



Together we can save lives.
Annual Report and Financial Statements
31 March 2024

solacewomensaid.org

Solace Women's Aid is a charity registered in England & Wales.
Charity Number 1082450. Company Number 03376716.

[@SolaceWomensAid](https://www.instagram.com/SolaceWomensAid)   

solace

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“I would refer Solace to anyone in the same situation. It’s not just a job to them, they genuinely care and really know their stuff. They help you deal with the hardest, darkest secrets you have hidden. I have never felt judged or misunderstood.”

Survivor

A message from our Chair and CEO

Welcome to Solace's Impact Report 2023/24.

It has been another busy, often pressured but extremely productive year at Solace. As with many Violence Against Women and Girls (VAWG) charities, at Solace we continue to navigate how to best support our service users within an increasingly underfunded sector with complex external pressures on VAWG sector charities, our staff and volunteers and the women, children and non-binary people that we support.

Despite these uncertain times, we continue in our mission to support survivors to achieve independent lives free from abuse. We supported 14,435 people (22/23: 13,361) in our frontline services last year. Our work has a lasting impact on the lives of the women and children we work with, and we're proud to stand in solidarity with all survivors and to work towards a safer future.

This has been a year of fresh starts, with Nahar joining as our new permanent CEO in June 2023 and Priyanka as our permanent Chair of Trustees in September 2023. Another fresh start is our new permanent office in Camden. This move has made a huge difference to staff morale and allowed us to feel more rooted in north London. The offices are welcoming and friendly and it is great to finally have our new 'home' back where Solace started our journey in Camden nearly 50 years ago.

This year, some memorable moments have been:

- Launching a new pan-London project (the Ruby Project) which seeks to expand Housing First provision for Black and ethnically minoritised women with Hopscotch Women's Centre and funded by the Oak Foundation.
- Securing funding to expand our complex needs service to a new project in Haringey.
- Expanding our peer mentoring scheme so women with lived experience can support young women and girls in who have recently experienced violence and abuse.
- Representing survivors at the Covid-19 Inquiry to ensure that they are prioritised in future emergencies our country may face.
- Partnering with Furnishing Futures to develop a blueprint for a psychologically informed environment for our refuges, and using this to transform the living rooms in our Haringey refuges.
- Working with volunteer group, eCubed, to put on fantastic events which raised over £10,000.
- Bringing our staff together at our all staff conference to celebrate their work and look at how we support women from survivors to thrivers.

We are still seeing the long-term impact of Covid-19 on those experiencing domestic abuse and survivors are facing an increase in the cost of living and strained public services. Housing remains a critical issue for women and their families in London and accessing safe and suitable accommodation remains a priority for our campaigning. We continue to call on government and statutory services to ensure that survivors are able to access the services they need to reach safety and recover, including ensuring there is sustainable funding for the VAWG sector.

As a leadership team, we're building on our commitment and perseverance in promoting an inclusive and supportive environment for our staff and survivors to embed a zero-tolerance approach to racism and discrimination. We are committed to this ongoing journey to improve. Last year, the board of trustees commissioned an independent culture review. We are now taking this work forward through a series of planned Solace Together workshops, including every staff member, that calls for reflection and builds strong values and behaviours that guide our work with service users and our effective engagement as a unified workforce.

We continue to build on our Equity, Diversity and Inclusion action plan and are actively working towards being an anti-racist organisation. The results from our culture review continue to inform our way forwards and our collective mission to be a fully intersectional and psychologically informed place of work.

The external environment remains challenging for the sector, with high staff turnover, recruitment challenges, and a lack of sustainable funding as well as changes in types and style of abuse with ever growing tech and online abuse. But we are constantly inspired by the courage of the survivors we support, and will continue to grow and adapt our services so we can reach and support more women and children.

Together, we can make change that saves lives.



Priyanka Devani
Chair of the Trustees

A handwritten signature in cursive script, appearing to read 'Priyanka'.



Nahar Choudhury
Chief Executive

A handwritten signature in cursive script, appearing to read 'Nahar'.

“

Despite these uncertain times, we continue in our mission to support survivors to achieve independent lives free from abuse.

Chair & CEO

Our year at a glance

Our services touched the lives of 18,862 people

We supported 14,435 adults and children in our frontline services

We worked with 4,427 people in our prevention services

We provided safe accommodation for 809 women & children across our 24 refuges and 64 move on spaces

We raised an income of £14.4 million to run our vital services

We worked in partnership with 44 organisations to end abuse

Our team of 266 staff members worked tirelessly to help survivors

We trained 2,418 people to recognise and respond to abuse

Volunteers provided 7,197 hours of their time

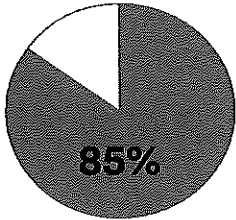
93% rated that there was a continued need for Solace services

89% found it easy or very easy to make initial contact with our services

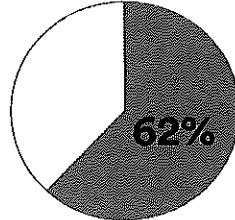
92% of service users rated Solace services as good, very good or excellent



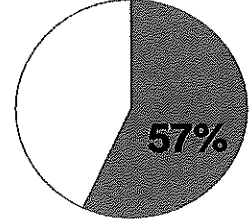
Who we support and their experiences



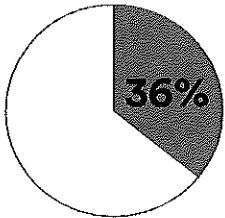
of survivors we support experienced emotional abuse



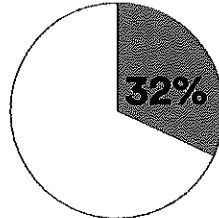
of survivors we support experienced jealous or controlling behaviour



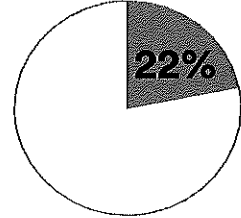
of survivors we support experienced physical abuse



of survivors we support experienced financial abuse



of survivors we support experienced harassment and stalking



of survivors we support experienced sexual abuse

57%
of women we supported have children

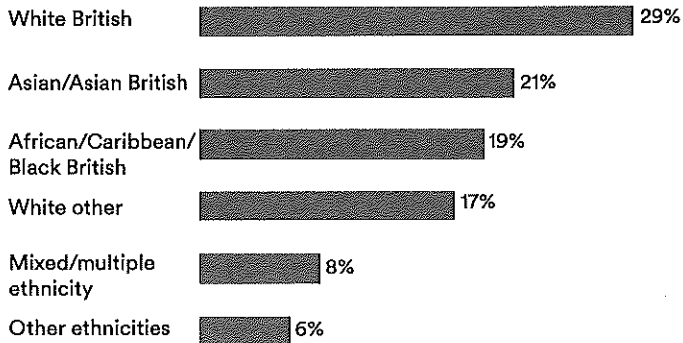
16%
of survivors had mental health support needs

30%
of people we supported have a disability

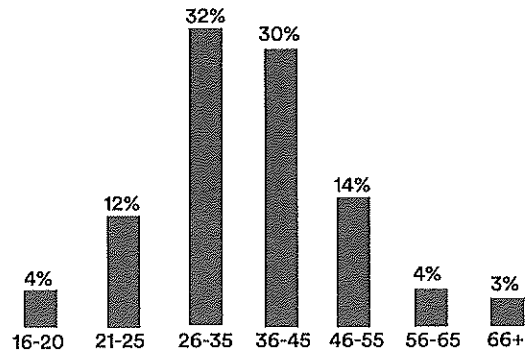
389
women we supported had no recourse to public funds

125
male survivors were supported through our services

Adults supported in our services

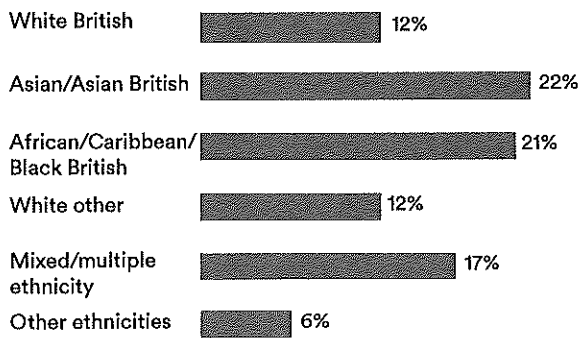


Ethnicity of adults

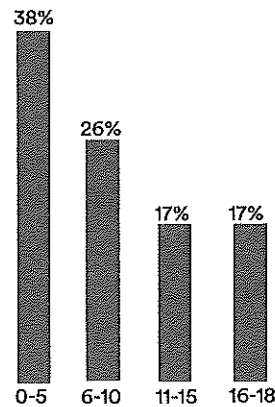


Ages of adults

Children supported in our services



Ethnicity of children



Ages of children



Strategic Report

The trustees present their report and the audited financial statements for the year ended 31 March 2024. The reference and administrative information set out on pages 38-39 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.

Vision, mission and strategy

Our key objective

The promotion of the physical, emotional, and psychological wellbeing and safety of victims of domestic, sexual, and associated abuse, in particular women, young people and children.

Our vision

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

Our mission

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.

Our values

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



“

I'm so grateful, it's been a long time coming and it's such a relief. Thank you for all your hard work on this.

Survivor

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

Our strategic priorities 2022-27

Following the launch of Solace's 2022-27 strategy we have started to work towards our six strategic objectives to drive forward our ambitions of supporting more survivors on their journeys to recovery and beyond. Our six strategic objectives are:

1. Strategic influencing, partnerships and leadership
2. Organisational development and growth
3. Long-term recovery and lasting change
4. Aspirations, education and employment
5. Children and young people
6. Empowerment, engagement and accessibility

“

The care and compassion I received deserves the highest praise. My advocate was absolutely amazing in helping me in any way she was able to. Talking to me and providing me with advice has helped me on my journey to overcoming everything my family and I have been through.

Survivor

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The work you do is so important, keep doing it!

Survivor



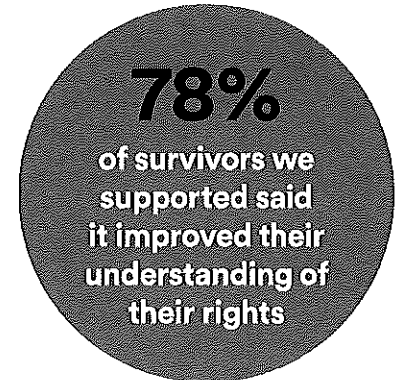
What we achieved this year:

Long term recovery and change

At Solace, for women and children to truly recover from the effects of violence and abuse, we need to take a holistic approach leading to lasting change. Our services continue to provide life changing and long standing benefits to the survivors we support.

Safety support through our advice and advocacy services

Solace's dedicated London Advice line provides a first point of call for survivors. In 2023/24, our advice line answered 4,063 calls from individuals and professionals across London to provide support on domestic and/ or sexual abuse (22/23: 4,107). The line provides immediate advice and short-term support on safety planning, legal rights and options, housing advice, financial concerns, immigration issues, safeguarding and mental health issues.

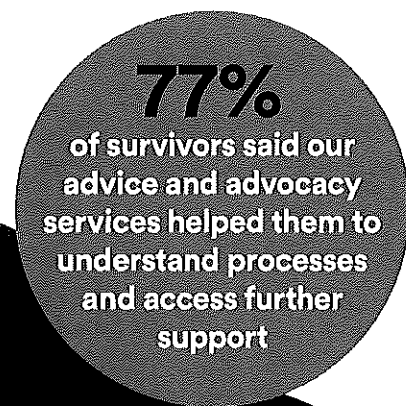


Our Advocacy and Support teams continue to offer support to those affected by domestic and sexual violence in seven boroughs across London. Our community based advocates work hard to increase service users' safety and meet a range of needs to recover from abuse. This year we supported 4,990 in our advocacy services (22/23: 5,916).

