



solace

Company number: 3376716

Charity number: 1082450

Annual Report and Financial Statements

31 March 2022



‘I don’t know what I would have done without Solace. No one ever judged. Just supported.’ Solace Service User

Solace Women's Aid
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For the year ended 31 March 2022

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SOLACE AT A GLANCE

For the year ended 31 March 2022, Solace Women's Aid's (Solace) life-changing services touched the lives of 29,205 survivors of domestic and sexual violence.

The pandemic continued to have an enormous impact on our services and our Advice Helpline saw an increase in calls of 31% from the previous year. Our emergency accommodation project in partnership with Southall Black Sisters was extended from last year up to September 2021 and supported a further 34 women fleeing domestic abuse and seeking crisis accommodation.

During the year, we continued delivering our charitable activities covering refuge accommodation, community support advocacy and advice and therapeutic counselling services. We grew our partnership networks to include other women sector organisations in England, Scotland, and Northern Ireland through our Labyrinth project to join up women's centred outcomes across women's centres, children's centres, and older women's spaces, providing holistic support to women to untangle the complexities within their lives.

Our provision to women with specialist needs and multiple disadvantaged backgrounds continued with our Housing First projects in Westminster, Islington, and the WISER project in eight boroughs in London. As the largest service provider for survivors of male violence against women and girls (MVAWG) in London and one of the largest in the country, we recognised that our mission to end MVAWG will not be achieved without also tackling the intersecting and overlapping barriers and discrimination that women and girls from marginalised backgrounds experience.

Homelessness is closely intertwined with MVAWG. Through our partnership with the charity Connection at St Martin's we launched the Women's Development Unit, a collaborative project to work with women, services and stakeholders across London to improve access to holistic support services to help rebuild their lives from abuse and out of homelessness. We published the pan London women's homelessness strategy after gathering evidence and analysis from a wealth of organisations which included London Councils, the Greater London Authority, MOPAC, as well as representatives from London Boroughs, the VAWG and homelessness voluntary sectors.

We formalised our Equity, Diversity and Inclusion plans for the year which set out the actions we are taking across the core areas to make tangible changes and on which we will build each year to become a truly anti-racist organisation. The sections below on Equity, Diversity and Inclusion addresses this in more detail.

Solace continued to receive funding from statutory funders and the public and maintained its total income at £16 million for the year ended March 2022. Our staff team continued to grow in numbers from an average of 266 staff to 298 staff in the year. Our volunteers contributed 4,588 of hours; together they made all the difference to help us provide our life-saving services.

We increased the awareness of our services to the public and reached out to more women and supporters: with over a quarter of million unique website page views and more than 30,000 followers on our social media.

Equity Diversity, and Inclusion

Solace is committed as an organisation to living our values on equity, diversity, and inclusion in all aspects of our work and service provision. Solace understands its responsibilities for everyone to feel supported and live our values of intersectionality and inclusion at all levels.

Our Journey to Become Actively Inclusive

We have engaged with our staff teams and reflected as an organisation on the need to become an actively inclusive organisation. The creation of an Equity Diversity, and Inclusion (EDI) action plan together with employees, volunteers and trustees has been a key milestone for us in the last year. We are committed to ensuring that our beneficiaries who access our services experience the same values that we uphold within the charity.

Our EDI plan is a living document and we have determined it shall remain the driver of all that we do to meet the challenges of enhancing equity and fairness across our charity.

The 2021/22 plan sets out the actions we have taken across the core areas through which we will make tangible changes, and on which we will build each year:

- Our leadership and governance
- Our people
- Our services
- Our partnerships
- Our communications and campaigns.

Public Affairs

Our new public affairs function seeks to ensure that key decisions in Westminster and London are influenced by the voices of the survivors we support.

2021/22 saw a significant political and public focus on the issues relating to violence against women and girls following the increased prevalence of domestic abuse during the pandemic and the recent tragic femicides including Sarah Everard, Bibaa Henry, Nicole Smallman and Sabina Nessa.

The year also saw the passing of the landmark Domestic Abuse Act in May 2021, which defined domestic abuse in law for the first time, recognised children as victims, enshrined the role of the Domestic Abuse Commissioner and introduced a duty on local authorities to assess the need for and provide safe accommodation for survivors of domestic abuse. Whilst positive, we continue to be concerned about the lack of protection for migrant victims under the Act and the need for all survivors to be able to access support in the community.

We also saw the Government launch a new VAWG Strategy which introduced a National Policing Lead for VAWG and the Government committed to VAWG being a priority in its first ever Women's Health Strategy.

As the first full year of a dedicated public affairs function for Solace, we sought to ensure that the voice of the survivors we support and our frontline workers were represented in key developments around the VAWG response, particularly around housing and the criminal justice process. We submitted 17 consultation responses or written evidence on topics including the:

- Government's VAWG Strategy
- Government's Women's Health Strategy
- Government's upcoming Victim's Bill
- Government's review of the Human Rights Act
- Government's consultation on banning so-called conversion therapy
- Guidance related to the implementation of the Domestic Abuse Act
- London Police and Crime Plan

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- Mayor's Safe Accommodation Strategy
- Metropolitan Police's Action Plan
- Mayor's refreshed VAWG strategy.

As the provider of the largest crisis accommodation for domestic abuse survivors during the pandemic, we felt it was crucial to lobby for the inclusion of their voices and experiences in the Government's upcoming Covid-19 inquiry and submitted evidence to recommend this.

We met with 26 key stakeholders across the UK Government, UK Parliament, London Deputy Mayors, the London Assembly and Metropolitan Police. We were mentioned 29 times in the UK Parliament, and London Assembly, and received two invitations to give evidence to the London Assembly Police and Crime Committee.

We are pleased that Solace has been appointed to the Ministry of Justice's Women in the Criminal Justice Expert Group and MOPAC's Safe Accommodation Partnership Board.

In London, we saw a new Mayoral term start and ahead of this Solace set out our priorities for the new Mayor through our London Mayoral Election Pledge campaign which focused on the need for action on housing, supporting migrant victims, sustainable funding, and the priorities for a new VAWG strategy. Five of the six main Mayoral candidates and several London Assembly candidates supported the campaign publicly. We also got a supportive quote from the winning candidate Sadiq Khan reflecting a number of our priorities which we will seek to work with him to implement during his term.

STRATEGIC REPORT

The trustees present their report and the audited financial statements for the year ended 31 March 2022. The reference and administrative information set out on page 27 forms part of this report.

The trustees review the aims, objectives, and activities of Solace each year. This report looks at what Solace has achieved and the outcomes and benefits the charity has brought to those groups of people Solace is established to assist during the reporting period. The review also helps ensure the charity's aims, objectives and activities remain focused on its stated purposes.

Key Objectives

The purpose of Solace is 'the promotion of the physical, emotional, and psychological well-being and safety of victims of domestic, sexual, and associated abuse, in particular women, young people and children'.

Strategy

Solace Futures is designed to deliver our strategic vision starting from today and for the next five years. We are building on Solace's 48 years of providing specialist, holistic support services for women and children. We are ambitious and want to drive change at every level to ensure that everyone lives healthy lives free from violence, abuse, and exploitation.

We will work together with our service users, staff, volunteers, trustees and the wider world to make a tangible difference to women and children's lives, both individually and collectively, as a movement of women committed to jointly ending male violence against us.

We shall create lives based on our right to safety and freedom from oppression for all women, ensuring we can equally contribute to social justice and have respect for cultural understanding.

As we have grown as an organisation, we have become more visionary about what we want to do to support survivors of all forms of violence and abuse. We have diversified and strengthened our services to provide holistic support packages to women, children and men who need them. We have started to strengthen and build on our existing partnerships and develop our influencing work at all levels – amplifying the voices of the nearly 30,000 women we work with each year.

Vision and mission

A world where everyone is able to live safe and independent lives which are free from gender-based violence, abuse and exploitation

Solace exists to end the harm done through gender-based violence. Our aim is to work to prevent violence and abuse as well as providing services to meet the individual needs of survivors particularly women and children. Our work is holistic and empowering, working alongside survivors to achieve independent lives free from abuse.

Solace has an inclusive definition of women including trans women. Our services seek to support and represent trans women and non-binary people. We understand that trans women and non-binary people are affected by misogyny and the patriarchal frameworks that cause harm to cis women and girls.

Values

Solace core values reflect our history and were developed in consultation with staff and service users. We are working to be:

- Feminist and intersectional in our understanding of male violence against women and girls (MVAWG)
- Survivor led, trauma informed and empowering
- Diverse, anti-racist and anti-discriminatory to create a fully inclusive environment for staff and service users.

We are committed to:

- Social justice and human rights
- Service users having a central voice within the organisation
- Working in collaboration with other agencies
- Continuous improvement.

Public benefit

The trustees have referred to the guidance provided by the Charity Commission regarding public benefit, including its guidance 'Public Benefit: Running a Charity (PB2)', when reviewing the charity's aims and objectives and in planning its future activities. In setting the annual plan each year, the trustees consider how planned activities will contribute to the aims and objectives of the charity.

Beneficiaries of our services

Solace's main beneficiaries are women, young people and children as outlined in our aims, vision, and mission. A small number of beneficiaries are men who access our community support services.

CHARITABLE ACTIVITIES AND ACHIEVEMENTS

Our work has a positive and lasting impact on the lives of the women and children we work with, which is frequently expressed by them as 'life saving'.

We measure our success annually via our service user survey, exit questionnaires and analysis of the impact of our services through outcomes achieved with our service users. Successful outcomes are demonstrated through increased autonomy, independence and capability, better mental health and self-care, and better parenting and relationships with children.

Solace aims to achieve at least 85% satisfaction levels and our 2021/22 results demonstrates a good outcome and overall, an improvement in the quality and need for Solace services.

97% rated there was a continued need for Solace services **(2021: 93%)**

97% rated the service met or exceeded their expectation **(2021: 88%)**

93% rated the service as good or excellent **(2021: 88%)**

Our work is also evaluated in accordance to agreed quality frameworks which are monitored through regular reviews with staff, the senior management team, trustees, and funders. We received the ISO 9001 accreditation, the CHAS Health and Safety Quality Standard and maintained our SafeLives Leading Lights accreditation and Advice Quality Mark. We are accredited as an Investor in People charity.

Charitable activities and outcomes

For the year 1 April 2021 to 31 March 2022, Solace supported 14,465 women and children through a range of services including refuge, advocacy, casework, therapeutic groups, and holistic support. Some of the women and children we help use just one of Solace's services, while many seek holistic support by accessing multiple initiatives. Together with our prevention strand with children and young people, we reached out and supported 29,205 beneficiaries of our services.

SERVICE DELIVERY	2021/22	2020/21
PROVISION		
Refuge and Specialist Accommodation	1,049	1,087
Community Based Advice, Advocacy and Support	10,689	12,364
Therapeutic	2,426	1,988
Children and Young People	301	359
Total provision	14,465	15,798
PREVENTION		
Children and Young People Preventive Group Work and Projects	9,610	4,284
Professional and External Training	5,083	3,338
Perpetrator Programmes	47	41
Total prevention	14,740	7,663
TOTAL	29,205	23,461

Refuge and specialist accommodation-based services

We manage 22 refuges offering 178 rooms across seven London boroughs for women and children fleeing abuse who need a safe place to stay and to recover from their trauma and rebuild independent lives. Our specialist multiple disadvantage refuge in Camden offers 24-hour support to women with mental health needs and problematic substance use. We operate a specialist accommodation hub in Southwark for women with multiple disadvantages and special needs leaving prison or at risk of homelessness.

We provide second stage dispersed accommodation and specialist support services across two projects with a total number of 18 flats: the Amari Project provides second stage accommodation for women who have been sexually exploited through prostitution or trafficking and the Rhea project provides immediate temporary, crisis accommodation for women and children in Southwark.

Survivors tell us that they experience abuse for an average of over 6 years before seeking support. As a result of this, the journey to recovery can be long and is not always linear. The relationship between physical and psychological safety is complex and not immediately addressed by being physically apart from an abuser. Our refuges offer an immediate safe haven from which survivors begin this long journey towards improving self-esteem and confidence and truly feeling safe. Many survivors tell us it takes many years and our refuge outcomes demonstrate how complex this journey can be.

