

ANNUAL REVIEW

2024/2025





A SAFE
SPACE AND
A VOICE FOR
ALL THOSE
AFFECTED BY
DOMESTIC
ABUSE.

Chair of Trustees

I write this report with a feeling of pride and astonishment. This has been my first year as Chair of the Board of Trustees, and I am deeply honoured to lead an organisation that continues to change and save lives. This year brought continued financial pressure across the charity sector and rising demand for domestic abuse services, yet Your Sanctuary has remained strong and focused. Through clear governance, sound decision-making and collaboration between trustees and the senior leadership team, we have protected the stability of the organisation while continuing to deliver high-quality, trauma-informed services to survivors.

Throughout the year, our dedicated staff and volunteers have shown extraordinary resilience and professionalism. The team has worked tirelessly to meet increasing demand across community outreach, refuge, children's and helpline services, while strengthening partnerships and influencing change across Surrey. We have seen important developments in training and staff development, including the introduction of a competency framework, leadership training for team leads and the launch of an anti-oppressive practice working group. These initiatives reflect our commitment to creating an inclusive and supportive culture, ensuring that those who deliver our services are equipped, valued and cared for.

The Board continues to focus on ensuring strong governance, risk management and financial oversight. We remain acutely aware of the economic challenges that lie ahead and are working closely with the CEO and senior team to diversify income and strengthen fundraising capacity. Despite these pressures, Your Sanctuary remains a respected and trusted partner across the county, known for its expertise, compassion and unwavering advocacy for survivors. I would like to thank our CEO, senior leaders, staff, volunteers, funders and partners for their exceptional contribution this year, and my fellow trustees for their commitment and guidance. Together we continue to ensure that Your Sanctuary remains a safe haven and a voice for all those affected by domestic abuse.

Sandra Morgan
Chair of the Board of Trustees



Chief Executive

Before I reflect on the past year, I want to take a moment to thank everyone who makes our work possible. To our supporters, funders, and partners – thank you for standing with us in our mission. To our incredible staff team – your commitment, compassion, and resilience continue to inspire me every day. And to our volunteers – your time, energy and dedication are truly invaluable. Together, you have helped us create safer futures for those who need it most.

As always, writing this report brings back the incredible events of the past year – but also the harrowing stories of the survivors we've supported. It's a reminder of both the vital need for our services and the resilience of those we walk alongside.

In an increasingly complex and challenging environment, we have worked hard to ensure our staff are well-managed, highly trained, and supported so they can deliver the best possible service to our beneficiaries. With that in mind, we launched an in-house training programme for our team leads, empowering them with coaching and mentoring skills to support staff in line with our values and principles. We also introduced a new competency framework for staff reviews, creating space for deeper conversations around personal development and growth.

As part of our commitment to anti-oppressive practice, we established a working group that has developed a new policy and will be delivering a staff-wide training programme over the coming year.

We have long-standing ties with the Soroptimists in Surrey, who have supported us through donations and volunteering. I was honoured to be invited to the Surrey Hills branch annual lunch this year, where I met both long-time supporters and new members. I was especially pleased to learn about their plans to host a Domestic Abuse and Violence Against Women and Girls conference. This took place in November 2024 and was a huge success, drawing attendees from across the public and charity sectors. We were particularly encouraged by the PCC's speech, reaffirming her commitment to ending abuse and violence against women and girls.

One of the most persistent issues we hear about from survivors is the continued abuse they suffer through the family court system, where perpetrators often weaponise the process to maintain control. We are therefore proud to be part of the Surrey Family Justice and Domestic Abuse Partnership, which brings together survivors, specialist agencies, judges, solicitors, and court staff to tackle this issue. Now in its second year, the partnership is already making a difference. I now sit on the Local Family Justice Board to ensure the voices of survivors and specialist services are heard. The CLOCK project has also been implemented, connecting survivor – many of whom are litigants in person due to lack of legal aid – with volunteer McKenzie Friends from law schools. Through this initiative, we've built strong links with the judiciary, contact centre volunteers, and court staff – relationships that would not have been possible otherwise. This important work will

continue into 2025, and we look forward to sharing further updates in next year's report.

Many women who come into our refuges have never worked or have struggled to maintain employment due to the abuse they have experienced. Many want to return to work but lack confidence. This year, funding from Surrey County Council enabled us to partner with a CV writing expert. During their stay, women can now access support to develop their CVs and prepare for interviews – important steps toward independence and rebuilding their lives.

We are also working to encourage employers to create safe, supportive workplaces for staff who may be experiencing domestic abuse. We were therefore pleased to support Surrey County Council in developing a Domestic Abuse (DA) Champions network within its workforce. These trained Champions will offer an initial listening ear and signposting to further support, either via line managers or organisations like ours. It's a strong statement of commitment to staff wellbeing and highlights the critical role employers can play in helping survivors feel safe and supported.

As the only provider of specialist male outreach services in Surrey, we were asked to contribute to a county-wide awareness campaign following the tragic death of a man in the East of the county who took his own life while experiencing domestic abuse. The campaign aims to break the silence around male survivors and encourage more men to come forward for support.

In March, we hosted a visit from the Lord-Lieutenant's Domestic Abuse Focus Group. They met with staff and visited one of our refuges to gain a deeper understanding of survivors' experiences and the range of services we provide. With their connections across the judiciary, police, and local authorities, the group hopes to raise wider awareness of domestic abuse and highlight the importance of local, specialist services like ours.

As we close this financial year and look ahead, we're acutely aware of the financial challenges that lie ahead. Demand for our services continues to rise, while funding remains static – or, in some cases, is reducing. This creates a significant gap in our finances. Our focus for the coming year will be to strengthen our fundraising capabilities so that we can continue to meet the needs of survivors who rely on us.

Finally, I want to pay tribute to Wendy, our community fundraiser, who very sadly passed away in March 2025 after a short illness. Wendy worked with us for seven years and raised an extraordinary amount of money during that time. She was tenacious, funny, kind, and a hugely popular member of the team. We miss her dearly and hold her family and friends in our thoughts.

Despite the challenges ahead, we remain steadfast in our mission to support survivors and to build a community free from domestic abuse.

Fiamma Pather
CEO

Report of the Trustees

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Objectives and Activities

Vision

Our vision is a world free from domestic abuse.

Mission

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated. We challenge mind sets to change attitudes and facilitate informed choices.

Core Aims

- To offer **protection** for survivors and their children
- To work towards the **prevention** of domestic abuse
- To **provide** effective services that are inclusive and needs led
- To **enable** survivors to heal from the harm caused by domestic abuse

Your Sanctuary Values

- **Compassion** – to have an understanding of the experiences of survivors of domestic abuse and others, coupled with a determination to support and help
- **Empowerment** – to work alongside survivors and colleagues to achieve autonomy, self-determination, and space for action
- **Collaboration** – working together with survivors, colleagues, agencies and the wider community to achieve our aims
- **Non-Judgemental** – to be accepting, understanding and respectful of others' experiences, decisions and values

Your Sanctuary Principles

- **Trauma-informed** – all our work to be aligned with the principles of a trauma-informed approach (Safety, Choice, Empowerment, Trustworthiness and Collaboration)
- **Needs-led** – to support and respond to the individual needs of survivors
- **Strengths-based** – to focus on the inherent strengths and resources of the survivors we work with
- **Survivor centred** – to ensure that survivors are at the centre of all that we do

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit and, in particular, to its supplementary public benefit guidance.