Longer term support for sexual violence survivors

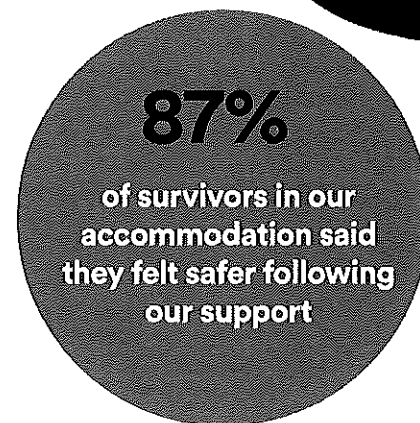
Our North London Rape Crisis service offers a range of services to women and girls 13+ who have experienced any form of sexual violence at any time in their lives. This year we answered 1,323 calls on our helpline (22/23: 894), 215 women who experienced sexual violence were provided advocacy (22/23: 286) and support, and we provided 269 women with counselling or group work (22/23: 272).

We piloted a new group work programme for survivors who have finished their counselling and who have had a negative outcome from the criminal justice system. The groups begin with a counsellor facilitating, and then women are encouraged to continue together and provide peer support. Survivors fed back that they felt empowered to have their experience normalised by their peers and felt safer and comfortable to share things.



Providing safe accommodation

We provide skilled, specialist support for women and children across our refuges and accommodation services, enabling them to address both their practical and emotional needs during this difficult time of transition. This year, we supported 809 women and children across our 19 refuges in seven boroughs and 64 move on spaces across London (22/23: 949).



Space to heal from trauma

We continue to provide person centred and strengths based counselling and group work for survivors of domestic abuse and wider VAWG. We provide counselling for women in the community in Islington, Waltham Forest and through the pan-London Ascent Advice and Counselling service. We have continued to deliver our counselling for women and children in our refuges, to work through their feelings and understand the trauma they have experienced.

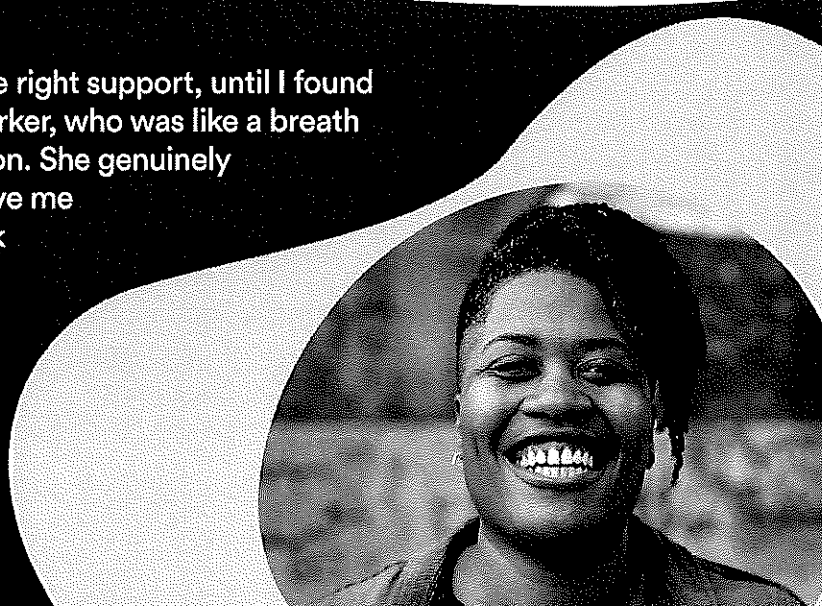
Embedding a psychologically informed framework

We are working towards psychologically informed framework (PIF) across our services and organisation. Staff have been introduced to insights and principles from psychological approaches to working with service users and each other to support them to understand, and keep in mind, the connections between thoughts, emotions and behaviour. A staff working group will be working to embed this approach across our organisation in 2024/25.

We also partnered with Furnishing Futures to develop a blueprint for a psychological informed environment for our refuges, and used the blueprint to transform the living rooms in all three of our Haringey refuges.

Survivor Case Study

I felt exhausted and hopeless trying to find the right support, until I found Solace. I was assigned a Floating Support Worker, who was like a breath of fresh air in my life and a rare and kind person. She genuinely cared about helping me and I feel that she gave me her all at all times. I needed someone to speak up for me and fight for me when I didn't know how to fight for myself and she was great at advocating for me with many organisations. She saved my life in so many ways and I will forever be grateful and remember everything she did for me.



What we achieved this year: Strategic influencing, partnerships and leadership

Our frontline teams deliver life changing work to survivors of VAWG, and often help them to overcome systematic barriers to help and support. Our strategic influencing at a pan-London and national level and partnerships are crucial to ensure that the specialist sector continues to provide life-saving support to all survivors and influence change to break down these barriers for good.

This year, we continued to build on our public affairs and influencing so that the voices of survivors are heard at the highest level. We raised awareness of the financial and housing challenges that survivors of domestic abuse experience, and the failings they suffer in the criminal justice system. We responded to six consultations over the year and met with 27 influential stakeholders.

Covid-19 inquiry

Solace, alongside Southall Black Sisters, represented domestic abuse survivors as a core participant in the Covid-19 Inquiry looking into the Government's decision making during the pandemic. With support from Garden Court Chambers and Public Interest Law Centre, we submitted extensive written evidence and gave oral evidence in October 2023 to highlight the experiences of survivors during the pandemic and the failings of the UK response. We await the inquiry's recommendations and lessons learned for future pandemics and emergencies in 2025.

“

For the first time, councils from across England came together to undertake gender informed outreach to understand the number of women rough sleeping and how their experiences differ from men's.

Solace evidence to the
Covid-19 Inquiry





Women's Rough Sleeping Census expansion

Solace worked in coalition with Single Homeless Project, London Councils and Homeless Link to deliver the first national census into the scale of women's homelessness. For the first time, councils from across England came together to undertake gender informed outreach to understand the number of women rough sleeping and how their experiences differ from men's.

The National Women's Rough Sleeping Census Report 2023 sets out the key findings from a week-long, national census of women sleeping rough in 41 local authorities across England, and recommendations to improve the response for women. Teams conducting the census found 815 women, a far higher number than Government counts in those areas indicate.

Read the report in full: [WRSC Report](#)

“

As a female, you feel vulnerable and I was scared to sleep outside in case anything bad happened to me. You feel people look down on you.

Women's Rough Sleeping Census Participant

2,568

calls taken from advice lines
(22/23: 2,422)

Our partnerships

Partnership is one of our three key principles that steer our organisation, and we seek to develop equitable partnerships with specialists in the male violence against women and girls sector. We are proud to lead the Ascent Advice Plus Partnership, Casa Project, Nest Project and the WiSER Project, and to be a member of the London VAWG Consortium. We continue to play an active role in the Ascent Advice and Counselling partnership, Ascent Floating Support Service, and CourAGEous Project to ensure that women and girls across London can access the specialist services they need.

44

the number of partners we worked with to support survivors of violence against women and girls
(22/23:55)

47

women supported in move on accommodation through the Casa Project
(22/23:60)

591

women provided casework support through our Ascent Advice Plus partnership
(22/23: 555).

What we achieved this year:

Organisational development - internal

Solace's staff are our biggest asset and do incredible work every day to support our survivors. We recognise that we need to do more to support our growing staff team and to foster an inclusive culture and work environment and this year we have introduced a series of new initiatives.

Wellbeing and mental health support

We introduced trained Mental Health Champions; staff members supporting us to become a safe workplace and to talk about our own mental health. Our Champions contribute to a mental health resources hub, support mental health anti-stigma days and conduct wellbeing assessments with staff. We deliver training for staff and managers on self-care, recruit volunteer counsellors and commissioned a new employee assistance provider which has a wider package of support. This builds on our existing provision of regular clinical supervision sessions by trained BACP supervisors, and access to daily debriefs.

Wellbeing days and flexible bank holidays

We introduced several new staff benefits including:

- Wellbeing days – In early 2024 we announced that all staff could take an extra 2 days away from work in addition to their annual leave entitlement to help them prioritise their wellbeing and mental health throughout the year.
- Switching bank holidays – Our staff team are now able to swap bank holidays set on dates for Easter and Christmas and use them for alternative faith-based events or celebrations.

“

Thank you so much for everything, you have no idea how much I truly appreciate your support and Solace as a whole.

Survivor

200

staff attended our all staff conference

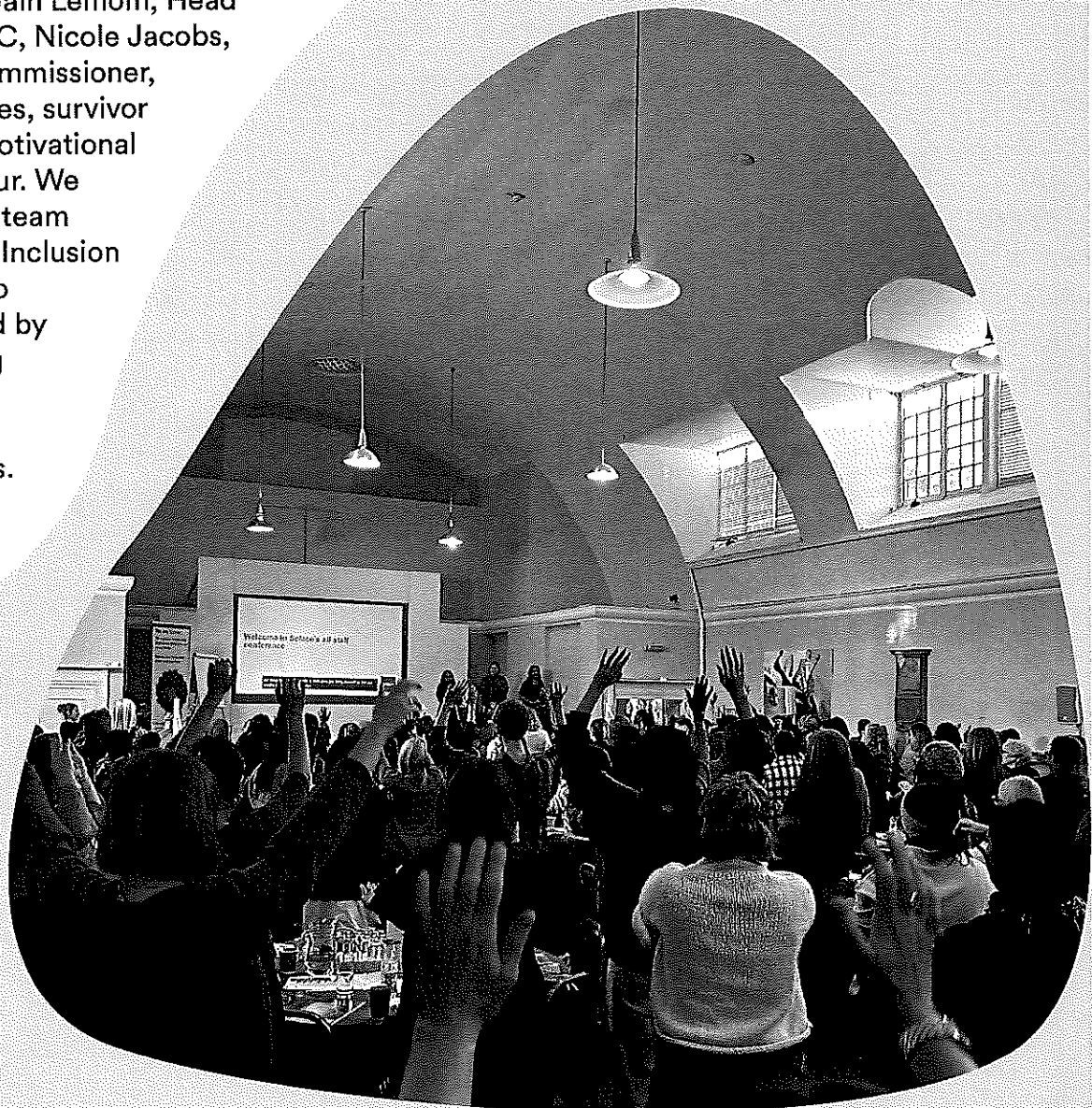


Solace Together

In 2022/23 Solace undertook an independent culture review. In response to the feedback from this review we designed and started our Solace Together sessions, running from March 2024. Our CEO, Nahar Choudhury, and members of SMT will be holding sessions with every single member of staff to gather thoughts on our culture, on being an intersectional feminist organisation and how to be a truly anti-racist organisation. Our aim to move forward together with improved culture and a united purpose.