Refuge accommodation outcomes

- 58% (2021: 57%) felt safer since accessing refuge.
- 58% (2021: 59%) felt more confident since entering refuge.
- 55% (2021: 54%) received ongoing resettlement support after leaving the refuge.
- 72% (2021: 71%) of service users felt an overall improvement to their wellbeing after accessing refuge.
- 6.2 months (2021: 4.8 months) is the average case length throughout refuge services.

Community based advice, advocacy, and support

Multiple Disadvantage (WISER)

The Women in Safe Engagement and Recovery (WiSER) project targets women who find it very hard to access/engage with support and who are facing severe and multiple disadvantages, delivered in partnership with Against Violence and Abuse (AVA), Fulfilling Lives Islington and Camden (FLIC), Hopscotch, IMECE Women's Centre, The nia Project and Women at the Well using assertive outreach in a trauma and psychologically informed way;

Our Housing First Project in Islington in partnership with Fulfilling Lives in Islington and Camden (FLIC) to support women with multiple disadvantages is the first project of its kind to be run by a specialist VAWG provider whereby we provide the specialist support to this group of women and FLIC allocates and manages the flats. Since August 2019, we have also been running a Housing First Project in Westminster, funded by Westminster Council.

Multiple Disadvantage outcomes

- 51% (2021: 59%) had accessed various health services and were better able to manage.
- 6.4 months (2021:10.6 months) is the average case length.

Advice

Solace's dedicated London Advice confidential line provides a first point of call for survivors and is available five days a week including one evening. The Advice team take calls from individuals and agencies across London who are concerned about domestic and/or sexual abuse and provide immediate advice and short-term support on safety planning, legal rights and options, housing advice, financial concerns, immigration issues, safeguarding and mental health issues. The team are able to refer to specialist services, as necessary. The team also manage one of the two advice hubs in London within the Ascent Advice and Counselling partnership of 14 organisations.

Immigration Advice Service

Our Immigration service is an important part of our Advice Service and last year supported some of the most vulnerable women in London. All the women were supported with complex, insecure immigration status, and No Recourse to Public Funds (NRPF), they are much more vulnerable and subjected to continued exploitation and violence and are often frightened to seek support due to the risk of deportation. We work with women who are eligible to make applications under the Domestic Violence rule, under their human rights and EU regulations. We work with migrant women and EEA Nationals with NRPFs who have experienced domestic abuse and sexual violence, including women exiting prostitution, sexually exploited and trafficked women, women who are at risk of homelessness or are homeless and women needing refuge accommodation and other community advocacy services.

Advocacy and Support

Our Advocacy and Support teams offer help and assistance to those affected by domestic and sexual violence in their community. Our teams supply information, advocacy, and specialist services to increase service users' safety and meet a range of needs – these can include ongoing safety concerns, emotional or housing support, reporting to the police, legal options, and support through court, help around child contact, benefits, and financial advice. As well as providing direct assistance, we also work to build capacity and develop expertise amongst professionals and agencies.

We engage with professionals and community groups through a range of programmes, examples include:

- The Silver project supports women over 55 who have experienced domestic and/or sexual abuse offering intensive support and advocacy;
- The Irish Traveller project provides a specialist outreach and resettlement service to Irish women, Irish Traveller women and their children delivered in conjunction with our partner, the Irish Traveller Movement;
- The Identification and Referral to Improve Safety (IRIS) programme, a GP based domestic violence training, support, and referral programme for primary care staff;
- Our Women's Resilience Awareness Project (WRAP) delivers a variety of courses and groups in Islington and Southwark that aim to increase resilience and wellbeing for women with children who have experienced domestic and/or sexual abuse; and
- Southwark's Sanctuary Scheme is designed to prevent someone affected by domestic violence from becoming homeless through the provision of security works to a home, ranging from changing locks to the installation of an internal 'safe room'.

Advice, Advocacy, and specialist services outcomes

- 3.1 months (2021: 3.7 months) is the average case length throughout all community services, a decrease from 6 months last year.

Therapeutic Services

Our therapeutic services implement a person-centred approach, which is trauma informed and strength-based practice and supports the service user to make choices for themselves. It ensures the full recognition of

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intersectionality and life experiences and works within an anti-discriminatory and anti-oppressive framework. The service support women who have experienced domestic abuse and all forms of VAWG with a view to provide support in the following areas:

- Address physical and emotional safety;
- Increase awareness of abusive dynamics in relationships – vicious cycles of abuse;
- Increase confidence, resilience, and a greater sense of wellbeing;
- Manage post-traumatic stress and support the client in their recovery journey; and
- Empower survivors to explore options and choices.

Counselling

The Solace Counselling team offers one-to-one counselling sessions to women, creating a safe space for them to explore the impact of violence on their lives. Experienced counsellors work with women to help them recover from the long-term impact of emotional and physical abuse. Our counselling services are delivered as part of the Ascent Advice and Counselling partnership and through separate contracts with Southwark, Waltham Forest, and Islington.

Ascent Counselling Service: Offers one-to-one counselling to victims/survivors of domestic abuse and all forms of VAWG. The service covers one assessment and up to 15 counselling sessions. We also offer 6 sessions of pre-trial therapy. Solace offers this service in 11 London Boroughs (Barnet, Camden, Enfield, Greenwich, Hackney, Haringey, Havering, Islington, Lambeth, Newham, and Southwark).

Ascent Moving Forward: The Moving Forward Group is an 8-week educational programme for women aged 16+ who have experienced any form of domestic and/or sexual violence. These groups provide some first steps on the road to recovery from domestic and/or sexual abuse.

A safe space to talk, listen and be heard, while gaining emotional support. It gives women the opportunity to share experiences and information and explore and understand the impact of domestic violence and/or sexual abuse and the support to regain power and make positive choices.

Rape Crisis

Our North London Rape Crisis teamwork with women and girls over the age of 13 who have experienced any form of sexual violence at any point in their lives. This includes child sexual abuse, recent and non-recent rape, sexual assault, sexual harassment, women involved in prostitution, trafficking, and female genital mutilation. North London Rape Crisis is part of the Pan-London Rape Crisis and Gateway service for survivors of Rape and Sexual Abuse working to ensure access to support is easily available across London.

The Rape Crisis service runs a free and anonymous helpline open daily to offer emotional and confidential support as well as a regular caller service. The Rape Crisis Service co-locates ISVAs with partners including police and children's centres across Enfield, Haringey, Barnet, Islington, Camden, Westminster, and Kensington & Chelsea.

The Gateway is a partnership between the four London Rape Crisis Centres (including North London Rape Crisis run by Solace), Galop, SurvivorsUK and the Havens, and is led by the Women and Girls' Network. Solace provides specialist complex needs support with our Independent Sexual Violence Advocate (ISVA) working with women with multiple and complex needs.

Specialist advocates, counsellors, group therapists and helpline workers provide non-directive emotional and practical support and information to help women understand the impact of abuse, recover from the trauma

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they have experienced, and if a woman chooses dedicated support through the Criminal Justice System from report to court and afterwards.

Holistic therapies

We run a variety of groups, well-being classes, as well as one-to-one body therapies to help survivors' recovery from trauma. Our group work includes: Trauma Informed Yoga, Tension and Trauma Releasing Exercises, Lesbian and Bisexual Group, Creative Group, Psychoeducational Group, Quarterly Women's Group.

Our work with children and young people, from the age of 4 to 18, has trained art and drama therapists, who use art, drama and play to help explore their feelings around the violence they have experienced, understand that they are not to blame and rebuild vital relationships with their mother, carer, peers, and siblings. 100% of children and young people expressed that using creative mediums was most helpful and the most enjoyable part of the therapy process which facilitated them processing and expressing feelings and memories that were hard to talk about.

Therapeutic Services outcomes

Ascent Counselling

- 93% (2021: 95%) felt an increase in wellbeing after counselling.
- 85% (2021: 89%) felt an increase in motivation after counselling.
- 86% (2021: 87%) felt an increase in self-esteem after counselling.
- 87% (2021: 87%) are more aware of their rights and are able to make clearer choices with their future.
- 81% (2021: 84%) felt an increase in confidence after counselling.

North London Rape Crisis

- 78% (2021: 84%) felt an increase in emotional and mental wellbeing and had an increased understanding of survivors' rights and choices.

Children and Young People

Our Children and Young People's (CYP) team deliver a range of services for families and young people living in the community. Such prevention work is a key strand in Solace's strategy.

The POW Project

The 'Protect Our Women' project is a community-based programme for young people in primary and secondary schools aged 10-25 years in Haringey. Young people in schools and youth clubs complete 10 AQA accredited workshops on the topic of Violence against Women and Girls. The programme engages young people in creative ways with a Champions programme supporting young people and their communities.

Hear2Change (Women and Girls Initiative)

Funded by the Big Lottery, the Hear2Change project works with young people in schools and community settings across Haringey and Islington with the aim of changing attitudes to Violence Against Women and Girls. The project is led by a steering group of young women who meet regularly to decide on project priorities.

Young Change Makers

On the back of the invaluable work with the steering group, a Young Change Maker group of Young People has been set up to raise awareness of VAWG through empowering young people to present their experiences and ensure their voices are heard. This aims to equip young people with specific skills and introduce them to useful strategies (whilst building their confidence and knowledge) in order to design and deliver campaigns of their own. These will be presented in a variety of mediums of their choice (art, drama, music, photography, poetry) and a range of audiences and venues (schools, libraries, community facilities).

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Major Trauma Centre - in partnership with Redthread Youth Violence Intervention Programme

Solace, commissioned by The Mayor's Office for Policing and Crime (MOPAC), has teamed up with Redthread, a London-based youth violence charity, to allocate Independent Domestic Violence Advocates (IDVAs) in London's four major trauma centres. Our IDVAs provide specialist support for young people aged 11 – 25 who are admitted into hospital due to domestic and/or sexual violence and abuse.

Lighthouse

We were part of the first innovative Child House pilots in the UK, bringing together statutory and voluntary sector partners to address Child Sexual Abuse. The Lighthouse is the UK's first Child House, a service where children are put at the centre and given the support they need to recover and rebuild their lives. Specially trained medical, advocacy, social care, police, and therapeutic support is delivered from one place. The project was led by University College Hospital and NSPCC with Solace providing a vital role in the Advocacy team.

CouRAGEus

We have joined together with a number of partner organisations (led by the Women and Girls Network) to support BAME children and young people across London. Solace provides a CYP counsellor, a multi-disadvantage advocate and a community engagement worker to provide support and therapy as well as raising the profile of VAWG with children and young people.

Children and Young People outcomes

- Helped and supported 301 (2021: 359) children and young people in our community services, helping to build their resilience and dealing with the impact of domestic violence.
- Preventive strategies included workshops, talks and seminars with groups of young people in schools impacting 9,610 (2021:4,284) lives.

Other services – Training and Consultancy

We increased delivery of our training and learning programmes to an even wider audience and transferring our courses, webinars and policy consultancy work to online platforms finding exciting new ways to teach and raise awareness.

Training outcomes

- We have trained 5,083 (2021: 2,063) learners during the year.

COVID-19 appeal designated funds

The trustees had designated £350,000 from the previous year towards continued intensive support as a result of the ongoing impact of COVID-19 at services and central teams. It funded additional crisis workers for our refuges and community services and strengthened our core services to respond to continued high demands in service user grants and additional support needed for staff wellbeing.

PARTNERSHIP WORK

Solace works in partnership with 42 other organisations in London and 14 across England, Scotland, and Northern Ireland.

The Ascent Advice and Counselling Partnership

The Ascent Advice and Counselling partnership has been supporting women and children for 9 years and is the largest specialist VAWG service in London that works across multiple boroughs. In 2021/22 the 14 specialist VAWG organisations in the partnership supported 6,215 new service users in reaching a place of

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safety and recovery across London. These services provide vital, and often life-saving services to women and girls.

During the peak of the pandemic, the project saw unprecedented demand for their services. The 14 partners adapted to delivering one-to-one counselling; one-to-one advice and case work; group work; legal advice; training and no recourse to public funds assistance to ensure that survivors across London could continue to gain support. The partnerships include majority 'led by and for' specialist VAWG organisations, recognising that access to culturally sensitive support aids women's recovery.

