

**Woman's
Trust**

**Annual Report and Financial
Statements**

31 March 2013

Company Registration Number
06886781 (England and Wales)

Charity Registration Number
1143513

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Reference and administrative information

<i>Trustees</i> (at date of approval of the financial statements)	Ruth Kaufman (Chair) Helen Hayes (Vice Chair) Sharon Citrone (Secretary) Abigail Rotheroe (Treasurer) Mary Anne Browne Sally Field Linda McHugh Kate Newhouse Karin Pappenheim Patricia Thomas
<i>Director</i>	Heidi Riedel
<i>Principal office</i>	Lighthouse West London 111-117 Lancaster Road London W11 1QT
<i>Company registration number</i>	06886781 (England and Wales)
<i>Charity registration number</i>	1143513
<i>Auditor</i>	Buzzacott LLP 130 Wood Street London EC2V 6DL
<i>Bankers</i>	CAF Bank Limited 25 Kings Hill Avenue King's Hill West Malling Kent ME19 4TA

Patron's statement Year to 31 March 2013

I have enormous admiration for Woman's Trust. I am proud and honoured to be your patron and I feel strongly that we should do all we can to overcome the effects of domestic abuse. Everyone's hard work at Woman's Trust is so necessary and worthwhile; over the past year alone, your remarkable work has helped to provide support and empower so many women in the local community. I am privileged to be a part of the charity and help to raise awareness about the important work you do as an organisation.

Caprice Bourret, model and entrepreneur

Patron of Woman's Trust

Chair's foreword Year to 31 March 2013

I am delighted to present the Woman's Trust annual report for the year ending 31 March 2013.

This is the first annual report since we converted from an unincorporated charity to a charitable company limited by guarantee, but it reflects continuity rather than change. The two most significant developments of recent years – the improved financial picture, and the renewed emphasis on our core activity of addressing the long-term emotional damage due to domestic abuse – have been further consolidated during 2012/13. The outcomes are shown throughout the following pages, and everybody at Woman's Trust is very proud to be associated with them.

We have continued to offer counselling in venues across East London, the City of Westminster, and the Royal Borough of Kensington and Chelsea, and added this year venues in the London Borough of Hammersmith and Fulham. Most of our clients come from these boroughs, reflecting the visibility and convenience of the service. It is striking though that we have worked with women from almost every borough in London, showing the power of word of mouth, and the need of some women to find a service even where travel distance is hard.

Even more striking is the fact that referrals to our service have increased by 30% over the last year. Perhaps this should not surprise us, as we know we only see the tip of the iceberg; and we know that the longer we can maintain continuity of service the more people become aware of what we offer and seek us out. We have worked hard to grow the service to be able to meet the additional demand, and although waiting times are still longer than we would like in some parts of London, it is a testament to our staff, funders and – especially – our volunteers that so far we have not had to turn anyone away. I would like to take this opportunity to say thank you to all of them, and perhaps especially to Lesley Duff, who stood down at the last AGM after four years as Trustee and Secretary.

We cannot be complacent. Financially, we are currently stable but we are very aware of the grave state of finance for the third sector and for women's services, the uncertainty of the future, and the continuing demand to do more with less. We are ambitious to achieve more. We want to continue to grow to fill the undoubted gaps in services to tackle the mental health consequences of domestic abuse – to provide a bigger variety of services, and to increase the volume of services that we deliver so that we can better meet the need. We want to improve our outcome measurement, and contribute more to the understanding of the mental health consequences of domestic abuse, and what works in tackling it. We want, too, to work with more partners to improve the availability and effectiveness of services. But we know we will have to run very hard just to stay still and that great challenges lie ahead.

Domestic abuse affects one woman in four in the UK. We cannot undo the experience of domestic violence for a woman who has been abused. But we can make sure that past abuse does not cast a continuing shadow over her future life, and that of her family and friends. I hope you find it interesting to read about how we have been trying to bring that about.