All staff conference

In November 2023 we held our first full staff conference under our new CEO in central London. 200 staff attended and we held sessions on the theme of Survivor to Thrive. We were joined by some exceptional speakers including Jain Lemom, Head of VAWG for MOPAC, Nicole Jacobs, Domestic Abuse Commissioner, as well as our trustees, survivor ambassadors and motivational speaker April Ventour. We celebrated our staff team through our second Inclusion Awards for staff who had been nominated by their peers for going above and beyond in supporting and including colleagues.



What we achieved this year:

Organisational development - growth

As an organisation, growth is part of our mission so we can provide more services to those that need them. The cost of living crisis and increased strain on public services has meant that it is a challenging time for fundraising within our sector and beyond. However, we continue to work hard to achieve the dual aim of supporting survivors and being able to do more to support the frontline staff working for the organisation.

In 2023/24, we raised £14.4 million of income. The majority of our funding is from statutory funders for delivering refuge and IDVA services in addition to the generous support and donations of individual donors, community groups and companies. From marathon runners and cake bakers to jewellery sellers and gig organisers, every £1 raised has made a huge difference to the lives of survivors recovering from abuse.

Swim for Solace

We held our very first Swim for Solace fundraising event, encouraging supporters to swim 35 lengths, miles or times to highlight how women are assaulted on average 35 times before they report to the police. We were delighted that people swam to help survivors and thank all those that took part. In 2023, we also had our highest ever number of runners supporting us in events such as Hackney Half Marathon.

1,253

the number of miles ran in aid of Solace

“

All women and girls should not only be safe and free from fear - but also experience the joy of living their lives loud and proud!

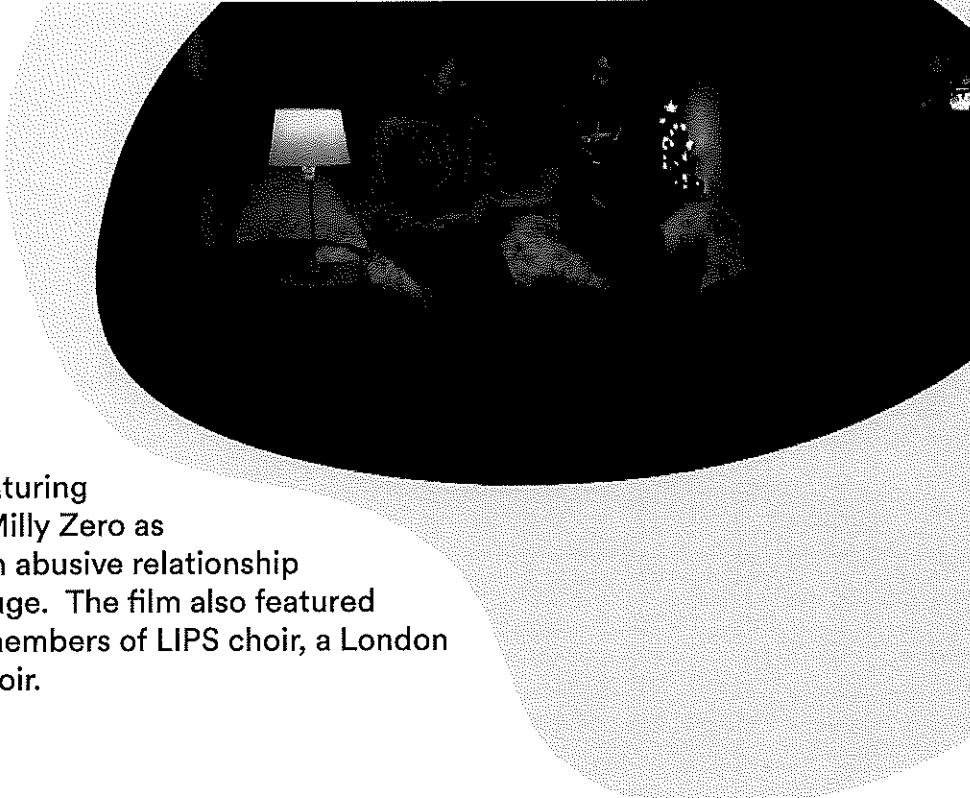
Swim for Solace supporter

£14.3m

the income raised in 2023/24

solace
#SwimForSolace

U S U A L
OBJECTIONS



Our Christmas Campaign

We rounded up the year with our powerful and poignant 'Safe This Christmas' campaign film featuring Eastenders actor and rising star Milly Zero as 'Amy' – a young woman fleeing an abusive relationship and finding safety in a Solace refuge. The film also featured Solace staff and volunteers and members of LIPS choir, a London based trans-inclusive women's choir.

Corporate Partnerships

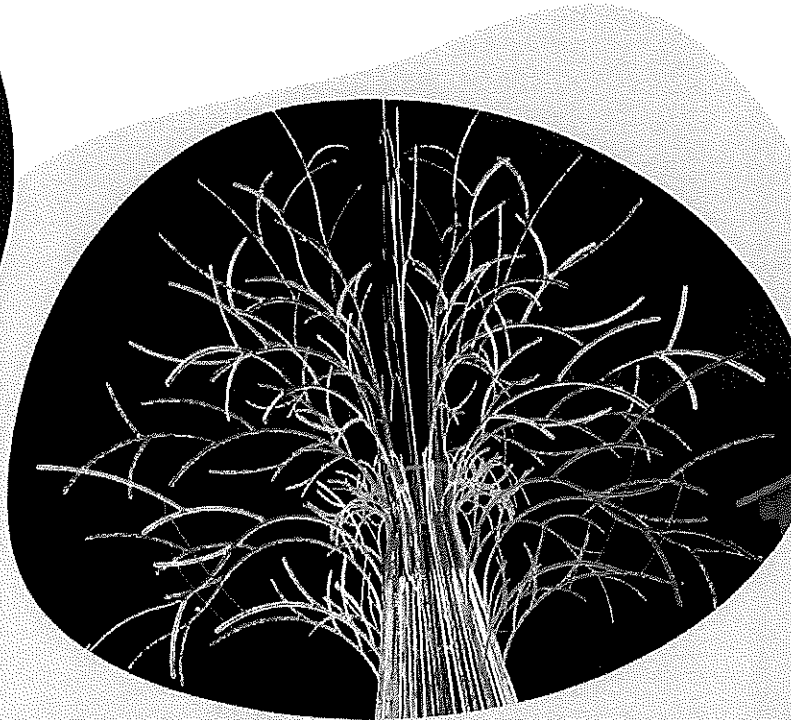
This year we are delighted to have strengthened our partnership with the London Designer Outlet in Wembley, who gave a pair of shoes to every woman and child in our refuge as part of their 'In Their Shoes' campaign. They also launched a Warrior Tree at the London Designer Outlet as a symbol of unity and undertook comprehensive training to foster a safer space and equip their staff to positively impact the community.

Partners also provide invaluable support to Solace through their pro bono services – this year the support provided was valued at £70,300 (2022/23: £95,407) with a large proportion attributable to Christmas donations of £18,000.

“

Our goal is not only to gather support but to inspire empathy, solidarity, and to showcase the transformative power of small acts of kindness. LDO staff, our brands, and the Brent community all come together to support this mission.

London Designer
Outlet



“

My counsellor's approach and the way that I felt like I was learning things each session, as well as feeling supported and safe was incredible. Her energy made me feel something I've never felt before. Truly life changing!

Solace Service User



“

Thank you so much to my ISVA, you have been absolutely amazing. I would say that you helped me fight as hard as I did. I am beyond thankful for all the help and support from you.

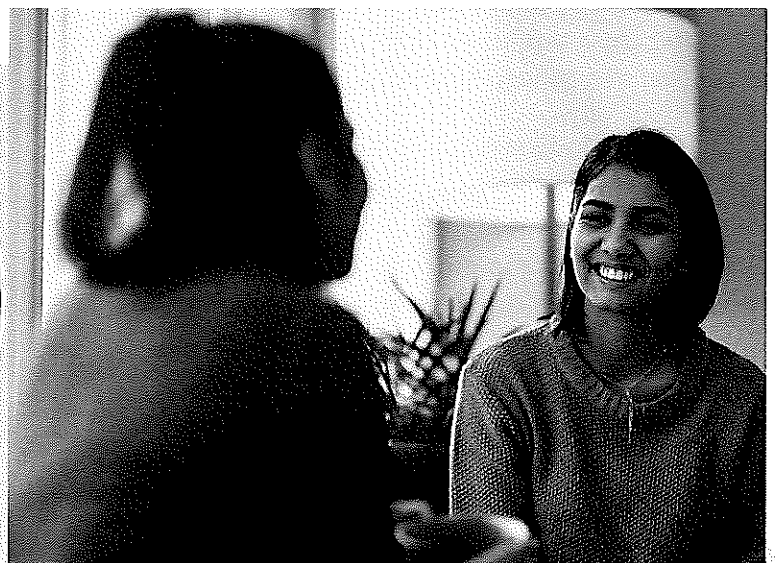
Solace Service User



“

I just want to thank my Caseworker dearly for your help and support for my family, thank you for your patience and understanding and providing the help they needed. My mum is extremely grateful also and wants me to thank you greatly.

Solace Service User



“

You did a fantastic job, you were kind yet efficient, you judged the situation and my needs perfectly and you have made a significant difference to my life.

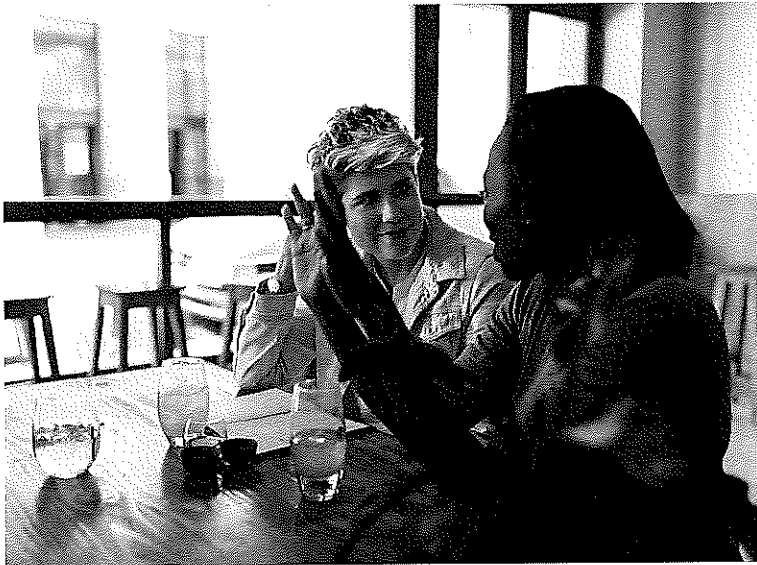
Solace Service User



“

In an unexpected way, it has given me the self-esteem boost I need. I never knew just how amazing I actually am! Thank you so much to my Caseworker, I really do appreciate you.

Solace Service User



“

Thank you for being with me and staying in touch throughout this ordeal. You've been such a kind and helping hand and I just wanted to say how much I appreciate you throughout this whole process.