Our focus on standard to medium risk service users plugs an important gap as many local services are targeted towards high-risk cases. The four-year funding from London Councils was extended for a fifth year for 2021/22, recognising the increased pressure on VAWG services during the pandemic.

During the year 2021/22 the partnership delivered the following outputs:

- Assisted 7,860 new users to access advice, counselling, and support;
- Over 14,000 individual counselling sessions and 890 group sessions were delivered, enabling women to have increased self-esteem, confidence, and wellbeing in order to move towards independence;
- 5,900 users received 1-1 advice, advocacy, and casework support;
- 934 women were supported by the London Family Law Line.
- 17 women with no recourse to public funds were assisted with accommodation and living expenses to enable them to be safe after fleeing violence/ abuse.

The partnership achieved the following outcomes:

- 3,504 service users reported reduced fear/ greater feelings of safety;
- 3,053 people with protected characteristics were satisfied with the services they were provided.
- 2,445 women with improved self-esteem, motivation, and confidence to rebuild their lives.

"I was so tired of it all, and felt he was never going to leave us alone. I just wanted him to stop. I felt very depressed and anxious. The caseworkers from Solace were really kind and reassuring, and just listened to what I had to say and what I wanted to do."

Ascent Advice Plus

In 2019, we secured additional funding from MOPAC to increase capacity in the two advice hubs and advice spokes within Ascent Advice and Counselling, extend the time it was possible to work with women, expand the London legal advice line and incorporate the expertise of four Equality & Diversity (E&D) partners that specialise in working with disabled, deaf, and hearing-impaired women, women with learning disabilities and autism, and LGBT+ women. Further funding was secured from the Ministry of Justice to ensure that more women could be supported during the pandemic.

The project allows for longer term support of up to 6 months for women across London to allow additional support for issues such as housing, immigration, and their mental health needs, recognising the increased complexity of women's lives when they reach us.

In 2021/22, the partnership supported:

- 2,085 through the East and West London advice hub
- 1,478 with specialist casework
- 665 by the London Family Law Line.

Labyrinth Project

So far, the project has:

- supported 14,557 women

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- engaged 327 women's centres
- supported 1,827 women with legal support
- delivered 174 group work sessions
- trained 422 women through 90 individual training sessions.

In April 2021, we launched our Labyrinth Project which is a partnership of 14 women's organisations contributing to a strengthened women's sector in 8 areas across England, Scotland, and Northern Ireland by building capacity and forging stronger networks of support and shared learning locally and nationally. The project particularly focused on supporting the women's sector to emerge stronger from the damage that the Covid-19 pandemic is having on women's lives.

In each local area partners have been mapping the range of support available, identifying good practice, strengths and gaps in provision and the capacity building requirements of local groups. They have used the mapping of services and women's journeys to undertake activities to build capacity of the women's sector according to local priorities including:

- Solace has conducted outreach to support grassroots organisations supporting women in London, providing workshops on topics such as trauma-informed practice, and facilitating organisations and women to attend StreetLaw legal sessions. Women's Support Project has delivered domestic abuse training to community groups and organisations and developed resources in multiple languages on domestic abuse and harmful practices.
- Hopscotch Women's Centre (London) and Pankhurst Trust (Manchester) were able to provide support around safety, mental health, employment and training and well-being for influx of Afghan refugees this year.
- Nottingham Women's Centre have been tackling the lack of affordable childcare in Nottingham and its effect on women's employment, working with local councillors to develop a joint employers charter and ensuring the council adopts policy recommendations.
- Stop Domestic Abuse launched an FGM Women's Empowerment Group enriching BAMER women's knowledge about the different forms of domestic abuse, recognising the signs and how to seek support.
- Leeds Women's Aid have significantly increased their involvement in the Women's Lives Leeds Network which is working towards making Leeds a Woman Friendly City. Through this network, Leeds Women's Aid are leading work on housing for those with complex needs, supporting women who have had children removed, and supporting women's employment by developing a woman friendly employer's checklist.

Partners Rights of Women, Working Chance, Scottish Women's Rights Centre, and Surviving Economic Abuse have delivered a range of workshops and training to service users and professionals working with women covering topics such as job interview preparation, child contact and debt management.

Empowering Women Fund

Through the Labyrinth Project, Solace launched its first grants scheme. The Empowering Women Grants Fund supports organisations that are led by and for women to build their capacity and develop innovative ways of empowering women in their local area. The fund targeted organisations with a turnover of less than £1 million and received 653 applications and 40 grants have been awarded, enabling organisations in the UK to deliver life-saving support to women. The funded projects have identified and are responding to a significant increase in need within their community. Mental health and wellbeing are a particular concern, making up over half of all projects, followed by employment and VAWG.

An important aspect of this fund is to reach a diverse collection of women – 53% of projects are run by and for marginalised communities and funding is spread across small and medium-sized organisations in the three nations. To support both successful and unsuccessful grant applicants, Solace has provided online workshops around grant application tips and monitoring and evaluation.

"I couldn't praise enough the value that this group provides me personally. It has helped me gain confidence and shown me that I am not alone in having mental health problems."

Participant of Benbradagh Community Support, an Empowering Women Fund Grantee

"Receiving peer support through Bluebell was a real turning point in my recovery from perinatal mental illness."

Participant of Bluebell, an Empowering Women Fund Grantee

Women's Centre for Excellence

The Labyrinth Project also developed the National Women's Centre for Excellence which is a collection of knowledge, evidence, resources, and tools based on experience by and for organisations within and supporting the women's sector. This online repository aims to contribute to a stronger, better connected and more inclusive women's sector nationally by sharing knowledge, resources, learning and best practice, and identifying core elements of effectiveness in strengthening the sector.

As part of the Centre of Excellence, partners have launched a Labyrinth learning series, providing support for women's organisations on:

- Supporting Survivors of Harmful Practices – Learning from the Labyrinth Mapping Exercise
- Turning Practice into Policy - Effective Ways to Turn Frontline Practice into Policy Briefs
- The Women Friendly City Movement
- Effective Grant Writing Tips.

While the Labyrinth Project is time-limited, the Centre will continue its legacy, taking the learning as a starting point and creating a space to share information and evidence of what works that is readily accessible by women's sector organisations, groups, and individual women.

The Emergency Accommodation Project

In May 2020 in response to the Covid-19 pandemic and lockdown, Solace and Southall Black Sisters launched a Crisis Project which offers safe emergency accommodation with specialist support to women and children fleeing domestic abuse and other forms of violence against women and girls (VAWG), across London during the Covid-19 pandemic. The project was supported by Mayor's Office for Policing and Crime (MOPAC) and the Julia and Hans Rausing Trust and received continuation funding for a further six months from MOPAC up to September 2022.

The project is coordinated by Solace with support for women with no recourse to public funds provided by partners Southall Black Sisters. The project provides women with crisis accommodation for three months to enable them to flee domestic abuse/ VAWG during the Covid-19 pandemic and have no recourse to public funds. During their time at the project women are offered therapeutic support, assistance from specialist refuge workers and resettlement support.

This service delivery enabled the achievement of the following outcomes:

- supported 192 women, including 64 women with no recourse to public funds during lockdown; and
- the project was extended into the coming year due to the ongoing nature of the pandemic.

The Women's Development Unit

- The Women's Development Unit trained 209 professionals
- The Women's Development Unit has put together 3 reports to influence women's homelessness

In February 2021, Solace partnered with homelessness charity Connection at St Martin's to launch the Women's Development Unit, a collaborative project to work with women, services, and stakeholders across the capital to improve access to holistic support services which are designed for their needs and help them rebuild their lives from abuse and support them out of homelessness.

In March 2022, the Women's Development Unit published its **pan-London women's homelessness strategy**, a culmination of its 12 months of evidence gathering and analysis from a wealth of organisations, as well as women with lived experience of homelessness. The strategy was developed following conducting surveys, interviews, focus groups and workshops to hear the voices of those this impacts and share the good practice that many services are delivering. Our initial survey had 90 responses, we interviewed at least 28 stakeholders via semi-structured interviews, we held three focus groups and four strategy group meetings. The development of the strategy was guided by a strategy group had 17 external members with key knowledge and influence across London, including London Councils, the Greater London Authority, MOPAC as well as representatives from London boroughs, the VAWG and homelessness voluntary sectors. Since the launch we have had positive engagement with key stakeholders in Westminster and across London on how to implement the strategy. The new London-wide Strategy for Ending Women's Homelessness brings together recommendations about the specialist services we need to expand, the different ways we can offer support and how we should all be thinking more about women.

The project also sought to improve practice in services across the homelessness and VAWG sector and has developed two new training packages on Trauma Informed Approach to Supporting Homeless.

"In our work in the Life Off the Streets programme, we have relied heavily on the support and expertise of the WDU to refine and improve London's approach to preventing and tackling rough sleeping for women."

Michelle Binfield, Rough Sleeping Programme Director, London Councils

CASA Project

- The Casa Project supported 28 women into safe and affordable properties after refuge

Solace has continued to lead the Casa Project, a partnership within the London Violence against Women and Girls (VAWG) Consortium which enables women to move-on from refuges to high quality, self-contained accommodation with affordable rents, for up to 2 years.

Specialist resettlement support is provided throughout the tenancy and beyond, to longer-term secure accommodation by our partners Ashiana Network, EACH Counselling and Support, IKWRO Women's Rights Organisation, Latin American Women's Aid and The nia Project. St Mungo's Clearing House works with Solace to allocate the properties which are provided by several registered providers.

This year the project supported 28 women during the year with their secure tenancies and with their ongoing support needs as they leave refuges across London. 12 women were supported into training/education, and a further eight were supported into paid employment.

Other

Solace is a member of National Women's Aid and Rape Crisis England and Wales which are both national federations leading on policy change and campaigns to meet the needs of women and children experiencing domestic and sexual abuse. We are members of Domestic and Sexual Violence Forums across London boroughs and attend MARACs (Multi Agency Risk Assessment Conferences) across a number of boroughs and work closely with local services and stakeholders.

We are members of the London VAWG Consortium, along with 28 specialist VAWG organisations across London and are part of 5 of the projects they ran in 2021/22.

We work in partnership with Jewish Women's Aid to deliver advocacy and support services in Barnet. Refuge accommodation is provided through leasing agreements with Housing Associations and other partnerships; we have a partnership with Barnet Homes Ltd in Barnet to provide refuge services to women and with Asha in Lambeth to provide refuge accommodation for South Asian women. We have continued to build on our relationship with Commonweal Housing through the Amari and Rhea Projects.

Solace is the lead for the WiSER project for women with multiple disadvantages and partners Against Violence and Abuse (AVA), Fulfilling Lives Islington and Camden (FLIC), Hopscotch, IMECE Women's Centre, The nia Project and Women at the Well.

We work in partnership with Single Homeless Project (SHP) and FLIC on a Housing First service Islington and continue to work in partnership with Redthread to provide specialist support to young people affected by VAWG in three major trauma centres in London.

Solace is one of the partners in the 'London Holistic Advocacy Wrap Around Service (LHAWAS) 'No Recourse Fund', funded by MOPAC and led by Southall Black Sisters to meet the needs of women and children who are victims of domestic and sexual violence and other forms of gendered violence.

We work closely with the Public Interest Law Centre (PILC) to support our staff with legal issues related to housing. PILC provide training for Solace staff, support staff on individual cases and look to identify opportunities for strategic litigation.

Service User Involvement

During 2021/22, we continued to develop our Service User Strategy to build greater organisational understanding of meaningful, empowering and mutually beneficial service user activities. During 2021/22 users of our services helped to develop the plan and activities we will deliver in the coming year including a Service User Advisory Group, staff recruitment and peer auditing programme.

Solace Ambassadors

Our ambassador programme was launched in 2019 and we have a group of survivors who can draw on their experiences to help us raise awareness and campaign for change. They are supported to speak up for women on issues as experts by experience.

Volunteers

The trustees would like to thank all our volunteers, supporters, and staff for their invaluable work throughout the year, as their support is essential to help Solace achieve its aims.