Ruth Kaufman

Trustees' report Year to 31 March 2013

The Trustees present their statutory report together with the financial statements of Woman's Trust for the year ended 31 March 2013.

This report has been prepared in accordance with Part 8 of the Charities Act 2011 and constitutes a directors' report for the purposes of company legislation.

The financial statements have been prepared in accordance with the accounting policies set out on pages 32 and 33 of the attached financial statements and comply with the charity's trust deed, applicable laws and the requirements of the Statement of Recommended Practice on "Accounting and Reporting by Charities" issued in March 2005.

As a charity, Woman's Trust must be able to demonstrate that its aims are for the public benefit as required by the Charities Act 2006. The Trustees have all reviewed the guidance issued by the Charity Commission on public benefit. The statement on page 4 shows why the Trustees have satisfied themselves that its aims are for the public benefit.

Introduction to Woman's Trust

Our Vision

A world where women have the resources to prevent domestic violence damaging their futures.

Our Mission

To help any woman in London affected by domestic violence and abuse to overcome the mental and emotional harm and rebuild her life, by providing women-only, client-led counselling and support services.

What makes Woman's Trust special

Woman's Trust was one of the first organisations to recognise the need for services to address the long-term mental health damage of domestic violence: damage that needs more than a 'quick fix' of short term counselling, and that can persist or emerge many years after the immediate danger has passed. When we were founded in 1995, we were one of the first charities to offer person-centred counselling services, specifically to enable women affected by domestic violence to rebuild their lives beyond immediate crisis intervention and practical support services. There are three principles governing Woman's Trust's work, which together make it distinctive:

- ◆ we can be most effective where we enable women to make their own choices and decisions, in their own way, in overcoming the risk and damage caused by domestic violence;
- ◆ the services we provide should be accessible to all women affected by domestic violence, regardless of race, religion, class or culture;
- ◆ we should be expert in understanding the dynamics of domestic violence and their effects on women's lives.

Introduction to Woman's Trust (continued)

What makes Woman's Trust special (continued)

Woman's Trust provides exceptional breadth, in being open to all women (subject to funding being available), and exceptional focus on our specific expertise of enabling women affected by domestic violence to rebuild their lives over the long term. Where specialised support would be beneficial, for example for people from a particular minority group, we work in partnership with specialist agencies rather than try to provide the additional specialism ourselves. This focus enables us to provide a high quality, committed, dedicated service that really does help women turn their lives around.

Woman's Trust is a women-only, woman-led organisation.

Public benefit statement

Woman's Trust's charitable objects are to relieve women and children who are or have been affected by domestic abuse, by providing counselling and support services. During 2012-13 Woman's Trust support services included a variety of workshops and an art therapy group.

Woman's Trust's services have the following benefits:

- ◆ improving the mental health of women affected by domestic violence, reducing the likelihood that they will suffer from depression, post-traumatic stress syndrome, suicidal ideation, or any of the other mental health conditions associated with domestic abuse;
- ◆ empowering women affected by domestic violence to function better and to make better choices, enabling them to live fuller lives through, for example, better relationships with other family members and people outside the home, improved ability to work, to control their own finances and to take an active part in society;
- ◆ contributing towards the safety and emotional health of children whose families are affected by domestic violence;
- ◆ enabling women in abusive relationships to build their knowledge of support services, social networks and personal strength so that they can mitigate risk, plan for a safer future, and understand what services are available to them.

These benefits relate directly or indirectly to several charitable purposes including the advancement of health (primarily mental health), the advancement of human rights and citizenship, the relief of poverty and of those in need. In extreme cases, this can extend to saving lives as women are empowered to overcome the danger and damage caused by domestic violence.