The strategies employed to achieve the charity's aims and objectives are detailed below. Our charitable activities are focussed on providing protection from, prevention of and healing from all forms of domestic abuse. Our refuges provide safe houses for women and children who are fleeing from violence and abuse – we are limited in this provision by the number and size of rooms available. As the safe houses offer shared accommodation, we cater only for women, from any background, ethnicity, faith or sexuality, and for their children. We do, however, provide an outreach service in the community for both men and women, and for children. Our community outreach service is focussed on risk management and providing support according to individual need. The outreach service is open to the general public limited only by geographical boundaries – i.e. North-West Surrey as per our service level agreements. Our helpline service is available to all, and is advertised throughout Surrey by ourselves and by various partner agencies.

In order to meet our core aims our strategies this year were:

- To ensure we have a highly skilled, knowledgeable and adaptable workforce to be delivered through our structure, people management and learning & development plans.
- To be a trauma-informed and anti-oppressive organisation to be delivered through our people, policies/procedures, management tools, values and ethics.
- To be informed by survivors and those with lived experience to be delivered through/with our survivor steering group, staff and volunteers with lived experience, and research (both national and international).
- To provide holistic and therapeutically based services to enable healing and repair of the parent/child bond to be delivered through our staff teams working as 'teams around the person/family', information sharing (as appropriate), and collaborating.
- To be organisational advocates for survivors to effect change and improve responses in the community and in agencies (statutory and third sector).

With regard to our strategies, the charity has been successful in securing funding, both statutory and non-statutory, during the year and the following reports provide detail of funding received, and how it has been used in furtherance of our objectives and core aims.

Adult Community Outreach Service

Our Community Outreach Service offers confidential, emotional and practical support to adults experiencing domestic abuse across the boroughs of Woking, Runnymede and Surrey Heath.

Using a **needs-led and trauma-informed approach**, we provide a safe and supportive space where survivors can talk openly, understand their options, address practical challenges, and begin rebuilding lives free from abuse and fear.

Clients are referred to us through a wide range of statutory and voluntary partners, including:

- Police
- Health professionals
- Children's Services
- Family Centres
- The Your Sanctuary Helpline
- Other local agencies

Our dedicated team offers a comprehensive package of support services, tailored to individual needs:

- Risk and needs assessments
- Safety planning
- One-to-one emotional and practical support
- Group support programmes
- Advocacy
- Court support (civil and criminal)
- Signposting or referrals to other services
- Surrey-wide specialist male outreach service

“Thank you for being my safe space and support”

Systemic Contribution and Partnership Work:

Our outreach work extends beyond one-to-one support. We are embedded in local systems to help ensure that wherever survivors seek help, they encounter a response that is safe, skilled, and survivor-centred.

- We were invited to join the **Crown Prosecution Service (CPS) Improvement Board for Violence Against Women and Girls**, contributing our specialist knowledge—particularly around coercive control—to improve outcomes and learning.
- We have also participated in several **Domestic Abuse Related Death Reviews (DARRs)**, many concerning victims who died by suicide. These tragic cases provide critical learning opportunities for professionals and agencies involved, helping to strengthen best practice and early intervention across the sector.

Community Outreach Activity (2024/2025)

This year, we received a record **2,179 referrals**, supporting **1,190 individual survivors**.

Of these:

- **69%** were referred via police or MARAC (Multi-Agency Risk Assessment Conference)
- **58%** were assessed as being at **high risk of harm**
- At any one time, our team supported approximately **300 survivors**

This unprecedented demand reflects both the rising need for our services and the **trust placed in us** by survivors, professionals, and the wider community. However, the growing caseload has also placed significant pressure on staff, who remain committed to ensuring that **no survivor is turned away**.



89%

**OF SURVIVORS SAID THAT THEY
FELT SAFER AFTER ENGAGING
WITH YOUR SANCTUARY**

Children & Young People's Outreach Service

Key Activity and Impact (2024/2025)

- **52 children and young people supported** through one-to-one or group work interventions
- **601 face-to-face sessions** delivered — including direct support to CYP, parent engagement, and multi-agency meetings
- **15 children** had ongoing involvement from social services
- **31 CYP** presented with additional needs relating to physical or mental health
- Our **Violence Against Women and Girls (VAWG) Prevention Worker** delivered Healthy Relationships lessons as part of PSHE in local schools
- **'Wanna Talk' group programme** delivered in 3 schools, providing a safe space for young people to learn about healthy relationships and the dynamics of domestic abuse

Our Children and Young People's (CYP) Outreach Service provides **trauma-informed one-to-one and group support** to children and young people affected by domestic abuse. Referrals are made through our Adult Outreach Service, and all the children supported are the dependants of our adult service users.

Our sessions are **child-centred and needs-led**, creating a safe, empathetic space where children are encouraged to express themselves freely. Using **play-based and therapeutic approaches**, we help children explore key themes such as:

- Personal safety
- Self-awareness
- Self-worth and self-esteem
- Emotional regulation
- Sense of purpose and identity

Meeting Broader Needs

The ongoing **cost of living crisis** continues to severely affect the families we work with, many of whom are living in poor-quality housing and experiencing food poverty. In response, we have:

- Provided essential supplies including **toiletries and food parcels**
- Made referrals to **food banks, community fridges, and local support networks**
- Enabled access to **basic needs** thanks to the generous contributions of our supporters and donors

Safeguarding children is at the heart of our service delivery. Our team works closely with statutory agencies as an active partner in the Surrey Safeguarding Children Partnership, ensuring a coordinated and informed approach to protecting children and promoting their wellbeing.

90%

OF CHILDREN WHO ENGAGED WITH OUR SERVICE SAID THAT THEY UNDERSTOOD MORE ABOUT HOW TO KEEP THEMSELVES SAFE



Surrey-wide Domestic Abuse Helpline

Our **confidential helpline** is often the first point of contact for many people living or working in Surrey – and beyond – who are affected by domestic abuse. The helpline operates **Monday to Friday, 9am to 9pm**, and is staffed by **trained professionals and volunteers** who provide non-judgemental, empathetic support.

We offer support to:

- Survivors of domestic abuse
- Concerned family members or friends
- Professionals seeking advice, information or referral routes
- Individuals wishing to support or donate to our work

Our team provides:

- Listening and emotional support
- Information about rights and options
- Signposting to relevant agencies
- Referrals into Your Sanctuary services

We are currently working towards formal helpline accreditation, which we aim to achieve in the next financial year. This will benchmark our helpline against best practice standards and provide external validation of the quality, safety, and consistency of our service – something we know is increasingly important to funders and partners alike.

Helpline Activity (2024/2025)

This year, we responded to **6,200 contacts** via phone, online chat, and email. Of these:

- **52%** were from survivors
- **37%** were from professionals acting on behalf of a survivor
- **6%** came from concerned friends or family members



97%

OF SURVIVORS FELT THAT THEY UNDERSTOOD MORE ABOUT DOMESTIC ABUSE AND ABUSIVE BEHAVIOURS AFTER SPEAKING TO THE HELPLINE

“Thank you for being so kind and understanding on the phone”

Our Refuges

Your Sanctuary operates two refuges in North West Surrey—safe, secure homes at confidential locations for women and their children fleeing domestic abuse and violence.