We received 4,588 (2020/21: 3,961) volunteer and professional hours from individuals and students who help us with our advice, advocacy, therapeutic and refuge services, alongside pro bono corporate supporters who contribute to various projects and awareness campaigns.

The value of professional pro bono services provided to Solace was valued at £90,391 (2020/21: £88,553) with a large proportion attributable to apprentice levy funding received from our corporate supporter Expedia, National Grid and Chelsea Football Club and specialist pro bono support from MC Saatchi. We also received many hours of volunteer support from our corporate partner McKinseys.

We manage a programme of using volunteers to help with our services, especially therapeutic services and provide women volunteers with specialist training to enhance their skills. In accordance with charity reporting regulations, we have not accounted for the time provided by these volunteers in the financial statements, however, based on London's Living Wage rate of pay, this is estimated at £50,697 (2021/21: £42,977).

Fundraising

We would like to thank all of our supporters during 2021/22 including those who have chosen to remain anonymous.

We have been successful in raising a combined value of £735,597 (2020/21: £1,575,694) in voluntary income through the diversification of our income streams. Our work is made possible by the generous support and donations from individual donors, community groups and companies over the past year.

It has never been a more challenging fundraising climate for Solace, in the background of demand for services skyrocketing. The pandemic had a significant impact, seeing the cancellation of planned fundraising activities. Nevertheless, we were overwhelmed by the generosity of some amazing funders and support for our emergency pandemic fundraising throughout the past 12 months.

Here are just some of the highlights from the last year;

3i

3i generously supported Solace during the Stay Safe at Home campaign launched as an emergency appeal in response to the increased demand on services caused by the Covid-19 Pandemic. Their donation of £150,000 provided funding for Solace to bring in post a Multiple Disadvantage Outreach Worker and a Clinical Psychologist.

The Clinical Psychologist is embedding the mental health knowledge we needed across the organisation for the benefit of our 298 staff, 90 volunteers and women we support. This post played a fundamental role in helping us to respond to the combined impacts of domestic abuse and the pandemic.

The additional Multiple Disadvantage Outreach Worker employed for 18-months; meant we could work with women for whom very few specialist services exist. Working with a caseload of 5 to 8 women allowed for intensive support equating to months of building trust and supporting women to manage a tenancy to stay safe off the street - providing more than 3,000 interactions with all the women accessing her support.

Banham Security

Through our partnership with Banham Security, we aim to bring a greater peace of mind and personal safety to women across London, and with the Banham Academy we are providing education and training opportunities for women. Banham Security are the largest security provider in London and the Southeast.

Solace would like to thank Banham for the generous donation of 1,500 personal alarms for women, and through our partnership we aim to bring a greater peace of mind and personal safety to women across London. We are also excited to work alongside The Banham Academy following the launch of their first women's apprenticeship programme, looking to help bridge the gender gap in the industry and provide access to opportunities for all women.

“Women’s safety on the streets of London has always been an important conversation topic, particularly at Banham where we are a family business with almost 100 years’ experience in protecting people. The safety of women is something we care about not just for our customers but also for our colleagues, their families and the wider community.”



See Change Project

We know that tackling male violence against women and girls (MVAWG) begins with the men perpetrating abuse, which is why we aim to increase safety for victims and children by guiding men in changing their behaviour - helping them to recognise abusive actions and become accountable and responsible for their behaviours. The See Change Project combines group behaviour change work and one-to-one sessions to unpick the experiences of masculinity had by these men, and where necessary create place to work through the repercussions of trauma, including adverse childhood experiences.

The Bruno Schroder Trust very generously fully funded the first year of the project, giving Solace the independence to design a completely bespoke project, incorporating the learnings and experience from previous perpetrator programmes, alongside input from Solace front line services.

Our approach to fundraising

Solace is a member of the fundraising regulator. Our income is generated predominately thanks to the support of individual fundraisers raising income at our events or their own events. We do not employ the services of any fundraising agencies or third parties, nor have we run a telephone or door to door fundraising campaign. Our relationship with our supporters is especially important to us and the charity does not wish for our supporters to feel under any pressure to donate to the charity.

We have a close relationship with our fundraisers and support them in delivering their events and complying with relevant codes of practice. Where we work with commercial participators, contracts are exchanged so that

we can ensure compliance with the code of fundraising practice, applicable laws, and adherence to best practice.

We received no complaints about our fundraising practices in 2021/22.

Quality Management

The quality of Solace's services reflects the commitment of our staff team and our determination to continuously improve our standards. We have invested in accredited training for staff and expanded our business development and resources infrastructure to ensure we have robust systems in place to deliver excellent services.

In 2021/22, we achieved and retained a number of kite marks demonstrating the quality of Solace's work, including:

SafeLives Leading Lights;
Investors In People;
Rape Crisis National Service Standards;
Disability Confident Employer;
Advice Quality Standard;
ISO 9001; and
CHAS (The Contractors Health and Safety Assessment Scheme).

Media and Communications

It has been another successful year, connecting to women and children raising our public reach by growing our digital media reach and also working closely with press and media to raise our profile and awareness of the work that we do and the issues facing women and girls.

We now have approximately 30,000 followers on our social media and we have almost 250,000 visits to our website each year.

Our media and communications work has contributed to our being able to deliver thought provoking campaigns to all parts of the community including allies who want to help tackle violence and misogyny.

Campaigns

Working with the agency Roll Nine, our summer campaign appeal Solace Lifelines won the best Crisis Response Campaign at the UK Content Awards for depicting the need for funding when calls to our advice line increased 117% since the start of the pandemic.

We also ran an extremely successful Christmas Fundraising campaign with Roll Nine agency, which was a hard-hitting Christmas video appeal "Do something" (also a finalist in the 2022 Content Awards) challenging us all to intervene when we witness abuse. The campaign received 640,000 Twitter impressions and 10,300 Twitter engagements as well as a reach of 601,100 on Instagram.

In addition, we raised awareness about coercive control and other toxic behaviours in our Valentine's 'It's Not Love' campaign which our unpromoted campaign received 4,000 impressions on Twitter.

We launched our latest charity film which so far had a total reach of nearly 3,000 on social media and is on the home page of our website which regularly receives around 60,000 views per quarter.

International Women's Day

As the year drew to a close, we celebrated International Women's Day. At the event we celebrated our partnerships with New Look, Banham Alarms, E-cubed and Stack. There was also an art exhibition by children in our refuge and Young Change Makers and for the first time we live streamed the event.

We held the event with the following panel who we thank for attending and giving us their sisterly support

- Zara Janjua - Host and panel chair – <https://www.zarajanjua.com/>
- Maya Tatton co-founder of <https://www.ourstreetsnow.org/>
- Aliyah Ali <https://www.aliyahali.com/> founder of Daddyless Daughters
- Rehema Muthamia, Miss England 2022.

Plans for the future

We have reviewed our strategic plans and launched the Strategic Plan 2022-2027 on International Women's Day in March 2022.

As we started to develop our new strategy, the Covid-19 Pandemic and all its devastating impacts started to change the way that we work and deliver services. At the same time, as an organisation working with our values of intersectionality, we took time to review our approach to our feminism in the light of Black Lives Matters and providing support to Trans Women, as well as focussing on other areas including disability and class. This strategy has thus been developed in light of the lasting impacts of Covid-19 and our bold ambitions for change, with a focus on diversity, equity and inclusion.

As we have grown as an organisation, we have become more visionary about what we want to do to support survivors of all forms of violence and abuse. We have diversified and strengthened our services to provide holistic support packages to women, children and men who need them. We have started to strengthen and build on our existing partnerships and develop our influencing work at all levels – amplifying the voices of the 29,000 people we work with each year.

Our new focus for the next strategy will naturally include continuing to focus on meeting the needs of women, children, and young people, while offering services to male victim/survivors and to perpetrators of domestic abuse who wish to change their behaviour.

We have six key strategic outcomes that we are working towards: strategic influencing, partnership, and leadership; organisational development and growth; long-lasting recovery and lasting change; accessibility, education, and employment; children and young people, and empowerment, engagement, and aspirations.

The planned work for an organisational cultural review will support ongoing development of the charity commenced in the summer this year and the findings will inform trustees on cultural and organisational development for the charity. Trustees are looking to recruit a permanent Chair and CEO following the appointment of Ms Kirsty Telford as interim Chair and Ms Judith Banjoko as interim CEO in December 2021.

Our aspirations to support ever more survivors of abuse is coupled with developing a strong and healthy workforce. Our ambition for the period 2022-2027 is for the organisation to grow to achieve the dual aim of supporting more survivors but also to support the frontline staff working for the organisation. As we grow, we will do so making sure we keep our grassroots focus that makes our support so valuable to service users. We will implement the newly agreed terms for an Employee Engagement Forum who will work closely with the

Senior Leadership Team to strengthen internal communications and improve employee engagement.

We are in the process of acquiring our trauma informed quality mark, to further ensure that we run services that are healthy, mindful and reflective. What we will create is a safe, supporting, compassionate, proactive and inclusive work place, ensuring that we have a framework and language that reflect on our purpose, mission and values.

We are committed to becoming a truly anti-racist organisation and embedding anti racist practices within Solace, there is a continual commitment to anti-racism within the organisation. We recognise that there are further steps we need to take as an organisation and will be developing a specific anti-racism plan to be launched in April 2023. We have also signed up to the VAWG Anti-Racism Charter and senior managers have been attending workshops on how to implement it – we will continue to look at how we can deliver the charter in our internal and external work over the coming months.

Over the last year, we have been implementing our refreshed Equity, Diversity and Inclusion plan which is shared with staff quarterly, an external version of the plan can be found here, [Equity, Diversity and Inclusion Solace \(solacewomensaid.org\)](https://www.solacewomensaid.org/equity-diversity-and-inclusion). This will hold us to account [our new five year strategy](#) and further recognises the need to do more to support our staff from the global majority, as well as our 'by and for' partners across the sector.

Staff safety (psychological and physical) and wellbeing is the number one priority for the senior management team and the trustees coming out of last year, and particularly black and minoritised staff. As well as being key to living our values as an organisation, staff wellbeing and empowerment is crucial to fostering the right environment to enable the best outcomes for the women and children we work with.

In the coming year, we will continue to work with partners to ensure that our services are accessible to all women. Intersectionality is a key principle of the work that we do at Solace, and we will recognise the multiple and intersecting barriers that women face.

We will continue to implement a business development programme which will support income generation and strengthening our reserves, with the goal to achieve our target reserve levels of £2.2million to enable us to meet the varied needs of our service users, staff, and volunteers at Solace. In conjunction, we will support the organisation's growth by strengthening core services and improving our digital offerings in our services.

We will continue to develop a cost benefit analysis for each of our services to demonstrate the incredible value provided by our specialist staff.

Financial review

The financial results for the year ended 31 March 2022 are set out in the Statement of Financial Activities, balance sheet, cash flow statement and notes to the accounts on pages 35 onwards.

Income

For the financial year 2021/22, total incoming resources was £16,361,422 comparable to the previous year of £16,265,804. Enlarged contracts from statutory funders for our community and specialist work to meet continued high demands offset the lower voluntary income which was boosted by the Emergency Appeal in the prior year. The continued overwhelming support from our statutory partners, trusts and foundations, corporates and the public at large have helped us to maintain essential services including extending the emergency crisis accommodation for a further six months this year.

Our refuge services grew by £376,736 with inflationary increases in core rental income. Community based advice and advocacy services grew by £872,716 with new projects in Tower Hamlets and additional funding for specialist advocates in Bexley and Waltham Forest.

Partnership projects saw the full launch of for our national project, Labyrinth, creating a centre of excellence together with specialist partners to support women's centres, women's groups, and networks to help them, and the women they support, to emerge stronger from the damage that the Covid-19 pandemic had on their lives. The completion of our Covid-19 crisis accommodation project has resulted in lower partnership income of £482,144 this year.

Our advice and advocacy work in the community, which includes specialist services and work with women with multiple needs represented the largest source of incoming resources at 35% of our funding base, followed by refuge provision 26%, Ascent and other partnership work at 20%, and therapeutic at 10%. Children and young people services focussed on prevention activities was at 4% and remains a core strategic goal for Solace.

Voluntary income from donations contributed 4.5% of our funding base through the support of the public, corporates and trusts and foundations.

