



Charity No: 1005976
Company No: 02635912

The Staffordshire Pathway Project

(A company limited by guarantee)

Annual Report and Financial Statements

**For the year ended
31 March 2023**



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Our Vision

To build a future where adults and children affected by domestic and sexual abuse live in safety and free from fear.

Our Mission

To ensure that every adult and child who comes to us seeking support for domestic and sexual abuse is given an opportunity to engage in services that can help them to make the journey from victim to survivor.

Our Values

To put people at the heart of what we do:

At Pathway we believe in being service user led. Nobody knows what services and support are needed, more than the people who access them. We are always here with an open mind and open heart to ensure that we shape futures together.

To be the best we can be:

No two people are the same. Whether you are a service user, volunteer or member of staff, we are all different. At Pathway we don't believe in a one size fits all approach. Instead we want to celebrate our differences, value opinions and learn from each other, so that we can provide the best services, in the best way, with the best people.

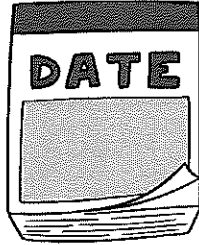
To share our experiences:

Good, bad or funny. We want our service users to feel that they can share their experiences and know that they will be listened to and will contribute towards our development. We want our staff to know that in good and bad times, our door is always open and that our shared experience is what drives the strength of the team. At Pathway, we want to share our experiences and collaborate with other specialist organisations, to provide solutions and services that meet the needs of the people we are committed to.

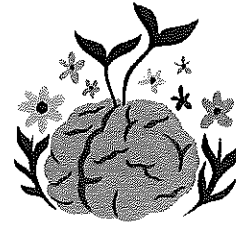
To be open:

We understand that everyone's journey begins at a different point and at a different time. At Pathway we won't put restrictions on the number of times you can access a service, or on the amount of time that has passed before you felt that you could ask for support. We also understand that your needs may not always meet a threshold, but that doesn't make them any less important to you. That's why our helpline is open access to all, 24 hours a day, 365 days a year. Whether you need a friendly voice, to know more about our services or help getting support elsewhere, we will be there.

IN 22/23 OUR SERVICE USERS TOLD US:

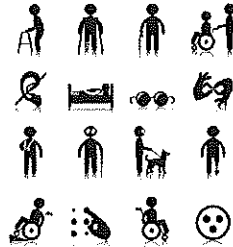


THAT THE AVERAGE AMOUNT OF TIME THEY WERE IN AN ABUSIVE RELATIONSHIP BEFORE THEY SOUGHT HELP TO LEAVE WAS 95 MONTHS, OR JUST UNDER EIGHT YEARS



THAT 63% HAD MENTAL HEALTH NEEDS AND THAT 50% HAD FELT SO DEPRESSED THEY HAD CONSIDERED SUICIDE

THAT 24% OF THEM HAD A REGISTERED DISABILITY AND IN MANY CASES THEIR ABUSER WAS ALSO THEIR CARER



THAT 32% HAD ALREADY BEEN IN AT LEAST ONE OTHER ABUSIVE RELATIONSHIP BEFORE SEEKING OUR HELP



THAT 26% HAD WITNESSED ABUSE IN THEIR HOME AS A CHILD



THAT IN SERVICE USERS DEALING WITH CURRENT, OR RECENT RELATIONSHIPS, EMOTIONAL ABUSE WAS THE BIGGEST FACTOR WITH 90% DETAILING AS PART OF THEIR CASE, WHILE ISSUES WITH STALKING AND HARASSMENT HAD DOUBLED IN A YEAR TO 30%

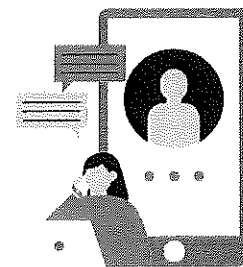
IN HISTORIC CASES OF DOMESTIC ABUSE, 90% OF SERVICE USERS WANTED SUPPORT WITH SEXUAL ABUSE INCLUDING ASSAULT, RAPE, CHILDHOOD SEXUAL ABUSE AND SEXUAL EXPLOITATION.

IN 22/23 WE HAVE:



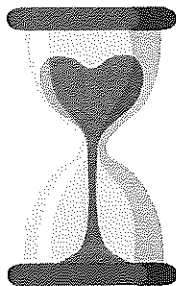
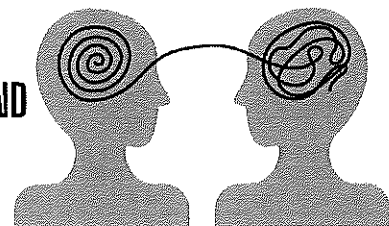
AWARDED 82 GRANTS, TOTALLING £22,621 TO SERVICE USERS TO HELP IMPROVE THEIR FINANCIAL SITUATION AND SUPPORT THEIR MENTAL HEALTH

RESPONDED TO 3871 REQUESTS FOR ADVICE AND SUPPORT THROUGH OUR PHONE, EMAIL AND SOCIAL MEDIA HELPLINES



SUPPORTED 796 ADULTS, YOUNG PEOPLE AND CHILDREN TO ACCESS OUR SERVICES

PROVIDED 165 ADULTS WITH SPECIALIST DOMESTIC AND SEXUAL VIOLENCE COUNSELLING



DELIVERED 2911 HOURS OF GROUP WORK, WITH 444 SERVICE USERS ATTENDING AT LEAST ONE SESSION, OR PROGRAMME

Reference and administrative details
For the year ended 31 March 2023

Company number	2635912	Country of incorporation	United Kingdom
Charity number	1005976	Country of registration	England and Wales

Registered office and operational address
The Hope Centre
3 Quonian Lane
Lichfield
Staffordshire
WS13 7LB

Pathway Project is the trading name of The Staffordshire Pathway Project (formerly The Burntwood Pathway Project)

Trustees Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Trustee names redacted. SB SB AAA 15/5/25

[Redacted] Chair: appointed November 2022
[Redacted] Vice Chair
[Redacted] Treasurer

[Redacted] Resigned as Chair November 2022
[Redacted]
[Redacted]

Key Management Personnel	Hayley Baxter	Chief Executive
	Wendy Dee	Head of Operations
	Amanda Barnard	Finance Manager
	Jackie Hughes	Refuge Manager
	Lynn Loughton	Volunteer & Training Manager

Bankers NatWest Bank plc
47 Market Street
Lichfield
WS13 6LE

Solicitors Moseley's
Compton House
18 Bore Street
Lichfield
WS13 6LL

Auditors Dains Audit Limited
15 Colmore Row
Birmingham
B3 2BH

Trustees' annual report

For the year ended 31 March 2023

The trustees present their report and the audited financial statements for the year ended 31 March 2023.

The reference and administrative information set out on page 5 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102. The trustees' annual report also contains a directors' report as required by company law.

Objectives and activities

The charity's objective is to relieve the physical, mental, emotional, social, financial and sexual distress among adults of all ages and/or their children, who have been maltreated or controlled by their partners, family members or persons with whom they were living or having a relationship with, or had made acquaintance of, specialising in gender-based abuse against women and girls.

- a) Through our services we aim to provide adults and children with safety and support, whilst they make decisions about their future, and take the opportunity to change their lives in order to live a future in safety and free from fear.

- b) Our main objectives for the year have been as follows:
 - To work with Staffordshire County Council towards the effective commissioning of safe accommodation services.
 - To be aware of the ongoing economic situation of the country and the additional strain and risks that this may put on service users, our staff, and the service as a whole.
 - To try and combat the ongoing effects of increasing costs on the organisation by reviewing and managing contracts and services.
 - To collaboratively work with Staffordshire Women's Aid to deliver the county sexual violence service.
 - To support providers across the county by continuing to deliver a specialist County Counselling provision with the support of our Counselling Lead.
 - To continue to increase our community fundraising and awareness through public events, building local relationships and micro bids, led by our Community Engagement Worker.
 - To continue to focus on applications for funding opportunities both from Government/Councils and other funders.
 - To improve and develop services, and to work towards renewing our Women's Aid National Quality Standards kite mark.
 - To continue providing services and to find alternative funding streams that will support us to deliver a full service.
 - To develop specialist support for those people presenting with complex needs.
 - To develop new services that best meet the needs of our service users and our local communities.
 - To ensure that staff maintain their skills and knowledge through a programme of training and support.

Trustees' annual report

For the year ended 31 March 2023

- To continue to develop our programme of specialist domestic abuse services across Tamworth and Lichfield.
- To maintain the high level of service we provide through our refuge accommodation.
- To work in partnership wherever possible so that service users get the best and most holistic service possible.
- To undertake preventative work and support early intervention opportunities.
- To support children and young people to recover from abuse and to understand healthy relationships.
- To provide services offering legal advice to those unable to claim legal aid.
- To continuously work to improve our services.
- To work together with partners, increasing capacity and improving opportunities and learning.
- To continue to deliver holistic services which work on meeting needs and supporting people in full long-term recovery after domestic abuse.
- To continue developing and improving our groups and activities.
- To continue developing our volunteering opportunities.

Public Benefit

Pathway Project works to provide services which benefit adults and children who have been made vulnerable due to domestic and/or sexual abuse, either within the home, or in their own personal or family relationships. Pathway Project recognises that domestic abuse is a primarily gendered issue and is a specialist women and girls organisation. Pathway Project also recognises that abuse can affect any person and offers a small range of male victim services in line with our funding arrangements. Each service that we offer is charitable, open to adults and children suffering abuse, and is free to the user, except in the case of refuge provision where rent and service charges are made. The greater proportion of this is paid by the local authority in the form of Housing Benefit, for women whose income is below the threshold.

Our beneficiaries have a charitable need which we aim to address in the many and varied services that we offer, and we are constantly developing our services to ensure that we provide a holistic and inclusive service.

The charitable purposes that we meet are:

- a) The prevention or relief of poverty
- b) The advancement of health or the saving of lives
- c) The relief of those in need by reason of youth, age, ill health, disability, financial hardship or other disadvantages

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period.

The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

Trustees' annual report

For the year ended 31 March 2023

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

Significant activities

After the ongoing challenges of COVID, we had hoped that 22/23 would see the organisation in a period of relative calm for a while. However, this wasn't to be, as we then started a period of challenges to our workforce and our core costs through the cost of living and energy crisis. As an organisation, we have had to consider any ways that we could make savings, help to cover increased costs and support our staff. We watched as many organisations lost long standing staff members to other sectors, or to council run in house domestic abuse services, which could afford to pay more. We also watched organisations, including ours, struggle to recruit new staff in an environment where people needed to maximise income, but where there was also a drive to not take on any jobs with levels of stress, or challenging working hours – within which our services definitely sit.

Refuge Accommodation

We received 649 enquiries and referrals for refuge space 2022/23; this was down 23% on last year but still an increase from pre COVID. We were able to house 89 families but had to turn away, refer on or signpost 560 families, meaning we had to turn away over 86% of our referrals. This year we saw a marked increase in the number of referrals with extremely high levels of complex needs around mental health and drugs and alcohol, while 10% of the women we took had drug/alcohol issues, 25% had a mental health disability, and 50% had mental health needs, being unable to offer refuge space due to both of those reasons did increase. This year also saw us accommodate four families with no recourse to public funding, those families stay with us for longer than average while they wait for their immigration status to be changed to indefinite leave to remain, normally for 12 months or more, but are often the most vulnerable due to the lack of services prepared to work with them due to funding.



