therefore we needed a system that will provide resilience in the long as well as the short term.

We engaged and supported all staff and shared 29 staff briefings on a range of topics including risk assessments and advice to staff, COVID-19 symptoms and advice, advice for managers and team leaders, rules regarding masks and easing of restrictions.

We also provided briefings and gave advice, information and support for service users and residents offering support on safety, hygiene and vaccines.

We ensured that any member of staff who was unfortunate enough to be off work isolating or sick due to COVID-19 were paid in full, and all staff who were furloughed received 100% of their salary, with none losing their jobs and all fully returning to work. Luckily, not many staff became ill with COVID-19 and we had just a few isolated cases.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

We ensured that relevant PPE was available at all refuges and for any critical workers who needed to travel and be on site for work, and provided masks for all workers and refuge residents when needed.

We increased additional measures in our offices and at refuge sites to reduce the risk of infection and stopped all non-essential business travel. All our premises have been COVID secure.

We reviewed our policies and procedures including our contingency plans and Home Working policy.

We have been in regular contact with commissioners/funders and informed them immediately of matters that potentially impacted individual clients, staff or jeopardised service delivery.

We offer staff an Employee Assistance and Health Plan through Simply Health which offers mental health support and access to GPs.

We equipped our teams with appropriate technology, so they could work remotely.

We also conducted some workplace/working from home surveys, communicating ideas and results, along with our annual staff survey. We held monthly full staff meetings by Zoom and had ways of celebrating and supporting staff, giving praise and kudos to their dedication.

We recognised that DV & A increased significantly and demand soared to record high levels. LWA has been innovative, recognising that during the first lockdown, women were 'trapped' with their abusers and could not access telephone helplines. Our fundraising team raised enough money for us to launch an on-line live chat service, and our Head of Fundraising and Marketing managed to get it up and running in only two weeks (most take around five months to establish). This service has only been running for a year and we have already worked with 357 women, and it is funded until the end of 2021. We are working with commissioners to mainstream this additional and lifesaving service. Our income generation is giving women and girls the ability to access services in new and innovative ways.

2 Achievements and Performance

LWA has had an extraordinary year and continues to make impressive impacts in its service delivery, both as a sole provider, and with partnerships within our award-winning consortia. Some specific achievements are:

2.1 Staff Engagement

We have been dedicated to ensuring that staff are engaged as much as possible with all aspects of our work, both strategic and operational. We engage staff in recruitment and selection, policy writing and reviewing, service design, monitoring and evaluation and strategic planning.

We conducted our 2nd ever annual staff survey this year and were delighted that the top five highest scoring answers were:

1. LWA's HR Intranet enables me easily to find the policies, forms and information I need to do my job.
2. LWA's values, vision and purpose are clear and easy to access.
3. My line manager is available when I have questions or need help.
4. LWA is committed to delivering high quality services for clients.
5. The leadership is focused on the continuous improvement of LWA.

2.2 Awards

One of our trustees was awarded the British Empire Medal (BEM) for her decades of 'hands-on' service to the local community.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

Two of our staff were nominated for external awards, one for the Compassionate Leeds "Unsung Hero of the Year" and one for the "Lifetime Achievement Award" at the Yorkshire Awards.

2.3 Business Partnerships

Our team also developed an incredible new partnership with the first Leeds Women's Ice Hockey team, Leeds Roses. They secured the sponsorship to put our logo on their jerseys, donated a custom-made jersey to our silent auction and have been very active in campaigning and fundraising for us. We hope this will be the start of a great partnership.

Our fundraising and marketing team are also in contact with Leeds United Women's Football and Leeds Rhinos Women's Rugby.

2.4 Police Control Room

The police control room pilot has been widely regarded as successful and the funding through the West Yorkshire Mayor's office funded Violence Reduction Unit will continue, offering a 7-day a week service.

2.5 GP Surgeries

Our dedicated and expert DV & A Health Worker, working in GP surgeries, funded by the Clinical Commissioning Group and NHS, has been extended. An independent evaluation has concluded that:

"Since April 2011 there have been 24 domestic violence related deaths in Leeds including five children who were killed alongside their mothers, coercive control has been a key feature in the majority of these cases. Lessons learned from Domestic Homicide Reviews (DHRs), both on a local and national level have often revealed that victims of domestic homicide have had some contact with their GPs in the lead up to their death. A 2016 Analysis of 24 Domestic Homicide Reviews by Standing Together Against Domestic Violence found just over half of interpersonal homicide reports note that the GP missed opportunities to ask the victim about abuse.

It is widely acknowledged that asking individuals about their experiences of domestic violence and abuse is more likely to encourage disclosures, in fact, evidence suggests that victims want to be asked about their experiences of DV & A and equipping GPs with the knowledge and skills to identify domestic abuse victims, risk indicators and referral pathways can mean earlier interventions for victims and their families.

NHS Leeds Clinical Commissioning Group (CCG) recognises that health services, particularly primary care, are integral to identifying and responding to domestic violence and abuse. The CCG works in partnership with Safer Leeds Domestic Abuse Team, to ensure that all GP practices in Leeds are provided with the skills and knowledge to implement the Leeds Routine Enquiry model with their patients.

The report recommends that funding should be secured to ensure that all GP practices across Leeds have access to specialist support, alongside this it is suggested that further analysis of the longer-term impact on patients referred to the specialist worker is advised to ascertain if those patients who were making very frequent visits to the GP before getting help have reduced in attendance after being supported by the DV & A Worker. This would help to establish whether, in the longer term, savings to primary care can be identified."

This continues to form part of LWA's strategy to increase support in health services.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

2.6 Advanced Practitioners (APs)

We secured further funding to continue the work this year of one of our Advanced Practitioners (previously funded by the Ministry of Health, Communities and Local Government (MHCLG)), as this continued to have huge impacts. The main projects are the review of and breaking down barriers to support (including immigration status) and move-on accommodation and supporting women with severe and complex needs and additional substance misuse and mental health issues.

2.7 Additional emergency accommodation

We were successful in applying for MHCLG emergency funding to provide additional refuge spaces for women and children. This included providing additional support to women and children in our non-commissioned refuges and help towards the loss of income due to unavoidable voids. In addition, our Housing and Support Coordinator was funded to secure and deliver support to families in eight additional dispersed properties until 31 March 2021 for women and children fleeing DV & A.

Our outcomes were that we housed 10 women, 9 of whom had children. It was used mainly to move clients out of highly intensive supported refuge to make space available for more vulnerable clients who needed the support of having staff on site.

Residents who had been in refuge and completed their support but remained in refuge waiting for housing were the most successful example. Those who completed their support in refuge were ready for the next challenge with support that was longer lasting and more far reaching than 6-weeks of resettlement. This was particularly notable in two cases:

- 1 client managed her starter tenancy well, so we do not anticipate any issues converting this into an Assured Tenancy. This client has returned to work after furlough.
- Another client now has a tenancy with a supported housing project. She is managing well and is beginning to plan studies so that she can enter the workforce when her child goes to school.

2.8 Leeds Domestic Violence Service (LDVS)

LDVS remains a hugely well-respected service. LWA and our partners often work over capacity with hundreds of families every year.

Despite significant challenges this year due to the pandemic, all our services have continued to operate.

We increased the number of staff within the Access and Assessment Team (AAT) due to the increase in demand.

LDVS work in close partnership with statutory agencies and a particular focus is activity relating to the prevention of children going into care. An example is a service user we worked with whose children were on Child Protection Plans to Children's Social Work Service (CSWS), and at the beginning of LDVS Independent Domestic Violence Advocacy (IDVA) support, social workers were concerned regarding her ability to safeguard her children from the perpetrator. Since intake, her positive engagement with IDVA has worked to reduce concerns of CSWS, and IDVA has supported the service user to obtain a Restraining Order for the protection of herself and children. Child contact is now managed safely due to joint advice and support from CSWS and LDVS.