One of our refuges is a smaller, home-like setting that can accommodate up to six families. It features communal living areas and spacious, ensuite bedrooms. This environment often suits young mothers with small children, who benefit from shared experiences and mutual support with other residents.

Our second refuge is a larger, purpose-built facility that can accommodate approximately 25 families. The building is divided into self-contained units, each with two bedrooms, a kitchen/living area, and a private bathroom. This design provides greater privacy and independence, making it more suitable for families with older children, single women, and older survivors.

Refuge Activity: (2024/2025)

During the year, we received 77 referrals and were able to welcome 43 women and their children into our refuges.

Key highlights:

- 22 of the women we supported were not British nationals. Many required intensive, specialist support to address immigration-related challenges.
- 18 women needed additional support around their mental health.
- The average length of stay in our refuges was 24 weeks.

This larger site also offers a specialist programme of support for single women with higher needs relating to mental health, substance use, or alcohol misuse. The programme includes both one-to-one and group support and is delivered with a more structured and intensive approach, tailored to each woman's unique situation.

Upon arrival at either refuge, every woman is assigned a key worker who provides consistent emotional and practical support throughout her stay – typically lasting up to six months. Our support includes:

- One-to-one keywork support
- Emotional and practical guidance
- Assistance with benefits and budgeting
- Group workshops and peer support
- Volunteering opportunities
- Access to education and training
- Resettlement support and move-on planning
- Parenting guidance
- Advocacy
- Support with legal matters (civil and criminal)

Systemic Contribution and Partnership Working

- In collaboration with other refuge providers in Surrey, we successfully secured funding from Surrey County Council for Opening Doors – a project designed to support survivors to move towards employment following their stay in refuge. Through this initiative, our residents received dedicated support from a CV writer and employment skills consultant. Over the course of the year, 11 women benefitted from the programme.
- We were honoured to welcome newly elected MP Will Forster for a visit to Cedar Court. He expressed his appreciation for the work being done and shared his commitment to advocating for improved move-on housing options for families leaving refuge.



**81% OF SURVIVORS ASKED SAID THEY FELT LESS AT RISK
FROM THE PERPETRATOR OR FURTHER ABUSE**

Children & Young People's Support in Refuge

Our children's service in refuge is rooted in a **trauma-informed approach**, offering both **group sessions and one-to-one play-based support** for the children who stay with us. The aim of this work is to help children and young people begin to **heal from the trauma of domestic abuse**, understand that the abuse was **never their fault**, and rebuild their confidence and sense of self.

We work closely alongside our adult support team to help mothers and their children **rebuild their relationships** and **restore the bonds** that are so often undermined by the perpetrator's behaviour.

Throughout a family's time in refuge, our children's workers focus on creating a safe, nurturing space where children can **play, express themselves**, and simply be children. As families prepare to leave refuge, we support each child through the **transition back into the community**, helping to ensure this move is as smooth and supported as possible.

Each of our refuges includes a welcoming playroom, thoughtfully equipped with toys, books, arts and crafts materials, and a wide range of activities that support emotional recovery through play, creativity, and fun.

Funding and the Future

Our children's service in refuge was generously funded by **BBC Children in Need**, the **Office of the Police and Crime Commissioner (OPCC)**, **Surrey County Council**, and a number of charitable trusts. We are deeply grateful for their support.

However, with some of these grants coming to an end this year, we are actively seeking **new funding opportunities** to ensure the long-term sustainability of this vital service. Every child who comes through our doors deserves the chance to be heard, supported, and to heal — and we are committed to making sure this work continues.

Safeguarding children is at the heart of our service delivery. Our team works closely with statutory agencies as an active partner in the Surrey Safeguarding Children Partnership, ensuring a coordinated and informed approach to protecting children and promoting their wellbeing.

Children and Young People in Refuge Activity 2024/2025)

- We supported **49 children** in refuge this year
- Delivered over **800 hours of group support work**
- **18 children** staying in refuge had an allocated social worker

Some of this year's activities included:

- Nature walks and collage-making
- Big picture play in the garden
- Picnics and games in the park (with mums)
- Treasure hunts
- Karaoke sessions
- Easter Egg Hunt
- Christmas crafts, a visit from Santa, and a festive party
- Teen Club
- Mum and Toddler sessions

100% OF CHILDREN IN REFUGE SAID THEY UNDERSTOOD MORE ABOUT RESPECTFUL RELATIONSHIPS



Our Volunteers

Alongside our dedicated staff team, we are fortunate to be supported by an incredible group of volunteers who give their time, skills and compassion to Your Sanctuary.

In 2024/25, **45 volunteers contributed over 3,143 hours of support** across the organisation — a contribution equivalent to **£38,376**. This generous gift of time and expertise enables us to reach more people, offer more services, and extend the care and support that we provide.

Our volunteers bring energy, creativity and commitment, making a real difference to both clients and staff. They also play a vital role in raising awareness of our services in the wider community.

Helpline Volunteers

A large team of volunteers ensures our helpline can be available not only during the day but also in the evenings, on weekends and bank holidays. This year, they covered **378 shifts** — 271 out of hours and 107 during the day — making it possible for us to be there when people need us most.

Supporting Services

Volunteers contribute in a wide variety of ways, including:

- Providing ongoing support to survivors in the community
- Organising Christmas deliveries and gift bags for families in our refuge and community services
- Running our internal foodbank and preparing food parcels for families in need
- Supporting community groups and activities in our refuges
- Helping with fundraising and managing our eBay and Vinted shops
- Carrying out admin and office tasks
- Assisting with practical maintenance jobs at our refuges and head office

Survivor Steering Group

We are especially grateful to the passionate volunteers in our Survivor Steering Group. Each has used our services in the past and now uses their lived experience to shape our strategy, inform our service delivery and ensure we remain needs-led and trauma-informed. Their voices are invaluable in guiding our future direction.

Thank You

We would also like to thank the Surrey Volunteer Bureaux network, Volunteer Woking, and other organisations that help us connect with volunteers.

Most of all, we want to express our heartfelt thanks to every one of our volunteers. Your generosity, dedication and compassion are at the heart of Your Sanctuary. Together, we are able to make a lasting difference in the lives of those we support.



Donations and Fundraising

As a charity our full-service provision is dependent on the organisations and individuals who support us, enabling us to extend our work and reach as many survivors of domestic abuse as possible.

In the year ended 31 March 2025 we benefitted from on-going grants for our work with children in refuge, and with young people in the community, from BBC Children in Need and from the Masonic Charitable Foundation respectively. These grants have been hugely important for our work with younger survivors, but have now come to an end so we face the challenge of trying to replace them in order to continue that vital work.

We also received grants from the Community Foundation for Surrey towards our community outreach service, and from Runnymede Borough Council towards our refuge service for children. To help survivors stay safe in their own home we have been fitting security devices such as doorbell cameras – Runnymede BC also kindly donated equipment for us to use for that purpose.

We are enormously thankful to local corporates who have regularly supported us financially over the years, including Property Initiatives Management Ltd, Capital Group, Enterprise Rent-a-Car, and GeneSys Biotech. And then there are those that have helped by way of volunteering days – staff from BOC and Ringway did a great job revitalising the gardens at our two refuges.