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Refuge accommodation still remains a vital and much needed service for Pathway Project. As more and more women entering emergency accommodation present with complex needs, refuges have become more than just somewhere to stay and are instead intensive services helping women and families with

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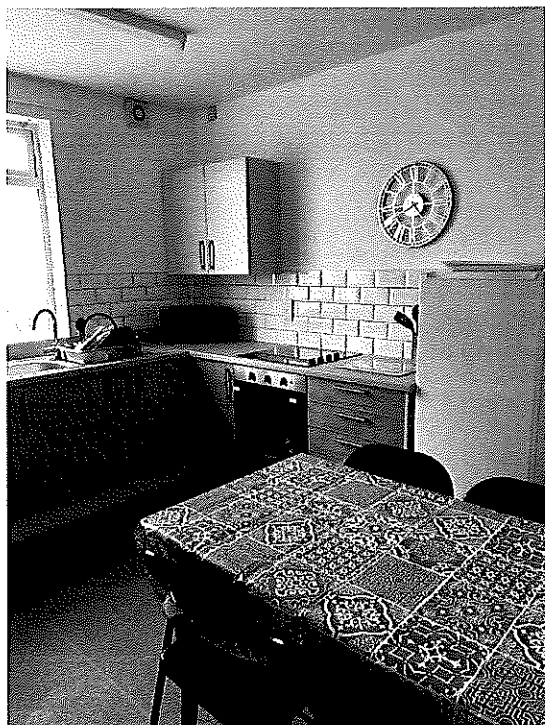
For the year ended 31 March 2023

debt management, tenancy sustainment, life skills, budgeting, literacy and numeracy. Alongside our general support workers, we continue to offer a Financial Abuse Specialist, who works with everyone who comes into refuge to do an initial financial assessment that then means a package of support can be tailored around their individual needs, and a Resettlement Worker who follows our residents out into their new homes within the community to ensure that they have the best start to independent living that they can. Financial support remains a key support service with us as people have become further impacted by the cost-of-living crisis.

This year we were very thankful to have been awarded a further three years funding from the Smallwood Trust, which allows us to make grants to women that help them better their financial position and their mental health. Facilitated by our Financial Abuse Specialist this has helped women in refuge to pay off housing arrears, clear debts with utility companies purchase beds etc. for their new homes and pay for transport to medical appointments. It has also been hugely beneficial in enabling us to support service users who have no recourse to public funding while they wait for their DV concessions to come through - in some cases without this fund we may not have been able to take these families at a time when they needed us the most.

Again, we have been hugely thankful for the support we have received from Tamworth Borough Council (TBC) in enabling us to begin to extend our services at Tamworth Refuge. The management post has allowed us to offer refuge accommodation to more intensive cases and allowed us to better recognise and meet the needs of the families who are accessing this support. The additional hours that we were also awarded by TBC, began in September last year and have so far been a huge success. They have really highlighted the benefits that the service users have felt from having staff available at the weekends, and in the evenings, which is often when feelings of isolation and worry are at their highest. Some of the hours have been used to simply have staff in the building offering general support, but others have been used to organise and deliver activities and sessions with the families; this year those have included a 'Great Refuge Bake Off', cooking a refuge Sunday lunch, gardening, and even a trip to the local park with a picnic. The feedback from service users has been how much more they have felt supported with staff

being able to be around more, and this has been great to hear.



As always Pathway Project prides itself on the children's services that it is able to offer both to Mums learning how to parent their children independently, and to children and young people directly to enable them to be heard, understood and move forward with their lives. In 2022/23, 53% of the children entering into refuge had involvement from Children's Services and 57% of them had both endured domestic abuse directly and witnessed it happening to someone else in their family. This year we also saw more children and young people sharing concerns about their mental health with 40% having mental health needs. We also saw record numbers of children in refuge at one time this year, 15 in Lichfield and 8 in Tamworth, meaning we took on an additional part time children's worker to help meet needs.

This year we were hugely fortunate to be asked to put in a proposal for some funding from HSBC Bank. We

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For the year ended 31 March 2023

worked with our local branch and their area lead to put in a bid for a brand new kitchen at Tamworth Refuge, and for AstroTurf for our mud locked garden at Lichfield Refuge. We were so excited to be awarded the full amount we had applied and as you can see from the photos, both of these projects have already been completed and are being used to their fullest by all of our families. While working with HSBC on our two largest projects we also realised this may be a good time to focus on upgrading our Tamworth Refuge which hadn't had any work done on it for some time. We were lucky enough to be awarded a grant from Screwfix which allowed us to upgrade all of our lighting to LED's and have a brand new CCTV system fitted, and a further grant from B&Q for a full redecoration of all the rooms and communal spaces. This work has all been undertaken and it has been lovely for everyone to see the change in our refuge spaces. Our project for 23/24 is to now try and do the same for all of our rooms at Lichfield Refuge.

During 22/23 we have been working alongside Staffordshire County Council to complete the consultation and needs assessment around safe accommodation and the most effective way to commission services moving forward. During this time period we were issued with a further six month extension of our current contract to allow further time for commissioning to take place, taking us to October 2023. We are pleased to say that we have recently been informed that Staffordshire County Council will be direct commissioning the refuge contracts with the current providers, from the start of October 2023 for a period of 2.5yrs, with the option of a further 1yr extension. Since this announcement we have been working on budgets with the commissioners, taking into account the amount of money they have to put into services, and what services rally need to deliver to a high level, and we will be finalising award amounts and signing contracts in September this year.

We would like to take this opportunity to offer our sincere thanks to all of our refuge staff for their commitment and support, especially during a time when our contract for the service has been yearly. It is a challenging job, with lone working and anti-social hours, as well as dealing with a difficult and emotional subject matter every day and we hugely appreciate everything they do that allows us to continue delivering services.

24 Hour Helpline

Pathway Project's 24hr helpline continues to be our first point of contact for service users and agencies, providing a combination of advice, guidance, support and urgent help in a crisis. It is also our central point of contact for all of our referrals.

This year we had 3871 contacts through all of our available mediums (phone, email, live chat, messenger) which is a decline of 6.5% on the year before. Whilst this is still an increase on pre COVID figures, in all providers across the county, and in supporting services, there is clearly a slow return to those pre 2019 figures. Our helpline can still be accessed through phone support, email and messenger on social media, with all mediums being used.

Through the year we have taken 1448 referrals for adults and children's services, this is down 15% on last year, reflecting the drop in the number of referrals made into refuge, most likely down to the decrease in the number of spaces available due to long stay service users. Most people referring themselves in took up more than one service provision, showing the importance of holistic, wrap around support. The service also provided ongoing support to 8 people, that was people who were not ready to engage within a formal support service but called the helpline on a regular basis for emotional support for a period of time. As always, we also take a number of calls from people who require support other than that for domestic abuse and make appropriate on ward referrals to other local organisations, we also take calls that are classified as high risk and make onward referrals to the commissioned service as appropriate.

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For the year ended 31 March 2023

Our two biggest issues this year have been dealing with service users with very high mental health needs and unsuitable referrals, mainly for people with very high-level drug needs, who are still using. We have worked hard with the local mental health teams to get them to be able to work with their service users so that they understand that this is a helpline with a lot of calls coming through and that we can't spend hours on the phone with them, or answer multiple calls from them one after the other. We have also worked with one of the local mental hospitals who had an inpatient that was continuously calling us to ensure that we had assessed that there was no immediate need and to put processes in place for them to reduce the calls being made. With regards to unsuitable referrals, we have begun working with supported housing providers who offer housing with live in support for people with severe mental health and drug and alcohol issues so that where we know they have vacancies, we can signpost referring agencies to them to seek support. This relationship also really compliments our ethos that even if we are not the right service provider for them, that person still deserves a service that can help make their lives better.

What we have been told that people really like about our helpline service, from service users and from other agencies is that:

- That they simply appreciate the phone being answered and that they are able to speak to a real human being, without having to leave a voicemail and wait for someone to get back to them, or listening to five minutes of someone reading their data policy before they can speak to anyone, especially if they are upset or in an emergency.
- That as a professional they are allowed to call the helpline and ask for advice and support, as other providers have asked that professionals don't call and speak to them.
- That is answered by a person 24/7 and doesn't resort to an automated call, or a large national call team with no DA expertise.
- That we will still speak to them and offer advice and support, and signpost them on when the matter is out of our scope or remit.
- That people value a continuity of service and staff e.g., N who had been a vulnerable, high risk service user many years ago had the confidence to refer herself back into us for counselling, we remembered who she was, the situation she had been in, her children and her vulnerabilities without her having to begin from the start.
- That we offer victim focused, person centred support from the outset, regardless of whether that person will be with us in the long term.

Early this year we had an ex-service user call us as she wanted to donate some items, and Jan answered when she rang the helpline. That same day we received this email from her, which captures the essence of why our helpline, and the way we run it, is so important:

Hi Jan,

I knew your voice the second you answered the phone. It felt straight away like my safe place again.

I've circulated a message to my family, friends and work colleagues, you should receive deliveries over the next week or so from the wish list from amazon, I've had a lot of support.

Again, I can't thank you enough and nearly 10 years on you still have that impact to make me feel safe. Thank you for everything from me to you and all the team.

I'm not a victim I'm a survivor

Trustees' annual report For the year ended 31 March 2023

We have got this!

J and S xxxx

The Hope Centre

The Hope Centre continues to be a busy hub for both our staff and our service users. We have a full programme of group work that runs throughout the day and in the evening, covering everything from domestic abuse education and wellbeing to craft sessions and chat and chill. As well as being the base for our staff, volunteers and group work, the centre is also the home of our County Counselling Service, which thanks to additional volunteer support now utilises most available space across the centre on a weekly basis.

As an organisation we are still really keen to see how we can utilise the downstairs space, both to provide additional room for clinics, groups and counselling but also to potentially develop a social enterprise that allows us to generate some income, give volunteering and work experience opportunities to our service users and support the local community. We are currently working on a business plan around this particular project with the landlord and some potentially interested funders.

Outreach

Pathway Project has continued to work on the service provision offered from our outreach team. Our Risk Reduction Worker is still the base of our team, taking referrals from anyone who feels they need support around domestic abuse. We were able to secure funding to maintain our Mental Health and Domestic Abuse Worker for 22/23, and are now trying to find some longer-term grant funding to move the post forward. Thanks to the National Lottery, Lichfield District Council and private funders we have been able to also retain our Young Women and Girls Worker, Housing Support, Family Support, Risk Assessment Worker and our Economic Abuse Specialist. All of these posts provide a combination of emotional and practical support to service users who are at any point in their journey, whether that is historical, they are with their partner, or that have just split up.

Our services work together to offer the most holistic support to people that they can, reflected in some feedback we had at Christmas:

Thank you to you and Lesley getting me that grant. I've managed to see an X display cooker on marketplace and he said he'll deliver too me on Saturday. It's a big relief to know I'll be able to cook a dinner at Christmas for me and my boys instead of stuff out the fridge...I really can't thank you all enough.... especially you Debs. I owe you so much and for keep being positive towards me and giving me the strength to carry on. You gave me my life back and I'll never forget that xx



This year we have been relaunching our drop-in services, which were temporarily withdrawn due to COVID. This has included some work in Cannock and Rugeley after we were approached by some of the Children's Centres there who needed additional support, and we do offer follow on sessions to anyone that we meet during these drop ins. We are also offering drop-ins at Tamworth in the church/community cafe as they have a number of residents who use their facilities; it is also allowing us

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For the year ended 31 March 2023

to reach those who cannot travel to Lichfield due to the cost of living (petrol, parking) or lack of transport. On top of this we are also offering regular drop-ins at Spark in Burntwood, this is an established charity that supports the community – alongside the drop ins we have done talks on domestic abuse awareness, menopause, red flags and healthy relationships. We have established a good relationship with all of these and the support continues past the drop in as appropriate. This year we also did an Easter drop In at Spark and the Children's Centres for moms and children, and it was so well received we are going to do the same again during the Summer and Christmas holidays.