Further details on our incoming resources are in notes 2 and 3 of the financial statements.

Expenditure

Growth through new activities has correspondingly increased resources expended by 9% from £15,592,165 to £16,927,412. The staff to deliver our charitable services has resulted in an increase in staff costs of £1,456,270 from £8,907,668 to £10,363,938 and similarly, delivering specialist support with partners increased partnership costs by £132,689.

During the year, we continued to maintain expenditure to modernise our information technology and digital offerings to enable remote working provision for staff and improve reach to our service users. We invested in organisational growth and introduced new initiatives for stronger employee engagement, staff wellbeing and demonstrated our commitment to equality, diversity with our plans published on our website. This higher spending in professional fees and service administration expenditure reflects the investment needed to support these activities.

Solace remains focused on tight cost management and supplier contracts are reviewed periodically for better value for money propositions. The blended average annual cost per service user at £580 (2020/21: £665) is lower reflecting the higher one-off costs of crisis projects in the previous year.

Further details on our expenditure are in note 4 of the financial statements.

Financial position

After the net expenditure on restricted funds, the overall result for the year was a deficit of £565,990 (2020/21: surplus of £673,639). Part of this deficit was funded by planned designations amounting to £350,000 for use in 2021/22 to support the delivery of critical lifesaving services. The remaining deficit is explained by our investments in organisational development including our commitment to equity, diversity and inclusion which will result in an organisation that is able to deliver on its mission in a more resilient and compassionate manner.

Achieving a surplus remains a key performance target to enable the charity to set aside funds towards reserves for contingency requirements, further explained in our reserves policy note. We have planned to achieve a balanced budget the coming year as we recognise the need to support organisational growth to ensure the continued financial viability of the charity.

Solace Women's Aid
Trustees' annual report
For the year ended 31 March 2022

Total fund balances as of 31 March 2022 were £2,102,741 (2020/21: £2,668,731) of which £913,262 (2020/21: £1,300,672) were designated funds and the remaining £1,189,479 (2020/21: £1,368,059) represented general funds. Designated funds as at the balance sheet date represent the net book value of tangible fixed assets.

Risk management and principal risks

Trustees have overall responsibility for establishing and maintaining the system of risk management at Solace. The charity maintains a charity risk register which tracks key risks to Solace and is reviewed by trustees at quarterly sub-committee meetings and full board meeting. Unexpected and sudden changes in risks would be scrutinised by trustees over and above planned meetings.

The principal risks facing the charity which operates in a challenging and demanding sector are financial, operational, reputational, people and culture and regulatory and these are detailed below.

Financial

Solace operates in a challenging and demanding sector with uncertainties over longer term funding, due to the commissioning of services by local and central government and the cuts to public spending. Payments by local authorities, government bodies, trusts and foundations are based on the achievement of outcomes or payment by results add further pressures on cash flow and overall financial management.

External risks to funding have been reduced by reaching and maintaining the standards required by commissioners and funding bodies and implementing a strategy to diversify our funding base through income generation from fundraising.

Financial risks arising from contract renewals in 2022/23 are mitigated through TUPE (Transfer of Undertaking Protection of Employment) arrangements and the maintenance of adequate reserves to absorb central costs covered by these contracts. This has been reduced as Solace has retained and renewed several key contracts for a new term of three to five years.

Overall financial risks are monitored through regular reporting to the Finance and Resources sub-committee and trustees with scrutiny of annual budgets, reforecasts, management accounts and cash flow projections. Scenario planning with prudent income generation activities has been prepared and reviewed with trustees to ensure that Solace continues to have sufficient resources to deliver its services and maintain solvent in the foreseeable future.

Operational

The nature of our service delivery which provides support to vulnerable women and children suffering from domestic and sexual violence increases our operational risks which could result from services providing inadequate support for our service users caused by unclear priorities, lack of quality oversight and inadequate staff resources.

Operational risks are managed through implementation of suitable policies and procedures including good practices for case management, appropriate case loads, rigorous staff training, staff supervision and support and regular reporting to senior management. Procedures are in place to ensure compliance with health and safety regulations, risks assessments and data protection regulations in respect of service users, staff, trustees, volunteers, and visitors. Appropriate insurance cover is in place for unexpected losses.

Risks on IT systems and cyber crime are managed through the use of accredited managed IT providers using secure cloud based technology. Monthly review of performance and IT risks are undertaken with senior management and reported to trustees. Staff receive regular training on IT and cyber security and induction training is provided to all new employees.

Reputational

In line with our operational risks, reputational risks are heightened as we engage with vulnerable people in difficult circumstances. Service audits are conducted annually to review compliance with funder agreements and reported to trustees. The senior management team works closely with boroughs and other funder leads and attend meetings and events which enable issues to be dealt with promptly and manage reputational risks.

People and culture

As other charities operating in the sector, Solace has been challenged with equity, diversity and inclusiveness and has been in the spotlight with negative publications on racism. Solace is committed to being an actively inclusive charity and has reviewed its Equity, Diversity and Inclusion action plan with trustees, staff and volunteers as outlined in the earlier sections of this report. Specialist inclusive training and awareness programmes are being delivered to all staff.

Risks and challenges on staff recruitment and retention are managed through continuous staff learning and development. Staff wellbeing initiatives have been strengthened and we are committed to becoming a fully trauma informed charity to support with overall staff safety and retention.

Regulatory and compliance

Safeguarding is at the heart of our operational services and a key governance priority, keeping women and their children safe is our primary responsibility and we take all appropriate steps to protect everyone from harm.

We deliver robust safeguarding training to all our staff and volunteers, as part of their induction training. This includes the legal framework, how to spot signs and symptoms, how to respond and what makes a good referral to social care. We also explain our whistle blowing policies to all staff and volunteers during the training. Annual refresher training on safeguarding is mandatory for all staff.

We have a suite of policies and procedures designed to manage this risk including those covering: acceptance of donations, unauthorised fundraising, procurement, IT security, anti-fraud, data protection and social media. We undertake regular training on compliance and continue to review and strengthen our training to staff and volunteers.

Reserves policy and going concern

The reserves fund represents unrestricted general funds which are not committed or tied to any tangible fixed assets held by Solace.

It is Solace's policy to retain sufficient reserves to safeguard its financial commitments and to continue to provide essential services to women and children who are experiencing domestic and/or sexual violence, in the event of unforeseen financial problems for a length of time to enable those problems to be resolved.

The trustees have reviewed its reserves policy in March 2022 and agreed to build Solace's reserves based on an analysis of the risks facing the charity. In determining the level of reserves required by Solace, the following factors are taken into account by the Board of Trustees:

- key strategic risks as described in Solace's risk register;
- our strategic goals;
- financial strategy and sustainability;
- liquidity management;
- commitments to staff and other contractual obligations; and
- needs of services and beneficiaries.

Solace Women's Aid
Trustees' annual report
For the year ended 31 March 2022

This level of reserves is to protect the charity from having to make quick structural changes arising from the sudden loss of income, for example when contracts are not renewed or other unforeseen circumstances, to enable the charity to function during unexpected periods of financial difficulties. The Finance and Resources sub-committee reviews the level of reserves required by Solace annually and recommends the appropriate level to the trustees.

Based on the analysis of risks, a minimum general reserves level of £2,249,949 would be considered adequate. The current unrestricted free reserves of £1,189,479 (unrestricted reserves less those related to tangible fixed assets and designations) are below the target reserves level although more than adequate to meet ongoing liquidity requirements for the coming year. The need to increase reserves to achieve the desired target levels will be a key focus of the charity in the coming years, with a plan to generate sufficient reserves over a period of three to five years to ensure the desired target levels are achieved by 2027.

Further notes on our reserves are outlined in note 15 of the financial statements.

The trustees have considered the material uncertainties which may cast doubts on the appropriateness of the going concern assumption with regards to the 2021/22 financial statements. As noted above, these uncertainties are continually monitored by the board and the senior management team, and remedial actions are implemented in a timely manner. Having considered the risks of these uncertainties, the trustees have concluded that the going concern assumption remains appropriate.

REFERENCE AND ADMINISTRATIVE INFORMATION

The financial statements comply with the current statutory requirements, the memorandum, and articles of association, the Companies Act and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Company number	3376716
Country of incorporation	United Kingdom
Charity number	1082450
Country of registration	England & Wales
Registered office	9 Appold Street, London EC2A 2AP
Website	www.solacewomensaid.org

Board of Trustees

Trustees who served during the year and up to the date of this report were as follows:

Ms. Helen Hughes	Chair (resigned 9 December 2021)
Ms. Kirsty Telford	Vice Chair (from 24 June 2021)
	Interim Chair (from 9 December 2021)
Ms. Jasbir Sandhu	Treasurer (up to 29 June 2022)
Ms. Kerri Hartwell (nee Podobnik)	Interim Treasurer (appointed 29 June 2022)
Ms. Yasmin Becker	
Ms. Teresa Hoey	(retired 29 March 2022)
Ms. Maureen Hopcroft	
Ms. Emily Florence Hutchings	
Ms. Vivien Ma	
Ms. Heather Mah	(retired 29 March 2022)
Ms. Margaret Osimen	(resigned 9 December 2021)
Ms. Natalie Lopez	(appointed 5 August 2022)
Ms. Madeline Church	(appointed 5 August 2022)
Ms. Meghan Roach	(appointed 5 August 2022)
Ms. Amy Pritchard	(appointed 5 August 2022)

Principal staff

Ms. Fiona Dwyer	Chief Executive Officer (resigned 30 September 2021)
Ms. Judith Banjoko	Interim Chief Executive Officer (wef 1 October 2021)
	Director of Services (up to 30 September 2021)
Ms. Retna Thevarajah	Chief Operating Officer
Ms. Jane Jutsum	Director of Business Development
Dr. Jennifer Cirone	Interim Director of Services (appointed 1 Feb 2022)

Bankers	HSBC plc 1 Aldermans Hill London, N13 4YE
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Solicitors	Bates Wells & Braithwaite London LLP 10 Queen Street Place London EC4R 1BE
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Auditor	Moore Kingston Smith 9 Appold Street, London EC2A 2AP
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Structure, governance & management

Solace is a charitable company limited by guarantee, incorporated on 28 May 1997, and registered as a charity with the Charity Commission on 16 September 2000. The charity is formed under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association.

Recruitment and appointment of members of the Board of Trustees

Solace welcomes women to the Board of Trustees who have the skills, dedication, and enthusiasm to take overall responsibility for the organisation. The charity advertises for members in a number of ways including recruitment websites and other relevant publications.

Trustees serve for a maximum period of six years in aggregate and the total number of trustees are twelve members. Solace has a diverse Board, ensuring that our trustees represent the women we support. One third of members must resign each year, with the longest standing members resigning first.

Induction and training for the Board of Trustees

All prospective members receive information regarding Solace including the most recent annual report and audited accounts, as well as copies of relevant policies and procedures. They meet with the CEO who carries out an induction that includes training on key policies (including equality, diversity and inclusion, safeguarding, confidentiality, complaints, whistle blowing, financial regulation, risk assessments and DBS checks), a tour of our services and meetings with both staff and service users.

A skills audit is conducted annually, and any gaps identified are met through training, guidance from the CEO and other members of the trustees and staff, as well as targeted recruitment.

Trustees are encouraged to attend relevant training in areas such as governance, human resource management and financial management. The cost of this training is met by the organisation.

Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 5 to the accounts.

Organisational structure

The trustees meet every quarter and are responsible for the organisation's overall management and strategic direction. The trustees also meet twice a year for Board Away Days. These women are drawn from a variety of professional backgrounds relevant to our work including those who have been impacted by domestic or sexual abuse. We are also committed to diversity and have a trustee board representative of our service users and staff.

The officers of the charity are:

Chair	Ms. Helen Hughes (resigned 9 December 2021)
Interim Chair	Ms. Kirsty Telford (appointed 9 December 2021)
Vice Chair	Ms. Kirsty Telford (up to 9 December 2021)
Treasurer	Ms. Jasbir Sandhu (up to 29 June 2022)
Interim Treasurer	Ms. Kerri Hartwell (appointed 29 June 2022) (nee Podobnik)

The trustees delegate appropriate functions to the sub-committees listed below, of which at least two members must be from the Board.