There have been a number of examples of positive joint working with other providers this year, both with individual cases, despite lockdowns and COVID restrictions, and in partnership for funding and service delivery.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

Case study:

Jo (not her real name) initially contacted our helpline, with the support of a friend. During her initial call, Jo described the continuing financial abuse, emotional abuse and control she was subjected to by her husband, who had also physically assaulted her in the past. The LDVS helpline worker discussed safety planning and provided signposting relating to family law, immigration, housing, emotional support and children's services. Multiple support needs were identified, services were over capacity. As such, Jo's case was opened to our Access & Assessment Team (AAT) case worker to provide light-touch support while awaiting availability of further support.

Over the following two weeks, the AAT worker had regular contact with Jo over several telephone calls. Support provided during this contact focused around:

- Family law: Protection orders were discussed, along with the process of seeking legal advice from solicitors. Jo was empowered to approach solicitors, who proceeded to take steps to confirm her eligibility for legal aid before applying for a Non-Molestation Order, Prohibited Steps Order, and Occupation Order.
- Safety planning: Strategies to try to keep safe were considered, while Jo and her children still lived in the same household with her husband. This included, for example: safety of phones and other tech devices, packing a covert emergency bag, safe places to flee from the house, the option of seeking emergency refuge accommodation etc.
- Multi Agency Risk Assessment Conference (MARAC): A Dash risk assessment was completed, scoring 7, however a MARAC referral was submitted on professional judgement due to the presence of concerning high risk factors. The case was later heard at the Leeds MARAC meeting and flagged as high risk.
- Children: Jo contacted CSWS herself, expressing her concern about her children's wellbeing in the circumstances, and wanting them to receive support. The AAT worker raised safeguarding concerns internally and spoke with CSWS duty and advice to follow this up. A duty social worker made contact and subsequently passed the case to Early Help.
- Mental wellbeing: Trauma-aware emotional support was provided throughout calls with the AAT worker, providing a space in which Jo could be listened to and believed, her feelings and responses validated, and her concerns taken seriously.

Once Jo knew that her solicitor would be applying for the relevant court orders, she identified that she and her children would need to leave the family home so as to be away from her husband when the orders were served, with the escalation of risk this entailed. Jo's options were explored in advance, and when a suitable vacancy then happened to become available at our commissioned refuge, the AAT worker was able to make an immediate referral for Jo and her children. They moved into the refuge accommodation the next day. Shortly after, Jo's husband was served with the court orders as planned. Jo and her children continue to reside in refuge with ongoing support from the refuge staff.

2.9 Clare's Law

We have attended all fortnightly Clare's Law panel meetings throughout the year. Clare's Law disclosures continue to be managed over the phone as face-to-face appointments are still not taking place.

We also chair some Clare's Law meetings. Wording and disclosures have been composed with a full understanding and perspective of how the process works, and we have often taken the lead on chairing the process of information sharing and decision making with other agencies.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

2.10 Women's Lives Leeds

The final year of the 4-year National Lottery Community Fund funded project has ended, however, with good financial management and savings due to COVID, we have managed to ensure that key personnel are funded through to August 2021 in order to bridge the gap between our application for refunding our Empowering Systems Change 4-tiered project.

Due to funding from Comic Relief's Power Up programme, with the aim of a WLL VOICES project for Leeds to become the UK's first Women Friendly City, we were invited to apply for COVID-19 emergency funding. This was successful and in partnership with WLL colleagues and 100% Digital, an inclusion movement in Leeds that aims to reach the most digitally excluded people in the city and help them to understand and benefit from digital, we provided a platform and resources that helped facilitate the engagement of some of the most vulnerable women, young women and girls (including those with no recourse to public funds or facing harm) in Leeds. This included a 'Digital Disadvantaged' fund that was extended across the city by our team who have established links with Culturally Diverse Communities Hub.

Another notable success for our WLL team was to conduct a COVID-19 Women's Survey, which received almost 1,000 responses. The completed report, and executive summary from the COVID-19 women's survey was shared widely with strategic partners and leaders in the city

WLL has continued to be part of the Communities of Interest fortnightly forum, representing 'women and maternity.'

The Women Friendly Leeds team responded to the survey findings around women experiencing additional stresses, juggling multiple roles and having no time for themselves whilst working from home, and looking after others. We partnered with Space2 and applied for funding from Leeds Inspired to design and curate 400 women's Wellbeing and Arts packs to inspire women to take some time for themselves and nurture body and soul.

In October 2020, we hosted a Black History Month event with inspiring black women from the City to take part in an on-line panel discussion designed to amplify black women's voices, raise awareness, and celebrate their contributions. In February 2021, the LGBTQ+ History Month event celebrated and raised visibility of Leeds LGBTQ+ women.

3 Support provided

3.1 The numbers from April 2020 to March 2021:

Despite the pandemic and housing services being dramatically affected, this year we admitted 43% more women than last year in our commissioned refuge. This is a remarkable achievement considering the difficulties in continuing to operate 24/7 face to face refuge services, move families into permanent accommodation and welcoming new families.

Our two non-commissioned refuges had a similar number admitted, but we had more move on, which created a higher than expected number of vacant properties. This is discussed in the financial review section relating to voids.

Admissions to emergency refuges were as follows:

- The two LWA non-commissioned (independent) refuges admitted 39 new women this year.
- The commissioned local authority contracted self-contained hostel & dispersed properties (LDVS) had 40 women.

The total number of women and children supported in refuge accommodation was 123 adults and 158

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

children. 75% of women stay for up to a year, however 9 have been with us for longer than 18 months.

The 24-hour telephone helpline received 6,225 calls during the year, which was 30% more than last year, however the last quarter of the year received double the calls that the first quarter received.

Our community-based services supported more clients than the year before, with 753 adults supported (98% were women).

Our Drop-in services did not operate this year due to limits on face-to-face support, and partner organisations, such as hospitals, not allowing external practitioners onto their premises. We did however support a number of women for short-term work.

Our GP services continued, albeit mainly virtually, although many of the surgeries are now allowing us to see victims-survivors face to face.

Support was provided to adults aged between 16 and 86, and this was given in 27 different languages.

1,829 DASH Risk Assessments were completed for people in support, 585 Safety plans were undertaken and 845 Support Plans were actioned.

3.2 Types of Abuse

The average length of the abuse our service users have experienced is 5½ years.

75% have experienced emotional abuse
66% have experienced physical abuse
64% have experienced jealous/controlling behaviour
44% have experienced harassment/stalking/surveillance
31% have experienced financial abuse
16% have required hospital attendance following physical injury
31% have experienced attempted strangulation/suffocation
41% have experienced threats to kill.

3.3 LWA Client feedback:

- 98% said they felt better about themselves and more confident after being supported by our services.
- 98% of people said that receiving support from our service made a positive difference to their life.
- 100% of people supported said they felt listened to and believed by staff.
- 95% of people said they would come back to our service if they needed to.
- 100% of respondents would recommend our services to family/friends if they needed help.
- 100% of respondents said staff were knowledgeable and competent.
- 98% said the service was non-judgemental.
- 100% said the service met their needs effectively.
- 100% said the service understood and respected my needs.

Service users said:

"I feel confident that there are people willing to help me if needed. I don't feel as anxious and I feel more confident in myself and my decision making."

"Being listened to and supported to make my own choices without being judged has encouraged me to believe in myself more."

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

4 Values and Culture

At LWA, our behaviours support our purpose and create our culture, which in turn drives innovation and growth.

We do what we do because we believe:

- All women and children should live in safety, free from abuse and fear.
- Every woman and child have a voice and should be empowered, inspired and listened to.
- Women centred support is powerful and improves the lives of women, men and children.