Solace Service User



What we achieved this year: Aspirations, Education and Employment

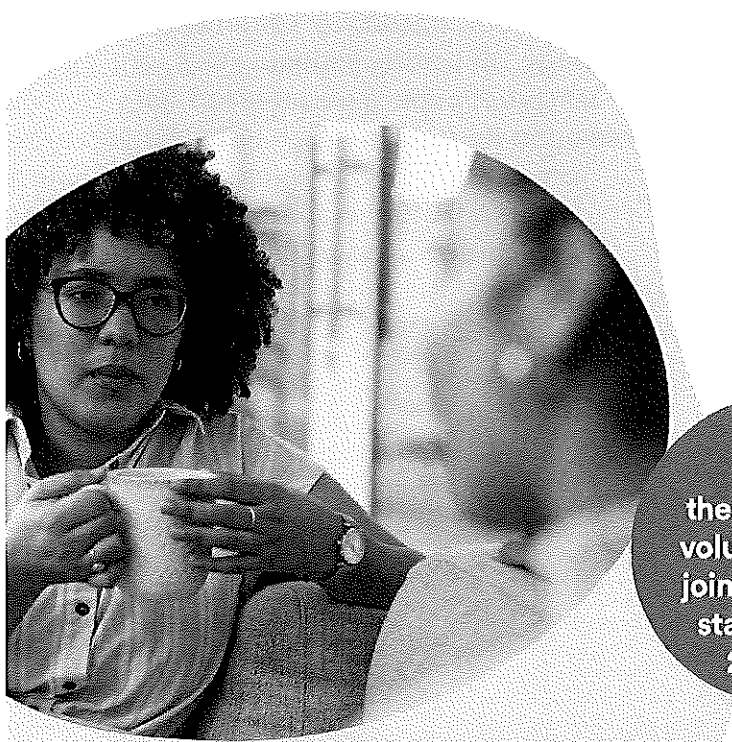
We are all too aware of the impact that violence and abuse can have on women's employment and financial stability and also on young people's aspirations and education. We work to create more opportunities within Solace and focus on supporting survivors to financial independence – as our strategy evolves we will look to focus on creating more employment pathways for survivors in the wider job market. We achieve so much with the support of our volunteers and they continue to allow us to help more survivors, as well as create pathways into employment.

LUCE Project for visually impaired women

Through a grant from the Vision Foundation (now Fight for Sight), we launched the LUCE Project. It aims to make our Advice service more inclusive for people affected by blindness and visual impairment, who have historically rarely accessed our services, and break down barriers to employment for visually impaired survivors. Through the project, we have 3 active volunteers (2 of whom are doing an IDVA qualification) who are answering calls in our Advice Line and 2 volunteers who are looking for other opportunities within Solace.

Expanding our peer mentoring scheme

Our WiSER project for women experiencing multiple disadvantage, continues to deliver and grow its' peer mentoring scheme. Women can access support from a team of peer mentors with lived experience, in addition to their WiSER advocates. We successfully expanded this scheme to our advocacy scheme for young people in London's Major Trauma Centres. We recruited 10 peer mentors and delivered training to provide ongoing emotional and psychoeducational support to young people once advocates complete their support.



“

She was like a role model and gave me a bit of hope, because I knew if she could do it, I might be able to too.

Solace Service User supported by a Peer Mentor

13

the number of volunteers that joined Solace's staff team in 2023/24

Our volunteers

In 2023/24, we received 7,197 volunteer and professional hours from individuals and students. Our volunteers worked across 28 different projects (22/23: 5,336 hours). Based on the London Living Wage, we estimate that they contributed £94,641 to our services this year (22/23: £63,765). We hosted student placement throughout the year working with education providers to increase their understanding of supporting VAWG survivors and for our staff's mutual learning.

“

I am already seeing how my time here at Solace has helped prepare me for my other internship that I am in right now. My time at Solace has really helped my confidence.

Solace Volunteer

“

Recovery is complex but you need to keep turning up and challenge yourself. It's easy trying to find the new you but it's difficult to unlearn the old you – that's where the hard work is.

Survivor to employee



What we achieved this year: Children and Young People

We continue to see the impact of the rise of online and technological abuse on children and young people, and the impact of domestic abuse in their homes and schools. Our work with children and young people is crucial to support them on their own journeys to recovery. With increasing levels of misogyny being seen across our society, it is more vital than ever that we continue our work alongside children and young people to prevent abuse and increase understanding of healthy relationships.

270
children and young people supported
(22/23:191)

Supporting young people in London's Major Trauma Centres

Our team of IDVAs have work in close partnership with Redthread to provide crisis intervention support to young people of all genders who present in London's Major Trauma Centres due to domestic abuse and sexual violence issues. We provide training provision to hospital practitioners to improve the identification of violence and abuse across the four London major trauma centres.

2,000
people involved in our children and young people preventative group work and projects

Working with young boys

Our Protect our Women Project delivered a newly developed 'Working with young boys' programme in three secondary schools, facilitating conversations around masculinity, identity, sexuality, and relationships through an expert, professional framework. It aims to empower boys to share their learning and help others to learn about positive and healthy models of masculinity. We are looking to expand the delivery of the programme as a vital way to tackle rising misogyny in young men and boys.



“

You have made a tangible difference to the ways the boys are able to express themselves emotionally and are providing crucial space for them to talk as a group and learn such important life lessons.

Teacher

Our STAR Programme

Solace's STAR (Supporting Trauma Awareness and Resilience) programme is part of our whole family approach and supports trauma awareness and building resilience for mothers and children in three of our refuges. The programme provides a safe and confidential space to mothers and children in their respective groups to unpack their experiences of abuse and trauma while identifying new strategies, building resilience, healing through growing hearts and minds, and strengthening relationships.

Despite a lack of ringfenced funding for children as victims, we continue to prioritise provision to support mothers and children. We provide counselling for children and younger people in our refuges, our family support workers play a crucial role in addressing the devastating impact that domestic abuse has on mothers and children and our sessional play workers provide respite for mothers in refuge. We work with many different partner organisations to bring fun activities and new opportunities into our supported accommodation services, including music making with Wigmore Hall, songwriting with Royal Opera House and yoga with KidsinMind.

Supporting schools and universities

We have created a section on our website specifically for schools and universities with a range of materials including resources and posters to raise awareness of VAWG and Solace services. We provide training opportunities for schools and guides to for how young people can get involved in raising vital funds for Solace

Queen Mary University has supported Solace annually since 2022. The students and Feminist Society have organised fundraising activities including Bongo Bingo, bake sales and sports tournaments as well as taking part in our one off training course 'Building a Culture of Consent for Higher Education'.

“

I have confidence that children are taken care of and feel safe during the group so they can separate from their mums for the first time.

Survivor taking part in the STAR Programme



What we achieved this year: Empowerment, Engagement and Accessibility

At Solace, we want to foster an environment of empowerment and amplify the voices of the survivors. We raise awareness of violence against women and girls and develop services which provide for survivors from intersectional backgrounds and the most hidden women.

Supporting women experiencing multiple disadvantage

Solace specialises in providing vital support to the most vulnerable women in London including those experiencing multiple disadvantages such as domestic abuse, complex mental health, substance misuse, rough sleeping, insecure or uncertain immigration status and history of children being removed from care and/or at risk of further removals. Through our WISER Project, two Housing First projects in Westminster and Islington and our multiple disadvantage refuge, we have supported 137 people who are frequently excluded from mainstream services and/or find it hard to engage with support (22/23:107).

We published evaluations of our Housing First VAWG Westminster Service, in partnership with Standing Together, and our WISER Project which shows the continuing impact they have on women and the ongoing improvements we are making. A priority for Solace is to expand our services providing this critical support across London and our new Ruby Project partnership with Hopscotch Women's Centre is the next step in ensuring that Black and ethnically minoritised women are better served by our services.

Supporting with the Sex Industry Toolkit

We published a toolkit which contains guidance for staff on working with service users in the sex industry. We also recorded a webinar containing an overview of terminology, stereotypes, the law, common barriers and challenges, as well as advice and resources for how to support service users who are in the sex industry.

“

When you've become homeless, they only see you as homeless. But with Solace they actually do take into account you are actually a person you had a life before that and you do have a life to continue and that's what they're trying to do is actually make you continue from the life you actually had before.

Survivor



Survivor Ambassador launch

In May 2023, we launched our new survivor ambassador programme, a group of incredible women who have accessed Solace's services and now want to share their stories to raise awareness of sexual violence and domestic abuse, and empower other women and girls. From media appearances, to public speaking engagements and consultation on our campaigns, they use their voice, skills and passion in a range of ways to advocate not only for themselves, but other survivors.

Raising awareness of VAWG through the media

We work closely with the media to raise awareness and represent the women we support, and to reach women who need our services. We also work to ensure that VAWG is reported on responsibly and that we reach supporters and campaign for survivors. Where we can, we include our Survivor Ambassadors and the voices and views of the women we work with. This year we had more than 150 media engagements and were featured in magazines such as Cosmopolitan, Stylist as well as on TV and radio such as Channel 4 News, BBC News, ITV, Sky News, Radio 4 and LBC.

Accessibility of our services

We work to improve the accessibility of our services so more survivors can reach the help they need. We use alternative text and subtitles on all our comms, and have Recite Me on our website, which supports people in a variety of ways, including translating our information into over 100 languages and adaptations for neurodiversity and sight impairments. We created some short films about our refuges to help women and professionals understand the support, and now have an online form to help women make self-referrals. You can learn more about moving into a refuge or referring women into a refuge [here](#) and [here](#).

Survivor Case Study

My emotional and mental wellbeing was greatly improved by having my worker by my side throughout the investigation and court case. She was extremely empathetic and was so detail-oriented that she thought of everything. I felt taken care of and it put my mind at ease knowing that someone who knew the criminal justice process inside and out was looking out for me and advocating for me. This meant that I could focus more energy on improving my wellbeing rather than worrying about the case too much.

Equity, Diversity, Inclusion

Solace continues to focus on advancing anti-racism practice, fostering inclusion, and ensuring the safety and appreciation of our service users and staff. We want to take a proactive approach to tackling the underrepresentation of colleagues of colour in management (and across the wider charity sector).

The inclusivity of our services continues to be a focus – 93% of survivors said our services were culturally sensitive. We deliver bespoke services for older women through the Silver Project, young women through our CYP services and rape crisis centre, Irish Traveller women, and women with no recourse to public funds. New staff training took place on meeting the needs of Bangladeshi women and supporting LGBT+ survivors.

Our work has also focused on creating a new language guide to empower and equip staff with the confidence to use respectful and sensitive language when interacting with colleagues and survivors.

We continue to upskill our staff to be upstanders rather than bystanders, providing everyone with skills to proactively challenge microaggressions and exclusionary behaviour experienced by service users and colleagues through our bespoke ‘Courageous Conversations training’. This year we trained a team of staff co-facilitators to deliver these sessions, so that all staff can access this powerful course. Our second annual Inclusion Awards showcased those team members who had put this course into action through active allyship and celebrated staff who had taken broader steps to spearhead inclusion and anti-racism in their support for survivors and staff.

This year we established our EDI and Culture Steering Group, developed a mentorship programme and an aspiring leaders programme for colleagues from global majorities within the organisation. These initiatives are seeking to nurture the talent of colleagues from global majorities, pave the way for more inclusive leadership and drive tangible progress in creating an equitable and inclusive workplace in which every team member feels valued, heard and seen.

We have also worked with the EDI and Culture Steering group to design questions for our updated staff survey to help us to understand our staff’s experiences and further steps to make our workplace inclusive and anti-discriminatory. We continue to provide specific support for women from the global majority through our debriefs with supervisors of colour and through our EDI open sessions which are weekly sessions for staff seeking assistance for EDI related concerns, issues and challenges.



93%
of survivors said
our services
were culturally
sensitive

“

My main takeaway from the training was you can call people IN rather than OUT. I think this could change the narrative of challenging others in a way where they could perhaps not get so defensive about being challenged.

EDI Training Participant

“

I feel like I'm part of something great.

Steering Group Member

“

Listening to other people's stories about microaggressions they have experienced was very eye-opening as this training allows you to see the subtleties of microaggressions and how they can impact on others. I also now feel equipped to challenge others in work settings and my personal life.

EDI Training Participant

“

The mentorship allowed for me to learn, grow and develop my confidence. I was able to take questions to my session and get an alternative perspective on the management of different projects.

Mentee on the People of Colour Program 2023



Our thanks.

We're incredibly grateful for the support that Solace receives from generous individuals and organisations which help us to work towards our mission of ending the harm done through gender-based violence. A huge thank you to all our supporters during 2023/24, including those who have chosen to remain anonymous.