Solace Women's Aid
Trustees' annual report
For the year ended 31 March 2022

Business Development sub-committee: Oversees the overall strategy and business development plans for the charity, as well as Training and Consultancy, Fundraising, and Communications. Chair – Ms. Yasmin Becker.

Finance and Resources sub-committee: Oversees financial management to ensure optimum use of resources. It scrutinises income and expenditure and regularly reports to, makes recommendations, and clarifies options available to the trustees. Interim Chair – Ms. Kerri Hartwell.

Human Resources and Governance sub-committee: Oversees staffing issues including recruitment, retention, pay, equality and diversity, health and safety and environmental issues. It acts as the appeal body for any disciplinary and capability matters and is responsible for overall board governance. Chair – Ms. Kirsty Telford.

Services sub-committee: Scrutinises operational top-level reports and internal audits; discusses policy, devises, and reviews the service operations strategy. Chair – Ms. Maureen Hopcroft.

In the summer of 2021, the Board of Trustees set up an Oversight sub-committee that was led by the Chair and had Chairs of all sub-committees and the CEO working together to monitor and manage the increased risks faced by the charity since allegations around racism were published in the media. The committee met frequently and has worked closely with the interim CEO to drive forward changes in the culture and management of the charity. One year on the committee has reduced the number of times they meet but will continue to meet twice a year to track progress on all matters relating to staffing, in particular staff from the global majority, monitor our ED&I action plan and to ensure oversight of the culture review and resulting organisational culture changes.

Expert Advisors are selected to provide specialist advice to the sub-committees. They attend and scrutinise reports together with trustees at sub-committee meeting. We currently have six Expert Advisors: Ms. Judy Kawaguchi (Finance and Resources); Ms. Helena Dollimore (Business Development); Ms. Beth Herlihy, (Business Development); Ms Debbie Peel (Services); Ms Rachel Galvin (HR and Governance) and Ms Sian Elliot (HR and Governance).

Overall management is delegated to the CEO and Directors who are responsible for ensuring that Solace delivers high quality services, meets contractual obligations and conditions of grant aid. Principal staff are the CEO, COO, Director of Services and Director of Business Development who convene regularly to oversee the organisational management of Solace. The Directors report to the CEO.

The wider Senior Management Team includes eight Heads of Services and two Deputy Heads of Services who meet with the Directors and CEO on a fortnightly monthly basis.

Team and Service Managers run the day-to-day activities with their staff teams delivering services in both refuge and community-based services. They report to Heads of Services and meet with the CEO and Directors each month.

Related party transactions

Related party transaction during the year related to professional pro bono services and valued at Nil (2020/21: £2,500), and donations from 2 trustees totalling £658 (2020/21: £1,300).

Remuneration policy for key management personnel

Solace awards a fair remuneration package to all staff including key management personnel. Both the Human Resources and Finance and Resources sub-committees undertake an annual review of salaries, and the trustees are responsible for setting the CEO salary, and with the CEO set the salaries of Directors. The salary of the highest and lowest salaries in the organisation does not exceed 1:5.

Statement of responsibilities of the Board of Trustees

The trustees (who are also directors of Solace 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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.

As far as the trustees are aware:

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


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.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2022 was 10 (2020/21 - 12). The trustees are members of the charity, but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Auditors

Moore Kingston Smith LLP were appointed as auditors in 2018 and are deemed to be reappointed to under Section 487(2) of the Companies Act 2006.

The report of the Board of Trustees has been approved by the trustees on 15 September 2022 and signed on their behalf by



Kirsty Telford – Interim Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS SOLACE WOMEN'S AID

Opinion

We have audited the financial statements of Solace Women's Aid for the year ended 31 March 2022 which comprise the Statement of Financial Activities (incorporating the Summary Income and Expenditure Account), the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of the 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 Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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 there is a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' annual report have 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' annual report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 30, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material

misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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

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

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

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

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council

- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

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

Moore Kingston Smith LLP

Neil Finlayson (Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP, Statutory Auditor

Date: 20 October 2022
9 Appold Street
London
EC2A 2AP

Moore Kingston Smith LLP is eligible to act as auditor in terms of Section 1212 of the Companies Act 2006.

Solace Women's Aid

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2022

	Note	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Income from:							
Donations and legacies	2	735,597	-	735,597	1,235,971	339,723	1,575,694
Charitable activities							
Provision and Prevention							
Refuge accommodation	3	3,702,854	487,743	4,190,597	3,393,459	420,402	3,813,861
Community based advice, advocacy and support	3	5,022,474	766,094	5,788,568	4,090,444	825,408	4,915,852
Therapeutic	3	-	1,710,618	1,710,618	43,400	1,424,363	1,467,763
Children and Young People	3	57,349	531,142	588,491	242,301	392,429	634,730
Other services	3	107,009	48,253	155,262	82,975	100,664	183,639
Partnership work							
Ascent, CRISIS and other partnerships	3	121,467	3,070,654	3,192,121	-	3,674,265	3,674,265
Investment income		168	-	168	-	-	-
Total income		9,746,918	6,614,504	16,361,422	9,088,550	7,177,254	16,265,804
Expenditure on:							
Raising funds	4	291,306	-	291,306	251,761	376,000	627,761
Charitable activities							
Provision and Prevention							
Refuge accommodation	4	3,655,295	542,599	4,197,894	3,341,986	428,440	3,770,426
Community based advice, advocacy and support	4	5,441,389	756,677	6,198,066	4,258,349	881,253	5,139,602
Therapeutic	4	17,031	1,800,380	1,817,411	52,328	1,439,674	1,492,002
Children and Young People	4	63,378	580,395	643,773	245,835	399,743	645,578
Other services	4	478,896	48,253	527,149	113,507	113,533	227,040
Partnership work							
Ascent, CRISIS and other partnerships	4	162,556	3,089,257	3,251,813	9,336	3,680,420	3,689,756
Total expenditure		10,109,851	6,817,561	16,927,412	8,273,102	7,319,063	15,592,165
Net (expenditure)/income for the year	5	(362,933)	(203,057)	(565,990)	815,448	(141,809)	673,639
Transfers between funds		(203,057)	203,057	-	(141,809)	141,809	-
Net movement in funds		(565,990)	-	(565,990)	673,639	-	673,639
Reconciliation of funds:							
Total funds brought forward		2,668,731	-	2,668,731	1,995,092	-	1,995,092
Total funds carried forward		2,102,741	-	2,102,741	2,668,731	-	2,668,731

All of the above results are derived from continuing activities unless noted otherwise. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 15 to the financial statements.

Notes on pages 38 to 50 form part of these financial statements.

Solace Women's Aid

Balance sheet

Company no. 3376716

As at 31 March 2022

	Note	£	2022 £	£	2021 £
Fixed assets:					
Tangible fixed assets	10		913,262		950,672
Current assets:					
Debtors	11	2,045,428		2,095,461	
Cash at bank and in hand		2,922,697		2,676,142	
			<u>4,968,125</u>	<u>4,771,603</u>	
Liabilities:					
Creditors: amounts falling due within one year	12	3,460,664		3,053,544	
Net current assets			1,507,461		1,718,059
Total assets less current liabilities			2,420,723		2,668,731
Creditors: amounts falling due after one year	13		317,982		-
Total net assets	14		2,102,741		2,668,731
The funds of the charity:					
Unrestricted income funds:					
Designated funds		913,262		1,300,672	
General funds		1,189,479		1,368,059	
Total unrestricted funds			<u>2,102,741</u>	<u>2,668,731</u>	
Total charity funds			2,102,741	2,668,731	

Approved by the trustees on 15 September 2022 and signed on their behalf by



Kirsty Telford
Interim Chair



Kerri Hartwell
Interim Treasurer

Notes on pages 38 to 50 form part of these financial statements.

Solace Women's Aid

Statement of cash flows

For the year ended 31 March 2022

	Note	2022	2021
		£	£
Cash flows from operating activities:			
Net cash (used in)/provided by operating activities	16	(190,833)	1,676,219
Cash flows from investing activities:			
Dividends, interest and rents from investments		168	-
Purchase of property, plant and equipment		(62,780)	(42,743)
Net cash used in investing activities		(62,612)	(42,743)
Cash flows from financing activities:			
Receipt of CBILS loan		500,000	-
Net cash provided by financing activities		500,000	-
Change in cash and cash equivalents in the year		246,555	1,633,476
Cash and cash equivalents at the beginning of the year		2,676,142	1,042,666
Cash and cash equivalents at the end of the year		2,922,697	2,676,142

Analysis of cash and cash equivalents	2022	2021
	£	£
Cash in hand	77,799	63,333
Cash in bank	1,417,474	1,266,033
Immediate notice deposits	1,427,424	1,346,776
Total cash and cash equivalents at the end of the year	2,922,697	2,676,142

Analysis of changes in net debt	At start of year	Cash inflows	At end of year
	£	£	£
Cash and cash equivalents	2,676,142	(253,445)	2,422,697
CBILS loan falling due within one year	-	182,018	182,018
CBILS loan falling due after one year	-	317,982	317,982
	2,676,142	246,555	2,922,697

1 Accounting policies

a) Statutory information

Solace Women's Aid is a charitable company limited by guarantee and is incorporated in the United Kingdom. The registered office address is 6th floor, 9 Appold Street, London EC2A 2AP.

b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (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.

The presentation currency of the Charity is British Pounds Sterling. The amounts in the financial statements are rounded to the nearest pound.

c) Key judgements and Assumptions

In the application of the company's accounting policies, trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. The estimates and underlying assumptions are reviewed on an ongoing basis and actual results may differ from these estimates.

d) Public benefit entity

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

e) Going concern

The trustees have considered the principal risks of the charity and the potential financial impact of these risks materialising in a range of negative scenarios. The detailed cash flow forecast and the adequacy of cash resources under these negative scenarios have been reviewed by trustees. Based on these detailed scrutiny, the trustees have concluded that there is reasonable expectation that the charity is able to meet its obligations as they fall due for at least 12 months following approval of the financial statements. There are no material uncertainties which may impact on the going concern assumption. Accordingly the financial statements continue to be prepared on the going concern basis.

f) Income

Income is recognised in the Statement of Financial Activities on an accruals basis once 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.

Personal charges from service users are recognised on a receipts basis as this is the most reliable form of measurement.

Income received in advance of the provision of a specified service is deferred until the criteria for performance related or other conditions of income recognition have been met.

g) 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), general volunteer time is not recognised. The trustees' annual report describes their contributions in more detail.

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.

Notes to the financial statements

For the year ended 31 March 2022

1 Accounting policies (continued)

h) Financial instruments

Financial instruments are recognised in the company's balance sheet when the company becomes party to the contractual provisions of the instrument to meet the requirements of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, where there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

i) 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.

l) Fund accounting

Restricted funds are accounted for in accordance with the express or implied wishes of donors in so far as these are intended to be binding on the charity. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes which are not subject to any special restrictions and are classed as unrestricted within the General fund.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

j) 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 and other charitable activities 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.

k) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure based on costs incurred with the publicity event.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on transaction activity and staff time, of the amount attributable to each activity

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

l) Operating leases

Rentals under operating leases charges are charged to the Statement of Financial Activities on a straight line basis over the term of the lease.

Notes to the financial statements

For the year ended 31 March 2022

1 Accounting policies (continued)

m) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000 or groups of similar assets purchased in bulk exceeds £7,500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Freehold land and buildings are carried at cost.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- | | |
|---|----------------------------|
| ● Freehold land | Not depreciated |
| ● Freehold buildings | 2% on cost |
| ● Leasehold property | Over the life of the lease |
| ● Office equipment, fixtures and fittings, IT and play area | 25% on cost |

n) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

o) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

p) Creditors and provisions

Creditors and provisions are recognised where the charity has a present or constructive 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.

q) Pensions

Solace Women's Aid operates a defined contribution 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 under the scheme by the charitable company to the fund. The charitable company has no liability under the scheme other than for the payment of those contributions. It provides a contribution at 3% of annual basic pay for those staff who have joined the scheme. The pension charge recorded in these accounts is the amount of contributions payable in the accounting year.