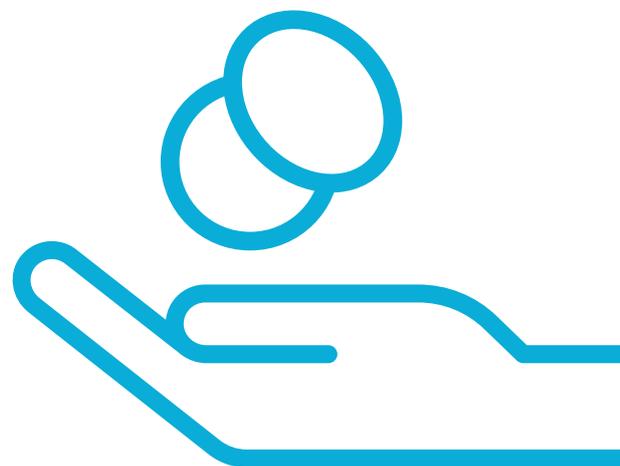
Alongside this, we have the on-going support of individuals, local churches, local supermarkets, local businesses that have made us their charity of the year, and a number of trusts that have been very generous to us this year. We are both grateful and humbled when we are chosen for a sponsored event, or individuals commit to support us monthly, or donate annually.

There are so many worthy causes to choose from, so we are especially thankful to all those who have chosen us, and recognise the great need there is for Your Sanctuary to continue, and to extend our efforts to help survivors of domestic abuse.

The fundraising report would not be complete this year without mention of our late fundraiser. Over the past 7 years, we were fortunate to benefit from the services of a dedicated community fundraiser. Very sadly she passed away recently and unexpectedly after a short illness. She raised thousands for Your Sanctuary, put us firmly on the map in Woking, and will be much missed for her exceptional achievements and as an irreplaceable colleague.

With the backdrop of continuing economic difficulties, unfortunately we have seen a reduction in our overall donations this year. The charity will therefore continue to use a fundraiser to make trust and grant applications, and another fundraiser to raise funds and awareness in the community. We do not run telephone or door to door fundraising campaigns and largely depend on our supporters fundraising on our behalf.

During the year ended 31 March 2025 the total amount fundraised was £116,000. Details of the main ways in which this funding was used to help Your Sanctuary's charitable objectives are given above.



Looking Ahead

We are now entering the second year of our five-year strategy, developed in collaboration with our staff, volunteers, and survivors. This strategy continues to guide our mission to support, empower and advocate for survivors of domestic abuse. Our work over the next year will be shaped by **five strategic priorities**:





- 1. Financial Sustainability:**
Strengthening our long-term stability by increasing income and reducing costs, ensuring we can continue delivering high-quality support for survivors.
- 2. Workforce Development:**
Building a skilled, knowledgeable, and adaptable workforce through robust people management, organisational structure, and a renewed focus on learning and development.
- 3. Trauma-Informed and Anti-Oppressive Practice:**
Embedding anti-oppressive and trauma informed values across our organisation, from policies and procedures to leadership and frontline practice.
- 4. Lived Experience at the Centre:**
Ensuring our services and strategy are informed by survivors, through active engagement with our Survivor Steering Group, team members with lived experience, and national and international research.
- 5. Holistic, Family-Centred Support:**
Providing trauma-informed services that support the healing and repair of parent-child relationships, through collaborative, whole-family approaches.

In addition, we will continue to act as organisational advocates for survivors – working to influence change across statutory and voluntary sectors and improve community responses to domestic abuse.

Key Commitments for the Year Ahead

As part of our commitment to excellence in service delivery and continuous improvement, we will:

- Pursue accreditation across key services, including:
 - **Respect Accreditation** for our Male Specialist Outreach Service
 - **Helpline Partnership Accreditation** for our specialist DA Helpline
 - **Women's Aid National Quality Standard Accreditation**
- Embed our new **Anti-Oppressive Policy** across staff and volunteer teams through targeted training and reflective practice.
- **Invest in digital innovation** and process improvement to enhance efficiency and free up staff time for relationship-based work. This includes exploring how AI and emerging technologies can support frontline services.
- **Learn from Domestic Abuse-Related Death Reviews (DARDRs) and Safeguarding Adults Reviews (SARs)**, implementing best practices to continually enhance safety and effectiveness.

A Forward-Looking Organisation

We remain ambitious, survivor-informed, and committed to being a leading voice in domestic abuse support and advocacy. Our plans reflect our belief that real and lasting change is possible – within families, communities, and systems.

PUTTING
SURVIVORS
AT THE
HEART OF
OUR WORK.



Financial Review

Financial Review of the Year

During the year funds received were spent across our services; two refuges, community outreach, children's services and the helpline. Total income for the year was £1,768,129 compared to £1,829,996 in 2024/25, a reduction of 3%. Whilst there was a slight increase in statutory funding and returns on investments, at the same time, there was a reduction in fundraising, and in rental income. The main income sources continue to be our contracts with Surrey County Council for safe accommodation and community outreach services, and grants from the Ministry of Justice, and the Office of the Police and Crime Commissioner for Surrey (OPCC). This has enabled the charity to continue to provide refuge in our safe houses for endangered women and families who reach out to us for help, including women who have no recourse to public funds. In the community we have maintained one to one support for survivors in conjunction with advice, advocacy and prevention services, and continued to work alongside the police, also providing assistance for survivors to enable them to stay in their own home by way of the Sanctuary Scheme (more details below), and providing homewares for those in financial need. This work was also financially supported by our local Borough Councils, Woking, Runnymede and Surrey Heath. In addition to the statutory funding referred to above, we were also in receipt of long-term grants from BBC Children in Need and the Masonic Charitable Foundation towards our work with children and young people. Both grants completed during the year so alternative funding is currently being sought in order to continue that work.

Expenditure in the year increased to £2,165,756 from £1,746,822 in 2023/24, an increase of 24%. This mainly comprised staff costs (being 70% of all costs), which increased from £1,201,800 to £1,521,653, and has been funded from restricted grants that had been provided purposefully to enable the recruitment of additional staff (further details on restricted income and expenditure are given in the following paragraph). As a result, staff numbers increased from an average of 43 in 2023/24 to 49 in 2024/25. As referred to earlier, funding from Surrey County Council and the borough councils of Woking, Runnymede and Surrey Heath has enabled us to continue operating the Sanctuary Scheme. This is a nationwide initiative which aims to provide survivors of domestic abuse a way to stay safe in their own home through added physical security in the home, thereby obviating the need to flee from their perpetrator, potentially to homelessness. The related expenditure was £72,600 (2023/24 £54,326).

Restricted income is given to the charity for a specific purpose or project and for 2024/25 amounted to £570,397. At the beginning of the year there were restricted funds brought forward of £280,000. During the year, in keeping with the original restrictions, and in line with the charity's budget, the brought-forward restricted funds, together with those received this financial year, were used to recruit additional staff, and thereby relieve some of the pressure on existing staff having to deal with increasing numbers of referrals and workloads. The restricted expenditure for the year was therefore £831,517, which has been utilised both in refuge and community services. The remaining balance carried forward of £18,880 is largely comprised of grants received to be spent on refuge children and services for clients.

At the beginning of the financial year there was a fund of £237,000 which the trustees had designated for various projects. Of this, £96,000 was expended during the year. The trustees have designated a further £26,000, as set out in Note 18, which is principally to provide funds to purchase essential items for families as they leave refuge, and also to extend our work with women without recourse to public funds. This gives a balance on designated funds at the year-end of £167,000, which is expected to be expended over the next five years.