Our two newest areas of work are our Family Support Practitioner and our Risk Assessment Worker. So far, seven families have engaged with our Family Support Practitioner and received support around dealing with the aftermath of their children being involved in abusive relationships, helping them to better understand domestic abuse and how to support people in the best way possible. As well as direct one to one support, we also have a support group that runs alongside it on a monthly basis.

Our Risk Assessment Worker completes any initial risk assessments that haven't been completed by the helpline, for instance if the person wasn't able to complete it at that time, or they needed to do it on a specific day. This service also completes additional interim risk assessments after people have been in service for a short while to ensure that nothing has changed, there is no escalation needed, or additional services. Where people are with us for longer periods a follow up risk assessment will be completed every two months, while all staff assess risk in an ongoing way during one to ones, we wanted to make sure that this was also formally recorded.

While we keep waiting lists to the minimum, on any occasion when someone has to wait then this role is responsible for making weekly contact with them to ensure, again, that the level of risk has not increased and that they don't have additional needs that we need to take into account. This post also now completes wellbeing calls with service users when their direct worker is on annual leave, or is off ill. This allows us to ensure that we are meeting all that service user's needs, and gives them reassurance that we have not forgotten about them, or they haven't been missed. This role has also allowed us to pick up some time critical pieces of work, when service users have decided they don't want to bother us, but when we have rung them when their worker is off, there are letters that need to be written in a short time scale.

During 2023/24 we will be looking to continue developing our specialist workers. We will be using the data we have available to ensure that we are focusing on the key areas that best meet the needs of our service users.

Again, Pathway Project is hugely appreciative of all the hard work and commitment that staff bring to our organisation, without them we would not be able to make such a huge difference to so many people's lives and we remain grateful for that passion and drive.

Sexual Violence Services

We have continued to deliver Survive (Sexual Violence Services) in conjunction with Staffordshire Women's Aid, and have been delighted with the positive response from service users and commissioners. We have recently received the very positive news that this service will have a further six-month extension, to April 2024, and will retain the same hours and delivery for the Independent Sexual Violence Advisor and the Children's Independent Sexual Violence Advisor. The commissioning process for the service starting in 2024, will begin in September 2023, and we hope to still be working in our successful partnership through this process. Again, we thank Staffordshire Women's Aid for allowing us to be a key delivery partner for such an important service.

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For the year ended 31 March 2023

Children's Services

We have continued to deliver our Children's Services, both in refuge and the community. This year has seen a marked increase in the number of children with higher level needs coming into our refuge provision and therefore this area has taken more focus this year. Recognising the changing needs of children and young people coming into service, we took on an additional part time children's worker post to enable us to provide appropriate support across both refuges at all times.

As well as working directly with children and young people we also continue to deliver preventative work to other voluntary agencies, statutory agencies and schools, through their carousel and drop-down days. This service continues to be well utilised by the local community and agencies who understand the specialist nature of the work.

For 23/24 we will be further extending our children's services in order to meet demand and support the more complex levels of need that we are seeing. Our refuge contract will see us move to two full time posts for supporting children and young people across our refuge provision. We will also be working with a private funder to take on a full-time outreach children's worker, this post will work closely with our Young Women and Girls worker to offer wrap around support, and also with our Children's Sexual Violence Advisor, to offer appropriate domestic abuse support where needed.



As always, Pathway Project is hugely appreciative of the Children's Team and the hard work it does in supporting some of our most vulnerable service users.

County Counselling Service

Pathway Project has always been passionate about counselling and the life changing work it can do to support people dealing with trauma and we were delighted to be able to continue to offer our County Counselling Service through 22/23, thanks to a new contract of 2 years of funding from the Ministry of Justice (MoJ), through the Office of the Police and Crime Commissioner. This

service has continued to work with all the domestic and sexual abuse service providers across Staffordshire and Stoke on Trent, ensuring access to counselling for all service users who need it.

This support is offered in whatever way is best suited to the service user, whether that is face to face or through Zoom or WhatsApp, and all service users are assessed by our Counselling Lead before moving fully into the counselling programme. Our service now has 2 paid counsellors leading on delivery with a team of volunteer counsellors supporting them. During 2022/23 we supported a total of 165 service users in our counselling service, and a further 40 through our linked anxiety sessions.

Trustees' annual report

For the year ended 31 March 2023

This year we had this lovely feedback from one of our service users:

*I am writing to you today regarding the counselling I have received from a lovely lady called Maria. I started the sessions back in September last year I think. When I started I was full of self-hatred, self-loathing, scared of being out and about without my partner and feeling so ashamed of myself. I was blaming myself for the abuse I had suffered from my stepdad as a child & for the abuse I had suffered as an adult from my own father. Maria helped me tune in to my inner child which I desperately needed to, without knowing it before. She needed a hug, care and compassion. She now has it!! She helped me to see that the things that had happened to me throughout my whole life had all stemmed from that 8 year old neglected child that was not loved or cared for and was sexually abused. I had no boundaries and could only trust in myself but just craved to be loved. I blamed myself for letting my own father sexually abuse me for over 20 years throughout my adulthood. Maria helped me to stop this blame and understand why these things had happened. It was not my fault. I can see that now. I am now, thanks to the wonderful work with Maria, strong, confident, and most certainly looking forward to the future. I am now not afraid. I know I will never get answers to the questions. I don't even need them now. I also know that if I see him in the street I would not be afraid. I would look at him, with my head held high, knowing that I am a million times a better person than he could ever wish to be. My brain thinks in a much better way now. This is all thanks to Maria helping me to gain this knowledge and strength. I cannot thank Maria or the Pathway Project enough.
Many, many thanks.*

Volunteers

This year we have had 18 volunteers working with us and 4 people in our peer mentor programme. Within our peer mentors we hold volunteers with specialisms in LGBTQI, money management, mental health and drug and alcohol. Our Peer Mentors have enabled us to provide support to women and girls who don't require the intense support of one of our workers, but need low level practical and emotional interventions to continue moving on with our lives. Our peer mentors have been especially helpful in supporting us to manage the increase we have seen in the number of people needing low level support around budgeting and managing their money. Service users accessing this support has also brought to our attention the number of people who have issues dealing with numbers, and we are working with local education agencies to provide some understanding numbers workshops.

Some of our key volunteer successes this year have been:

- One of our volunteers moving into paid employment within our organisation, as our 2 day Helpline Coordinator.
- One of our most long standing volunteers and male peer mentor, securing a paid support worker post with a local drug and alcohol service, something he attributes solely to them being impressed with the skills he had learnt through volunteering with us. He will be remaining to help lead our male survivors group.
- One of our ex service users, who has completed rehab, celebrating 12 months of sobriety and becoming an out of hours volunteer at our Tamworth Refuge, helping to lead on some of informal activities such as bingo nights and picnics with the service users there.
- Developing a new drop in with our ex CEO at a church in Burntwood, allowing people to stop by for advice and support, and a referral into the service if needed.

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- Following a training session Higgs Solicitors have now joined our volunteer legal clinic rota, providing both legal one to ones with service users, but also training sessions for our staff including things such as divorce proceedings and financial orders.
- Further developed our fundraising group to help support our growing range of fundraising and events.
- Developed a new volunteer at a local shop, who encourages his customers to put all their spare change in his fundraising tin, which he fills every month with between £20-30.

This year our general volunteers have contributed 1880 hours to our organisation, this has included a variety of things such as manging and uploading our data, supporting our archiving, meeting with other agencies, supporting to write training and attending our training sessions as support for our women. Our volunteers have also become very active in supporting our fundraising, helping at events and even doing sponsored activities themselves. As many of our staff also volunteer on top of their working hours we also have collected a team of 'unofficial' family member volunteers who contributed an additional 32hrs of volunteer support this year by helping out at fundraising events by doing things such as shaking collection buckets, or running drinks stands at the bingo. This year we would also like to give a special thank you to a three of our refuge staff who did a sponsored skydive for Pathway Project and raised over £1200!



This year we have also seen an increase in our volunteer counsellors. This has been down to the funding that we received from the Ministry of Justice that allowed us to employ a counselling lead and a part time counsellor to oversee and deliver and the service. As this service covers the entirety of the county there has been a lot of demand for it, and we have had a whole team of volunteers to help support its delivery. We have had 11 volunteer counsellors this year and they have delivered over 700 hours of counselling support to service users. Our counselling service and counselling volunteers are overseen by the BACP and it is run within their guidelines.

Group Work and Training

Our group work delivery has continued to expand and change, and we are now at a stage where there are multiple groups running each week, and in some cases, we have something on every day. This year we have delivered 95 group programmes, totalling 234 sessions, with some being one offs, all the way to six-week courses. 444 adults attended at least one group, and 110 attended more than one. In total service users accessed 2911 hours of group work, delivered primarily by our Volunteer and Training Manager, with support from the rest of the team.

Reaching Out

Our Self Help Group has now changed its name to Reaching Out and remains our key piece of group work. It is currently running six times a year across our refuges, Hope Centre and a community venue. It is a therapeutic group which looks at the dynamics and impact of abuse, the signs of an abusive relationship, safety planning and keeping safe in future relationships. This group has a huge impact and people start to identify the level of abuse that took place in their relationship and the impact it has had in their own and their children's lives. It also enables people to see how controlling and abusive behaviour can manifest and develop through a relationship.

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Moving On

Moving On is our new group, delivered by our ex-CEO who is now a volunteer with us. This is still in its trial period and has so far been run at one of our refuges and in the Tesco Community Room. This group looks at putting together your life after an abusive relationship and also incorporates the Japanese repair technique of Kintsugi, so over the process of the group the service users repair a broken plate with gold glue to restore it to something new.

Chat and Chill

Chat and Chill runs monthly in the evening and our manager is supported to deliver this by one of most long-standing peer mentors. Essentially it is exactly what it says, an opportunity to have a coffee and sit and chat about anything you want to, with people who have had the same experiences that you have.

Wellbeing Group

The Wellbeing Group the group is designed to focus on how you can manage your mental health, self-care and the impact domestic abuse can have on both of them. It is a combination of educational work alongside a fun group activity, with the intention being that it is a good starting group for those people who are struggling to complete larger pieces of work.

Menopause Cafe

A member of our staff started our Domestic Abuse and The Menopause Group, after completing research into the fact that the side effects of the menopause were being used to further abuse women, for instance using brain fog to taunt them into thinking they were stupid or convince them they had done things that they hadn't. This group has a lot of guest speakers to cover things such as therapy techniques for dealing with stress, answer concerns about things that may happen in the menopause and also feel-good sessions such as a group walk and coffee, or hand massages and sound baths.



Family Support

Our same worker also began a Family Support Group so that can offer support to family members who are trying to deal with their own thoughts and feelings about having close family members in abusive relationships. This group also educated people on the best way they can support someone who is in that situation, as well as giving people the opportunity to chat with others who are in the same position.