2 Donations and legacies

			2022 Total £	2021 Total £
	Unrestricted	Restricted		
Individuals	373,019	-	373,019	445,951
Community fundraising and events	53,503	-	53,503	87,333
Corporates	73,058	-	73,058	443,916
Trust and Foundations	75,680	-	75,680	478,300
Government CJRS grant	4,946	-	4,946	31,641
Donation in kind – Government CBILS Loan interest	65,000	-	65,000	-
Donated services	90,391	-	90,391	88,553
	735,597	-	735,597	1,575,694

Notes to the financial statements

For the year ended 31 March 2022

3a Income from charitable activities

	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Provision and Prevention				
Local Boroughs	1,428,339	-	1,428,339	1,291,554
Core Rents	1,926,275	-	1,926,275	1,854,325
Core rents (second stage)	245,720	-	245,720	213,547
Personal Charges	102,520	-	102,520	111,862
London Councils (note 3b)	-	249,816	249,816	249,816
Ministry of Housing, Communities and Local Government	-	136,456	136,456	56,406
The Masonic Foundation	-	49,500	49,500	-
Hollick Foundation	-	3,256	3,256	6,707
Southall Black Sisters	-	6,542	6,542	-
Other	-	42,173	42,173	9,644
The Tudor Capital	-	-	-	20,000
Sub-total for Refuge Accommodation	3,702,854	487,743	4,190,597	3,813,861

Prior year income from charitable Refuge Accommodation activities included £3,393,459 attributable to unrestricted activities and £420,402 to restricted activities.

Local Boroughs	5,022,474	-	5,022,474	4,135,711
London Councils (note 3b)	-	226,863	226,863	226,863
Southall Black Sisters	-	154,664	154,664	196,152
The Connection at St Martin-in-the-Fields	-	57,311	57,311	-
Bruno Schroder Trust	-	42,978	42,978	-
Department of Foreign Affairs and Trade, Emigrant Support Programme (this grant restricted to Irish Traveller activities)	-	35,000	35,000	35,000
National Lottery Fund (Reaching Communities)	-	32,271	32,271	152,611
Trust For London	-	52,296	52,296	69,000
Mayor's Office for Policing and Crime (MOPAC)	-	43,850	43,850	-
Olwyn Foundation	-	24,595	24,595	-
3i Foundation	-	23,333	23,333	-
Cripplegate Foundation	-	15,030	15,030	31,105
Irish Youth Foundation	-	14,500	14,500	16,000
Marion Malcapine	-	10,000	10,000	-
City of London	-	8,928	8,928	-
Ministry of Housing, Communities and Local Government	-	7,359	7,359	-
Cloudesley	-	-	-	10,000
Comic Relief	-	-	-	42,910
Other	-	17,116	17,116	500
Sub-total for Community based advice, advocacy and support	5,022,474	766,094	5,788,568	4,915,852

Prior year income from charitable Community based advice, advocacy and support activities included £4,090,444 attributable to unrestricted activities and £825,408 to restricted activities.

Local Boroughs	-	335,609	335,609	283,570
Mayor's Office for Policing and Crime (MOPAC)	-	770,748	770,748	574,374
NHSE	-	107,736	107,736	132,118
London Councils (note 3b)	-	190,052	190,052	190,052
Tri-borough Angelou	-	56,602	56,602	68,904
Women and Girls Network	-	151,718	151,718	73,841
BBC Children in Need	-	46,010	46,010	45,264
3i Foundation	-	20,000	20,000	-
Ruth and David Foundation	-	17,143	17,143	-
Parliament	-	-	-	84,640
Cloudesley	-	15,000	15,000	15,000
Sub-total for Therapeutic	-	1,710,618	1,710,618	1,467,763

Prior year income from charitable Therapeutic activities included £43,400 attributable to unrestricted activities and £1,424,363 to restricted activities.

Notes to the financial statements

For the year ended 31 March 2022

3a Income from charitable activities (continued)

	Unrestricted	Restricted	2022 Total £	2021 Total £
Mayor's Office for Policing and Crime (MOPAC)	-	185,001	185,001	142,800
National Lottery Community Fund	-	100,449	100,449	139,103
NSPCC	-	121,069	121,069	183,118
CYPS	57,349	-	57,349	57,349
Women and Girls Network	-	92,124	92,124	93,943
Garfield Weston Foundation	-	28,200	28,200	16,583
Other	-	4,299	4,299	1,834
Sub-total for Children and Young People	57,349	531,142	588,491	634,730

Prior year income from charitable Children and Young People activities included £242,301 attributable to unrestricted activities and £392,429 to restricted activities.

External training	86,465	-	86,465	82,975
Glasspool Charity Trust	-	48,253	48,253	-
MOPAC	-	-	-	56,482
Respect	-	-	-	37,996
Other	20,544	-	20,544	6,186
Sub-total for Other services	107,009	48,253	155,262	183,639

Prior year income from charitable Other services included £82,975 attributable to unrestricted activities and £100,664 to restricted activities.

Partnership work

London Councils (Ascent, note 3b)	-	1,033,846	1,033,846	1,044,846
Mayor's Office for Policing and Crime (MOPAC)	-	1,098,110	1,098,110	2,141,622
Department of Culture, Media and Digital	-	906,474	906,474	224,418
MHCLG – Ministry of Housing, Communities and Local Government	-	-	-	149,361
Greater London Authority	121,467	-	121,467	92,395
Wansworth Councils	-	21,623	21,623	21,623
St Mungos	-	10,601	10,601	-
Sub-total for Ascent, CRISIS and other Partnerships	121,467	3,070,654	3,192,121	3,674,265

Prior year income from charitable Partnership activities included attributable £nil to unrestricted activities and £3,674,504 to restricted activities.

Total income from charitable activities	9,011,153	6,614,504	15,625,657	14,690,110
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Total income from charitable activities in 2021 included £7,852,579 attributable to unrestricted activities and £6,837,531 to restricted activities. In prior year 2021 an amount of £350,000 was designated for COVID-19 expenditure in 2021.22, this is reported in note 4 of the financial statements.

Solace Women's Aid

Notes to the financial statements

For the year ended 31 March 2022

3b. Section 37 Statement

* Grand funding of £1,425,238 was received in 2022 (2021 £1,425,238) from London Councils for the Ascent partnership delivering advice, counselling and other work funded under Priority 2 Tackling Sexual and Domestic Violence. The table below shows how the funding was allocated across the partnership and that it has been used for the purposes outlined in the funding agreement.

	2022 Grant awarded £	2022 Grant spent £	2021 Grant awarded £	2021 Grant spent £
Ascent Advice and Counselling				
Solace lead partner	463,150	463,150	463,150	463,150
Rights of Women	67,555	67,555	67,555	67,555
Women and Girls Network	296,272	296,272	296,272	296,272
Ashiana Network	81,777	81,777	81,777	81,777
Nia	36,849	25,831	36,849	36,849
IMECE	69,583	69,583	69,583	69,583
IKWRO	76,267	76,267	76,267	76,267
LAWRS	72,861	72,861	72,861	72,861
Jewish Women's Aid	23,674	23,674	23,674	23,674
EACH counselling	90,489	90,489	90,489	90,489
Southall Black Sisters	53,619	53,619	53,619	53,619
RASASC	19,184	19,184	19,184	19,184
Asian Women's Resource Centre	36,979	36,979	36,979	36,979
CIAC	36,979	36,979	36,979	36,979
	1,425,238	1,414,220	1,425,238	1,425,238
Breakdown by expenditure:				
Staff costs	1,205,254	1,199,803	1,205,254	1,220,083
Beneficiary costs	56,221	50,654	56,221	54,558
Other costs	163,763	163,763	163,763	150,597
	1,425,238	1,414,220	1,425,238	1,425,238
Ascent Refuges	286,339	286,339	286,339	286,339
	286,339	286,339	286,339	286,339
TOTAL LONDON COUNCIL FUNDING	1,711,577	1,700,559	1,711,577	1,711,577
As per note 3a) for all London Council funding:		2022	2021	
		£	£	
Refuge services		249,798	249,816	
Community advice advocacy and support		226,863	226,863	
Therapeutic		190,052	190,052	
Ascent Advice and Counselling Partnership		1,033,846	1,044,846	
		1,700,559	1,711,577	

4 Analysis of expenditure

	Charitable activities						Partnership	Support costs	Governance costs	2022 Total	2021 Total
	Provision and Prevention										
	Cost of raising funds	Refuge accommodation	Community advice, advocacy and support	Therapeutic	Children and Young People	Other services (*)	Ascent, CRISIS and other partnerships				
	£	£	£	£	£	£	£	£	£	£	£
Staff (Note 6)	62,255	1,896,844	4,422,506	1,390,751	491,186	283,386	430,537	1,300,627	85,846	10,363,938	8,907,668
Partnerships	-	91,323	279,722	-	-	-	2,160,448	-	-	2,531,493	2,398,804
Children and service users	517	107,000	216,956	25,277	10,577	52,207	351,315	-	-	763,849	1,178,702
IT and Facilities	25,929	204,988	249,501	72,552	29,019	50,342	24,033	105,504	17,154	779,022	958,033
Occupancy, Maintenance and Services	29,149	1,228,656	174,975	82,902	16,699	7,031	9,931	90,885	27,446	1,667,674	1,630,598
Professional Fees and Other	84,024	6,150	46,938	2,424	14,031	28,058	91,825	525,986	22,000	821,436	518,360
	201,874	3,534,961	5,390,598	1,573,906	561,512	421,024	3,068,089	2,023,002	152,446	16,927,412	15,592,165
Support costs	86,274	624,329	750,471	226,792	76,341	104,975	153,820	(2,023,002)	-	-	-
Governance costs	3,158	38,604	56,997	16,713	5,920	1,150	29,904	-	(152,446)	-	-
Total expenditure 2022	291,306	4,197,894	6,198,066	1,817,411	643,773	527,149	3,251,813	-	-	16,927,412	15,592,165
Total expenditure 2021	627,761	3,770,426	5,139,602	1,492,002	645,578	227,040	3,689,756	-	-	15,592,165	

Of the total expenditure, £10,109,851 was unrestricted (2021: £8,273,102) and £6,817,561 was restricted (2021: £7,319,063).

(*) Other services includes prior year designated COVID-19 appeal funds amounting to £350,000 which was expended on staff and other costs relating to the pandemic in 2021/22.

Notes to the financial statements

For the year ended 31 March 2022

4 Analysis of expenditure (comparative information for prior year)

	Charitable activities								2021 Total £	
	Provision and Prevention					Partnership				
	Cost of raising funds (*) £	Refuge accommodation £	Community advice, advocacy and support £	Therapeutic £	Children and Young People £	Other services £	Ascent, CRISIS and other partnerships £	Support costs £	Governance costs £	
Staff (Note 6)	321,872	1,668,257	3,640,403	1,165,330	508,704	120,868	525,959	893,127	63,148	8,907,668
Partnerships		84,915	247,654	-	-	-	2,051,235	15,000	-	2,398,804
Children and service users	50,364	75,860	221,404	5,208	2,858	3,013	819,332	663	-	1,178,702
IT and Facilities	102,995	221,146	283,981	78,838	38,683	39,210	59,491	121,077	12,612	958,033
Occupancy, Maintenance and Services	21,250	1,187,597	215,201	65,838	12,171	5,243	17,526	85,594	20,178	1,630,598
Professional Fees and Other	29,086	41,390	61,115	6,893	17,516	45,392	21,344	280,484	15,140	518,360
	525,567	3,279,165	4,669,758	1,322,107	579,932	213,726	3,494,887	1,395,945	111,078	15,592,165
Support costs	98,049	465,401	433,017	159,805	60,736	11,628	167,308	(1,395,945)	-	-
Governance costs	4,145	25,860	36,827	10,090	4,910	1,686	27,561	-	(111,078)	-
Total expenditure 2021	627,761	3,770,426	5,139,602	1,492,002	645,578	227,040	3,689,756	-	-	15,592,165

Solace Women's Aid

Notes to the financial statements

For the year ended 31 March 2022

5 Net (expenditure)/income for the year

This is stated after charging / crediting:

	2022	2,021
	£	£
Depreciation	100,190	87,714
Operating lease rentals:		
Property	1,031,292	875,509
Other	22,828	12,470
Auditors' remuneration (excluding VAT):		
Audit (statutory audit)	13,115	12,200
Other services	1,390	1,295
Trustee expenses	75	-
	1,171,885	1,000,668

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

Staff costs were as follows:

	2022	2,021
	£	£
Salaries and wages	7,899,261	6,822,622
Social security costs	735,849	602,996
Employer's contribution to defined contribution pension schemes	223,406	177,871
Redundancy and termination payments	73,376	-
Staff training, supervision, travel and volunteer costs	250,005	204,836
Sessional counsellors and self employed	559,980	452,070
Agency & locum staff	594,098	568,072
Other forms of employee benefits	27,963	79,201
	10,363,938	8,907,668

Staff costs above have been allocated to expenditure as follows:

	2022	2,021
	£	£
Cost of raising funds	62,255	321,872
Refuge accommodation	1,896,844	1,668,257
Community advice, advocacy and support	4,422,506	3,640,403
Therapeutic	1,390,751	1,165,330
Children and Young People	491,186	508,704
Other services	283,386	120,868
Ascent CRISIS and other partnerships	430,537	525,959
Support and governance	1,386,473	956,275
	10,363,938	8,907,668

The following number of employees received employee benefits (excluding employer pension costs) during the year between:

	2022	2,021
	No.	No.
£60,000 – £69,999	1	2
£70,000 – £79,999	2	1
£80,000 – £89,999	1	1
£90,000 – £99,999	-	-
£100,000 – £109,999	-	-

The total employee benefits paid to the key management personnel (Chief Executive Officer, Interim Chief Executive Officer, Chief Operating Officer, Director of Services and Director of Business Development) were £381,471 (2021: £334,492). Employee benefits included employer pension contributions, on call payments and employer NI. It also included termination and redundancy payments of £46,658 paid to key management personnel.