Our **Values** reflect our organisation's views; they are the principles, standards & qualities that tell the story about the way in which we conduct our work.

Be Exceptional

We are experts in our field and proud of having a women-centred approach.
We are pioneers and leaders, striving to perform and innovate.

Be Courageous

We are honest, inventive and have the integrity to challenge perceptions and practice.
We are encouraging and empowering of each other to be courageous and brave.

Be Inclusive

We are diverse, welcoming, approachable and inclusive in as employers, service providers and people.
We promote unity, fairness and respect.

Be Inspirational

We are proud of our creativity & how we motivate, listen, empower and support each other.
We are encouraging and lead by example to achieve the best.

Be Responsive

We are collaborative, aware, compassionate and sensitive.
We adapt our approach to meet changing needs.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

4.1 The Behaviours that create our Culture

Our Culture is a set of basic assumptions that we all share, these are 'norms' that control the way people interact with each other and others or put in a different way, 'the way we do things here'.

These behaviours apply to everyone, irrespective of position or seniority. Structural hierarchy represents the division of work and skills, not the division of people.

We not only agree to uphold professional ethical standards but will go further in our commitment to hold ourselves accountable to maintaining behaviours that seek to create a safe and respectful culture and prevent incidences of workplace bullying.

Our key principles are:

- Challenge and support each other to be exceptional by being curious about different ways of doing things, thinking beyond our roles, and embracing learning and development in all its forms.
- Be courageous enough to demonstrate humility and vulnerability, and to approach failure with curiosity rather than criticism.
- We welcome, accept and include everyone based on inherent worth and value, enabling divergent thinking in an inclusive environment.
- We believe that everyone has the potential to be inspirational both in what they do, and the way they do it.
- Through our compassionate lens, we find solutions by being responsive, agile and adaptable.

We have undertaken an 8-month leadership programme, looking at how we can create a compassionate culture within LWA.

To support these principles, as a leadership team we are committed to undertake the following and to introduce a conduct agreement within LWA for all staff to:

- Model behaviours with integrity, both inside and outside of work, ensuring that our behaviours always match our values.
- All take responsibility for our own behaviours.
- Take time to be curious and learn about each other, our authentic selves. We are more than our work.
- Share our workstyle and communication preferences.
- Recognise the power of divergent thinking.
- Share our roles, our capabilities, our mistakes, our successes and learn from each other.
- Engage fully and mindfully with our colleagues.
- Be courageous enough to demonstrate humility and vulnerability when needed.
- Commit to being willing to challenge behaviours that do not meet these standards.
- Trust that people have the power to change.
- Be willing to hold people accountable when they do not support these principles and behaviours.

4.2 Staff Learning & Development

LWA is committed to staff wellbeing, learning and development. Support and supervision are essential, with particular attention being paid to how to develop staff personally and professionally. Courses,

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

training and qualifications are undertaken based on consideration of individual and organisational needs. A pilot supervision process has been undertaken this year, which is more values based and reflective, and is receiving great feedback from staff and managers alike.

Around a fifth of our staff started work with LWA as a relief worker; building up their interest and expertise, increasing the number of hours worked, progressing to temporary and permanent employees. There is also a strong ethic within the organisation for volunteering, with 78% saying they had volunteered at some point, with 23% currently volunteering in some capacity.

More work will be undertaken in this next financial year regarding structure and infrastructure, which will develop new policies for remuneration and staff development.

4.3 Staff feedback

"The sense of helping others at their most vulnerable and difficult times in their life and watching them grow, become independent."

"Everyone working as a team and pulling together, sharing information and being kept informed regularly, good management and just the passion for the job which we all share in knowing we make a difference."

"Working with lots of inspiring, caring, dedicated women. Working for an organisation that genuinely wants to be the best organisation to work for and has actions that reflect this."

"Working within an organisation that is respected across the City as being a compassionate and inclusive leader".

5 **Operating model and risks**

5.1 Fundraising

We are regulated by the Fundraising Regulator and all our fundraising practices are ethical and considerate. We have an in-house Head of Fundraising and Marketing, and do not employ fundraising companies or consultants. All our fundraising and marketing is done to further the organisations charitable activities.

We fund our work with income from a wide range of restricted and unrestricted funds. Our restricted funds include our commissioned services by which we are contracted after an open tender to deliver and report back on specific service delivery. Our largest contract is from Leeds City Council, delivering the LDVS consortium. Other restricted income includes grants from the National Lottery Community Fund, Children in Need, Comic Relief and the Police and Crime Commissioner.

Our unrestricted income gives us the flexibility to fund a range of things directly for our service users and for our infrastructure. It also allows us to invest in reserves (see page 24) of this report), which can be designated for specific charitable purposes.

We have enjoyed the final year's funding as lead agency of the successful WLL partnership with the National Lottery Community Fund. We are currently leading a bid for re-funding which we hope will be successful by the autumn of 2021.

Our WLL partnership with Comic Relief led us to be offered further funding through their emergency COVID fund, to lead a digital inclusion project, enabling those women and girls who were the most disadvantaged to participate and have their voices heard.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

The balance of our funding comes from Government Grants, Charitable Trusts and fundraising efforts.

Our fundraising and marketing team have been so innovative this year in particular, and have achieved so much. This year we have increased: our social media presence; visitors to our website; and income generation – doubling our unrestricted income in particular from our public appeals. A message on our online fundraising platform says:

"Leeds Women's Aid has been identified by our Granddaughter who would like to make this donation instead of receiving a Christmas Present from us. (she donated £100)".

Our Head of Fundraising and Marketing has had a specific strategy to increase our individual giving and supporter base and our results have exceeded our expectations, giving us our most successful year ever. In just over a year from November 2019 to March 2021 the numbers of individuals who regularly donate through direct debit has almost trebled from **33** to **90**, it is one of our greatest quantifiable fundraising achievements.

We have seen 850 people donating through on-line giving platforms, 13 people have done fundraisers – including unusual things like a wedding dress walk and a head shave, with people running, doing triathlons and other energetic fundraising events.

This is a huge increase on the year before and shows our increasing community reach. We currently have 20 individuals signed up to our Friends of LWA scheme, only launched at the end of 2019, and 387 supporters on our quarterly newsletter mailing list. Our newsletter includes creative features such as poems from an LWA member of staff thanking our supporters, a message from the fundraising team and from the shop manager.

Before the pandemic we launched a large fundraising project to upgrade the children's play area in one of our independent refuges. Part of our range of services includes children's support. Almost every woman who comes to our refuge has one or more children; they too have often witnessed or experienced the trauma of domestic violence. The children we support come with diverse and complex needs, as the result of domestic violence, which range from impaired physical or cognitive development to problems at school such as bullying. The current play equipment was old, well-worn and needed replacing to allow the families to make full use of the gardens to play and feel safe. We aimed to raise around £40,000, but we realised close to £60,000 and our fundraising team ensured that this work got done, despite various lockdowns, so our children could benefit. Funding for the project was raised through business, community groups and individuals.

When lockdown eased, the demand for our helplines went through the roof and calls trebled. We fundraised for additional support and increased our staffing levels three times, meaning we have managed to answer more helpline calls than ever before.

The pandemic also meant that our community and charity shop closed on 23 March 2020, having significant impacts on our presence in the community and for our income in the first quarter of the financial year. The fundraising team were innovative to ensure that we mitigated any losses, and worked tirelessly to create new ways of raising money. Whilst the shop assistant was furloughed, our shop manager worked with the fundraising team on social media campaigns and organised an on-line silent auction for the first time ever which raised over £1,000.

She also ensured that our eBay page continued to be active, collecting items from the shop and ensuring they were sent. Additionally, we went onto Instagram, and have just in the last month ventured into sales on a new and upcoming on-line sales platform Depop, which has a very different aesthetic to eBay, and when used on mobile telephones it feels like a social media platform.