4 in 10 London's Child Poverty Network
Above Difference
Acaster Lloyd Consulting
Accenture
Automation Logic
Avery Dennison
Banham Security
Benevity
Blackbrook Capital
Blake Morgan LLP
Brown Rudnick
Charities Trust
City Bridge Trust
E-Cubed
Family of Ali Meadows
Financial Lifestyle Management Ltd
Financial Times
Formation Architects
Furnishing Futures
Garden Court Chambers
Glasspool Charity Trust
Goldman Sachs
Hollick Family Foundation
HSBC
Iceland Charitable Foudnation
Irish Youth Foundation
IWIRC London Network
Jack Sealey Ltd
Jade Blue
Karen Bryson
Kirsty Malcolm/Roll Nine Productions
KPMG
Lazard Asset Management
London Community Foundation
London Designer Outlet
Lucy Hansard
MBA Stack

Mills & Reeve LLP
New Look
Oak Foundation
Olwyn Foundation
Orbis Investments
Orla Kiely
Paramount
Pillars Brewery
Property Hub
Public Interest Law Centre
Rafiki Golf Society
Rehema Muthamia
Rich Support Limited
Rimes
Slaughter and May
Southwark Charitable Trust
Squire Patton Boggs
STACK Agency
Standing Together Against Domestic Abuse (STADA)
The Big Give
The Childhood Trust - Grants
The Firebird Foundation
The Football Association (FA)
The Glen Beg Foundation
The Golden Bottle Trust
The Grace Trust
The Hendonian Charitable Trust
The Rosa Fund
The Screwfix Foundation
The Wogen Anniversary Trust
Tokyo Marine HCC
Trust For London
URBN
Veeam
Vitol
Youth Endowment Fund

We continue to be grateful for our partnership with statutory funders and want to thank: the London Boroughs of Barnet, Bexley, Camden, Enfield, Haringey, Islington, Lambeth, Tower Hamlets, Waltham Forest and Westminster, the Mayor's Office for Policing and Crime, Greater London Authority and London Councils.

Survivor Case Study

My emotional and mental wellbeing was greatly improved by having Sabrina by my side throughout the investigation and court case. She was extremely empathetic and was so detail-oriented that she thought of everything before I even had the chance to. I felt taken care of and it put my mind at ease knowing that someone who knew the criminal justice process inside and out was looking out for me and advocating for me. This meant that I could focus more energy on improving my wellbeing rather than worrying about the case too much.

Sabrina also did a fantastic job at managing my expectations well in advance so that there were no surprises or major disappointments. For example, she stressed how unpredictable court schedules can be and prepared me for delays and last minute changes. When, inevitably, there was a change to the schedule I was not as upset or stressed as I would have been without the prior warning.

Sabrina also helped me make better sense out of what happened to me, for example by discussing concepts such as the 5 Fs (fight, flight, freeze, flop, friend). I had never heard of this concept before but it has stuck with me ever since. It helped to better understand and accept how I acted to the assault and comforted me knowing that my response was a common one to trauma of this type.



Looking to the future

Our core focus continues to be on the continuous improvement of the support we give to survivors, providing new services that meet the complexity of survivors lives and ensuring that we have motivated and healthy staff and volunteers.

Transforming the culture of our organisation together with our staff is a key focus for the trustees and leadership team in 2024/25. Our Solace Together workshops and new EDI and Culture Steering Group will bring together staff across the organisation setting out our common purpose, what intersectional feminism means to us and how we all work collectively to become an anti-racist organisation. Our Anti-Racism Strategy will become embedded and help us all to respond to discrimination faced by staff and service users.

We will invest in our staff through improved induction and learning programmes and developing management training. We will make improvements to the ways of working in our infrastructure services such as HR, finance and business support, so they can better enable our frontline to focus on delivering for survivors.

Across our services we will be embedding a psychologically informed framework to ensure that our staff team feel confident in understanding and responding to the connections between thoughts, emotions and behaviour with survivors and towards each other. We will also look to improve the data we collect on the positive outcomes that our survivors experience and ensure we can consistently tell their stories and achievements.

Our service users should be a key voice in all that we do and we will refresh our service user strategy to ensure they have more avenues to shape and develop Solace as well as setting up a shadow board to truly embed their voices in our governance structure.

With a new fundraising team in place, we will be focusing on retention of existing services with full cost recovery, increased income generation and strengthening our reserves. This will enable us to better meet the needs of our service users, staff, and volunteers at Solace.

We will support the organisation's growth by strengthening core services and seek to grow our services around housing and preventing VAWG. We will review some of our core delivery models to ensure they continue to meet the needs of the survivors we support.



**Transforming
the culture of our
organisation together
with our staff is a key
focus for the trustees
and leadership team in
2024/25**

Goals for 2024-25

Our 2022-27 strategy set out our ambition 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. Under our new CEO and trustee board, Solace has developed some organisational goals to sit alongside our five year strategy:

Inclusion, becoming an anti-racist organisation and cultural transformation

We introduced several new staff benefits including:

- Work towards becoming an anti-racist organisation
- Deliver EDI initiatives to provide solutions for staff and services to end discrimination
- Continue our cultural transformation.

Inclusive service delivery

- Review models of service delivery
- Embed a psychologically informed framework (PIF)
- Deliver new housing models

One team of valued, diverse and skilled people

- Develop an excellent induction learning programme
- Provide management training for existing and aspiring managers
- Explore new non-staff benefits

Amplifying the service user voice

- Establish a shadow board
- Create further avenues for service users to have their say

Make prevention a priority

- Increase the use of our 'whole school approach' to tackling misogyny in young people
- Grow our partnership focusing on awareness raising and prevention
- Raise more awareness of VAWG through the media

Strengthening our infrastructure services

- Review infrastructure services to ensure they support staff to deliver excellent quality services
- Retain existing contracts with full cost recovery and an inflationary uplift

Data to measure effectiveness

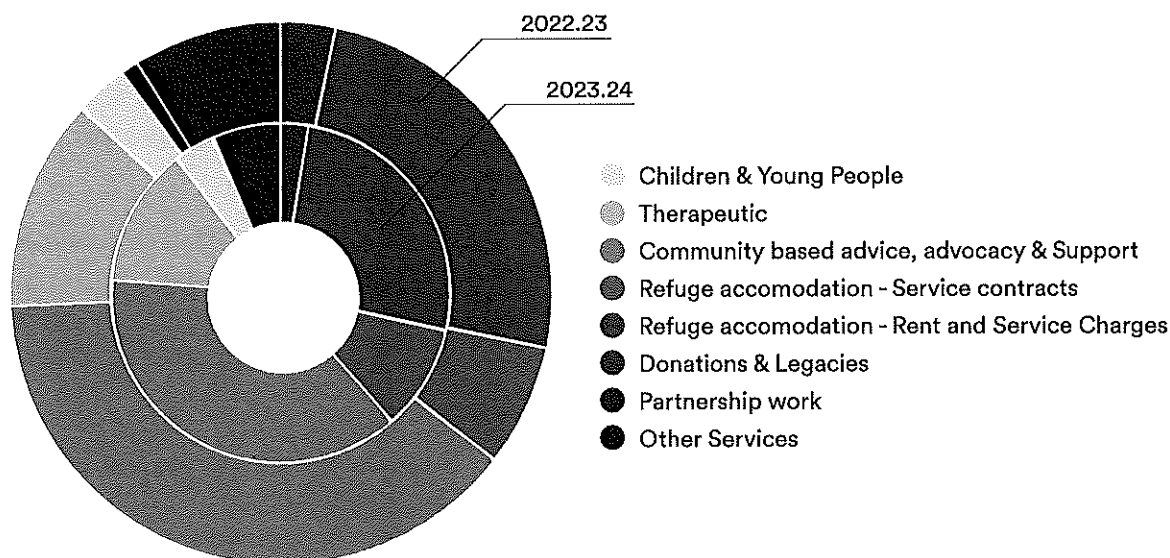
- Improve data collection across our services and increase the data literacy of our staff
- Develop set outcomes to measure success across our services
- Increase our use of storytelling to showcase our work

Financial Review

The financial results for the year ended 31 March 2024 are set out in the Statement of Financial Activities, balance sheet, cash flow statement and notes to the accounts on pages 34 onwards.

Income

For the financial year 2023/24, total incoming resources was £14,386,000 (2022/23 £15,156,000) with funding from statutory partners, trusts and foundations, corporates and the public which have helped Solace maintain essential services during the year. The total reduction in income of £770,000 (5.1%) compared to prior year is primarily due to the planned closure of the Labyrinth Project in December 2022 and cessation of services in Southwark in March 2023. The dip in activity does not capture a number of new projects which came online towards the end of the financial year which will partially rebalance activities longer term. The mix of income between services has remained relatively stable between years.



Our refuge services grew by £252,000 as funding streams awarded in 2022 were operational for the full financial year and inflationary increases in core rental income came into effect from the 1 April 2023.

Community based advice and advocacy services, which continue to represent the largest part of our funding at 37%, declined by £482,000 in the year. Our service delivery in Southwark came to an end in March 2023. This saw us transition IDVA services to our sister organisation Refuge.

Therapeutic services, which deliver counselling in a trauma informed manner to survivors of domestic and sexual violence, declined during the year by £27,000 as Southwark services ceased.

Our work with Children and Young People saw a £73,000 increase in funding due to an uplift in Ministry of Police and Crime (MOPAC) funding our team of IDVAs who work in close partnership with Redthread to provide crisis intervention support to young people of all genders who present in London's Major Trauma Centres due to domestic abuse and sexual violence issues.

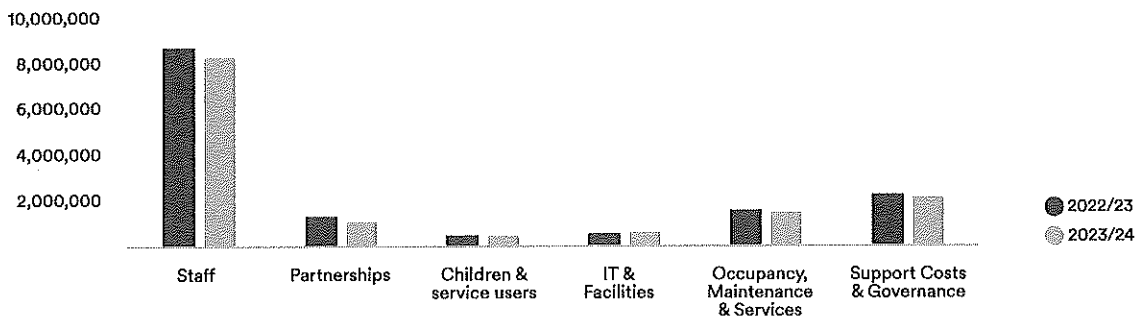
Our partnership work saw a decline in income of £420,000 as the Department for Community, Media and Sport (DCMS); Labyrinth project, which saw significant activity in VAWG sector capacity building came to an end in December 2022.

Solace has successfully retained 100% of our statutory contracts retendered during the period, providing longer term financial security for Solace to withstand the continuing challenging financial climate.

Voluntary income from donations contributed 3.1% of our funding base through the support of the public, corporates and trusts and foundations. A drop of £47,000 during the year as the team experienced a period of resource constraints due to the decline in the fundraising sector and the team was restructured.

Expenditure

Our charitable spending on activities decreased by 5.7% from £15,257,000 to £14,388,000 aligned to the fall in income as we actively managed our bottom line in response to a reduction in services and prudent management of central resources. The most sizeable drop was in partnership funding which fell from £1,348,000 to £943,000 following the closure of the Labyrinth project. Our financial position declined overall as we incurred closure costs for services in March 2023.



Our biggest expenditure is on staff, 69.5% (2023: 68.3%). Our staff are at the heart of the financial decisions we have to make. Solace continues to support the London Living Wage and all salaries meet at least this level. In January 2023 and again in January 2024 Solace implemented pay awards that recognise those on the lowest salaries have been hardest hit by cost-of-living pressures. Our most junior staff received a 3.5% pay award in Jan 2024 (2.5%: Jan 2023) at a time when our executive team received no pay increase. As a result our average salary remained relatively flat year on year at £32,393 (2023:£32,385).