No charity trustee received payment for professional or other services supplied to the charity (2021: £nil). Reimbursement of travel expenses to trustees in 2022 was £75 (2021: Nil).

Solace Women's Aid

Notes to the financial statements

For the year ended 31 March 2022

7 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2022	2,021
	No.	No.
Cost of raising funds	2.0	2.5
Refuge accommodation	60.7	56.7
Community advice, advocacy and support	136.2	128.9
Therapeutic	35.5	34.4
Children and Young People	16.1	16.2
Other services	2.0	2.0
Ascent CRISIS and other partnerships	8.6	3.0
Support and governance	36.5	21.8
	297.6	265.5

8 Related party transactions

Total donations from 2 trustees were £658 (2021: £1,300).

Related party transactions during the year related to pro bono professional services valued at nil (2021: £2,500)

9 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

10 Tangible fixed assets

	Freehold property	Play area	Fixtures and fittings	Computer equipment	Total
	£	£	£	£	£
Cost or valuation					
At the start of the year	961,662	51,908	236,013	273,210	1,522,793
Additions in year	-	-	20,930	41,850	62,780
At the end of the year	961,662	51,908	256,943	315,060	1,585,573
Depreciation					
At the start of the year	159,685	51,908	185,527	175,001	572,121
Charge for the year	11,383	-	21,477	67,330	100,190
At the end of the year	171,068	51,908	207,004	242,331	672,311
Net book value					
At the end of the year	790,594	-	49,939	72,729	913,262
At the start of the year	801,977	-	50,486	98,209	950,672

Land with a value of £480,831 (2021: £480,831) is included within freehold property and not depreciated.

All of the above assets are used for charitable purposes.

11 Debtors

	2022	2021
	£	£
Amounts due from Local Authorities and government agencies	1,276,622	1,211,372
Other debtors	78,709	79,256
Prepayments	95,896	128,734
Accrued income	594,201	676,099
	2,045,428	2,095,461

Solace Women's Aid

Notes to the financial statements

For the year ended 31 March 2022

12 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	834,570	747,786
Taxation and social security	275,249	253,847
Other creditors	94,199	41,970
Provision	105,000	105,000
Funds held on behalf of clients	21,174	43,936
CBILS Loan payable	182,018	–
Accruals	638,896	782,387
Deferred income – see 12a below	1,309,558	1,078,618
	3,460,664	3,053,544

12a Deferred income

Deferred income comprises income received in advance on contracts and projects which are delivered in the following year.

	2022 £	2021 £
Balance at the beginning of the year	1,078,618	435,730
Amount released to income in the year	(1,078,618)	(435,730)
Amount deferred in the year	1,309,558	1,078,618
Balance at the end of the year	1,309,558	1,078,618

13 Creditors: amounts falling due after one year

	2022 £	2021 £
CBILS Loan payable	317,982	–

13a Loans payable

Loans payable includes £500,000 relating to the government backed Coronavirus Business Interruption Loan Scheme, which carries interest at 6.5% and a final Scheme payable to Social Investment Business FM Limited (SIB).

Interest is charged at 6.5% and monthly capital and interest payments commenced in July 2022.

The government paid interest of £45,000 and an arrangement fee of £20,000 to SIB on behalf of Solace, this has been recognised as a donation in kind in note 2 of the financial statements.

	2022 £	2021 £
Capital repayments are due as follows:		
– up to one year (see note 12)	182,018	–
– two to five years (see note 13)	317,982	–
Balance at the end of the year	500,000	–

The loan is secured with a debenture charge over the charity's assets in favour of SIB.

14 Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	–	913,262	–	913,262
Net current assets	1,507,461	–	–	1,507,461
Non current liabilities	(317,982)	–	–	(317,982)
Net assets at the end of the year	1,189,479	913,262	–	2,102,741

14a Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	–	950,672	–	950,672
Net current assets	1,368,059	350,000	–	1,718,059
Net assets at the end of the year	1,368,059	1,300,672	–	2,668,731

Solace Women's Aid

Notes to the financial statements

For the year ended 31 March 2022

15 Movements in funds (current year)	At the start of the year	Income & gains	Expenditure & losses	Transfers	At the end of the year
	£	£	£	£	£
Restricted funds:					
Provision and Prevention					
Refuge services	-	487,743	(542,599)	54,856	-
Community advice, advocacy & support	-	766,094	(756,677)	(9,417)	-
Therapeutic	-	1,710,618	(1,800,380)	89,762	-
Children and Young People	-	531,142	(580,395)	49,253	-
Other services	-	48,253	(48,253)	-	-
Partnership work					
Ascent Advice and Counselling partnership	-	3,070,654	(3,089,257)	18,603	-
Total restricted funds	-	6,614,504	(6,817,561)	203,057	-
Unrestricted funds:					
Designated funds:					
Capital	950,672	-	(100,190)	62,780	913,262
COVID-19 appeal	350,000	-	(350,000)	-	-
Total designated funds	1,300,672	-	(450,190)	62,780	913,262
General funds	1,368,059	9,746,918	(9,659,661)	(265,837)	1,189,479
Total unrestricted funds	2,668,731	9,746,918	(10,109,851)	(203,057)	2,102,741
Total funds	2,668,731	16,361,422	(16,927,412)	-	2,102,741
15a Movements in funds (prior year)					
	At the start of the year	Income & gains	Expenditure & losses	Transfers	At the end of the year
	£	£	£	£	£
Restricted funds:					
Voluntary income					
Voluntary income	-	339,723	(376,000)	36,277	-
Provision and Prevention					
Refuge services	-	420,402	(428,440)	8,038	-
Community advice, advocacy & support	-	825,408	(881,253)	55,845	-
Therapeutic	-	1,424,363	(1,439,674)	15,311	-
Children and Young People	-	392,429	(399,743)	7,314	-
Other services	-	100,664	(113,533)	12,869	-
Partnership work					
Ascent Advice and Counselling	-	3,674,265	(3,680,420)	6,155	-
Total restricted funds	-	7,177,254	(7,319,063)	141,809	-
Unrestricted funds:					
Designated funds:					
Capital	995,643	-	(87,714)	42,743	950,672
COVID-19 appeal	-	-	-	350,000	350,000
Staff Contingency	20,000	-	(20,000)	-	-
Building Emergency Repairs	5,000	-	(5,000)	-	-
Strategic initiatives	10,000	-	(10,000)	-	-
Total designated funds	1,030,643	-	(122,714)	392,743	1,300,672
General funds	964,449	9,088,550	(8,150,388)	(534,552)	1,368,059
Total unrestricted funds	1,995,092	9,088,550	(8,273,102)	(141,809)	2,668,731
Total funds	1,995,092	16,265,804	(15,592,165)	-	2,668,731

Purposes of restricted funds

Refuge services: This fund is dedicated to help the women and children staying in our refuges. Restricted funding were received from London Councils for the complex needs refuge in Camden, MHCLG for Family Support and Resettlement workers across our London boroughs and The Masonic Foundation towards a family support worker in Bexley.

Community advice, advocacy and support: This fund is for the advice, advocacy and outreach work to survivors of domestic violence. London Councils funded our Ascent Advice hub. Other funders include Southall Black Sisters for women with no recourse to public funds, Leonie Schroder for a specialist programme, Department of Foreign Affairs and Trade; Emigrant Support Programme for the Irish and Irish Traveller communities, Cripplegate for the Women Resilience and Awareness project, Trust for London towards the Immigration advice lawyer and National Lottery Community Fund for the Silver project helping those over 55.

The Emigrant Support Programme included 3 months grant income amounting to £8,750 which was deferred from 2020/21 and utilised in 2021/22. 9 months of the grant income received in 2021/22 was utilised in the period to 31 March 2022 and 3 months grant income amounting to £8,750 has been deferred to the 2022/23 financial year and will be utilised by 30th June 2022.

Notes to the financial statements

For the year ended 31 March 2022

15 Movements in funds (continued)

Purposes of restricted funds (continued)

Therapeutic: The counselling service is free to residents and service users of the organisation and is accessed through Ascent counselling and the North London Rape Crisis services. The funders are London Councils, MOPAC, Tri-borough Angelou, Women and Girls Network and the Ministry of Justice and more recently Richard Cloudesley.

Children and Young People (CYP): The BBC CIN funded various Art Therapies programmes and City Bridge Trust part funded the role of the manager that oversees all our Children and Young people programmes. MOPAC funded our work delivered to youths in hospitals with Redthread. In October 2016, the Women and Young Girls project 'Hear to Change' was launched which runs workshops and various support activities for women and young girls in London, this project is a five year project with funding from Big Lottery. Garfield Weston Foundation commenced support for a CYP worker this year.

Ascent Advice and Counselling Partnership: This fund was for the provision of Violence against Women and Girls services delivered through the partners outlined in Note 3b (S37 statement). London Councils awarded more than one million pounds for the management and delivery of the partnership strand.

Transfers of £203,057 from unrestricted funds, in addition to restricted funding received from funders, were needed to support delivery of charitable restricted activities.

Purposes of designated funds

Capital: This fund represents the net book value of all tangible fixed assets.

COVID-19 Appeal: This is to cover additional staff and related expenditure relating to the impact on COVID-19 and has been fully utilised during 2021/22. It is reported within Other Services activities in note 4 of the financial statements.

16 Reconciliation of net (expenditure) / income to net cash flows (used in) / provided by operating activities

	2022 £	2021 £
Net (expenditure) / Income for the reporting period (as per the statement of financial activities)	(565,990)	673,639
Interest received	(168)	–
Depreciation charges	100,190	87,714
Decrease/(increase) in debtors	50,033	(499,645)
Increase/(decrease) in creditors	225,102	1,414,511
Net cash (used in) / provided by operating activities	(190,833)	1,676,219

17 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

	Property		Equipment	
	2022 £	2021 £	2022 £	2021 £
Up to one year	775,122	788,655	15,214	15,479
Two to five years	1,125	66,379	45,396	39,429
	776,247	855,034	60,610	54,908

18 Capital commitments

Capital commitments as at year end was £Nil (2021: £22,950).

19 Contingent liability

At the balance sheet date, the charity was in discussions with one of its funders relating to the planned exit at one of our services. As at the date of the approval of these financial statements, the terms and conditions of the planned exit were ongoing and yet to be finalised. As such, the trustees were unable to reliably measure the associated costs and therefore a provision has not been made within the year to 31 March 2022.

19 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.