The fundraising team launched our first ever LWA Christmas cards and worked with our refuge staff to

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

enable children in our refuge to design the cards. Even though the shop remained closed before and during Christmas, we sold them on-line and through word of mouth. They were hugely successful. All children who designed one got a thank you and certificate from the CEO.

Packs of 12 £2.99*

Leeds Women's Aid 2020 Christmas Cards

Lovingly designed by children in our refuge, our cards are now available to buy online
*delivery fee applies

LEEDS WOMEN'S AID

Every woman deserves freedom and respect

We have received grants, donations and gifts in kind from hundreds of individuals and organisations, and would particularly like to thank the following donors and funders:

The Office of the Police & Crime Commissioner, Victoria Leeds, Elizabeth & Prince Zaiger Charitable Trust, Asda, Children in Need, Leeds Community Foundation, GlobalGiving, PayPal Giving Fund, Bramhope WI, Graham Stowe Bateson & Oakwood Solicitors from Make-a-Will-Month donations, BNY Mellon, Black Shire Villains, Total Gas & Power, BUPA, Sky, Irwin Mitchell, Rotary Club of Headingley, Direct Line Group, Shadwell church, Recycle 4 charity, W & M Charitable Trust, Waitrose stores Otley and Meanwood, Roundhay Women's Group, Kirkland & Ellis Fund, Addleshaw Goddard Charitable Trust, Business Focus & Systems Ltd, Bramhope Rolling Scones, Headingley St Columbia Church, Yorkshire Ladies' Council of Education, Inner Wheel, Soroptimists International (Leeds), Stowe Family Law, PIB Risk Services, Terracycle, and Turnaround Foundation.

We also had an anonymous corporate donation of £10,000, which passed our strict due diligence tests.

In addition, LWA values its individual donors for their dedication and hard work, some of whom have been tirelessly fundraising for the organisation for over 20 years. Here was a message from our fundraising team:

Leeds Women’s Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021



5.2 Volunteers

LWA has around 70 staff including employees and relief workers.

We are proud to work with volunteers of all ages from teenagers working on their Duke of Edinburgh Award to people wanting to support LWA and help their community.

We currently have a total of 18 volunteers assisting with the day to day running of our charity shop, which equates to 2,000+ hours. Without our volunteers the shop would not be what it is today, a well-established charity shop offering a unique and friendly shopping experience.



5.3 Reserves Policy

For some years, LWA has been operating a Reserves Policy based upon an approach that is now outdated. The Reserves Policy as included in the Annual Report for year-ended 31 March 2019 is included as Appendix I in the Reserves Policy Booklet.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

It is now accepted good practice that a Reserves Policy for a charity should:

- Be based on a detailed understanding of the actual and predicted cash inflows and outflows of the charity;
- Not be based upon holding a set number of months cover on expenditure;
- Be integrated with the risk assessment and strategic plans of the charity;
- Not be based upon a closure scenario unless this is considered likely;
- Be regularly reported to and reviewed by the Trustee Board.

The development of a new Strategy has identified a large number of areas where we need to invest in our infrastructure. Added to this, the Needs Research Project has and will continue to identify specific services that we may want to invest in.

In addition, the unexpected and unprecedented pandemic in 2020 has raised vulnerabilities for the whole charitable sector, along with every sector in the world.

The Board of Trustees want to ensure that our reserves policy considers the above points, along with any unexpected risks. Additionally, should there be any scope for investment we would consider this by a combination of using a contribution of our existing unrestricted reserves and new funding, hence the need to review our Reserves Policy and ensure that it is fit for purpose and conforms to the good practice described above.

As it is highly unlikely that all of the situations described in point 2 above would occur in the same 12-month period, the Trustee Board therefore believes that an adequate range of our unrestricted reserves should be between £400,000 and £470,000. This will cover the scenarios detailed in points 1, 3 & 4, and in the lower range a contribution towards $\frac{1}{4}$ of the scenario risks in point 2, and in the higher level of the range $\frac{2}{3}$ of the risks in point 2.

5.4 Financial Review

Principal funding sources remain as Local Authority contracts and rental income including Housing Benefit. We are very grateful for the respectful partnership that we continue to enjoy with Leeds City Council. This year they have provided us robust and considerate contract management and worked with us to secure emergency COVID funding for our much-needed services.

This year we have received funding through government sources from both the Ministry of Housing, Communities and Local Government (MHCLG) and the Ministry of Justice (through the Police and Crime Commissioner's Office). In addition, we were fortunate to be part of a successful multi-regional and multi-national partnership which secured Tampon Tax funding, via the Department for Digital, Culture, Media & Sport (DCMS), led by Solace Women's Aid.

Voids (empty refuge spaces) were slightly higher than last year (8.45% compared to 2020 figure of 7%) and bad debt written off in the year being 1.25% (compared to a very low 1% last year). We are pleased at how the services have been managed, as the target for voids in normal circumstances are 8% and bad debts is 4%. The continued reduction in the level of bad debts is testament to the hard work of the refuge teams in managing the clients' financial situations both when the clients are in refuge and when they are able to move on.

Planned voids mainly cover the period when units are empty due to cleaning and maintenance or occasionally for the reservation of a unit for a woman urgently needing to flee to safety. Systematic

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

management of turnaround times and housing management have resulted in the first reduction in voids for some time.

Our non-commissioned refuges were badly affected by voids (14.5%), with our commissioned refuge being much less at 4.5%. Voids were significantly higher in our non-commissioned refuges due to them all being shared houses. During various COVID lockdowns it was impossible to move new residents in to shared houses, due to the need to keep current residents safe. We used innovative ways of improving the situation over time, partnering with housing providers to enable new residents to get COVID tests and enable faster turnaround times, helping us to house women fleeing DV & A more safely and easier.

The trustees submit the audited financial statements for the year ended 31 March 2021. The net income for the year amounts to a surplus of £199,586. This is in part due to careful strategic management of reserves this year, how we account for the management of our services and substantial fundraising success. This compares to a net income in 2020 of £300,158 (unrestricted £150,475, restricted £149,683). Reserves carried forward are £921,580 of which £125,792 are restricted and £795,788 are unrestricted funds.

Of the £795,788 of unrestricted funds, we have identified and designated £433,276 over a 2-year period for investment in our growth and infrastructure to meet the continuing need and demand for what we do. The consequently lower level of unrestricted reserves of £362,512 is below the £400,000 minimum of our reserves policy but by phasing the investments prudently, we do not expect to fall below the £400,000.

6 Future plans

LWA's strengths are in delivering excellent services, leading collaborative partnerships, developing new and innovative services and having strategic influence locally, regionally and nationally.

We predicted last year that demand for all LWA's services was highly likely to increase, and this is clearly evidenced within this report. Additionally, changing profiles of migrant communities' post Brexit indicated a reduction in EU nationals living in Leeds but potentially an increase from African, South Asian and Middle Eastern communities is predicted. We saw a rise in those from culturally diverse communities accounting for over 60% of those in refuge and 32% in the community.

Within our strategic objectives we aim to concentrate on:

1. Reorganising the SLT to fit the business needs and new strategic priorities and objectives of LWA more closely. Bring more clarity to our core infrastructure and bring stability in leadership.
2. Being future ready and sustainable.
3. Reflecting the changing nature of funding sources.
4. Releasing the CEO from operational tasks to focus on strategic leadership and business development.
5. Elevating responsibilities and accountabilities to a level commensurate with our organisational size and maturity.
6. Creating a more complementary fit between the SLT and our governance structure.
7. Enhancing the wellbeing of our staff.
8. Creating a better fit with client focus and women centred voices as our priority.
9. Increasing and developing services, including widening our health based and house support.