The overall deficit for the year was £397,627 (2023/24 surplus of £83,144), with a deficit for the year on unrestricted funds of £40,507 (2023/24 surplus £114,874). The deficit was taken from reserves and, after adjusting for a transfer to designated funds, has resulted in a balance of £841,331 on unrestricted funds at the year end, and total funds (including restricted and designated) of £1,027,211. At £841,331, free reserves are higher than the policy level of £650,000; the excess is explained in the Reserves Policy section below. However, our existing levels of funding will not sustain the level of staffing we have to meet the increased demand for our services, and so we will need to obtain more funding from our existing partners or from new funders if we are to maintain current service levels.

The charitable company's incoming and outgoing resources all related to continuing activities. The charitable company has no recognised gains or losses other than the net movement in funds for each year.

The financial statements comply with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

Reserves Policy

The trustees regularly review the reserves policy and at least on an annual basis. Free reserves, which are the unrestricted funds of the charity, are generally held at a level of no less than 6 months' unrestricted expenditure in respect of refuge running costs, and no less than 3 months' unrestricted expenditure in respect of other services. The trustees are mindful of their stewardship responsibilities, in particular with regard to the two refuges. It is essential these monies are available to be used in the event all other funding ceases, in order to prevent homelessness for our refuge residents, who are granted a six months' licence on arrival in refuge, and are dependent on our support and services, and to avoid immediate financial difficulties for the charity. By maintaining free reserves at the stated level ensures sufficient working capital is always available to cover essential management, administration and support costs, taking into particular account that we are responsible for the running of two refuges. If funding issues became apparent, it would give the charity the time to seek new funding to support Your Sanctuary. This level of reserves also ensures funds are available to pay any necessary legal obligations, such as redundancy costs, were a winding down of services to become necessary for the charity.

Based on the reserves policy, the charity should maintain free reserves in the order of £650,000. At the year end the charity's unrestricted and undesignated reserves totalled £841,331. As the reserves were higher than the reserves policy, at the outset of 2024/25 the trustees planned to reduce the excess by utilising some of the opening reserves to fund additional staff, and in so doing, to incur a deficit in 2024/25. This resulted in the deficit of £397,627. In 2025/26 there will be a further reduction as the reserves will be required to fund the continuing employment costs of the newly recruited support workers. In addition, our multi-year restricted grants came to an end during 2024/25, therefore it will be necessary to use reserves to maintain some of those vital projects until alternative funding can be found. During the year to 31 March 2026 the charity will also be undertaking re-commissioning of its refuge service, which is provided to Surrey County Council, resulting in considerable uncertainty in relation to a significant part of its funding. Again, it may be necessary to find alternative funding should the charity be unsuccessful in securing the new contract. Given that uncertainty, the trustees felt it expedient to continue with excess free reserves for the time being, but this will be reviewed again once the outcome of the commissioning process is known.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is a company limited by guarantee governed by its Memorandum and Articles of Association dated 18 May 2010 as amended, most recently in September 2024. It is registered as a charity with the Charity Commission.

Appointment of trustees

Trustees are appointed by the existing board. Before new trustees are appointed the board determines what new attributes and knowledge are needed within the board and uses its network of associates to attract a diverse range of candidates. Potential new trustees are interviewed by the Chair and meet with existing trustees and the CEO. New trustees are invited and required to attend a short training session on the Your Sanctuary organisation and to familiarise themselves with the charity and the context within which it operates.

The board is comprised of not less than four and not more than ten trustees, and its composition is reviewed every year using procedures laid down by the board.

Organisational Structure

The board of trustees is responsible for the strategic direction and policy of the charity in line with the stated mission. They also set the remuneration for the Chief Executive.

A scheme of delegation is in place and day to day responsibility for the provision of services rests with the Chief Executive along with two Service Leads. The Chief Executive is responsible for ensuring the charity delivers the services specified and follows the strategy developed by the trustees. The CEO works with the senior leadership team composed of herself, the two Service Leads and the Finance Manager. The Service Leads have responsibility for the day-to-day operational management of the charity, individual supervision of the front-line staff team, and also ensuring that the team continue to develop their skills and working practices in line with good practice and as considered pertinent for their role.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. To that end a risk register is maintained which is reviewed monthly by senior management and at each meeting of the board of trustees. Where significant risks are identified, policies, plans and procedures are established to mitigate or minimise the risk and are then regularly monitored.

In common with most charities, the loss of funding is always a significant risk. The trustees, in conjunction with the CEO and senior leadership team, continue to develop a strategic plan annually to diversify income with the continued investment in fundraisers (see Note 10 of the Notes to the Financial Statements). Procedures are also in place to ensure compliance with health and safety for staff, volunteers and clients at the head office and both refuges, and the charity strives to achieve best practice in respect to safe-guarding responsibilities.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

07257302 (England and Wales)

Registered Charity number

1137057

Principal and Registered office

15A Monument Way
Woking
Surrey
GU21 5LY

Trustees

S Morgan (Chair)

S Rose

Resigned 23.11.24

C Earle

Resigned 21.06.25

G Johnson

S Benning-Prince

Resigned 20.09.25

V Morris

D Williams

A Price

Resigned 12.04.25

M Channet

Appointed 20.09.25

E Wilks

Appointed 20.09.25

A Thompson

Appointed 03.10.25

Company Secretary

D Williams

Chief Executive

Fiamma Pather

Auditors

Bennewith 2018 Limited

(Statutory Auditors)

18 Farnham Road,

Guildford, Surrey

Bankers

Barclays Bank

Commercial Way,

Woking,

Surrey

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Your Sanctuary for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

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

Auditors

The auditors, Bennewith 2018 Limited (Statutory Auditors), will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 28th November 2025 and signed on its behalf by:



D Williams – Trustee

Report of the Independent Auditors to the Trustees

Opinion

We have audited the financial statements of Your Sanctuary (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We obtained an understanding of the legal and regulatory frameworks that are applicable to the entity and determined the most significant are those that relate to FRS 102 Section 1A, safeguarding, and employment.

We assessed the risks of material misstatement in respect of fraud as follows:

- Enquiries made of management and those charged with governance
- Analytical procedures were used to identify if there were any unusual or unexpected relationships
- Discussions with management to identify any fraud risk factors of related party relationships and transactions

Based on the results of our risk assessment we designed our audit procedures to identify non-compliance with such laws and regulations identified above.

Enquiries were made of management and those charged with governance. We corroborated our enquiries through the review of Board minutes and other papers provided. There was no contradictory evidence.

We considered the risk of fraud through management override and, in response, we incorporated testing of manual journal entries into our audit approach. We tested year end journals as well as journal entries throughout the year. There were no transactions identified outside the normal course of business.

Based on the results of our risk assessment we designed our audit procedures to identify and to address material misstatements in relation to fraud. We incorporated an element of unpredictability in the selection of the nature, timing, and extent of audit procedures.