Woman's Trust's services are only for women who are or have been affected by domestic abuse, but are not otherwise restricted in principle. In practice, there are certain restrictions:

- ◆ beneficiaries must be able to reach our offices or points of service delivery;
- ◆ where our funding is restricted to particular local authority or other geographical areas, beneficiaries must come from those areas. This restriction varies from time to time as funders change;
- ◆ counselling is available only in certain languages (including English);
- ◆ the needs of people with childcare (or other caring) responsibilities cannot always be met;
- ◆ Woman's Trust does not have a track record of working with under-18s, and is only gradually building its capability with this age-group.

Woman's Trust seeks to overcome these restrictions where funding is available. All services are currently free to users and therefore there is no exclusion due to simple inability to pay.

All private benefits – to our staff, suppliers and volunteers – contribute directly to achieving Woman's Trust's aims.

For these reasons, the Trustees are confident that Woman's Trust meets the public benefit requirement for charities.

Governance, structure and management

Governance

Until 31 March 2012, Woman's Trust was constituted as a charity registered for charitable purposes with the Charity Commission (Charity Registration Number 1053117). From 1 April 2012, Woman's Trust is constituted as a charity registered for charitable purposes with the Charity Commission (Charity Registration Number 1143513) and a company limited by guarantee (company no 6886781).

With effect from midnight on 31 March 2012, Woman's Trust transferred its net assets and activities from the unincorporated charity to the company of the same name.