Men's Group

Our Men's Group is still relatively new, and has met on two occasions so far. As expected, the attendance has been fairly low, so we will be reviewing this in 23/24, to see if there are changes we can make to it to make it more effective, or if we need to go back to the drawing board. This group is overseen by our manager, but is run on the night by our male survivor peer mentor and our male counsellor.

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Journey to Self-Discovery and Anti-Anxiety

We have two groups which are overseen by our Lead Counsellor, Journey to Self-Discovery and our brand new, Anxiety Workshop. Journey to Self-Discovery is designed to encourage people to really discover who they are as an individual, to embrace their strengths and weaknesses and build for the future. As it uses CBT techniques the group has to be led by a trained professional and we are very grateful that Ann volunteers her time to deliver this particular course.

Our Anxiety Workshop began last year as an offshoot of our Ministry of Justice funded County Counselling Service, and was put together by our Lead Counsellor, who noticed a huge amount of people being referred into counselling were struggling with general anxiety as well as dealing with domestic abuse. This course runs alongside the counselling and allows people to explore anxiety and how to deal with it in a peer setting.

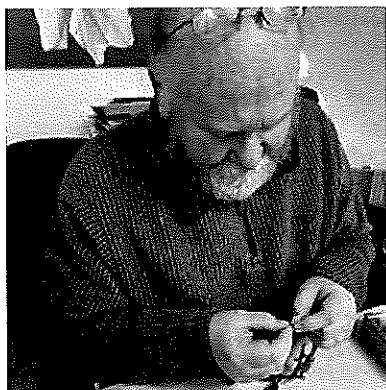
Crafternoon

Crafternoon has been one of our biggest successes over the past year and is always incredibly well attended. It meets monthly during term times and every session focuses on a different craft. While people are completing their activity there is also the opportunity for chatting, laughing and eating some biscuits. Some of the crafts people have been doing include stain glass art, decorating tote bags, pom pom animals, decorating stones, building bird boxes and making plant pots.



This year we have also done a number of one-off sessions which have been really popular. These have included a local jeweller coming into show service users how to make necklaces and bracelets and two of our ex-service users led a creative writing workshop. We are currently scheduling in more of these sessions for after the summer holidays.

We have also begun to deliver some more external training sessions to local organisations and their service users. This included a Healthy Relationships course which looked at challenging beliefs and opinions and getting people to question what is love and was delivered at the local Children's Centres. We also ran DA awareness Training MHA Communities at Burntwood Mining College, a central point for older Burntwood residents. The training was carried out with staff and volunteers as they support/befriend older vulnerable residents. We have also delivered some training about Pathway Project and domestic abuse to local family law teams, one of who is now involved in our volunteering.



Community cafe in Tamworth have asked us to deliver training to staff and volunteers, they are very aware that domestic abuse is happening in their community and that people are not reaching out. They would like to know more about what to look out for, how to support people and what to do next and this is booked in for this year. This has also been offered to Rugeley Community Centre, who are keen to deliver this.

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Legal Clinics

Our legal clinics have continued to be well attended and we have been able to further increase our capacity due to a second solicitor volunteering their time, having heard about Pathway Project through one of our training sessions.

Community Engagement and Social Media

Thanks to funding from the National Lottery, and our general fundraising, we are very fortunate to have two staff members who work on both of these projects for us. This has worked exceptionally well for us, giving us key points of contact for people who want to support us and enhancing both services. We now have a full calendar of awareness and fundraising events through the year that is managed, down to finding people to volunteer for them, by that member of staff, as well as enhancing our local profile which is increasing the number of people that are approaching us to offer support or fundraising opportunities. Our social media continues to outperform all of the other DA providers across Staffordshire and Stoke on Trent. Again, we have also had individuals approach us wanting to donate items, fundraise and work with us through our social media.

With regards to our social media, all of our campaigns and highlights ran across both Facebook and Instagram. We have taken an approach that mixing up our content gets the best engagement so we have used these mediums to promote awareness around domestic abuse, thank fundraisers and share our fundraising stories, update people on things that are happening at Pathway and share public stories from across national media, which have included legal threats to sexual abuse survivors, issues within family courts, women's rights and concerns over abuse within the police force. Some of our main posts and key campaigns have been:

The emergency alert and keeping phones safe (impressions (number of people engaging with the post) 2546:112 shares)

New refuge kitchen (4626:672)

Astroturf at refuge (6367:552)

Coercive control and what that looks like (707:57)

Toxic behaviour (999:39)

The national cost of living crisis and saving women's services campaign

How to access food banks (611:23)

Love bombing and what it looks like (2167:101)

Are you ok? Let's talk.... (801:26)

International Women's Day women killed by men in 2022 (3447:549)

#NOMORE week national campaign

Results of the Stephen Bear case (1281:161)

What people think DA is (903:75)

Valentines you are worthy of love campaign

Daily Mail victim blaming in a family annihilation case (2230:353)

Sexual abuse and sexual violence awareness week

Grooming

You can say no to sex even if.....

Time to talk mental health day

Hearts of Hope campaign (2714:171)

He said he'll change.... (1115:55)



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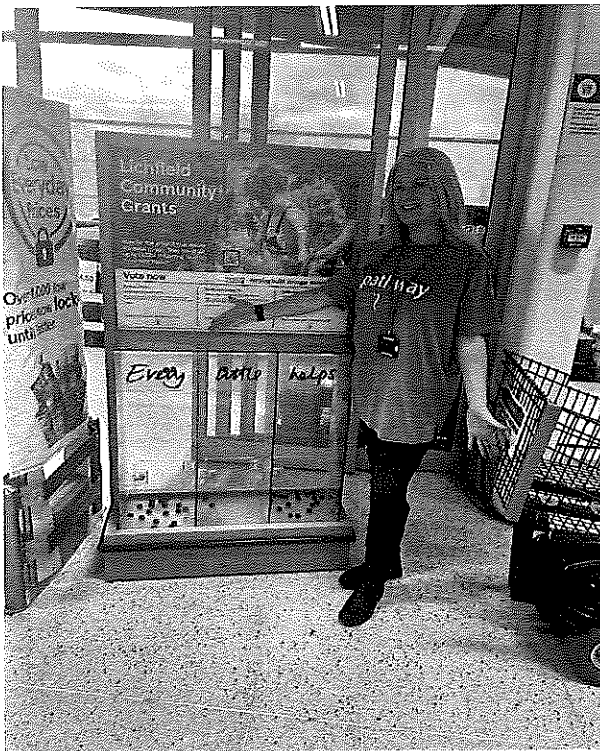
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Male domestic abuse sessions (1169:59)
What is misogyny? (2132:312)
Clare's Law (2208:173)

Our community engagement and fundraising has been going from strength to strength and includes a variety of events across Lichfield, Burntwood and Tamworth, as well as a full calendar booked for 2023/24.

We have built a really strong relationship with the Community Champion at Tesco's Lichfield, Charlotte, who is hugely supportive of Pathway and has regular meetings with us so that she is aware of our needs. Over the past year Tesco have supported us with:

- Use of Tesco Community Room for Awareness events, Fundraising Meetings and allowed us to deliver group work for service users from there.



- Tesco's Book Stall, where we raised a total of £584 during August.
- Tesco Community Fund - Charlotte supported and nominated Pathway as the Store Charity to ensure we had a better chance of being chosen for the community voting stage, where we had a chance of receiving £500, £1000 or £1500. We have just found out that we came in second place and will be receiving £1000 to be used for updating the Children's play area at Lichfield Refuge.
- Tesco's regularly donates raffle prizes such as toiletries, home items alongside items for refuge such as cleaning product and nappies.
- Charlotte has also given us some great leads for further fundraising in the community for example we are one of the nominated charities for the Royal Sutton fun run on the 4th June 2023.
- Charlotte also supported our Bingo Night in October and Quiz Night in February by attending our event and selling raffle tickets on both nights.

We have also developed a similar relationship with Tracey, the Community Champion at the Co-op. Again, we meet with her on a regular basis to discuss how they can help support us, so far this has included:

- Collecting toys within store at Christmas
- Donating Chocolate and Biscuits (a huge amount!) at Christmas
- Supporting us to set up with their instore food waste donations through Caboodle. Tracey has gone a step further and now delivers the food to Lichfield refuge 5 days a week, helping us support low-income service users with fresh food.
- Support with applying for Co-op Community Fund Donations. So far, we have received £150 from Kings Bromley Co-op for pots and pans for Tamworth Refuge's new kitchen and £450 for a picnic bench for Lichfield Refuge. We are already planning other applications for practical items for refuge.
- Bulk Tea, Coffee and biscuit donation for support groups.

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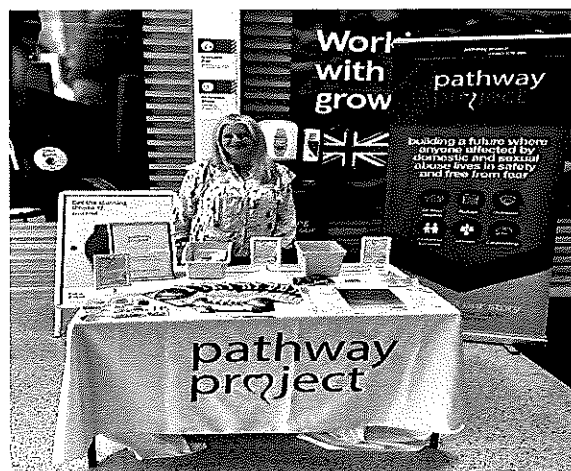
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- Donation of Children's activity packs and crayons.
- Instore Food and Toiletries collection.
- Staff are also planning to go to refuge to plant some pots for the summer.



This role has also developed relationships with a number of our local supermarkets who have allowed us to pop up stalls and awareness raising stands in their stores, these include:

- Morrison's Tamworth
- Morrison's Lichfield
- Asda Tamworth
- Co-op Boley park and Fradley
- Waitrose Lichfield
- Dunelm Cannock
- Tesco Lichfield



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Our worker has arranged four large fundraising events for us this year:

Bingo Night - 28th Oct 2022 - raised £1,395

Art Event: this was a selection of paintings completed by our service users during art groups that were their interpretations of 'Enough', as well as donations from two local artists and was run at a local art gallery. We were also fortunate enough to have a volunteer auctioneer who has been on many episodes of Bargain Hunt - 17th Nov 2022 - raised £2997

Quiz Night - 24th Feb 2023 - raised £700

Elvis Night - 27th April 2023 - raised £562.10

We have been working closely with Burntwood Town Council to raise awareness and fundraise. We have taken part in the following initiatives:

Burntwood producers Market - 9th Oct 2022 - raised £350

Burntwood Christmas Market - 26th Nov 2022 - raised £404

Better Burntwood Grant - April 2023 - £500 for delivering group work

We plan to support Plays in the Park and will repeat Burntwood Producers Market and Christmas Market this year as they were so successful.

In addition to fundraising our worker has spent a huge amount of time making contacts in the local community to raise awareness. Here are some examples:

W.I. Wharton - Presentation - £100 donated

W.I. Barton under Needwood - Presentation

A Plan Insurance – Networking and they had a stall in their window for us.

We Love Lichfield - Networking

Mayor and Sheriff - We are the chosen Charity and will receive a donation imminently.