7 Governance and decision-making

LWA operates as a charitable company and registered its purpose and objectives with the Charity Commission on 12 November 1991. It is a company limited by guarantee governed by its Articles of Association which set out clearly the purpose of the charity together with rules about how it conducts its business, including governance.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

Trustees are recruited by external advertisement in the same way that employees and workers are recruited, and there are role profiles and an application form. People may also approach, or be approached if specific skills are required, at any time. We have commenced an external review of our governance arrangements against the contents of the Charity Governance Code, and will report on this in next year's Annual Report.

Applicants are interviewed by the Chair/Deputy Chair and Chief Executive, and the final decision is made by the Trustee Board. All new Trustees receive an induction, and training is planned, commissioned and delivered regularly.

The organisation employs a Chief Executive who takes decisions on the day to day running of the charity. The Chief Executive manages staff; ensures proper financial management; follows policies as agreed by the Trustees; and complies with legal obligations and those directed by funders, the Charity Commission, Companies House and other regulatory bodies. Trustees ensure adherence to legal requirements, i.e. maintaining correct policies - Health and Safety at Work; Fire Safety; Risk Assessments; recruitment and selection, and other policies such as grievance and disciplinary.

LWA is an independent organisation; however, it benefits from being part of the wider Women's Aid network across the UK.

All Trustees give of their time freely and no Trustee remuneration was paid in the year. Trustees are required to disclose all relevant interests and register them with the Chair of Trustees and in accordance with the charity's policy withdraw from decisions where a conflict of interest arises.

Related parties and co-operation with other organisations: none of our Trustees receive remuneration or other benefit from their work with the charity. Any connection between a Trustee or senior manager of the charity with a client or other stakeholder must be disclosed to the full Board of Trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

7.1 Risk management

The Trustees have a risk management strategy which comprises:

- A fully updated Risk Register, comprising of an annual review of the principal risks and uncertainties that the charity faces.
- The establishment of policies, systems and procedures to mitigate those risks identified in the annual reviews.
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.
- A Resources and Governance Committee, having Trustee and senior management representation along with a commissioned external and independent Health & Safety consultant and, when required, the named organisation's Data Protection Lead.

The Risk Register focuses attention on the areas of: Governance and Management; Operational Risks regarding People and Activities/Premises; Financial; Environmental and External.

Significant work was undertaken this year in relation to COVID Risk Assessments and contingency plans. The Board met monthly and the SLT met twice weekly, reducing to weekly at the beginning of 2021.

Additional work was undertaken this year to identify and incorporate the specific areas of risk regarding the current COVID-19 pandemic (see page 10) along with risks in identifying and dealing with future pandemics.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

Other risks regularly identified include that of our service users being at risk of injury or even death. There are also ongoing, daily risk assessments on service delivery, and at regular intervals in respect of premises.

Attention has also been focused on other non-financial risks including those arising from fire, flood, terrorist attack, technology, reputation and health and safety of staff. These risks are managed by having robust policies and procedures in place, and through regular awareness training for staff.

Financial sustainability is one of the risks identified by the charity. A key element in the management of financial risk is a regular review of LWA's financial position through management reports including available liquid funds to settle debts as they fall due, liaison with the bank when necessary, and active management of debtors and creditors balances to ensure sufficient working capital. LWA has been dynamic and strategic this year in its use of unrestricted reserves and in how we will use them.

7.2 Data Security and Protection

Data security and protection is of paramount importance to LWA. We deal with very sensitive personal data relating to the people we support, our staff and our supporters so it is vital that we process this information securely and in accordance with data protection law.

The organisation continues to comply with the Data Protection Act 2018. As data controllers, LWA continues to monitor and review our statutory due diligence. LWA has a named Data Protection Lead (DPL), who passed the Practitioner Certificate in Data Protection in summer 2020 and is now a qualified Data Protection Practitioner.

She continues to report to the CEO and the Resources and Governance Committee of the Board regarding Subject Access Requests, Data Breaches and areas of consideration and improvement. This is reviewed both internally within LWA, and also as consortium lead for our LDVS and WLL partnerships.

All LWA staff have received data protection training. Briefings and regular updates are circulated to all staff to ensure that they remain up to date.

LWA remains vigilant to the threat of cyber-attack. The DPL has attended various data protection training sessions and seminars during the last year looking in particular at cyber security. This has been discussed at staff meetings and detailed briefings have been circulated. Staff are vigilant to suspicious emails and these are raised and reported to the DPL for appropriate action to be taken.

There have been no breaches of data which have needed to be reported to the Information Commissioners Office (ICO).

7.3 Information, Communications, Technology (ICT)

Our ICT strategy changed in March 2020 due to the COVID-19 pandemic, with us ensuring that every member of staff who required one had access to a work laptop, access to our server and a mobile phone. We successfully fundraised to cover the costs of these as well as ensuring that staff that were working remotely had access to the most appropriate equipment for their health, safety and wellbeing.

Additionally, most of our families in refuge had children who could continue to attend school due to being classed as vulnerable, and they required internet access. For the last year, we have provided internet access to all 51 families in our emergency accommodation units where needed, and continue to fundraise to keep this going.

This not only ensures that children have the opportunity to continue to learn and do their studies, but they can also play and connect with others, and it gives a lifeline to the mums who can connect and

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

speak with family and friends in other parts of the country.

8 Statutory information

8.1 Auditors

A resolution to reappoint Bohorun & Co Ltd, Chartered Certified Accountants & Registered Auditors as auditors for this financial year was proposed at last year's Annual General Meeting. Bohorun & Co Ltd agreed to be re-appointed. The Trustees decided that due to the number of years that Bohorun & Co Ltd have acted as auditors for the charity, that an open and transparent invitation to tender would be launched for next year's audited accounts. This was due to happen this year, but due to the pandemic and the difficulties that this caused, we reappointed Bohorun & Co Ltd again.

8.2 Trustees of the charity

The Directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year and since the year end are listed on page 1 of the financial statements.

8.3 Public Benefit

In setting our objectives and planning our activities the Trustees have carefully considered the Charity Commission's general guidance on public benefit in the Charities Act 2011 in particular to its supplementary public benefit guidance on the advancement of health and saving of lives.

8.4 Statement of responsibilities of the Trustees

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 company as at the end of the financial year and of the surplus or deficit of the company for that period.

In preparing those financial statements the Trustees are required to

- Select suitable accounting policies and then apply them consistently.
- Make judgments and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the 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 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 company and hence for taking steps for the prevention and detection of fraud and other irregularities.

8.5 Statement of disclosure of information to Auditors

The Trustees of the company who held office at the date of approval of this annual report confirm that:

So far as the Directors are aware, there is no relevant audit information (information needed by the company's auditors in connection with preparing their report) of which the company's auditors are unaware, and each Director has taken all the steps that they ought to have taken as a Director in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Leeds Women's Aid

Trustees' Annual Report (Including Directors' Report)

For the year ended 31 March 2021

Approved on behalf of the Board

Nneka Ikeogu

Nneka Ikeogu (Jul 29, 2021 17:58 GMT+1)

Nneka Ikeogu
Director and Chair of the Board
13/07/2021

Leeds Women's Aid

Independent Auditor's Report to the Trustees of Leeds Women's Aid

For the year ended 31 March 2021

Opinion

We have audited the financial statements of Leeds Women's Aid (the 'charitable company') for the year ended 31 March 2021 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, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (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 2021, 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Leeds Women's Aid

Independent Auditor's Report to the Trustees of Leeds Women's Aid

For the year ended 31 March 2021

Opinions on other matter 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 trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our 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 directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 require 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'/directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 27, 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.

Auditor's responsibilities for the audit of the financial statements

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

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

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

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

Leeds Women's Aid

Independent Auditor's Report to the Trustees of Leeds Women's Aid

For the year ended 31 March 2021

- we identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from commercial knowledge and experience of the sector;
- we focused on specific laws and regulations in both the UK, which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Charities Act 2011, data protection legislation, anti-bribery, employment, safeguarding principles, health and safety legislations;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence;
- identified laws and regulations were communicated within the audit team and the team remained alert to instances of non-compliance throughout the audit;

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

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

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

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimated set out in the accounting policies were indicative of potential bias; and
- used data analytics to investigate the rationale behind any significant or unusual transactions.