Occupancy costs are our second major expenditure as we seek to maintain our portfolio of owned and leased properties. The average cost per unit of our housing stock increased year on year from £7,658 to £7,868 as we saw increased utility, maintenance and insurance costs arising from general market pressures.

During the year we invested in a new Finance system and moved to our new Head Office to resource the needs of the organisation.

Central costs as a percentage of overall expenditure have remained constant as we have managed support and governance costs in response to planned falls in income. This means that for every £1 Solace receives 85p goes directly to supporting our service users.

Financial position

After the net expenditure on restricted funds, the overall result for the year was a deficit of £2,000 (2022/23: deficit of £102,000). The current year deficit aligns with the operational objective for the year of delivering services within budget while facing a second year of higher than anticipated inflationary cost increases in costs.

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 for the coming year which we believe is achievable due to recent renewals and extensions of contracts and a more targeted approach towards fundraising combined with tight management of costs.

Total fund balances as of 31 March 2024 were £1,999,000 (2022/23: £2,001,000) of which £1,021,000 (2022/23: £909,000) were designated funds and the remaining £978,000 (2022/23: £1,092,000) represented general funds. Designated funds as at the balance sheet date represent the net book value of tangible fixed assets.

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 2024 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.

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, the trustees have set a satisfactory reserve level and a target reserve level for the charity. A minimum satisfactory general reserves level of £1,004,000 was agreed as being adequate. The current unrestricted free reserves of £978,000 (unrestricted reserves less those related to tangible fixed assets and designations) are just below the satisfactory reserve level.

The desired target reserves level was set at £1,113,000 and at March 2024, there is a shortfall of £134,000. The need to increase reserves to achieve the desired target levels will be a focus of the charity in the median term. In the coming financial year Trustees have weighed the need to increase reserves against our ongoing commitment to support staff and service users during a period where both have experienced significant cost of living increases. In the coming year we have set a breakeven budget with the plan to generate surpluses over the next 5 years to achieve both satisfactory and desired target reserve levels.

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 2023/24 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 for the coming year.

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 and 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 any contract renewals in 2024/25 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 significantly reduced as Solace has retained and renewed several key contracts for a new term of three to five years.

The ongoing cost-of-living crisis has added greater financial pressures and creates additional risks through the need to increase salaries at a higher rate and the need to pay more for goods and services.

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 remain 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 caseloads, 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.

Risks on IT systems and cybercrime 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

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. Like others in the charity sector, we continue to see high turnover of staff and a priority is to improve our retention rates. For some roles, we have experienced challenges in recruiting and have had to undertake multiple rounds of recruitment. Our expert peripatetic team help to reduce the impact of gaps created by challenges in recruitment.

We undertake benchmarking of staff turnover and analyse leaver exit information to learn from the changing needs of our employee lifecycle. We continue to work with our teams to adopt agile working practices without compromising on the quality of client services.

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.

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	03376716
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. Priyanka Devani	Chair (co-opted 19 July 2023, appointed 14 September 2023)
Ms. Kirsty Telford	Interim Chair (retired 22 June 2023)
Ms. Hannah Cane	Vice Chair (19 June 2024)
Ms. Madeline Church	Interim Vice Chair (stepped down as Interim Vice Chair 19 June 2024)
Ms. Kerri Hartwell (nee Podobnik)	Treasurer
Ms. Emily Florence Hutchings	
Ms. Vivien Ma	
Ms. Natalie Lopez	
Ms. Meghan Roach	
Ms. Amy Pritchard	
Ms. Jo Jengo	(appointed 7 August 2023)

Principal staff

Ms. Nahar Choudhury	Chief Executive Officer (appointed June 2023)
Ms. Bernadette Keane	Interim Chief Executive Officer (Jan to Jun 2023)
Ms. Retna Thevarajah	Chief Operating Officer (resigned December 2023)
Ms Arati Patel	Interim Director of Finance and Business Support (Nov 2023 to May 2024)
Ms. Julia Rank	Director of Finance and Business Support (appointed June 2024)
Ms. Jane Jutsum	Director of Business Development (left April 2023)
Ms. Paula Murphy	Interim Director of Business Development (appointed Nov 2023)
Dr. Jennifer Cirone	Director of Services

Bankers	HSBC plc 1 Aldermans Hill London, N13 4YE
Auditor	Moore Kingston Smith 9 Appold Street, London EC2A 2AP

Structure, governance and 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.

The Charity undertook an exercise in 2018 to assess ourselves against the Charity Governance Code. Following this we expanded our trustees recruitment to ensure the board was more diverse and inclusive. We will perform a further review in 2024/25 to ensure we continue to have the skills to meet the strategic needs of the organisation and to ensure our governance reflects the voice of our service users.

Recruitment and appointment of members for 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 period of six years in aggregate, Officers may serve for a period of 9 years, and the maximum number of trustees at any time will be no more than twelve.. 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. In this the first year of our new CEO, and following a number of Trustee changes in the preceding year 2022/23 we have not asked a third of Trustees to resign.

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, data protection 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 6 to the accounts.

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.

Fundraising

We continue to be so grateful to all our supporters during 2023/24, including those that would prefer to remain anonymous.

in 2023/24 we were successful in raising £451,093 (2022/23: £498,178) in donations. Our work is made possible by the generous support and donations of individual donors, community groups and companies. The income raised during the year reflects the continuing difficult socioeconomic landscape and we continue to work closely with our existing supporters and look at ways to increase income generation to benefit the impact of our work with beneficiaries.

With a cost of living crisis affecting survivors and those that donate to us, it continues to be a challenging fundraising climate and that is why we are so grateful to all those that have donated or fundraised for us.

Volunteer group, eCubed, once again held some fantastic events for Solace including Rock Against Violence and Jazz Against Violence which raised over £10,000. We were proud to have been selected for a second year as retail giant New Look's 2023 charity partner as part of their 'Kind to the Core' mission. Our sincere thanks also go to the London Designer Outlet who generously provided us with a free pair of shoes for every woman and child in our refuges at the end of last year as part of their 'In Her Shoes' campaign. We were so grateful to also benefit from their financial and in-kind support including advent calendars, hair care kits, homewares and more.

Our approach to fundraising

Solace is a member of the fundraising regulator. 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 2023/24.

Quality Management

Solace prides itself on high quality support to our service users. Our staff team are committed to providing a high standard of support to our service users and we continually look at how we can improve our services. We continue to invest in accredited training for our staff and have a comprehensive internal training programme to ensure we deliver quality services. The organisation is supported by our business development, business support, HR and finance teams who have been introducing new systems and procedures to better support our frontline services and the wider organisation. This helps us to continue to deliver excellent services and ensure value for money for our funders.

In 2023/24, we achieved and retained several accreditations and quality marks, demonstrating the high standard of Solace's work, including:

- Rape Crisis National Service Standards;
- Disability Confident Committed Employer;
- Advice Quality Standards;
- ISO 9001; and
- CHAS (The Contractors Health and Safety Assessment Scheme).

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

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. Hannah Cane.

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. 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. Natalie Lopez.

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

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 three Expert Advisors: Ms. Judy Kawaguchi (Finance and Resources), 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, Director of Services, Director of Finance and Business Support 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 a Deputy Director of Services, Deputy Director of People and Culture and nine Heads of Services who meet with the Directors and CEO on a monthly basis.

Team and Service Managers run the day-to-day activities with their staff teams delivering services in refuge, community-based services and from our Head Office. They report to Heads of Services and meet with the CEO and Directors each quarter.

Related party transactions

Related party transaction during the year related to professional pro bono services and valued at Nil (2022/23: Nil), and donations from one trustee totaled £676 (2022/23: £518).

Remuneration policy or 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 1:4.

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 2024 was 10 (2022/23 - 13). 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 12 December 2024 and signed on their behalf by

Priyanka Devani - Chair

Independent Auditor's Report to the members of Solace Women's Aid

Opinion

We have audited the financial statements of Solace Women's Aid ('the charitable company') for the year ended 31 March 2024 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 significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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 has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the 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 42, 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.

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 December 2024
9 Appold Street
London
EC2A 2AP

Statement of Financial Affairs

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

For the year ended 31 March 2024

		2024			2023		
	Note	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Income from:							
Donations and legacies	2	451,093	-	451,093	498,178	-	498,178
Charitable activities							
Provision and Prevention							
Refuge accommodation	3	3,712,652	1,434,959	5,147,611	3,791,608	1,103,632	4,895,240
Community based advice, advocacy and support	3	4,016,559	1,362,948	5,379,507	4,267,107	1,594,258	5,861,365
Therapeutic	3	164,700	1,727,647	1,892,347	-	1,919,511	1,919,511
Children and Young People	3	67,078	494,098	561,176	63,551	425,022	488,573
Other services	3	22,061	-	22,061	108,053	42,497	150,550
Partnership work							
Ascent Plus and other partnership work	3	-	920,648	920,648	-	1,340,854	1,340,854
Investment income		11,467	-	11,467	1,411	-	1,411
Total income		8,445,610	5,940,300	14,385,910	8,729,908	6,425,774	15,155,682
Expenditure on:							
Raising funds	4	284,854	-	284,854	393,143	-	393,143
Charitable activities							
Provision and Prevention							
Refuge accommodation	4	3,648,345	1,434,959	5,083,304	3,604,802	1,166,185	4,770,987
Community based advice, advocacy and support	4	4,215,315	1,362,948	5,578,263	4,576,286	1,609,814	6,186,100
Therapeutic	4	155,060	1,727,647	1,882,707	4,357	1,930,044	1,934,401
Children and Young People	4	61,485	512,465	573,950	58,664	436,014	494,678
Other Services	4	42,154	-	42,154	87,618	41,948	129,566
Partnership work							
Ascent Plus and other partnership work	4	-	942,512	942,512	-	1,348,447	1,348,477
Total expenditure		8,407,213	5,980,531	14,387,744	8,724,870	6,532,452	15,257,322
Net (Expenditure) / Income for the year	5	38,397	(40,231)	(1,834)	5,038	(106,678)	(101,640)
Transfers between funds		(40,231)	40,231	-	(106,678)	106,678	-
Net movement in funds		(1,834)	-	(1,834)	(101,640)	-	(101,640)
Reconciliation of funds: Total funds brought forward		2,001,101	-	2,001,101	2,102,741	-	2,102,741
Total funds carried forward		1,999,267	-	1,999,267	2,001,101	-	2,001,101

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. Notes on pages 52 to 68 form part of these financial statements.

Balance Sheet

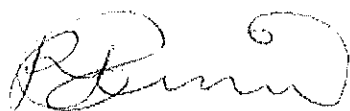
Company no. 3376716

As at 31 March 2024

		2024		2023	
	Note	£	£	£	£
Fixed assets:	10a		963,053		825,339
Tangible fixed assets					
Intangible assets	10b		<u>57,728</u>		<u>83,409</u>
			1,020,781		908,748
Current assets: Debtors	11	1,842,492		2,605,070	
Cash at bank and in hand		<u>2,074,933</u>		<u>1,325,211</u>	
		3,917,425		3,930,281	
Liabilities:					
Creditors: amounts falling due within one year	12	2,938,939		2,772,274	
Net current assets			<u>978,486</u>		<u>1,158,007</u>
Total assets less current liabilities			<u>1,999,267</u>		<u>2,066,755</u>
Creditors: amounts falling due after one year	13		<u>-</u>		<u>65,654</u>
Total net assets	14		<u>1,999,267</u>		<u>2,001,101</u>
Represented by:					
Unrestricted income funds:					
Designated funds	15	1,020,781		908,748	
General funds	15	978,486		1,092,353	
Total unrestricted funds			<u>1,999,267</u>		<u>2,001,101</u>
Total charity funds			<u>1,999,267</u>		<u>2,001,101</u>

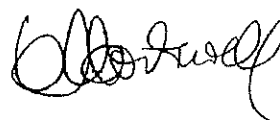
Notes on pages 52 to 68 form part of these financial statements.