Where transaction meeting risk criteria were identified, we carried out further audit work.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Bennewith 2018 Limited (Statutory Auditors)

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006 Upper Ground Floor

18 Farnham Road
Guildford
Surrey
GU1 4XA



Date: 28th November 2025

Statement of Financial Activities – Year Ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	2	86,024	30,337	–	116,361	222,163
Charitable activities	5					
Refuges		775,232	1,540	–	776,772	841,326
Community Outreach		191,326	509,520	–	700,846	593,313
Children’s services – Refuge		79,465	7,000	–	86,465	85,110
Community Helpline		–	22,000	–	22,000	40,000
Other trading activities	3	17,874	–	–	17,874	16,539
Investment income	4	47,811	–	–	47,811	31,545
Total		1,197,732	570,397	–	1,768,129	1,829,996
EXPENDITURE ON						
Raising funds	6	57,114	–	10,000	67,114	64,205
Charitable activities	7					
Refuges		625,880	188,505	29,000	843,385	767,163
Community Outreach		345,019	606,842	40,000	991,861	670,523
Children’s services – Refuge		136,157	14,170	17,000	167,327	167,440
Community Helpline		74,069	22,000	–	96,069	77,521
Total		1,238,239	831,517	96,000	2,165,756	1,746,852
NET INCOME/(EXPENDITURE)		(40,507)	(261,120)	(96,000)	(397,627)	83,144
Transfers between funds	18	(26,000)	–	26,000	–	–
Net movement in funds		(66,507)	(261,120)	(70,000)	(397,627)	83,144
RECONCILIATION OF FUNDS						
Total funds brought forward		907,838	280,000	237,000	1,424,838	1,341,694
TOTAL FUNDS CARRIED FORWARD		841,331	18,880	167,000	1,027,211	1,424,838

Balance Sheet – at 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.25 Total funds £	31.3.24 Total funds £
FIXED ASSETS						
Tangible assets	13	24,600	–	–	24,600	26,756
CURRENT ASSETS						
Debtors	14	60,461	–	–	60,461	64,409
Cash at bank and in hand		965,433	18,880	167,000	1,151,313	1,557,986
		1,025,894	18,880	167,000	1,211,774	1,622,395
CREDITORS						
Amounts falling due within one year	15	(132,361)	–	–	(132,361)	(152,511)
NET CURRENT ASSETS		893,533	18,880	167,000	1,079,413	1,469,884
TOTAL ASSETS LESS CURRENT LIABILITIES		918,133	18,880	167,000	1,104,013	1,496,640
PROVISIONS FOR LIABILITIES	17	(76,802)	–	–	(76,802)	(71,802)
NET ASSETS		841,331	18,880	167,000	1,027,211	1,424,838
FUNDS						
Unrestricted funds	18				841,331	907,838
Restricted funds					18,880	280,000
Designated funds					167,000	237,000
TOTAL FUNDS					1,027,211	1,424,838

Balance Sheet continued – at 31 March 2025

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 28th November 2025 and were signed on its behalf by:



D Williams - Trustee

Cash Flow Statement – Year Ended 31 March 2025

	Notes	31.3.25 £	31.3.24 £
Cash flows from operating activities			
Cash generated from operations	1	(441,110)	(67,846)
Interest paid		(344)	(394)
Net cash (used in)/provided by operating activities		(441,454)	(68,240)
Cash flows from investing activities			
Purchase of tangible fixed assets		(13,030)	(13,658)
Interest received		47,811	31,545
Net cash provided by investing activities		34,781	17,887
Change in cash and cash equivalents in the reporting period		(406,673)	(50,353)
Cash and cash equivalents at the beginning of the reporting period		1,557,986	1,608,339
Cash and cash equivalents at the end of the reporting period		1,151,313	1,557,986

Notes to the Cash Flow Statement – Year Ended 31 March 2025

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

	Notes	31.3.25 £	31.3.24 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)		(397,627)	83,144
Adjustments for:			
Depreciation charges		15,186	15,928
Interest received		(47,811)	(31,545)
Interest paid		344	394
Increase in provisions		5,000	1,535
Decrease/(increase) in debtors		3,948	(30,703)
Decrease in creditors		(20,150)	(106,599)
Net cash (used in)/provided by operations		(441,110)	(67,846)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	1,557,986	(406,673)	1,151,313
Total	1,557,986	(406,673)	1,151,313

Notes to the Financial Statements – Year Ended 31 March 2025

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs related to a particular activity are allocated to it directly. Other costs are apportioned between the activities on the basis of estimated usage.

Tangible fixed assets

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

Fixtures and fittings	–	Straight line over 5 years
Computer equipment	–	Straight line over 3 years

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds have been set aside by the charity for a particular purpose. The funds remain unrestricted and can be used for another purpose at the Trustees' discretion.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated goods

The charity receives donated goods for resale. These goods are not recognised as income on receipt. Instead, the net amount received is recognised as income when sold. The proceeds of sale are categorized as 'Income from other trading activities'.

2. DONATIONS AND LEGACIES

	31.3.25 £	31.3.24 £
Donations	86,024	165,728
Grants	30,337	56,435
	116,361	222,163

Grant income is as follows:

	Unrestricted £	Restricted £	Total 31.3.25 £	Total 31.3.24 £
Grants received - donations and legacies (as above)	–	30,337	30,337	56,435
Grants received - charitable activities (note 6)	740,819	540,058	1,280,877	1,198,453
	£740,819	£570,395	£1,311,214	1,254,888

Details of restricted grant income are given in note 17 to these accounts.

Details of unrestricted grant income are as follows:

	31.3.25 £	31.3.24 £
Surrey County Council	729,819	611,082
Social Services	11,000	11,000
Other trust income	–	1,000
	£740,819	£623,082

3. OTHER TRADING ACTIVITIES

	31.3.25 £	31.3.24 £
Donated goods resold	14,424	12,957
Training	3,450	3,582
	17,874	16,539

4. INVESTMENT INCOME

	31.3.25 £	31.3.24 £
Deposit account interest	47,811	31,545

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.25 £	31.3.24 £
Grants	Refuges	471,567	480,030
Refuge rents	Refuges	305,205	361,296
Grants	Community Outreach	700,846	593,313
Grants	Children's services – Refuge	86,465	85,110
Grants	Helpline	22,000	40,000
		1,586,083	1,559,749

Notes to the Financial Statements continued – Year Ended 31 March 2024

6. RAISING FUNDS

	31.3.25 £	31.3.24 £
Raising donations and legacies		
Staff costs	54,950	50,791
Sundries	914	914
Consultancy	11,250	12,500
	67,114	64,205

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support cost (see note 8) £	Totals £
Refuges	774,511	68,874	843,385
Community Outreach	919,046	72,815	991,861
Children's services – Refuge	154,764	12,563	167,327
Helpline	89,023	7,046	96,069
	1,937,344	161,298	2,098,642

8. SUPPORT COSTS

	Other £	Governance costs £	Totals £
Refuges	64,453	4,421	68,874
Community Outreach	68,562	4,253	72,815
Children's services – Refuge	11,812	751	12,563
Helpline	6,629	417	7,046
	151,456	9,842	161,298

9. NET INCOME/(EXPENDITURE)

	31.3.25 £	31.3.24 £
Net income/(expenditure) is stated after charging/(crediting):		
Auditors' remuneration	4,340	4,240
Auditors' remuneration for non-audit work	4,000	4,500
Depreciation – owned assets	15,186	15,928

10. TRUSTEES' REMUNERATION AND BENEFITS

In the 2022-23 financial year, Abigail Price was appointed as a Trustee. Abigail Price has received funds from the charity for several years related to work as a self-employed fundraising consultant. During the 2024-25 financial year, she was paid £11,250 (2024: £12,500) by the charity in her role as fundraising consultant.