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

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

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Leeds Women's Aid

Independent Auditor's Report to the Trustees of Leeds Women's Aid

For the year ended 31 March 2021

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Divya Prakash Bohorun

D P Bohorun FCCA FCMI (Senior Statutory Auditor)

For and on behalf of Bohorun & Co Ltd, Statutory Auditor

**6 Howley Park Business Village
Morley
Leeds
LS27 0BZ**

Leeds Women's Aid

Statement of Financial Activities (Including Income and Expenditure Account)

Year Ended 31 March 2021

	Note	Unrestricted funds £	Restricted funds £	2021 Total £	Unrestricted funds £	Restricted funds £	2020 Total £
Incoming Resources:							
Charitable activities	2	868,121	1,967,172	2,835,293	890,683	1,875,998	2,766,681
Trading income	3	60,458	-	60,458	70,727	-	70,727
Investment income	4	948	-	948	2,200	-	2,200
Total income		929,527	1,967,172	2,896,699	963,610	1,875,998	2,839,608
Expenditure on:							
Charitable activities	5	536,389	2,049,269	2,585,658	730,727	1,726,315	2,457,042
Trading expenditure	5	47,165	-	47,165	58,239	-	58,239
Governance costs	6	49,001	15,289	64,290	24,169	-	24,169
Total expenditure		632,555	2,064,558	2,697,113	813,135	1,726,315	2,539,450
Net income / (expenditure)		296,972	-97,386	199,586	150,475	149,683	300,158
Transfer between funds	-	52,754	52,754	-	-13,708	13,708	-
Net movement in funds	16	244,218	-44,632	199,586	136,767	163,391	300,158
Reconciliation of funds:							
Total funds brought forward	16	551,570	170,424	721,994	414,803	7,033	421,836
Total funds carried forward	16	795,788	125,792	921,580	551,570	170,424	721,994

All income and expenditure derive from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

Leeds Women's Aid

Balance Sheet

Year Ended 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	11	33,845	24,215
Current assets			
Debtors	12	284,310	323,489
Cash at bank and in hand		1,064,639	978,567
		<u>1,348,949</u>	<u>1,302,056</u>
Creditors: amounts falling due within one year	13	<u>-461,214</u>	<u>-604,277</u>
		-461,214	-604,277
Net current assets		<u>887,735</u>	<u>697,779</u>
Net assets		<u>921,580</u>	<u>721,994</u>
Charity funds			
Restricted funds	15	125,792	170,424
Unrestricted funds	15	795,788	551,570
Total charity funds	15	<u>921,580</u>	<u>721,994</u>

The financial statements were approved and authorised for issue by the board on 13th July 2021.

Signed on behalf of the board of trustees

Nneka Ikeogu

Nneka Ikeogu (Jul 29, 2021 17:58 GMT+1)

N Ikeogu, Director and Trustee

The notes on pages 36 to 48 form part of these financial statements.

Company registration number: 02627468

Leeds Women's Aid

Cashflow Statement

Year Ended 31 March 2021

	Note	2021 £	2020 £
Cash flow from operating activities		199,586	300,158
Interest paid		0	0
Interest receivable		-948	-2,200
Depreciation		13,522	8,912
(Increase) / decrease in debtors		39,179	116,403
Increase / (decrease) in creditors		-143,063	-47,965
Net cash flow from operating activities		<u>108,276</u>	<u>375,308</u>
Cash flow from investing activities			
Payments to acquire tangible fixed assets		-23,152	-14,915
Return on investment and servicing of finance		948	2,200
Net cash flow from investing activities		<u>-22,204</u>	<u>-12,715</u>
Net increase in cash and cash equivalents		86,072	362,593
Cash and cash equivalents at 1 April		978,567	615,974
Cash and cash equivalents at 31 March		<u>1,064,639</u>	<u>978,567</u>
Cash and cash equivalents consists of:			
Cash at bank and in hand		1,064,639	978,567
Cash and cash equivalents at 31 March		<u>1,064,639</u>	<u>978,567</u>

Leeds Women's Aid

Notes to the Financial Statements

For the year ended 31 March 2021

1 Summary of significant accounting policies

(a) General information and basis of preparation

Leeds Women's Aid is a registered charity and a registered company limited by guarantee in England. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are providing support to women and children affected by domestic violence and abuse (DV & A).

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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) issued on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016 and Update Bulletin 2 published on 5 October 2018), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

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

(b) Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Leeds Women's Aid

Notes to the Financial Statements

For the year ended 31 March 2021

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Gifts in kind donated for resale are recognised within 'Income from other trading activities' at the net realisable value in the year in which they are sold. As the gifts in kind are mostly second-hand donated goods they are not valued and or included in stock at the year end.

Fixed asset gifts in kind are recognised when receivable and are included at fair value. They are not deferred over the life of the asset.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from the charity shop is included in the year in which it is received.

The charity receives government grants in respect of its charitable activities. Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Investment income is earned through holding assets for investment purposes such as shares and property. It includes dividends, interest and rent. Where it is not practicable to identify investment management costs incurred within a scheme with reasonable accuracy the investment income is reported net of these costs. It is included when the amount can be measured reliably. Interest income is recognised using the effective interest method and dividend and rent income is recognised as the charity's right to receive payment is established.

Other income includes the conversion of endowment funds into income which arises when capital funds are released to an income fund from expendable endowments or when a charity has authority to adopt a total return approach to its permanent endowment fund. It also includes other income such as gains on disposals of tangible fixed assets.

(d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes of comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charity's shop;

(d) Expenditure recognition (continued)

- Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that are allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Other expenditure represents those items not falling into the categories above, such as governance costs.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Grants payable to third parties are within the charitable objectives. Where unconditional grants are offered, this is accrued as soon as the recipient is notified of the grant, as this gives rise to a reasonable expectation that the recipient will receive the grants. Where grants are conditional relating to performance then the grant is only accrued when any unfulfilled conditions are outside of the control of the charity.

(e) Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Fixtures and fittings	25% straight line
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(f) Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to process and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing stock to its present location and condition. Cost is calculated using the first-in, first-out formula. Provision is made for damaged, obsolete and slow-moving stock where appropriate.

Donated stocks are fair valued as described in (c) above. However, the management view is to value stock at nil value as all items are donated goods.

(g) Debtors and creditors receivable / payable within one year

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

(h) Impairment

Assets not measured at fair value are reviewed for any indication that the asset may be impaired at each balance sheet date. If such indication exists, the recoverable amount of the asset, or the asset's cash generating unit, is estimated and compared to the carrying amount. Where the carrying amount exceeds its recoverable amount, an impairment loss is recognised in profit or loss unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

(i) Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

(j) Leases

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

(k) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

(l) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

(m) Going concern

The financial statements have been prepared on the basis that the charity can continue to operate as a going concern as the trustees believe that no material uncertainties exist.

The trustees have considered the level of funds held and the expected level of income and expenditure and are of the opinion that the charity has adequate working capital to continue its operations over the next 12 months. This conclusion was made having considered the impact of the worldwide Covid-19 pandemic on future operations and available funding. The trustees, therefore, have made an informed judgement, at the time of approving the financial statements, that there is reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future.