BAC O'Connor Restart Academy - Awareness Stand

Lichfield Rotary Club - £300 donated

Armitage Methodist Church - Presentation £400 donated

Beacon Park Village - Presentation £400 donated

The Hub St Mary's

Lichfield Library - Awareness events planned

Probus Charity - Will donate to Mayor and Sheriff Charities

VCSE Market Place Forum - Awareness stand planned

St Michaels Church Lichfield



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We have also cultivated contacts who donate raffle prizes and have undertaken fundraising efforts on our behalf. Some examples of these are:

Faro Lounge - £500 raised and Vouchers given for raffle Prize

Jono from Citylife Magazine and Jono Tourism - £160 raised

McKenzie's in the city - Raffle Prize

White Company - Raffle Prize

Waterstones - raffle prizes

Fortescue's - Raffle prize

The Belfry - Raffle Prize

Arthur Price - Raffle Prizes

This year we have also begun the launch of our Hearts for Pathway Campaign, where kind supporters have knitted us hearts which we have left around the local community for residents to find.



We are also extremely lucky to have Love Biz choosing us as their charity for the year for the second year in a row and to have been made one of the Mayor and Sherriff of Lichfield's Charities of the Year.

The strategy that drives the activities.....

As always, the main focus for Pathway Project remains the needs of our service user. As an organisation we have always strongly believed that the best people to tell us what they need to make that journey from victim to survivor, are our service user themselves. This means that as well as using county and local authority strategies, national data and information from the police to shape our delivery, Pathway Project also spends a lot of time identifying specific needs within our local community, through the people we work with. We do this through a combination of analysing the data we are able to collect through our case and data management system, Oasis, key trends spotted by staff, service user's direct request/comments and our own consultations that we run through our service user group consultations and our Survivor to Thrivor group.

As always Pathway Project is also very proud to be affiliated with National Women's Aid who continues to provide support in a number of different ways, including the national framework for domestic and sexual abuse services. Due to it being such a huge piece of work, we had to unfortunately put our re-accreditation on hold to focus on our front-line delivery, we began work on this again in January 2023 and hope to have completed this process by the end of 23/24.

Pathway Project continues to work closely with our partner domestic abuse agencies across Staffordshire and Stoke on Trent. We have supported New Era, Glow and Staffordshire Women's Aid with our County Counselling services and we are subcontracting with Staffordshire Women's Aid to help deliver Survive, the County sexual violence service. As always, Pathway Project continues to work closely with a number of agencies both statutory and voluntary, including Tamworth Borough (TBC) and Lichfield District Councils (LDC), Housing and Community Safety Partnerships, Children's Services, Citizens Advice Bureau

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and Bromford Housing. This work takes place across both formal strategic and operational meetings, and through joint working, such as our new Housing Clinic with LDC for residents in refuge.

During 23/24 we will be focusing on securing funding for those services whose current contracts come to end including our County Counselling and Economic Abuse Specialist roles, and those who don't have secure long-term funding such as the Mental Health and Domestic Abuse Specialist. Alongside this we will be continuing to work with funders and our landlord on our potential plans for the utilisation of the downstairs of our building, as mentioned previously.

Our online data and case management system, Oasis, remains a fantastic tool in allowing us to respond to funding applications and to meaningfully contribute to the local and national agenda on domestic and sexual abuse trends and issues. Not only does the system streamline the data into easy searches it also puts it into easy to read report formats, reducing what has previously been time consuming work. We are also happy to be able to share anonymous data with Women's Aid to allow them to help build a national picture of what survivors want and need.

As an organisation we are really excited to be building our community fundraising with our Community Engagement Worker. We have attended a number of community events over the past year, both those that have been arranged on a larger scale such as the producers' markets and individual awareness sessions that we have run ourselves alongside the supermarkets. We also delivered a number of own fundraising events, as mentioned previously including our bingo nights and art auction and we have lots planned for 23/24. We have continued to use social media and online resources to drive our fundraising and we were involved in the Christmas Big Give online campaign again at the end of 2022 and we have already applied to be part of their Women and Girls Week in October this year. We are continuing to look at how new technologies and online options can drive our fundraising, we have installed Enthuse on our website to allow people to directly donate straight to us online, and this also gives people the option to set up monthly giving if they want to. We have also set up our website to allow us to sell tickets for our events directly to people, and this has been really useful in allowing us to both encourage sales but also plan and monitor events.

Achievements and Performance

For Pathway Project, and many other charities the focus of 22/23 has been about managing the added pressures of the cost-of-living crisis, for the organisation, service users and staff. The priority for us has been around retaining services and staff, through the ongoing challenges that have arisen, and most importantly continuing to deliver the services that are needed the most by the families that work with us. This year Pathway Project has seen:

- An initial six-month extension and then confirmation of the direct award of our commissioned refuge services, formally starting in October 2023.
- The development of our community engagement and fundraising work, really driving the reach of knowledge of our work.
- A further three-year award from the Smallwood Trust to allow us to make grants to service users.
- Funding from HSBC, Scewfix and B&Q to do much needed refurbishment work at Tamworth and Lichfield Refuges.
- A further six months extension for our subcontract work on the Survive project, with Staffordshire Women's Aid.
- Setting up our own merchandise range for sale on our website, or at our fundraising events.
- A grant award from the Smallwood Trust to purchase vouchers for staff to help combat the cost-of-living crisis.

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- The completion of our benchmarking project, culminating in a 10% pay rise for all directly employed frontline staff, and benchmarked rises for all other staff.
- Further development of the out of hours provision for Tamworth Refuge.
- Securing some additional uplift funding from the Ministry of Justice to cover additional staff hours and the cost of producing new marketing products.
- Successful Christmas and Easter campaigns.
- Our continuing contribution to the local community and county domestic abuse strategies.
- Continue to develop our drop-in services across Lichfield and Tamworth, and in areas where we have been directly approached.

One of the greatest assets that Pathway Project has is our wonderful team. The work that we do as an organisation is demanding in many ways, but our staff never falter in making sure that they do their best for the service users who need us and Pathway Project would like to say a huge thank you to every one of our staff for the commitment and love that they have shown our organisation, no matter what the challenges.

Beneficiaries of our services

The complex needs of our beneficiaries have been recognised in our strategy focusing on specialist support, as very rarely do service users present with domestic/sexual abuse, and no other additional support needs. We feel that the more support that can be offered from one central point, with one trusted worker in a place that enables someone to feel safe, the better engagement we will receive and the greater opportunity for success for our service users. Pathway Project continues to take on feedback, both negative and positive, and use this to drive forward our services and make effective changes

Financial Review

Fundraising remains a key priority for Pathway Project; this is through all mediums including community fundraising, grants, trust and large funding streams. This is also across all areas including restricted funding for set projects or costs, unrestricted funding to help cover general costs, and capital funding to fund projects such as the refurbishment of Tamworth Refuge.

As always, the successful delivery of a professional organisation means that it is necessary to have management oversight and buildings to operate from, including their operating costs, and all of these contribute to the front-line services at the heart of Pathway Project. Our Hope Centre is a vital part of our service delivery, allowing for space for staff to work safely and access peer support, as well as providing a much-needed venue for our counselling and group work. Our management team ensure that we provide a safe and secure service provision, as well as overseeing the vital strategic and operational strategy for the organisation, that allows us to remain viable. Funding both of these areas remains a constant struggle for charities, where there is a continued focus by funders on direct delivery, and not their associated costs. Despite this Pathway Project continues to work hard to source any funding that may support this, including working with private individual funders.

Thanks to the funding from the Department of Levelling Up, Housing and Communities (DLUHC), which is dispersed to Staffordshire County Council to allow them to commission safe accommodation for survivors of domestic abuse, our refuge provision is now safe. We have been issued with interim funding from April 1st 2023 until September 20th 2023, and on the 1st October 2023 new 2.5yr contract, with the option of a further year extension will begin. The specification around this has been agreed between providers and the Council, with the final funding amount agreed in August, and the contract being signed in September.

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Fundraising for the organisation is now overseen by the CEO, Head of Operations and the Community and Engagement Worker. As well as overseeing organised fundraising events, our Community Engagement Worker is now leading on micro bids, as mentioned previously these have been around the £500-£1000 mark and have focused on capital projects we need supporting. The Head of Operations is leading on small bids and funding opportunities as well as having the general oversight of the fundraising. On top of this they are also leading on the work with the landlord and private funder around the opportunities for the downstairs space. All of this allows the CEO to focus on larger funding opportunities and developing the fundraising strategy.

During 22/23 the CEO led on a large benchmarking project which compared all job roles within the organisation to our immediate, local providers and to organisations nationwide who were comparative in size, location and service delivery. This has allowed us to clearly map out the correct pay scales for everyone within the organisation and start to implement the pay changes that will be needed to meet these. In April 2023, everyone within the organisation who was a directly employed front line member of staff received a 10% pay rise, everyone else, including those people employed through our sub contract with Staffordshire Women's Aid had that salary increased to the correct benchmarked pay scale. The commitment to cover these increases was made through our reserves while also acknowledging that all future bids would include the update salaries and we would continue to combat the use of reserves through general fundraising. The trustees have also made the commitment for pay scale reviews to be on the agenda for each annual Trustee Away Day.

As an organisation we have had to accept that fundamentally we cannot change the situation with the energy crisis. While we have worked with service users around switching off lights etc., we have to understand that 20 families will be using huge amounts of electricity and gas. We have worked hard with our local housing teams to mitigate the cost to us with housing benefit payments, which thankfully they have agreed to, alongside working with a free contractor who has supported us to change to cheaper alternative tariffs when the opportunities have arisen. At our outreach centre we had a severe delay in the billing due to everything going to the landlord as the building has shared gas and electric. Whilst we had put money aside in our budget, this did exceed our planned expenditure; however, our landlord has now set up the monthly payments for us and has also agreed to us paying the initial bill back to him monthly over the tenure of the lease, which has allowed us to better manage our core costs. Core costs remain a key part of our fundraising as does managing and monitoring cost of living for our staff in the coming year, while we all wait to see what the economic downturn, or upturn, of the UK will be.

During this year our total income increased to £986,111 (2022: £832,862). We expected this increase due to the award we received for our Reaching Out project through the National Lottery Reaching Communities funding pot. We were also able to negotiate funding for refuge that included the salary increase for staff and an increase to cover costs through Staffordshire County Council and DLUHC. As well as this we also took on a two-year contract for to continue delivering the County Counselling Service, secured some uplift funding to cover staff hours and marketing material from the Ministry of Justice, secured a significant amount of funding for refurbishment work at Tamworth and Lichfield refuge and had our funding for management and additional hours at Tamworth refuge extended. On top of this it was our first year with our Community Engagement Worker driving our community fundraising. Expenditure has been tightly managed but still increased to £945,656 (2022: £860,619). Again, this was expected as costs that have dramatically increased for utilities and general costs overall. We also agreed a 5% pay increase for all staff at the beginning of 2022, and took on additional staff through the lottery contract, counselling contract and Tamworth Refuge posts. We also spent funding received for the work we did on refurbishing Tamworth and the AstroTurf at Lichfield.

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Thank you to the Patrons and Friends of Pathway Project for their on-going commitment. It is a huge encouragement to us that people remain so passionate about the work we do.