There were no other trustees' remuneration or benefits for the year ended 31 March 2025 nor the year ended 31 March 2024.

The trustees have confirmed that, a) there is nothing in the Articles of Association that prevents a trustee from providing paid services; and b) the agreement is consistent with the Charity Commission guidance in CC11.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Key management personnel

The total remuneration paid to Key Management Personnel, was £69,634 (2024: £66,601). The charity are also making contributions to a defined contribution pension scheme for one member of Key Management Personnel (2024: one).

11. STAFF COSTS

	31.3.25 £	31.3.24 £
Wages and salaries	1,352,689	1,077,983
Social security costs	119,972	90,236
Other pension costs	48,992	33,581
	1,521,653	1,201,800
The average monthly number of employees during the year was as follows:	31.3.25	31.3.24
Charitable activities	44	38
Support	3	3
Fundraising	2	2
	49	43
The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:	31.3.25	31.3.24
£60,001 - £70,000	1	1

Notes to the Financial Statements continued – Year Ended 31 March 2025

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES	Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	125,209	96,954	–	222,163
Charitable activities				
Refuges	712,588	128,738	–	841,326
Community Outreach	192,325	400,988	–	593,313
Children’s services – Refuge	79,465	5,645	–	85,110
Helpline	–	40,000	–	40,000
Other trading activities	16,539	–	–	16,539
Investment income	31,545	–	–	31,545
Total	1,157,671	672,325	–	1,829,996
EXPENDITURE ON				
Raising funds	64,205	–	–	64,205
Charitable activities				
Refuges	671,632	56,031	39,500	767,163
Community Outreach	168,645	440,778	61,100	670,523
Children’s services – Refuge	124,169	39,371	3,900	167,440
Helpline	14,146	36,875	26,500	77,521
Total	1,042,797	573,055	131,000	1,746,852
NET INCOME/(EXPENDITURE)	114,874	99,270	(131,000)	83,144
Transfers between funds	(158,000)	–	158,000	–
Net movement in funds	(43,126)	99,270	27,000	83,144
RECONCILIATION OF FUNDS				
Total funds brought forward	950,964	180,730	210,000	1,341,694
TOTAL FUNDS CARRIED FORWARD	907,838	280,000	237,000	1,424,838

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2024	28,434	69,895	98,329
Additions	3,633	9,397	13,030
At 31 March 2025	32,067	79,292	111,359
DEPRECIATION			
At 1 April 2024	16,219	55,354	71,573
Charge for year	5,868	9,318	15,186
At 31 March 2025	22,087	64,672	86,759
NET BOOK VALUE			
At 31 March 2025	9,980	14,620	24,600
At 31 March 2024	12,215	14,541	26,756
14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		31.3.25 £	31.3.24 £
Other debtors		14,905	18,533
Prepayments and accrued income		45,556	45,876
		60,461	64,409
15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		31.3.25 £	31.3.24 £
Trade creditors		15,068	10,310
Social security and other taxes		29,444	23,396
Other creditors		11,798	1,994
Accruals and deferred income		76,051	116,811
		132,361	152,511
16. LEASING AGREEMENTS		31.3.25 £	31.3.24 £
Minimum lease payments under non-cancellable operating leases fall due as follows:			
Within one year		57,518	54,834

Notes to the Financial Statements continued – Year Ended 31 March 2025

17. PROVISIONS FOR LIABILITIES

	31.3.25 £	31.3.24 £
Provisions	76,802	71,802

	Dilapidations Cedar Court £	Redecoration Cedar Court £	Pension £	Total £
Balance at 1 April 2024	32,915	34,000	4,887	71,802
Adjustment through SOFA	4,000	1,000	–	5,000
Balance at 31 March 2025	36,915	35,000	4,887	76,802

The dilapidations and redecoration provisions relate to work required by a refuge lease to restore the property to its original condition on its return to the landlord Woking Borough Council (WBC). The lease can be terminated with 6 months' notice. At the date of signing the accounts, neither party has given notice.

The pension provision relates to a debt on withdrawal which will be due once there are no members of the pension scheme.

18. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	907,838	(40,507)	(26,000)	841,331
Restricted funds				
OPCC – Programmes and services	10,000	–	–	10,000
SCC – Staffing and services	226,980	(226,980)	–	–
PIML – Community Outreach	40,520	(40,520)	–	–
Runnymede Brough Council	2,500	6,380	–	8,880
	280,000	(261,120)	–	18,880
Designated funds				
Community Outreach services	45,000	(15,000)	–	30,000
Fundraising and commissioning	10,000	(10,000)	–	–
Refuge property costs	107,000	–	–	107,000
Refuge residents without recourse to public funds	20,000	(16,000)	16,000	20,000
Staffing – development and children's work	17,000	(17,000)	–	–
Transition fund	13,000	(13,000)	10,000	10,000
CYP Online Services	25,000	(25,000)	–	–
	237,000	(96,000)	26,000	167,000
TOTAL FUNDS	1,424,838	(397,627)	–	1,027,211

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,197,732	(1,238,239)	(40,507)
Restricted funds			
BBC Children in Need	14,170	(14,170)	–
Community Foundation for Surrey	1,167	(1,167)	–
OPCC – Staffing	125,922	(125,922)	–
OPCC – Programmes and services	12,250	(12,250)	–
SCC – Staffing and services	140,328	(367,308)	(226,980)
Other donations less than £10k	1,540	(1,540)	–
Ministry of Justice	171,355	(171,355)	–
Woking Borough Council	17,459	(17,459)	–
Masonic Charitable Foundation	15,000	(15,000)	–
SCC – Changing Futures/Public Health	29,288	(29,288)	–
PIML – Community Outreach	–	(40,520)	(40,520)
Runnymede Borough Council	24,459	(18,079)	6,380
Surrey Heath Borough Council	17,459	(17,459)	–
	570,397	(831,517)	(261,120)
Designated funds			
Community Outreach Services	–	(15,000)	(15,000)
Fundraising and commissioning	–	(10,000)	(10,000)
Refuge residents without recourse to public funds	–	(16,000)	(16,000)
Staffing – development and children's work	–	(17,000)	(17,000)
Transition fund	–	(13,000)	(13,000)
CYP Online Services	–	(25,000)	(25,000)
	–	(96,000)	(96,000)
TOTAL FUNDS	1,768,129	(2,165,756)	(397,627)

Notes to the Financial Statements continued – Year Ended 31 March 2025

18. MOVEMENT IN FUNDS – continued.

Comparatives for movement in funds	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	950,964	114,874	(158,000)	907,838
Restricted funds				
OPCC – Programmes and services	–	10,000	–	10,000
SCC – Staffing and services	178,358	48,622	–	226,980
OPCC – Transition fund	2,372	(2,372)	–	–
PIML – Community outreach	–	40,520	–	40,520
Runnymede Borough Council	–	2,500	–	2,500
	180,730	99,270	–	280,000
Designated funds				
Community Outreach services	15,000	–	30,000	45,000
Helpline project	25,000	(25,000)	–	–
Fundraising and commissioning	10,000	–	–	10,000
Refuge property costs	50,000	–	57,000	107,000
Office space	30,000	(30,000)	–	–
Refuge residents without recourse to public funds	20,000	(16,000)	16,000	20,000
Staffing – development and children’s work	47,000	(47,000)	17,000	17,000
Transition fund	13,000	(13,000)	13,000	13,000
CYP Online Services	–	–	25,000	25,000
	210,000	(131,000)	158,000	237,000
TOTAL FUNDS	1,341,694	83,144	–	1,424,838