Approved by the trustees on 12 December 2024 and signed on their behalf by



Ms Priyanka Devani

Chair



Ms Kerri Hartwell

Treasurer

Statement of Cash Flows

	Note	2024		2023	
		£	£	£	£
Cash flows from operating activities:					
Net cash flows provided by / (used in) operating activities	16		1,222,278		(1,299,284)
Cash flows from investing activities:					
Dividends, interest and rents from investments			11,466		1,411
Purchase of property, plant and equipment			(216,744)		(99,155)
Net cash flows (used in) investing activities			(205,278)		(97,744)
Cash flows from financing activities:					
Interest paid			(11,893)		(20,139)
Repayments of borrowing			(255,385)		(180,319)
Net cash flows (used in) /provided by financing activities			(267,278)		(200,458)
Change in cash and cash equivalents in the year			749,722		(1,597,486)
Cash and cash equivalents at the beginning of the year			1,325,211		2,922,697
Cash and cash equivalents at the end of the year			2,074,933		1,325,211

Analysis of cash and changes in net debt

CASH AND CASH EQUIVALENTS	1 April 2023	Cash flows	31 March 2024
Cash in hand	31,560	5,795	37,355
Cash in bank	535,763	720,191	1,255,954
Immediate notice deposits	757,888	23,736	781,624
Total cash and cash equivalents at the end of the year	1,325,211	749,722	2,074,933
BORROWINGS			
CBILS loan falling due within one year	(254,027)	189,731	(64,296)
CBILS loan falling due after one year	(65,654)	65,654	-
Total	1,005,530	1,005,107	2,010,637

Notes to the financial statements

For the year ended 31 March 2024

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 adverse and worse case scenarios. The detailed cash flow forecast and the adequacy of cash resources under these 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.

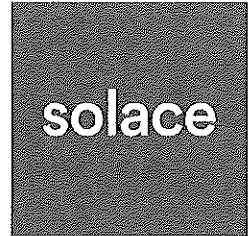
f) Income

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) Intangible assets

Computer software are capitalised when direct expenditure enhances or extends the performance of the software beyond its specifications and can be reliably measured as a capital improvement. These costs are amortised using a straight line method over the estimated useful lives of three to five years.

h) 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.

i) 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.

j) 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.

k) 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.

l) 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 donations.
- Expenditure on charitable activities includes the costs of delivering services and other charitable activities undertaken. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

m) 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 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.

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.

n) Operating leases

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

o) 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 is provided at rates calculated to write down the cost of each asset to its estimated residual value over its useful economic life

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

p) Stocks

Stocks are stated at the lower of cost and net realisable value. In general, cost is determined on a first in first out basis

q) 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.

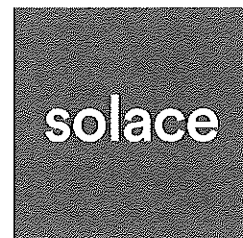
r) Cash at bank and in hand

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.

s) Creditors

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 are normally recognised at their settlement amount after allowing for any trade discounts due. Provisions are made for obligations when there is a legal or other obligation as a result of past events. It is more likely than not that an outflow of resources will be required to settle the obligation and a reliable estimate of the amount can be made for the provision based on the expected settlement amount.

t) 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.



Notes to the Financial Statements

2 Donations and legacies

	Unrestricted	Restricted	2024 Total £	2023 Total £
Individuals	241,738	-	241,738	206,981
Community fundraising and events	9,230	-	9,230	25,207
Corporates	64,534	-	64,534	91,256
Trust and Foundations	65,291	-	65,291	79,327
Donated services	70,300	-	70,300	95,407
	451,093	-	451,093	498,178

3a Income from charitable activities

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Provision and Prevention				
Local Boroughs	1,317,742	112,622	1,430,364	1,533,924
Core Rents	2,283,105	-	2,283,105	2,170,452
Personal Charges	103,543	-	103,543	99,957
MOPAC	-	539,428	539,428	494,477
London Councils via Ashiana (note 3b)	-	272,047	272,047	249,816
Ministry of Housing, Communities and Local Government	-	153,034	153,034	161,007
REFUGE	-	102,969	102,969	85,808
Greater London Authority	-	60,529	60,529	30,538
Walcot Foundation	-	-	-	24,968
L&Q Foundation	-	-	-	24,055
Hollick Foundation	-	11,218	11,218	7,638
Southall Black Sisters	-	-	-	10,410
Gallaher	-	45,000	45,000	-
The Youth Endowment Fund	-	54,615	54,615	-
London Community Foundation (MOPAC PIE)	-	79,116	79,116	-
Other	8,262	4,381	12,643	2,190
	3,712,652	1,434,959	5,147,611	4,895,240

Prior year income from charitable Refuge Accommodation activities included £3,791,608 attributable to unrestricted activities and £1,103,632 to restricted activities.

Local Boroughs	4,013,187	16,764	4,029,951	4,285,954
Mayor's Office for Policing and Crime (MOPAC)	-	886,396	886,396	869,312
Southall Black Sisters	-	160,592	160,592	173,112
Women and Girls Network	-	188,562	188,562	176,625
The Connection at St Martin-in-the-Fields	-	-	-	82,023
Bruno Schroder Trust	-	-	-	80,258
London Councils via Ashiana (note 3b)	-	-	-	36,506
Department of Foreign Affairs and Trade, Emigrant	-	35,000	35,000	35,000
Trust For London	-	-	-	13,500
Olwyn Foundation	-	18,356	18,356	35,000
3i Foundation	-	-	-	42,567
Irish Youth Foundation	-	8,715	8,715	11,000
City of London	-	-	-	17,856
City Bridge	-	19,293	19,293	-
Vision	-	24,984	24,984	-
Other	3,372	4,286	7,658	2,652
	4,016,559	1,362,948	5,379,507	5,861,365

Prior year income from charitable Community based advice, advocacy and support activities included £4,267,107 attributable to unrestricted activities and £1,594,258 to restricted activities.

3a Income from charitable activities (continued)

			2024	2023
	Unrestricted	Restricted	Total	Total
			£	£
Mayor's Office for Policing and Crime (MOPAC)	-	1,138,777	1,138,777	1,118,954
Local Boroughs	164,700	100,000	264,700	279,147
Women and Girls Network	-	425,578	425,578	234,785
NHSE	-	-	-	90,154
Tri-borough Angelou	-	44,300	44,300	44,300
BBC Children in Need	-	-	-	23,199
3i Foundation	-	-	-	74,100
Ruth and David Foundation	-	-	-	12,857
Cloudesley	-	16,042	16,042	14,375
Big Give	-	-	-	27,640
Other	-	2,950	2,950	-
Sub-total for Therapeutic	<u>164,700</u>	<u>1,727,647</u>	<u>1,892,347</u>	<u>1,919,511</u>

Prior year income from charitable Therapeutic activities was fully attributable to restricted funds.

Mayor's Office for Policing and Crime (MOPAC)	-	380,793	380,793	298,091
Local Boroughs	67,078	-	67,078	63,551
Women and Girls Network	-	89,972	89,972	88,823
Big Give	-	-	-	19,212
Firebird Foundation	-	-	-	15,000
Banham Family Fund	-	23,333	23,333	-
Other	-	-	-	3,896
Sub-total for Children and Young People	<u>67,078</u>	<u>494,098</u>	<u>561,176</u>	<u>488,573</u>

Prior year income from charitable Children and Young People activities included £63,551 attributable to unrestricted activities and £425,022 to restricted activities.

External training	21,711	-	21,711	87,053
Local Boroughs	-	-	-	20,000
The Youth Endowment Fund	-	-	-	11,723
Ministry of Housing, Communities and Local Government	-	-	-	30,225
Other	350	-	350	1,549
Sub-total for Other services	<u>22,061</u>	<u>-</u>	<u>22,061</u>	<u>150,550</u>

Prior year income from charitable Other services included £108,053 attributable to unrestricted activities and £42,497 to restricted activities.

Partnership work				
Mayor's Office for Policing and Crime (MOPAC)	-	695,722	695,722	695,721
Department of Culture, Media and Digital	-	-	-	473,203
Greater London Authority	-	224,926	224,926	171,930
Sub-total for Partnerships	<u>-</u>	<u>920,648</u>	<u>920,648</u>	<u>1,340,854</u>

Prior year income from charitable Partnership activities were fully attributable to restricted services

Total income from charitable activities	<u>7,983,050</u>	<u>5,940,300</u>	<u>13,923,350</u>	<u>14,656,093</u>
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Total income from charitable activities in 2023 included £8,230,319 attributable to unrestricted activities and £6,425,774 to restricted activities.

4 Analysis of expenditure

	Charitable activities										2023 Total £
	Provision and Prevention					Partnership					
	Cost of raising funds £	Refuge accommodation £	Community advice, advocacy and support £	Therapeutic £ and Young People	Children and Young services (*) £	Other services (*) £	Partnerships £	Support costs £	Governance costs £	2024 Total £	
Staff (Note 6)	189,230	2,466,248	3,933,580	1,239,186	433,275	18,798	145,390	1,482,484	96,302	10,004,495	10,416,711
Partnerships	-	93,606	235,686	42,410	-	-	719,206	-	-	1,090,908	1,305,602
Children and service users	29,027	128,116	249,351	51,929	4,496	1,563	498	705	-	485,685	451,656
IT and Facilities	11,396	187,095	259,098	99,937	31,494	3,550	9,043	233,466	24,097	859,176	708,826
Occupancy, Maintenance and Services	5,718	1,282,502	144,666	70,189	3,798	1,191	5,382	46,076	38,555	1,598,077	1,726,389
Professional Fees and Other	60	60,584	54,816	(1,672)	180	14,238	7,790	178,066	55,341	369,403	650,138
	235,431	4,218,151	4,877,197	1,501,981	473,243	39,340	887,309	1,940,797	214,295	14,387,744	15,257,322
Support costs	46,509	790,722	615,321	354,223	92,356	2,120	39,546	(1,940,797)	-	-	-
Governance costs	2,914	74,431	85,745	26,503	8,351	694	15,657	-	(214,295)	-	-
Total expenditure 2024	284,854	5,083,304	5,578,263	1,882,707	573,950	42,154	942,512	-	-	14,387,744	15,257,322
Total expenditure 2023	393,143	4,770,987	6,186,100	1,934,401	494,678	129,566	1,348,447	-	-	15,257,322	

Of the total expenditure, £8,407,213 was unrestricted (2023: £8,724,870) and £5,980,531 was restricted (2023: £6,532,452).

4. Analysis of expenditure (prior year comparative information)

	Charitable activities													
	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	2023 Total	2022 Total			
£	£	£	£	£	£	£	£	£	£	£				
Staff (Note 6)	186,496	2,253,809	4,444,782	1,250,540	395,272	50,809	202,642	1,504,487	127,874	10,416,711	10,363,938			
Partnerships	-	91,323	291,507	21,061	-	-	901,711	-	-	1,305,602	2,531,493			
Children and service users	606	73,198	181,713	42,455	3767	30,742	118,164	1,011	-	451,656	763,849			
IT and Facilities	31,234	154,995	238,823	89,252	22,872	3,691	12,637	127,747	25,575	706,826	779,022			
Occupancy, Maintenance and Services	10,055	1,355,559	173,531	113,113	1,858	3,175	6,115	22,063	40,920	1,726,389	1,667,674			
Professional Fees and Other	74,486	12,666	46,251	3,868	85	26,479	26,016	425,811	34,476	650,138	821,436			
	302,877	3,941,550	5,376,607	1,520,289	423,854	114,896	1,267,285	2,081,119	228,845	15,257,322	16,927,412			
Support costs	89,128	771,991	724,676	389,242	62,014	7,405	36,663	(2,081,119)	-	-	-			
Governance costs	1,138	57,446	84,817	24,870	8,810	7,265	44,499	-	(228,845)	-	-			
Total expenditure 2023	393,143	4,770,987	6,186,100	1,934,401	494,678	129,566	1,348,447	-	-	15,257,322	16,927,412			

Notes to the Financial Statements

5 Net (expenditure)/income for the year

This is stated after charging / crediting:

	2024	2023
	£	£
Depreciation	104,711	103,669
Interest payable	11,893	20,139
Operating lease rentals:		
• Property	876,727	776,247
• Other	17,416	60,610
Auditors' remuneration (excluding VAT):		
Audit (statutory audit)	<u>28,000</u>	<u>30,997</u>

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

Staff costs were as follows:

	2024	2023
	£	£
Salaries and wages	7,680,157	8,064,069
Social security costs	714,277	794,994
Employer's contribution to defined contribution pension schemes	212,352	224,838
Redundancy and termination payments	12,055	-
Staff training, supervision, travel and volunteer costs	292,838	275,052
Sessional counsellors and self employed	292,926	367,128
Agency & locum staff	749,637	636,415
Other forms of employee benefits	<u>50,253</u>	<u>54,215</u>
	<u>10,004,495</u>	<u>10,416,711</u>

Staff costs above have been allocated to expenditure as follows:

	2024	2023
	£	£
Cost of raising funds	189,230	186,496
Refuge accommodation	2,466,248	2,253,809
Community advice, advocacy and support	3,933,580	4,444,782
Therapeutic	1,239,188	1,250,540
Children and Young People	433,275	395,272
Other services	18,798	50,809
Ascent CRISIS and other partnerships	145,390	202,642
Support and governance	<u>1,578,786</u>	<u>1,632,361</u>
	<u>10,004,495</u>	<u>10,416,711</u>

The following number of employees received emoluments exceeding £60k (excl pension contributions) during the year, between:

	2024	2023
	No.	No.
£60,000 - £69,999	1	3
£70,000 - £79,999	<u>2</u>	<u>1</u>

All higher paid staff are members of the key management personnel.