Leeds Women's Aid

Notes to the Financial Statements

Year Ended 31 March 2021

2 Incoming Resources

	2021		2020	
	Unrestricted Funds	Restricted Funds	Unrestricted Funds	Restricted Funds
Independent Refuge	309,845	-	310,890	-
Funded LDVS	474,676	248,922	466,456	248,922
LDVS	-	661,979	-	661,979
A P Funding	-	9,894	-	38,275
GP Pilot	-	38,899	-	36,976
DA Car	-	-	-	29,756
Children in Need	-	39,843	-	28,439
Comic Relief	-	120,000	-	60,252
Early Help Hub	-	120,000	-	103,000
Shop	60,458	-	70,727	-
Women's Lives Leeds	-	317,879	66,386	585,980
Staying Safe	-	-	-	11,171
Other Income	-	-	49,151	-
Last Resort Fund	-	-	-	5,691
Residents Activities	-	-	-	5,000
VRU Police Control Room	-	67,617	-	10,779
Angelou Gardens	-	-	-	49,778
Management & Admin	84,548	-	-	-
Online Chat	-	26,041	-	-
Donations	-	12,695	-	-
MHCLG	-	72,771	-	-
Covid 19 MOJ LWA	-	39,411	-	-
Covid 19 MOJ Patnership LDVS	-	75,455	-	-
Comic Relief Covid 19	-	38,116	-	-
Designated Donation	-	10,000	-	-
Leeds Covid Plan LDVS	-	56,400	-	-
Solace Labrynth Project	-	11,250	-	-
Total Income	929,527	1,967,172	963,610	1,875,998

Total incoming resources were £2,896,699 (2020 - £2,839,608) of which £1,967,172 was attributable to restricted (2020 - £1,875,998) and £929,527 was attributable to unrestricted (2020 - £963,610).

3 Income from other trading activities

	2021	2020
	£	£
Shop Income	60,458	70,727
	<u>60,458</u>	<u>70,727</u>

Income from other trading activities was all attributable to unrestricted funds.

Leeds Women's Aid

Notes to the Financial Statements

Year Ended 31 March 2021

4 Income from investments

	2021 £	2020 £
Interest - Deposits	948	2,200
	948	2,200
	948	2,200

Income from investments was all attributable to unrestricted funds.

5 Analysis of expenditure on charitable activities

Charitable activities 2021	Unrestricted Funds £	Restricted Funds £	Total Funds £
Independent Refuge	188,926	-	188,926
Funded LDVS Refuge	336,321	248,922	585,243
LDVS	-	710,828	710,828
AP Funding	-	17,433	17,433
GP PILOT	-	38,899	38,899
Children in Need	-	41,358	41,358
Comic Relief	-	110,404	110,404
Early Help Hub	-	120,000	120,000
Women's Lives Leeds	-	328,421	328,421
Staying Safe	-	-	-
Last resort fund	-	-	-
Resident activities	-	-	-
VRU Police Control Room	-	67,615	67,615
Trading expenditure - Shop	47,165	-	47,165
Management & Admin	11,142	-	11,142
Relief worker	-	-	-
Online Chat	-	20,489	20,489
Donations	-	52,104	52,104
MHCLG	-	72,771	72,771
Covid 19 MOJ - LWA	-	39,411	39,411
Covid 19 MOJ - LDVS	-	75,455	75,455
Comic Relief Covid 19	-	37,223	37,223
Designated donation	-	-	-
Leeds Covid Plan LDVS	-	56,400	56,400
Solace Labrynth Project	-	11,536	11,536
	583,554	2,049,269	2,632,823
	583,554	2,049,269	2,632,823

Leeds Women's Aid

Notes to the Financial Statements

Year Ended 31 March 2021

5 Analysis of expenditure on charitable activities (continued)

Charitable activities 2020	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Independent Refuge	210,762	-	210,762
Funded LDVS Refuge	332,086	248,922	581,008
LDVS	-	675,687	675,687
AP Funding	-	30,736	30,736
GP PILOT	-	36,976	36,976
DA CAR	-	36,789	36,789
Children in Need	-	24,400	24,400
Comic	-	26,053	26,053
Early Help Hub	-	103,000	103,000
Women's Lives Leeds	-	522,464	522,464
Staying Safe	-	8,171	8,171
Last resort fund	-	448	448
Resident activities	-	1,890	1,890
VRU Police Control Room	-	10,779	10,779
Trading expenditure - Shop	58,239	-	58,239
Management & Admin	185,522	-	185,522
Relief worker	2,357	-	2,357
	<u>788,966</u>	<u>1,726,315</u>	<u>2,515,281</u>

6 Governance Costs

	2021			2020		
	£	£	£	£	£	£
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Governance	10,134	-	10,134	-	-	-
Audit Fees	4,500	-	4,500	4,200	-	4,200
Legal	18,912	11,752	30,664	14,405	-	14,405
Recruitment Costs	1,505	2,059	3,564	-	-	-
Bank Charges	1,487	91	1,578	1,573	-	1,573
Depreciation	10,963	1,387	12,350	2,062	-	2,062
Accountancy Fees	1,500	-	1,500	1,440	-	1,440
Others	-	-	-	489	-	489
Total	<u>49,001</u>	<u>15,289</u>	<u>64,290</u>	<u>24,169</u>	<u>-</u>	<u>24,169</u>

7 Net income for the year

Net income is stated after charging/(crediting):	2021	2020
	£	£
Depreciation of tangible fixed assets	13,521	8,912
Operating lease rentals	2,191	2,166
Property rent	194,620	189,545
Audit remuneration	4,500	4,200

Notes to the Financial Statements

Year Ended 31 March 2021

8 Trustees' and key management personnel remuneration and expenses

Trustees neither received nor waived any remuneration during the year (2020: £ Nil).

9 Staff costs and employee benefits

The average monthly number of employees and full time equivalent (FTE) during the year was as follows:

	2021	2020
	FTE	FTE
Refuge and aftercare	14	14
Community services	22	20
Social enterprise and funding	2	2
Management and administration	5	6
	<u>43</u>	<u>42</u>

The total staff costs and employee benefits were as follows:

	2021	2020
	£	£
Wages and salaries	1,225,009	1,163,351
Social security	94,404	93,927
Defined contribution pension costs	49,747	43,026
	<u>1,369,160</u>	<u>1,300,304</u>

The number of employees who received total employee benefits (excluding employer pension costs) of more than £60,000 is as follows:

	2021	2020
	Number	Number
£60,001 - £70,000	1	1
	<u>1</u>	<u>1</u>

10 Pension Costs

The company operates various defined contribution schemes. The schemes and their assets are held by independent managers. The pension charge represents contributions due from the company and was £49,747 (2020 - £43,026).

Notes to the Financial Statements

Year Ended 31 March 2021

11 Tangible fixed assets

	Office Equipment	Fixtures, Fittings & Equipment	Total
Cost or valuation:			
At 1 April 2020	58,858	45,571	104,429
Additions	3,811	19,342	23,153
At 31 March 2021	<u>62,669</u>	<u>64,913</u>	<u>127,582</u>
Depreciation:			
At 1 April 2020	40,736	39,479	80,215
Charge for the year	8,858	4,664	13,522
At 31 March 2021	<u>49,594</u>	<u>44,143</u>	<u>93,737</u>
Net book value:			
At 31 March 2021	<u>13,075</u>	<u>20,770</u>	<u>33,845</u>
At 31 March 2020	<u>18,122</u>	<u>6,092</u>	<u>24,214</u>

12 Debtors

	2021 £	2020 £
Trade debtors	228,717	281,216
Other debtors	2,000	2,946
Other debtor - VRU Police Control Room	15,010	0
Prepayments and accrued income	38,583	39,327
	<u>284,310</u>	<u>323,489</u>

13 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	22,266	30,666
Other tax and social security	25,337	24,554
Other creditors	5,677	5,633
Accruals and deferred income	407,934	543,424
	<u>461,214</u>	<u>604,277</u>

14 Deferred Income

	2021 £	2020 £
At 1 April	456,829	492,764
Additions during the year	1,050,678	456,829
Amounts released to income	-1,218,218	-492,764
At 31 March	<u>289,289</u>	<u>456,829</u>

Income has been deferred (all under 1 year) for funds received in 2021 but relates to projects and costs for 2021/22 financial year.