Principal funding sources

Our refuge 'bricks and mortar' costs are funded through the housing benefit which is paid to us on behalf of residents, we review this yearly with our District and Borough Councils and we are thankful the campaigning that has secured government support for retaining housing benefit payments for refuges, as this remains our only consistent source of funding. The money from Staffordshire County Council, through DLUHC has been instrumental in funding the staffing of our refuges, which are critical to successful refuge provision. We are also very grateful to Staffordshire County Council for recognising increases in costs to organisations and increasing the refuge funding to help accommodate this. We are also hugely grateful for Staffordshire County Council and their decision to direct award the refuge commissioning contracts, and for their commitment to doing this for a longer contract period. We are very much looking forward to working more closely with them in the coming years.

We were extremely privileged to have been awarded another funding stream by the National Lottery Reaching Communities in May 2022, after our successful Empowering Women and Girls project that ended in July 2021. We know that the decision to award further five-year contracts are quite rare, and we thank the lottery for their belief in our project and our organisation, and for allowing us this opportunity to deliver this piece of work.

The Ministry of Justice, through the Office of the Police and Crime Commissioner (OPCC), has continued to support our County Counselling project, by awarding us a further two-year contract in April 2023. Due to us providing fully qualified and registered counsellors, the support costs for this are high, but the number of people seen and the current outcomes are excellent. As well as this the OPCC also awarded us just under £10,000 of uplift money at the end of 2022, which allowed us to pay for some additional staff hours as well as produce a new range of marketing materials, and tools for service users.

The Smallwood Trust has also continued to support us to be able to offer our grant making service to any women working us who are struggling with financial hardship. The fund provides a small amount to help cover the work that needs to be done by our Finance Manager to administer the payments, and the remainder of the money is paid out to service users to support them with things such as housing arrears, new furniture etc. We were extremely pleased to be offered a further three years funding to continue this service in March 2023. As well as this the Smallwood Trust worked with us to provide a grant that allowed us to buy a £200 voucher for every member of staff to help them with the cost-of-living crisis.

Children in Need have also been a key funder in supporting the work that we do with children and young people, and have continued their funding until November 2023.

HSBC, B&Q, Screwfix grants have allowed us to complete much needed work at Tamworth which has included a new kitchen, CCTV, LED lights and full decoration, as well as new AstroTurf at Lichfield Refuge.

We are very grateful to our District and Borough Councils for their support around our Economic Abuse Worker and our Refuge Manager and additional hours at Tamworth.

We also have a number of other grants and gifts from trust funds, foundations and through private individuals, as well as in individuals in our Patron's scheme.

Trustees' annual report

For the year ended 31 March 2023

Principal risks and uncertainties

The Board of Trustees is very aware of on-going risks and regularly reviews the work done to mitigate these. We have both a business plan and an income generation plan that we work towards and review. We have a Risk Management Policy and regularly review the principal risks identified, which are financial, operational and reputational.

Financial – Income generation still remains a key focus and priority for Pathway Project, both around securing contributions to core costs, raising funds for capital projects and for ensuring the continuity of current services and the development of new ones. Work will constantly be done on fundraising throughout the year, with the main focus being on unfunded posts, posts with imminently ending contracts, and core costs. As an organisation we recognise that the cost-of-living crisis is still very much continuing with no indication of when, or if, things will become more stable and we are remaining aware of this when considering things such as entering into new service contracts. We believe that our commitment to pay increases for staff has mitigated the immediate concern around staff retention, and this will remain on our agenda.

Our biggest concern had been around the potential commissioning of refuge services, and how this may negatively affect our organisation if we failed to secure a further contract. The direct award of this contract for 2.5 years with the option to extend for a further one from October of 2023, has now mitigated this risk for the immediate future.

Operational – Our biggest operational risk remains the Hope Centre, this is in terms of the potential impact of increasing costs and how we manage the building operationally, to help manage those, as it is key to our delivery package.

In 2022/23 it became clear that there was a clear operational concern around long term staff leaving in order to find more highly paid work, and in turn, the issues that would then arise around recruitment. All providers across Staffordshire were reporting the same ongoing issues around losing staff and then struggling to be able to recruit on the same pay scales. We have now completed our benchmarking, awarded pay rises, retained staff and in the last round of recruitment had 8 applications, to only one previously. Pay scales will remain on the agenda moving forward.

We continue to work with people with complex needs, chaotic lives, and who are often at serious risk. Having done all that we can to minimise the risks, we also have insurance against many possible risks and losses.

Reputational – Once again the main issue is that we work with vulnerable service users with complex needs and we need to prioritise safeguarding all of the people who we work with. Where we need to ensure our staff's safety, they work jointly in pairs or do joint visits with other agencies. We only visit service users having undertaken a thorough risk assessment. All of our working practices are aimed at supporting both staff and service users. We attend regular professional meetings in order to maintain awareness of risk to or from vulnerable service users, and we deal promptly with any issues which arise. We monitor our media presence so that we can take action wherever appropriate.

Reserves Policy and Going Concern

The trustees have examined the charity's requirements in light of the main risks of the organisation and aim to build up our reserves to give us some financial stability if problems arise. We are susceptible to shortfalls in funding where particular activities are funded by varied and unpredictable income streams.

Trustees' annual report

For the year ended 31 March 2023

Our policy and target level of free reserves is to hold a minimum of 6 months and a maximum of 12 months' operating expenditure. As a result, we estimate that we currently require between approximately £450,000 and £900,000 to meet this target. Our actual free reserves at the year-end were £448,326 (2022: £429,323) an increase on last year but just short of the lower end of our target range. We will have significant challenges ahead to continue to build our reserves within our target range, especially with the current external economic challenges.

Restricted funds as at 31 March 2023 are £92,374 (2022: £79,112) and these funds will all be spent on the charitable activity to which they apply in the next financial year.

Despite the target to build unrestricted reserves, the free reserves of the organization are primarily supported by cash resources. We have demonstrated in the past our ability to be agile in how we have reacted to significant changes in our overall business model, including losing key sources of funding, and have demonstrated a tight control over our cost base. These practices will continue, along with the regular monitoring of the income pipeline to ensure that Pathway Project can continue to deliver its key services in an external environment presenting continued uncertainty. As a result of regularly monitoring both reserves levels and cash flow, the trustees are satisfied to approve these financial statements on a going concern basis.

Plans for the future

- To continue to secure funding for those posts whose contracts will be ending in 23/24, or just after.
- To continue to work on the potential plans for downstairs at the Hope Centre.
- To implement a redecoration plan for all of the rooms at our Lichfield Refuge.
- We would like to run a workshop within Lichfield and Burntwood - venue sought - for businesses i.e., hairdressers etc. to be 'victim champions' - this will be delivering domestic abuse awareness, signs to look for, challenges someone will face, why she stays or returns, what to and not to say and providing them with a point of contact for next steps.
- We are considering developing and recording an online training session that can be distributed for a cost, or for free depending on the target audience receiving it, which will cover a similar content to that discussed above, and could be shown in team meetings, internal training etc. for agencies and companies. There would also be the option to have additional support for the team alongside this.
- We are just in the fact-finding stage of putting together a podcast, which we would issue on our website every quarter. We envisage this being a combination of talking to staff about their work, DA awareness, service users sharing their stories and guest speakers.
- We are currently looking for funding to allow us to implement a new system on our website which would allow us to make it more accessible for people with disabilities, or those who speak a different language. We are planning to use the same one as Staffordshire Women's Aid and that translates the website into any language, enlarges the font, reads it out loud, changes the colour of the background etc. We have been really impressed with the system and hope to be able to fundraise and have it in place by the end of the year.
- We hope to be able to expand our legal clinic delivery by engaging another set of legal aid solicitors from Tamworth, one of our key areas.
- We will be looking to take on more volunteers, particularly those who are able to attend fundraising and awareness raising sessions on the weekends and evenings, to make sure that everything is not falling onto staff.
- We want to continue to grow our small range of Pathway merchandise that we sell on our

Trustees' annual report

For the year ended 31 March 2023

website and at our stalls.

- We want to have a day putting posters in the local community- shops, libraries etc. to raise awareness of who we are and who we support.
- During awareness days we have been asked about 'safe spaces' to talk to someone, we would like to do an awareness around Lichfield/Tamworth boots, Superdrug, pubs and speak to the public to see what response they get if they ask for Ani or Angela. This will help us to establish if local businesses know what it means/what to do - or do they need more awareness.
- Further develop our Hearts of Hope Campaign, which involved us placing knitted hearts and words of hope around Lichfield for people to find and tag us on social media.

As always Pathway Project will continue to proactively develop models of working which best meet the needs of survivors as well as seeking opportunities for funding and collaborative working. We will also continue to work on raising awareness in both the local and wider community, to ensure that domestic and sexual violence and the work needed to be done to end it is truly understood.

Fundraising

As a charity we are working hard to broaden the base of our funding streams so that there is less reliance on any single source. We have continued to plan our applications to grant funders, both national and local. We have also taken a more pro-active approach to raising funds from the community, and particularly unrestricted funds.

We believe that our fundraising should be ethical, and in line with the Fundraising Regulator Code of Practice. Pathway Project operates a policy around the protection of vulnerable adults, and this includes ensuring vulnerable people are not negatively impacted by our fundraising. We have a Fundraising Group who plan and oversee community events. One trustee from the charity is part of this group and ensures that best practice is always followed. Our Community Engagement Worker is overseen by our Head of Operations and all fundraising has to be signed off by Senior Management.

We have a robust insurance policy which protects us for running events and we follow a risk assessment process when planning our events. The Head of Operations feeds back on the Fundraising Group in the next trustee meeting following it. For our large public event in 23/24 we have utilised the skills of an events management group who will be overseeing the work

We are happy for the public, including our supporters, to complain if they are unhappy with our fundraising. We received no complaints during 2022/23. Complaints and comments are welcome and we aim to use feedback, whether positive or negative, to help us to improve our service.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated on 7 August 1991 (in England and Wales) and registered as a charity on 14 November 1991.

The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association. This was revised and accepted by the Charity Commission and Companies House in October of 2021.

All trustees give their time voluntarily and receive no benefits from the charity. No expenses are reclaimed from the charity as disclosed in note 8 to the accounts.

Trustees' annual report

For the year ended 31 March 2023

Code of Governance

As part of our work with Pilotlight and as part of our own internal review procedures, the Trustees have considered best practice set out within the Charity Governance Code and use this to form the basis of their work.

Appointment of trustees

A process is in place following best practice guidelines, to recruit and appoint new trustees in a similar process to that used to appoint staff members. The charity plans strategically to have a board of trustees who are able to bring a range of expertise and skills to the board meetings.

Trustee induction and training

Trustees are inducted and trained through a formal training system, which includes having a Mentor who is a more experienced board member. Part of the annual Trustee Away Day is sometimes a particular briefing session to inform and build knowledge. All trustees are welcome to attend training / briefing sessions that are being held for staff.

Policy for employment of disabled persons

Pathway Project believes in providing equality of opportunity for disabled persons. All jobs are advertised with a person specification outlining the particular aptitudes and abilities required in the role. The job is given to the person who best fulfils the requirements of the role. If necessary adjustments are required then we will seek to accommodate the adaptations.

Should a member of staff become disabled during their employment we will work with them to facilitate a return to work when possible, and will seek to accommodate their needs for adaptations or assistance.

Opportunities for training and career development will be equally open to disabled persons and they will not be disadvantaged in possible promotion opportunities.

Employee information and remuneration policy for key management personnel

The CEO and Head of Operations have delegated authority for managing the day to day operation of the organisation.