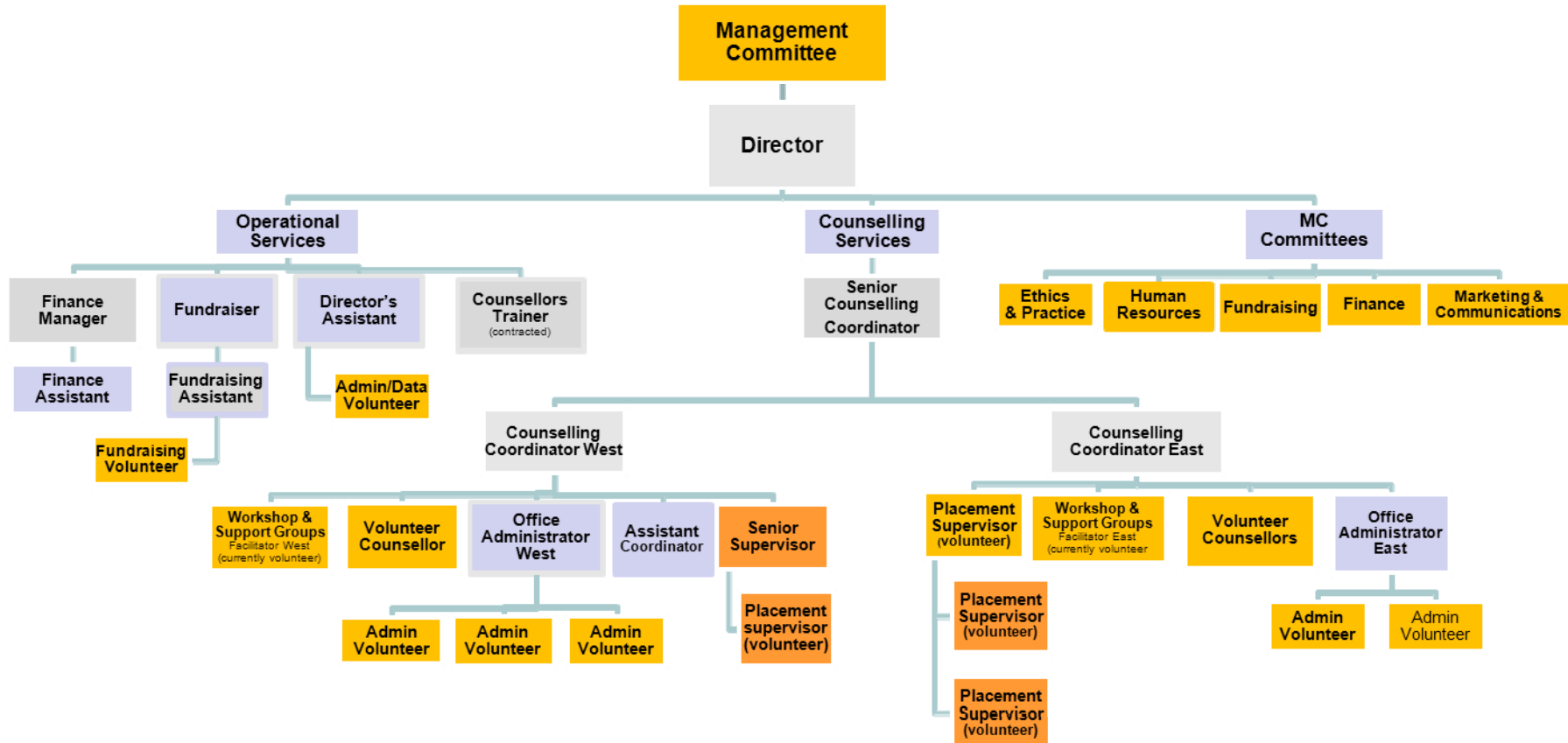
Organisational structure

Woman's Trust's ultimate decision-making body is its Trustees, working collectively as a Management Committee. The Trustees are also the directors of the company.

Day-to-day management of Woman's Trust is delegated to an employed Director, who is in turn responsible for delegating work to staff and volunteers. The organisational structure is shown on page 8.

Governance, structure and management (continued)

Organisational structure (continued)



Governance, structure and management (continued)

Organisational structure (continued)

The Management Committee has five sub-committees, Ethics and Practice; Finance; Human Resources; Fundraising; and Marketing and Communications. Each is chaired by a Trustee or by the Director, and membership includes Trustees, staff and volunteers. The sub-committees have some delegated authority, but mainly act as advisors to either the Director, for matters within her authority, or to Management Committee.

Trustees

The following Trustees were in office at 31 March 2013 and served throughout the year, except where shown.

<i>Trustees</i>	<i>Appointed/resigned</i>
Ruth Kaufman (Chair)	
Helen Hayes (Vice Chair)	
Lesley Duff (Secretary until October 2012)	Resigned October 2012
Sharon Citrone (Secretary from October 2012)	
Abigail Rotheroe (Treasurer)	
Mary Anne Browne	
Sally Field	
Maya Gudka	
Linda McHugh	
Kate Newhouse	
Karin Pappenheim	
Patricia Thomas	

After the year end Maya Gudka went on sabbatical with effect from July 2013.

No Trustees received any remuneration for services as a trustee during the year (2012 – none) nor were any Trustees reimbursed expenses during the year (2012 – none).

Trustee recruitment and appointment

An audit of Trustees' skills and experience is conducted regularly and any gaps are filled through recruitment of new members. In general, Trustees are recruited through free or low-cost advertisements, listings and trustee brokerages.

Trustee candidates complete an application and interview process. Those who are successful at this stage are invited to attend a Trustees' Meeting as an observer. If all parties agree, the potential Trustee is then co-opted onto the Board until the subsequent AGM, where she will be invited to stand for election.

Trustee induction and training

On appointment each Trustee is given a welcome pack which includes information about all Woman's Trust services, the annual financial statements, job descriptions, roles and responsibilities of Trustees, the constitution and the strategic plan.

Governance, structure and management (continued)

Trustee induction and training (continued)

Trustees are given an induction to the work of the service at the charity's office, spending time with members of staff who introduce the work to them.

The charity provides opportunities for Trustees to attend internal specialised domestic violence training and external training, including governance, planning, finance, roles etc.