Notes to the Financial Statements

Year Ended 31 March 2021

15 Fund Reconciliation

Unrestricted funds

	Balance at 01.04.2020	Income	Expenditure	Transfers	Gains / (losses)	Balance at 31.03.2021
	£	£	£	£	£	£
General funds	223,008	929,527	-632,555	-157,468	-	362,512
Designated Funds	328,562	-	-	104,714	-	433,276
	<u>551,570</u>	<u>929,527</u>	<u>-632,555</u>	<u>-52,754</u>	<u>-</u>	<u>795,788</u>

	Balance at 01.04.2019	Income	Expenditure	Transfers	Gains / (losses)	Balance at 31.03.2020
	£	£	£	£	£	£
General funds	86,241	963,610	-813,135	-13,708	-	223,008
Designated Funds	328,562	-	-	-	-	328,562
	<u>414,803</u>	<u>963,610</u>	<u>-813,135</u>	<u>-13,708</u>	<u>-</u>	<u>551,570</u>

Reserves Policy

In the year the old reserves policy had been reviewed and a new Reserves Policy has been implemented. As a result, in the year ending 31 March 2021 the previously designated funds were released and replaced with designated funds for projects identified as potential opportunities to further our charitable objectives. Of the £795,788 unrestricted funds carried forward at 31 March 2021, £333,276 has been identified as designated funds and a further £100,000 has been set aside as working capital for our core.

Area	Description	£
1	Working capital for our core	100,000
2	In support of our Risk Assessment - items with medium or high rating	190,000
3	Possible Opportunitites	150,000
4	Unexpected or unprecedented Pandemic or other situation	100,000
		<u>540,000</u>

For some years, LWA has been operating a Reserves Policy based upon an approach that is now outdated. The Reserves Policy as included in the Annual Report for year-ended 31 March 2019 is included as Appendix I in the Reserves Policy Booklet.

It is now accepted good practice that a Reserves Policy for a charity should:

- Be based on a detailed understanding of the actual and predicted cash inflows and outflows of the charity;
- Not be based upon holding a set number of months cover on expenditure;
- Be integrated with the risk assessment and strategic plans of the charity;
- Not be based upon a closure scenario unless this is considered likely;
- Be regularly reported to and reviewed by the Trustee Board.

The development of a new Strategy has identified a large number of areas where we need to invest in our infrastructure. Added to this, the Needs Research Project has and will continue to identify specific services that we may want to invest in.

Notes to the Financial Statements

Year Ended 31 March 2021

15 Fund Reconciliation (continued)

In addition, the unexpected and unprecedented pandemic in 2020 has raised vulnerabilities for the whole charitable sector, along with every sector in the world.

The Board of Trustees want to ensure that our reserves policy considers the above points, along with any unexpected risks. Additionally, should there be any scope for investment we would consider this by a combination of using a contribution of our existing unrestricted reserves and new funding, hence the need to review our Reserves Policy and ensure that it is fit for purpose and conforms to the good practice described above.

As it is highly unlikely that all of the situations described in point 2 above would occur in the same 12-month period, the Trustee Board therefore believes that an adequate range of our unrestricted reserves should be between £400,000 and £470,000. This will cover the scenarios detailed in points 1, 3 & 4, and in the lower range a contribution towards ¼ of the scenario risks in point 2, and in the higher level of the range 2/3 of the risks in point 2.

Restricted funds

	Balance at 01.04.2020	Income	Expenditure	Transfers	Gains / (losses)	Balance at 31.03.2021
	£	£	£	£	£	£
Funded LDVS Refuge	-	248,922	-248,922	-	-	0
LDVS	-	661,979	-714,448	52,469	-	0
A P Funding	7,540	9,894	-17,433	- 1	-	0
GP Pilot	-	38,899	-38,899	-	-	0
DA Car	-	-	-	-	-	0
Children in Need	4,039	39,843	-41,403	-	-	2,479
Comic Relief	34,198	120,000	-110,561	-	-	43,637
Early Help Hub	0	120,000	-120,000	-	-	0
Women's Lives Leeds	63,516	317,879	-339,887	-	-	41,508
Staying Safe	3,000	-	-	-	-	3,000
Last Resort Fund	5,243	-	-	-	-	5,243
VRU Police Control Room	-	67,617	-67,616	-	-	1
Online Chat	-	26,041	-20,489	-	-	5,552
Donations (Ang. Gradens & Res. Act.)	52,888	12,695	-52,104	-	-	13,479
MHCLG	-	72,771	-72,771	-	-	0
Covid 19 MOJ LWA	-	39,411	-39,411	-	-	0
Covid 19 MOJ Partnership	-	75,455	-75,455	-	-	0
Comic Relief Covid 19	-	38,116	-37,223	-	-	893
Designated Donation	-	10,000	-	-	-	10,000
Leeds Covid Plan LDVS	-	56,400	-56,400	-	-	0
Solace Labrynth Project	-	11,250	-11,536	286	-	0
	170,424	1,967,172	-2,064,558	52,754	-	125,792

Leeds Women's Aid

Notes to the Financial Statements

Year Ended 31 March 2021

15 Fund Reconciliation (continued)

Restricted funds

	Balance at 01.04.2019	Income	Expenditure	Transfers	Gains / (losses)	Balance at 31.03.2020
	£	£	£	£	£	£
Funded LDVS Refuge	-	248,922	-248,922	-	-	0
LDVS	-	661,979	-675,687	13,708	-	0
A P Funding	-	38,275	-30,735	-	-	7,540
GP Pilot	-	36,976	-36,976	-	-	0
DA Car	7,033	29,756	-36,789	-	-	0
Children in Need	-	28,439	-24,400	-	-	4,039
Comic Relief	-	60,252	-26,054	-	-	34,198
Early Help Hub	-	103,000	-103,000	-	-	0
Women's Lives Leeds	-	585,980	-522,464	-	-	63,516
Staying Safe	-	11,171	-8,171	-	-	3,000
Last Resort Fund	-	5,691	-448	-	-	5,243
Resident Activities	-	5,000	-1,890	-	-	3,110
VRU Police Control Room	-	10,779	-10,779	-	-	0
Angelou Gardens	-	49,778	-	-	-	49,778
	7,033	1,875,998	-1,726,315	13,708	0	170,424

16 Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	2021	2021	2021	2021
	£	£	£	£
Tangible fixed assets	33,845	-	-	33,845
Current assets	789,881	433,276	125,792	1,348,949
Current liabilities	-461,214	-	-	-461,214
Total	362,512	433,276	125,792	921,580

	Unrestricted funds	Designated funds	Restricted funds	Total
	2020	2020	2020	2020
	£	£	£	£
Tangible fixed assets	24,215	-	-	24,215
Current assets	803,070	328,562	170,424	1,302,056
Current liabilities	-604,277	-	-	-604,277
Total	223,008	328,562	170,424	721,994

Leeds Women's Aid

Notes to the Financial Statements

Year Ended 31 March 2021

17 Financial commitments

Annual contractual commitments under non-cancellable operating lease on land and building were as follows:

Expiry date	2021	2020
	£	£
Within one year	198,202	189,545
Between two and five years	0	0
	<u>198,202</u>	<u>189,545</u>

18 Related party transactions

There are no related party transactions during the year (2020: £ nil).









LWA - Final Accounts 31/3/2021

Final Audit Report

2021-07-30

Created:	2021-07-23
By:	Prakash Bohorun (kash@bohoruns.co.uk)
Status:	Signed
Transaction ID:	CBJCHBCAABAAOjeJHgunDY0QS1I4xMfdCkhXiNcCIKEN

"LWA - Final Accounts 31/3/2021" History

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