Employees are the foundation of our organisation and as such we seek to keep them informed and consulted about any changes that are being made in the organisation. This is done through regular team meetings and email memos.

When changes are being considered, which will impact on the working conditions of staff, they are fully consulted and offered opportunities to have an input into decisions being made.

The remuneration of the key management personnel is set by the Board. The Chair conducts the annual appraisal of the Chief Executive Officer and the board agrees her salary. Comparable salaries for executive roles in other similar sized organisations in the health and social care sector are used as a benchmark for setting the salary.

Trustees' annual report

For the year ended 31 March 2023

Statement of responsibilities of the trustees

The trustees (who are also directors of Pathway Project for the purposes of company law) are responsible for preparing the trustees' annual report including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

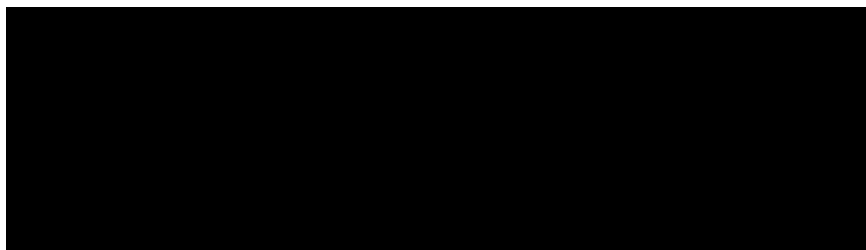
In so far as the trustees are aware:

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

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

The trustees' annual report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The trustee's annual report has been approved by the trustees on 4 December 2023 and signed on their behalf.



To the members of The Staffordshire Pathway Project

Independent Auditors' Report to The Staffordshire Pathway Project

Opinion

We have audited the financial statements of The Staffordshire Pathway Project (the 'charitable company') for the year ended 31 March 2023, which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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 2023 and of the charitable company's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 Annual Report other than the financial statements and our Auditors' 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.

To the members of The Staffordshire Pathway Project

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of director's remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 24, 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.

10 to the members of The Staffordshire Pathway Project

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

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

We assessed the susceptibility of the charitable 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 of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

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

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the charitable 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


To the members of The Staffordshire Pathway Project

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.

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

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 charity's members those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



Mark Gurney FCCA (Senior Statutory Auditor)

for and on behalf of
Dains Audit Limited

Statutory Auditor
Chartered Accountants

Birmingham
Date: 4 December 2023

Statement of financial activities
For the year ended 31 March 2023

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Income from							
Donations	2	72,452	40,161	112,613	51,984	42,400	94,384
Charitable activities							
Domestic violence prevention	3	7,000	192,283	199,283	73	177,974	178,047
Refuge	3	447,078	63,300	510,378	398,238	69,567	467,805
Refuge based activities	3	5,007	63,910	68,917	-	42,750	42,750
Children's projects	3	-	70,615	70,615	-	32,976	32,976
Other trading activities	4	22,045	933	22,978	16,758	113	16,871
Investments	5	1,327	-	1,327	30	-	30
Total income		<u>554,909</u>	<u>431,202</u>	<u>986,111</u>	<u>467,082</u>	<u>365,780</u>	<u>832,862</u>
Expenditure on							
Raising funds	6	4,360	-	4,360	3,330	-	3,330
Charitable activities							
Domestic violence prevention	6	-	310,778	310,778	-	263,030	263,030
Refuge	6	467,566	-	467,566	418,541	-	418,541
Children's projects	6	-	54,614	54,614	-	69,034	69,034
Refuge based activities	6	-	108,338	108,338	-	106,684	106,684
Total expenditure	6	<u>471,926</u>	<u>473,730</u>	<u>945,656</u>	<u>421,871</u>	<u>438,748</u>	<u>860,619</u>
Net income / (expenditure) before transfers		<u>82,984</u>	<u>(42,528)</u>	<u>40,656</u>	<u>45,211</u>	<u>(72,968)</u>	<u>(27,757)</u>
Transfers between funds	15	<u>(55,653)</u>	<u>55,653</u>	<u>-</u>	<u>(41,081)</u>	<u>41,081</u>	<u>-</u>
Net movement in funds		<u>27,331</u>	<u>13,125</u>	<u>40,656</u>	<u>4,130</u>	<u>(31,887)</u>	<u>(27,757)</u>
Reconciliation of funds							
Fund balances brought forward		<u>431,673</u>	<u>79,112</u>	<u>510,785</u>	<u>427,543</u>	<u>110,999</u>	<u>538,542</u>
Fund balances carried forward		<u>459,004</u>	<u>92,237</u>	<u>551,241</u>	<u>431,673</u>	<u>79,112</u>	<u>510,785</u>

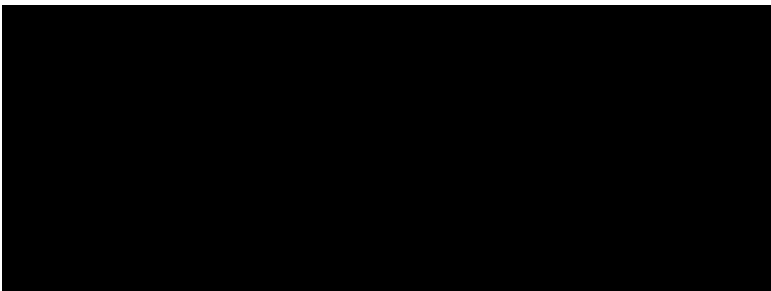
All of the above results are derived from continuing activities. All gains and losses recognised in the year are included above.

(registered company number 02055912)

Balance sheet As at 31 March 2023

	Notes	2023 £	2022 £
Fixed assets			
Tangible assets	10	11,120	8,086
Current assets			
Debtors	11	55,887	32,431
Cash at bank and in hand		522,568	506,997
		<u>578,455</u>	<u>539,427</u>
Creditors: amounts falling due within one year	12	(38,334)	(36,728)
		<u>540,121</u>	<u>502,699</u>
Net current assets			
		<u>540,121</u>	<u>502,699</u>
Total assets less current liabilities		<u>551,241</u>	<u>510,785</u>
Total net assets		<u>551,241</u>	<u>510,785</u>
Funds			
Restricted	15	92,237	79,112
Unrestricted	15	459,004	431,673
		<u>551,241</u>	<u>510,785</u>
Total funds		<u>551,241</u>	<u>510,785</u>

Approved by the Board on 4 December 2023 and signed on its behalf by:



Statement of cash flows
As at 31 March 2023

	2023 £	2022 £
Cash flows from operating activities		
Net income / (expenditure) for the reporting period	40,656	(27,757)
Depreciation charges	1,618	2,868
Loss on disposal of fixed assets	-	3,264
Interest from investments	(1,327)	(30)
Decrease / (increase) in debtors	(23,456)	(9,339)
(Decrease) / increase in creditors	1,606	(21,876)
	<hr/>	<hr/>
Net cash provided by / (used in) operating activities	18,897	(52,871)
Cash flows from investing activities		
Interest from investments	1,327	30
Payments to acquire fixed assets	(4,652)	(3,750)
	<hr/>	<hr/>
Net cash provided by / (used in) investing activities	(3,325)	(3,720)
	<hr/>	<hr/>
Change in cash and cash equivalents in the year	15,572	(56,591)
Cash and cash equivalents at the start of the year	506,997	563,586
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	522,568	506,997
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 39 to 52 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

1 Accounting policies

1.1 Statutory information

The Staffordshire Pathway Project is a charitable company limited by guarantee and is incorporated in the United Kingdom (England and Wales). The registered office address and operational address is The Hope Centre, 3 Quonians Lane, Lichfield, Staffordshire, WS13 7LB. The principal activity of the charitable company is given in the Trustees' report.

1.2 Basis of accounting

The financial statements have been prepared in accordance and fully complies 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) (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

1.3 Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

1.4 Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

1.5 Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

1.6 Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

1.7 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1.8 Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees, in furtherance of the general objectives of the charitable company, and which have not been designated for other purposes. Designated funds are unrestricted funds that have been set aside by the trustees for a specific, but not legally binding, purpose.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donors within the objects of the charity. Expenditure that meets these criteria is charged to the fund.

1.9 Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Governance costs are those costs associated with meeting the constitutional and statutory requirements of the charitable company and include audit fees and costs linked to the strategic management of the charitable company.

Direct charitable expenditure is allocated to the particular activity where the cost relates directly to that activity. However support and governance costs, so the cost of the overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the basis of staff time attributable to each activity.

1.11 Operating Leases

Rental charges are charged on a straight line basis over the term of the lease.

1.12 Taxation

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

1.13 Tangible fixed assets and depreciation

Assets which cost in excess of £500 are initially capitalised at cost. Depreciation is provided at annual rates calculated to write off the cost less estimated residual value of each asset over its expected

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

useful life, as follows:

Children's play equipment	20%, reducing balance basis
Fixtures and fittings	20%, reducing balance basis
Office equipment	25%, reducing balance basis

1.14 Debtors

Trade and other debtors are recognised at the settlement amount due and prepayments are valued at the amount prepaid.

1.15 Creditors and provisions

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

1.16 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.17 Pension costs

The charity has a defined contribution pension scheme to offer all employees in order to comply with the requirements of auto-enrolment. The charity is contributing a minimum employer contribution into the scheme as set by the Pension Regulator.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

2 Donations

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Alrewas All Saints Church PCC	2,000	-	2,000	-	-	-
Anonymous	5,339	37,613	42,952	3,000	39,952	42,952
Cannock Chase Churches Housing Co	20,000	-	20,000	-	-	-
Friel Homes Ltd	-	-	-	10,000	-	10,000
Gentleshaw Church PCC	1,148	-	1,148	-	-	-
HS1	-	-	-	2,250	-	2,250
Lichfield Denerry & Mother's Union	-	-	-	1,125	-	1,125
Pathway Patrons'	2,500	1,898	4,398	3,000	2,448	5,448
St Johns Community Church	1,980	-	1,980	-	-	-
Thompson Family Charitable Trust	-	-	-	5,000	-	5,000
Waitrose, Lichfield	1,000	-	1,000	-	-	-
Gift aid income tax recovered	12,231	-	12,231	1,817	-	1,817
Donations of £1,000 and under	26,254	650	26,904	25,792	-	25,792
Sub-total for donations	<u>72,452</u>	<u>40,161</u>	<u>112,613</u>	<u>51,984</u>	<u>42,400</u>	<u>94,384</u>

3 Income from charitable activities

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Domestic violence prevention						
Big Lottery Funding	-	-	-	-	27,500	27,500
Nationwide Community	-	-	-	-	17,972	17,972
Smallwood Trust	7,000	25,300	32,300	-	32,500	32,500
Staffordshire Women's Aid	-	60,437	60,437	-	73,324	73,324
Lichfield DC	-	19,572	19,572	-	14,628	14,628
National Lottery Community Fund	-	86,974	86,974	-	9,550	9,550
Community Foundation	-	-	-	-	2,500	2,500
Grants £1,000 and under	-	-	-	73	-	73
Sub-total for domestic violence prevention	<u>7,000</u>	<u>192,283</u>	<u>199,283</u>	<u>73</u>	<u>177,974</u>	<u>178,047</u>

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

Income from charitable activities (continued)