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 £273,929 (2023: £343,071). Employee benefits included employer pension contributions, on call payments and employer's NI. Pensions costs paid in respect of the higher paid employees above amounted to £6,536 (2023: £8,896).

No charity trustee received a payment for other services supplied to the charity (2023: £150). Reimbursement of travel and other expenses to trustees in 2023 was £nil (2022: £253).

7 Staff numbers

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

	2024 No.	2023 No.
Cost of raising funds	2.5	5.0
Refuge accommodation	68.3	56.7
Community advice, advocacy and support	101.4	125.9
Therapeutic	24.8	30.7
Children and Young People	12.1	13.3
Other services	0.6	1.3
Ascent CRISIS and other partnerships	4.0	5.7
Support and governance	<u>52.0</u>	<u>41.9</u>
	<u>265.7</u>	<u>280.5</u>

8 Related party transactions

Total donations from 2 trustee were £ 676 (2023: £518).

9 Taxation

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

10a Tangible fixed assets

	Play area £	Freehold property £	Fixtures and fittings £	Head Office £	Total £
Cost or valuation					
At the start of the year	51,908	961,662	278,515	-	1,292,085
Additions in year	-	-	49,509	141,995	191,504
At the end of the year	<u>51,908</u>	<u>961,662</u>	<u>328,024</u>	<u>141,995</u>	<u>1,483,589</u>
Depreciation					
At the start of the year	51,908	182,451	232,387	-	466,746
Charge for the year	-	11,381	27,274	15,135	53,790
At the end of the year	<u>51,908</u>	<u>193,832</u>	<u>259,661</u>	<u>15,135</u>	<u>520,536</u>
Net book value					
At the end of the year	<u>-</u>	<u>767,830</u>	<u>68,363</u>	<u>126,860</u>	<u>963,053</u>
At the start of the year	<u>-</u>	<u>779,211</u>	<u>46,128</u>	<u>-</u>	<u>825,339</u>

Land with a value of £480,831 (2023: £480,831) is included within freehold property and not depreciated. All of the above assets are used for charitable purposes.

10b Intangible fixed assets

	Software £
Cost or valuation	
At the start of the year	392,643
Additions in year	<u>25,240</u>
At the end of the year	<u>417,883</u>
Depreciation	
At the start of the year	309,234
Charge for the year	<u>50,921</u>
At the end of the year	<u>360,155</u>
Net book value	
At the end of the year	<u>57,728</u>
At the start of the year	<u>83,409</u>

Notes to the Financial Statements

11 Debtors	2024	2023
	£	£
Amounts due from Local Authorities and government agencies	980,024	1,794,867
Other debtors	96,087	147,106
Prepayments	111,150	106,407
Accrued income	655,231	556,690
	<u>1,842,492</u>	<u>2,605,070</u>

12 Creditors: amounts falling due within one year	2024	2023
	£	£
CBILS Loan payable (see note 13 below)	64,296	254,027
Trade creditors	348,240	570,301
Taxation and social security	236,379	252,712
Other creditors	96,978	29,757
Provision- see 12a below	250,000	250,000
Funds held on behalf of clients	15,379	22,286
Accruals	825,066	672,356
Deferred income – (see 12b below)	<u>1,102,601</u>	<u>720,835</u>
	<u>2,938,939</u>	<u>2,772,274</u>

12a Provision

The provision at the balance sheet date was the estimated settlement cost relating to the planned exit at one of our services. The timing of the settlement has not yet been agreed with the funder.

	2024	2023
	£	£
Balance at the beginning of the year	250,000	105,000
Amount released to expenditure in the year	-	(105,000)
Amount charged to expenditure in the year	-	250,000
Balance at the end of the year	<u>250,000</u>	<u>250,000</u>

12b Deferred income

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

	2024	2023
	£	£
Balance at the beginning of the year	720,385	1,309,558
Amount released to income in the year	(720,385)	(1,309,558)
Amount deferred in the year	<u>1,102,601</u>	<u>720,835</u>
Balance at the end of the year	<u>1,102,601</u>	<u>720,835</u>

13 Creditors: amounts falling due after one year

	2024	2023
	£	£
CBILS Loan payable	-	65,654

13a Loans payable

Loans payable includes £64,296 (2023: £319,681) 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 and is planned to end by June 2024.

	2024 £	2023 £
Capital repayments are due as follows:		
- up to one year (see note 12)	64,296	254,027
- two to five years (see note 13)	-	65,654
Balance at the end of the year	<u>64,296</u>	<u>319,681</u>

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	-	963,053	-	963,053
Intangible fixed assets	-	57,728	-	57,728
Net current assets	<u>978,486</u>	-	-	<u>978,486</u>
Net assets at the end of the year	<u>978,486</u>	<u>1,020,781</u>	-	<u>1,999,267</u>

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

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	825,339	-	825,339
Intangible fixed Assets	-	83,409	-	83,409
Net current assets	1,158,007	-	-	1,158,007
Non current liabilities	<u>(65,654)</u>	-	-	<u>(65,654)</u>
Net assets at the end of the year	<u>1,092,353</u>	<u>908,748</u>	-	<u>2,001,101</u>

Notes to the Financial Statements

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	-	1,434,959	(1,434,959)	-	-
Community advice, advocacy & support	-	1,362,948	(1,362,948)	-	-
Therapeutic	-	1,727,647	(1,727,647)	-	-
Children and Young People	-	494,098	(512,465)	18,367	-
Other services	-	-	-	-	-
Partnership work					
Ascent Plus and other partnership	-	920,648	(942,512)	21,864	-
Total restricted funds	-	5,940,300	(5,980,531)	40,231	-
Unrestricted funds:					
Designated funds:					
Capital	908,748	-	(104,711)	216,744	1,020,781
Total designated funds	908,748	-	(104,711)	216,744	1,020,781
General funds	1,092,353	8,445,610	(8,302,502)	(256,975)	978,486
Total unrestricted funds	2,001,101	8,445,610	(8,407,213)	(40,231)	1,999,267
Total funds	2,001,101	14,385,910	(14,387,744)	-	1,999,267

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:					
Provision and Prevention					
Refuge services	-	1,103,632	(1,166,185)	62,553	-
Community advice, advocacy & support	-	1,594,258	(1,609,814)	15,556	-
Therapeutic	-	1,919,511	(1,930,044)	10,533	-
Children and Young People	-	425,022	(436,014)	10,992	-
Other services	-	42,497	(41,948)	(549)	-
Partnership work					
Ascent Advice and Counselling partnership	-	1,340,854	(1,348,447)	7,593	-
Total restricted funds	-	6,425,774	(6,532,452)	106,678	-
Unrestricted funds:					
Designated funds:					
Capital	913,262	-	(103,669)	99,155	908,748
Total designated funds	913,262	-	(103,669)	99,155	908,748
General funds	1,189,479	8,729,908	(8,621,201)	(205,833)	1,092,353
Total unrestricted funds	2,102,741	8,729,908	(8,724,870)	(106,678)	2,001,101
Total funds	2,102,741	15,155,682	(15,257,322)	-	2,001,101

15b Purposes of restricted funds

Refuge services: This fund is dedicated to help the women and children staying in our refuges. Restricted funding was received from London Councils (via Ashiana lead partner) for the complex needs refuge in Camden; MHCLG funding for Family Support and Resettlement workers across our London boroughs. The MOPAC Tier 1 Accommodation funding supported several multiple disadvantage workers at our refuges. The GLA and L&Q Foundation funded the new move on accommodation NEST project across three London boroughs. The Youth Endowment Fund was used to pilot an emotional coaching program to mothers living in refuges to exercise positive parenting skills and build healthy relationship with their children. London Community Foundation has been a pilot to transform the Haringey refuge into a psychologically trauma informed environment. Part of the work has been to create a multi-functional area in the lounge space for both the women to have a relaxing space, and the children to have a safe play area.

Community advice, advocacy and support: This fund is for the advice, advocacy and outreach work to survivors of domestic violence. Women and Girls Network have channeled London Councils funding for our Advice hub. Other funders include Southall Black Sisters for women with no recourse to public funds, London Council for a Women's Homelessness project, the Department of Foreign Affairs and Trade; Emigrant Support Program, together with the Irish Youth Foundation for the Irish and Irish Traveller communities and Trust for London towards the Immigration advice lawyer. The Olywn Foundation provides service user grants.

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 MOPAC, Women and Girls Network, Tri-borough Angelou, and Richard Clouesley.

Children and Young People (CYP): Our work in partnership with VRU is to provide crisis intervention support to young people in hospital emergency departments is funded by MOPAC. WGN fund our work with Black and minoritised young women who have experienced domestic and sexual abuse. The Banham Family Fund has funded counselling for children and young people in communities and schools.

Ascent Plus and other partnership: This fund was for the provision of Violence against Women and Girls services delivered through the partners from the Ascent Plus project funded by London Councils. Greater London Authority has funded our Casa Project giving women second stage accommodations delivered through different partners.

A total of £218,578 unrestricted general funds was transferred, of which £216,744 was used towards designated funds as explained below and £1,834 was used towards supporting restricted charitable activities.

Purposes of designated funds

Capital: This fund represents the net book value of all tangible and intangible fixed assets. The expenditure reflect the movements in depreciation charges and transfers from unrestricted funds made to align the tangible and intangible fixed assets to net book value.

Notes to the Financial Statements

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

	2024	2023
	£	£
Net (expenditure) for the reporting period	(1,834)	(101,640)
Investment income	(11,466)	(1,411)
Loan interest paid	11,893	20,139
Depreciation charges	104,711	103,669
(Increase) / decrease in debtors	762,578	(559,642)
(Decrease) / increase in creditors	356,396	(760,399)
Net cash flows provided by (used in) operating activities	<u>1,222,278</u>	<u>(1,299,284)</u>

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	
	2024	2023	2024	2023
	£	£	£	£
Up to one year	865,504	827,151	32,398	12,749
Two to five years	211,656	65,932	40,065	22,440
Over five years	-	3,375	-	-
	<u>1,077,160</u>	<u>896,458</u>	<u>72,463</u>	<u>35,189</u>

18 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.

“Thank you so much for everything. You have no idea how much I truly appreciate your support and **Solace** as a whole.”

Solace Women's Aid
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Professional Advisors Auditors | Moore Kingston Smith
LLP Solicitors | Anthony Collins LLP

To protect our service users, names & photos
of service users have been changed.

Solace Women's Aid is a charity registered in
England and Wales. Charity number 1082450.
Company number 03376716

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