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,157,671	(1,042,797)	114,874
Restricted funds			
BBC Children in Need	33,726	(33,726)	–
Community Foundation for Surrey	7,708	(7,708)	–
OPCC – Staffing	102,249	(102,249)	–
OPCC – Programmes and services	12,250	(2,250)	10,000
SCC – Staffing and services	289,792	(241,170)	48,622
OPCC – Transition fund	–	(2,372)	(2,372)
Ministry of Justice	118,555	(118,555)	–
Woking Brough Council	7,000	(7,000)	–
Masonic Charitable Foundation	15,000	(15,000)	–
SCC – Changing Futures/Public Health	28,025	(28,025)	–
PIML – Community outreach	40,520	–	40,520
Runnymede Borough Council	17,500	(15,000)	2,500
	672,325	(573,055)	99,270
Designated funds			
Helpline project	–	(25,000)	(25,000)
Office space	–	(30,000)	(30,000)
Refuge residents without recourse to public funds	–	(16,000)	(16,000)
Staffing – development and children’s work	–	(47,000)	(47,000)
Transition fund	–	(13,000)	(13,000)
	–	(131,000)	(131,000)
TOTAL FUNDS	1,829,996	(1,746,852)	83,144

Notes to the Financial Statements continued – Year Ended 31 March 2025

18. MOVEMENT IN FUNDS – continued.

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

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	950,964	74,367	(184,000)	841,331
Restricted funds				
OPCC – Programmes and services	–	10,000	–	10,000
SCC – Staffing and services	178,358	(178,358)	–	–
OPCC – Transition fund	2,372	(2,372)	–	–
Runnymede Borough Council	–	8,880	–	8,880
	180,730	(161,850)	–	18,880
Designated funds				
Community Outreach services	15,000	(15,000)	30,000	30,000
Helpline project	25,000	(25,000)	–	–
Fundraising and commissioning	10,000	(10,000)	–	–
Refuge property costs	50,000	–	57,000	107,000
Office space	30,000	(30,000)	–	–
Refuge residents without recourse to public funds	20,000	(32,000)	32,000	20,000
Staffing – development and children’s work	47,000	(64,000)	17,000	–
Transition fund	13,000	(26,000)	23,000	10,000
CYP Online Services	–	(25,000)	25,000	–
	210,000	(227,000)	184,000	167,000
TOTAL FUNDS	1,341,694	(314,483)	–	1,027,211

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,355,403	(2,281,036)	74,367
Restricted funds			
BBC Children in Need	47,896	(47,896)	–
Community Foundation for Surrey	8,875	(8,875)	–
OPCC – Staffing	228,171	(228,171)	–
OPCC – Programmes and services	24,500	(14,500)	10,000
SCC – Staffing and services	430,120	(608,478)	(178,358)
OPCC – Transition fund	–	(2,372)	(2,372)
Other donations less than £10k	1,540	(1,540)	–
Ministry of Justice	289,910	(289,910)	–
Woking Borough Council	24,459	(24,459)	–
Masonic Charitable Foundation	30,000	(30,000)	–
SCC – Changing Futures/Public Health	57,313	(57,313)	–
PIML – Community Outreach	40,520	(40,520)	–
Runnymede Borough Council	41,959	(33,079)	8,880
Surrey Heath Borough Council	17,459	(17,459)	–
	1,242,722	(1,404,572)	(161,850)
Designated funds			
Community Outreach Services	–	(15,000)	(15,000)
Helpline project	–	(25,000)	(25,000)
Fundraising and commissioning	–	(10,000)	(10,000)
Office space	–	(30,000)	(30,000)
Refuge residents without recourse to public funds	–	(32,000)	(32,000)
Staffing – development and children’s work	–	(64,000)	(64,000)
Transition fund	–	(26,000)	(26,000)
CYP Online Services	–	(25,000)	(25,000)
	–	(227,000)	(227,000)
TOTAL FUNDS	3,598,125	(3,912,608)	(314,483)

Notes to the Financial Statements continued – Year Ended 31 March 2025

18. MOVEMENT IN FUNDS – continued.

Restricted funds

BBC Children in Need –

Grant received to fund a refuge children's worker.

Community Foundation for Surrey –

Grants received towards helpline development, and community outreach services.

OPCC Staffing –

Grants towards additional staff or staff hours. This included: contributions towards helpline staff, children's workers in refuge, extra support hours in adult community outreach, police advocate, young persons' worker, a support worker for the prevention of violence against women and girls, and perpetrator hub project.

OPCC Programmes & Services –

Grants towards various programmes and services.

This included: delivery of Hope 2 Recovery programmes and counselling services.

SCC Staffing and Services –

Grants towards additional staff and staff hours.

This included: support workers in refuge, a hospital-based community worker, men's community support, and the helpline. Along with our local borough councils, they also provided funding for the Sanctuary Scheme to help survivors remain safely in their own home.

OPCC Transition Fund –

Grants toward the provision of basic homewares for residents moving on from refuge.

Ministry of Justice –

Grants to provide additional support for adult and children's community outreach work.

Woking Borough Council –

Grant toward the Sanctuary Scheme.

Masonic Charitable Foundation –

Grant toward salary of youth engagement and well-being worker.

SCC – Changing Futures/Public Health –

Grants to extend community outreach work with survivors with complex needs.

Property Initiatives Management Limited –

Grant towards community outreach services.

Runnymede Borough Council –

Grant toward the transition fund providing goods for residents moving on from refuge, providing emergency mobile phones for survivors, a contribution towards community services and a grant toward the Sanctuary Scheme.

Surrey Heath Borough Council –

Grant toward the Sanctuary Scheme.

Designated funds

Community outreach Services –

Funds designated for Outreach and training.

Helpline Project –

Funds designated to improve and develop the charity's helpline.

Fundraising and Commissioning –

Funds designated for fundraising for the charity and the costs of commissioning new contracts.

Refuge Property Costs –

Funds set aside for service charges, repairs, and renewals related to refuge property.

Office Space –

To cater for increasing staff members.

Refuge residents without recourse to public funds –

To accommodate more women in refuge.

Staffing development and children's work –

To strengthen the provision for children.

Transition Fund –

To provide basic homewares for residents moving on from refuge.

CYP Online Services –

To develop online services targeted at children and young people.

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

WORKING
TO
CREATE
LIVES
WITHOUT
FEAR.



Thank you to all our supporters who through their generosity have enabled us to support so many survivors of domestic abuse

Surrey County Council; Ministry of Justice; The Office of the Police and Crime Commissioner for Surrey; Woking Borough Council; Runnymede Borough Council; Surrey Heath Borough Council; Public Health; BBC Children in Need; Masonic Charitable Foundation; Community Foundation for Surrey; local Women's Institutes; Soroptimist International; Enterprise Rent-a-Car; Tudor Capital Europe; The Abba Charitable Trust Capital Group; FMDM Foundation; Waitrose; Tesco; Assurant Foundation; Genesys Legacy Project; John Ackroyd Charitable Trust; Skipton Building Society; Elmbridge Ladies Choir; Welcome Church; Property Initiatives Management Ltd.

Thanks also go to all our individual donors, regular givers, schools, supermarkets, local churches, and other organisations and trusts who make such a wonderful contribution.