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Refuge						
Accommodation charges	284,061	-	284,061	275,433	-	275,433
B & Q Foundation	5,000	-	5,000	-	-	-
HSBC Supporting our Community	21,687	-	21,687	-	-	-
Screwfix Foundation	5,000	-	5,000	-	-	-
Stafford & Cannock League of Hospital	1,794	-	1,794	-	-	-
Staffs County Council – MHCLG	91,736	63,300	155,036	93,705	69,567	163,272
Tamworth Borough Council	32,000	-	32,000	25,000	-	25,000
Grants £1,000 and under	5,800	-	5,800	4,100	-	4,100
Sub-total for Refuge	447,078	63,300	510,378	398,238	69,567	467,805
Refuge based activities						
Staffordshire PCC	5,007	63,910	68,917	-	42,750	42,750
Sub-total for Refuge based activities	5,007	63,910	68,917	-	42,750	42,750
Children's projects						
Children in Need	-	50,040	50,040	-	32,976	32,976
Staffs County Council – MHCLG	-	20,575	20,575	-	-	-
Sub-total for children's projects	-	70,615	70,615	-	32,976	32,976
Total income from charitable activities	459,085	390,108	849,193	398,311	323,267	721,578

4 Other trading activities

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Fundraising - Events	21,697	-	21,697	16,531	113	16,644
Fundraising – Item sales	223	-	223	-	-	-
Training and services income	75	-	75	215	-	215
Memberships	-	-	-	12	-	12
Sundry	50	933	983	-	-	-
	22,045	933	22,978	16,758	113	16,871

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

5 Investment income

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Bank interest receivable	1,327	-	1,327	30	-	30

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Notes to the financial statements
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6a Analysis of expenditure 2023

	Raising funds	Domestic violence prevention	Refuge	Children's projects	Refuge based activities	Support Governance costs	Totals 2023
	£	£	£	£	£	£	£
Staff costs	796	197,408	223,063	33,317	52,081	87,182	594,021
Refuge costs	-	-	160,376	-	-	-	160,376
Management	-	6,415	10,690	2,348	13,700	-	33,153
Finance	-	-	21,129	-	-	-	21,129
Information technology	-	4,546	4,360	692	113	-	9,712
Office costs	-	12,390	17,157	1,071	849	-	31,819
Audit fees	-	-	-	-	-	-	9,900
Professional fees	-	-	-	-	38,784	-	38,887
Other sundry expenses	2,738	24,986	12,473	5,363	1,099	-	46,659
	<u>3,534</u>	<u>245,746</u>	<u>449,248</u>	<u>42,791</u>	<u>106,626</u>	<u>87,182</u>	<u>945,656</u>
Support costs	826	57,291	17,177	10,384	1,504	(87,182)	-
Governance costs	-	7,741	1,141	1,439	208	-	(10,529)
	<u>4,360</u>	<u>310,778</u>	<u>467,566</u>	<u>54,614</u>	<u>108,338</u>	<u>-</u>	<u>945,656</u>

Support and governance costs are allocated according to the time spent by the relevant staff on each activity.

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Notes to the financial statements
For the year ended 31 March 2023

6b Analysis of expenditure 2022

	Raising funds		Domestic violence prevention		Refuge	Children's projects	Refuge based activities	Support Governance costs	Totals 2022
	£	£	£	£					
Staff costs	83	174,701	193,495	52,188	46,011	55,728	807	523,013	
Refuge costs	-	-	131,667	-	-	-	-	131,667	
Management	-	7,661	19,662	-	18,100	-	-	45,423	
Finance	-	1,930	30,842	-	-	-	-	32,772	
Information technology	-	3,971	4,359	997	69	-	-	9,396	
Office costs	-	12,986	14,764	1,608	874	-	330	30,562	
Audit fees	-	-	-	-	-	-	9,900	9,900	
Professional fees	-	-	-	-	39,492	-	535	40,027	
Other sundry expenses	1,672	19,860	12,478	2,686	1,163	-	-	37,859	
	<u>1,755</u>	<u>221,109</u>	<u>407,267</u>	<u>59,513</u>	<u>105,709</u>	<u>55,728</u>	<u>11,572</u>	<u>860,619</u>	
Support costs	1,575	34,368	9,289	9,521	975	(55,728)	-	-	
Governance costs	-	7,553	1,985	2,034	-	-	(11,572)	-	
	<u>3,330</u>	<u>263,030</u>	<u>418,541</u>	<u>69,034</u>	<u>106,684</u>	<u>-</u>	<u>-</u>	<u>860,619</u>	

Support and governance costs are allocated according to the time spent by the relevant staff on each activity.

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Notes to the financial statements
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7 Net income / (expenditure) for the year

	Total 2023	Total 2022
	£	£
Net income / (expenditure) is stated after charging the following items:		
Auditors' remuneration (excluding VAT)	8,250	8,250
Operating lease rentals	32,147	20,738
Depreciation	1,618	2,868
	<u> </u>	<u> </u>

8 Analysis of staff costs, trustee remuneration and expenses and the cost of key management personnel

	Total 2023	Total 2022
	£	£
Wages and salaries	536,158	494,458
Social security costs	39,118	30,964
Employer contributions to defined contribution pension schemes	18,745	12,138
	<u> </u>	<u> </u>
	<u>594,021</u>	<u>537,560</u>

The average number of employees during the year based on a headcount basis was 32 (2022: 27).

No employee earned in excess of £60,000 per annum (2022: none).

The total employee benefits (including employer's pension contributions and employer's national insurance) of the key management personnel were £172,602 (2022: £146,717).

No trustee received any remuneration or benefits during the year ended 31 March 2023, nor in the year ended 31 March 2022.

No trustees received expenses during the year ended 31 March 2023 (2022:none).

9 Related party transactions

There are no related party transactions to disclose for 2023 (2022: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

The Staffordshire Pathway Project
Notes to the financial statements
For the year ended 31 March 2023

10 Tangible fixed assets

	Children's play equipment £	Fixtures and fittings £	Office equipment £	Total £
Cost				
At 1 April 2022	12,179	15,709	2,945	30,833
Additions	-	4,652	-	4,652
At 31 March 2023	<u>12,179</u>	<u>20,361</u>	<u>2,945</u>	<u>35,485</u>
Depreciation				
At 1 April 2022	11,643	8,175	2,928	22,747
Charge for the year	107	1,507	4	1,618
At 31 March 2023	<u>11,750</u>	<u>9,682</u>	<u>2,932</u>	<u>24,365</u>
Net book value				
At 31 March 2023	<u>429</u>	<u>10,679</u>	<u>12</u>	<u>11,120</u>
At 31 March 2022	<u>536</u>	<u>7,534</u>	<u>17</u>	<u>8,086</u>

11 Debtors

	2023 £	2022 £
Accounts receivable	31,627	20,994
Rent receivable	1,653	1,340
Prepayments and accrued income	22,607	10,096
	<u>55,887</u>	<u>32,431</u>

12 Creditors: amounts falling due within one year

	2023 £	2022 £
Operating creditors	5,199	3,548
Accruals	33,135	33,180
	<u>38,334</u>	<u>36,728</u>

The Staffordshire Pathway Project
Notes to the financial statements
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13 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	2023 £	2022 £
Within 1 year	32,147	20,738
Between 2 and 5 years	126,275	121,731
Over 5 years	81,845	72,000
	<u>240,267</u>	<u>214,469</u>

14a Analysis of net assets between funds 2023

	Unrestricted £	Restricted £	Total £
Fixed assets	10,691	429	11,120
Debtors	32,695	23,192	55,887
Cash	434,844	87,724	522,568
Creditors	(19,226)	(19,108)	(38,334)
	<u>459,004</u>	<u>92,237</u>	<u>551,241</u>

14b Analysis of net assets between funds 2022

	Unrestricted £	Restricted £	Total £
Fixed assets	7,550	536	8,086
Debtors	7,276	25,154	32,431
Cash	432,538	74,459	506,997
Creditors	(15,691)	(21,037)	(36,728)
	<u>431,673</u>	<u>79,112</u>	<u>510,785</u>

**The Staffordshire Pathway Project
Notes to the financial statements
For the year ended 31 March 2023**

15a Movement in funds

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Unrestricted funds					
General funds	431,673	554,909	(471,926)	(55,653)	459,004
Restricted funds					
Children's Projects: Children in Need	1,529	51,990	(35,809)	-	17,710
Children's Projects: Other	11,225	21,748	(6,982)	-	25,992
Central costs	-	13,103	(68,756)	55,653	-
Domestic violence prevention: Big Lottery Funding	5,000	-	-	-	5,000
Domestic violence prevention: Other	32,607	245,990	(255,133)	-	23,464
Refuge	19,881	73,070	(77,829)	-	15,123
Smallwood Trust	8,868	25,300	(29,221)	-	4,947
	<u>79,112</u>	<u>431,202</u>	<u>(473,730)</u>	<u>55,653</u>	<u>92,237</u>
Total funds	<u>510,785</u>	<u>986,111</u>	<u>(945,656)</u>	<u>-</u>	<u>551,241</u>

15b Movement in funds 2022

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Unrestricted funds					
General funds	427,543	467,082	(421,871)	(41,081)	431,673
Restricted funds					
Children's Projects: Children in Need	665	32,976	(32,111)	-	1,529
Children's Projects: Other	14,092	25,329	(28,196)	-	11,225
Central costs	7,748	-	(43,961)	36,213	-
Domestic violence prevention: Big Lottery Funding	5,000	27,500	(32,368)	4,868	5,000
Domestic violence prevention: Other	39,617	189,385	(196,394)	-	32,607
Refuge	33,164	58,091	(71,374)	-	19,881
Smallwood Trust	10,713	32,500	(34,345)	-	8,868
	<u>110,999</u>	<u>365,780</u>	<u>(438,748)</u>	<u>41,081</u>	<u>79,112</u>
Total funds	<u>538,542</u>	<u>832,862</u>	<u>(860,619)</u>	<u>-</u>	<u>510,785</u>

The Staffordshire Pathway Project
Notes to the financial statements
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Transfers between funds

Transfers between unrestricted and restricted funds were to cover any deficit of funds spent on restricted projects compared with grant income received, together with the transfer of agreed management costs.

Purposes of restricted funds:

Children's projects: funding, including grants from **Children in Need**, received for the provision of support to children in the refuges who are suffering as a result of living in a home with domestic violence. The funding received is provided to work with children both in the refuge and as an outreach to service users through a children's worker, a parenting support carer and a sessional crèche worker, together with additional costs such as outings and equipment.

Central costs: funding received towards the central costs of the refuge centres including the Head of Operations.

Domestic violence prevention and advice fund: funding received for the provision of support to women who have suffered as a result of domestic violence. The funding is provided to work with women both in the refuges and as an outreach to service users through the provision of an early intervention worker, an independent domestic violence adviser and a 24-hour helpline operated by the project.

Refuge: funding received for the provision of support to service users whilst resident with the project. Such funding is provided to work with women in the refuge through a specialist support worker, a counselling service and activities to promote a healthier life style.

Smallwood Trust: funding received from the trust is used to make financial grants to vulnerable female service users, in order to help them better manage their financial circumstances, or support activities that will help improve their mental health. Service users make applications for particular activities/needs through their Support Worker, providing proof of their financial circumstances and grants are then allocated out. During the funding, grants have included purchasing carpets and white goods, paying for driving lessons and bus passes, paying for divorces and purchasing new identification documents.

16 Pension commitments

The charitable company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund and amounted to £13,248 (2022 - £12,138). Contributions totalling £Nil (2022 - £Nil) were payable to the fund at the balance sheet date.