Statement of Trustees' responsibilities

The Trustees (who are also directors of Woman's Trust for the purposes of company law) are responsible for preparing the Trustees' report and 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. 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 these financial statements, the Trustees are required to:

- ◆ select suitable accounting policies and then apply them consistently;
- ◆ observe the methods and principles in the Statement of Recommended Practice (Accounting and Reporting by Charities) (the Charities' SORP);
- ◆ make judgements and estimates that are reasonable and prudent;
- ◆ state whether applicable United Kingdom Accounting Standards 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.

Each of the Trustees confirms that:

- ◆ so far as the Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and

Governance, structure and management (continued)

Statement of Trustees' responsibilities (continued)

- ◆ the Trustee has taken all the steps that she ought to have taken as a Trustee in order to make herself aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of s418 of the Companies Act 2006.

Biographical details

Brief biographical details on the Trustees are given below.

Ruth Kaufman - Chair

Ruth Kaufman has over 30 years' public sector experience, specialising in Operational Research (OR) as well as taking broader leadership and management roles. Before retiring in 2008, she was a member of the Executive Board of ECGD (Export Credits Guarantee Department), with responsibility for strategy, change and OR. She is currently a freelance consultant specialising in strategy, change and decision support, a Fellow and Companion of the OR Society, a member of the OR Society's Board, a Visiting Senior Fellow in the Department of Management at the LSE (London School of Economics and Political Science), and an adviser to the Finance Committee of the National Federation of Women's Institutes.

Other experience includes work for London Transport, London Electricity, Department of Health, Chair of the Government Operational Research Service, Open University tutoring, and community member of her local Youth Offending Panel.

Helen Hayes – Vice Chair

Helen Hayes is a BACP Senior Accredited Counsellor and UKCP Registered Psychotherapist, with extensive experience of working with women who have experienced sexual and/or domestic abuse and violence. Helen worked as a volunteer counsellor for six years with a women's rape and sexual abuse counselling service, and has also been a domestic violence caseworker for Victim Support, where she was responsible for volunteer recruitment, training and supervision. She was a counsellor in GP surgeries for five years and has supervised trainee counsellors at a primary care counselling service. She currently works as a counsellor and supervisor for a university student counselling service and in private practice. She lectures and supervises at a psychotherapy training institute and is conducting doctoral research into aspects of psychotherapy with women affected by domestic violence.

Sharon Citrone - Secretary

After completing a PhD in Biology, Sharon Citrone joined a Graduate management training scheme with Forte PLC. She has held several senior management and human resources roles in the private and public sector, and is currently Head of HR and Governance at the Medical Research Council Clinical Sciences Centre. She has extensive knowledge and experience of HR practice and policy. She believes that being a Trustee is rewarding on many levels; it allows her to contribute personally to a worthwhile cause by practising her HR and management skills in a different way from the expectations within her day-to-day working environment, and offers the opportunity to learn from other Trustees.

Governance, structure and management (continued)

Biographical details (continued)

Abigail Rotheroe - Treasurer

Abigail Rotheroe became a Trustee and the Treasurer of Woman's Trust in 2008. She worked for 13 years as an investment manager in Hong Kong and London for HSBC and Threadneedle. She is a Chartered Financial Analyst with experience in company strategy, planning and forecasting. More recently Abigail has undertaken project work for a number of charities and completed her MSc at Cass Business School in Charity Accounting and Financial Management before joining the consulting team at NPC. Abigail is a school governor and sits on the local bench. She is deeply committed to Woman's Trust's work and is pleased to be able to contribute to the charity as a Trustee.

Mary Anne Browne

Mary Anne Browne has a Masters in Law degree from the LSE. She is a successful small businesswoman, with particular expertise and experience in PR, sales and marketing, business communications, financial planning and insurance. She has a very strong interest in domestic violence and is deeply committed to the fight to prevent it and to do whatever is possible to remedy the harm it causes.

Sally Field

Sally Field has over 30 years' experience in the Civil Service, retiring in 2010. In DWP and the Ministry of Defence, Sally specialised in public sector finance and improving performance management. At the Ministry of Justice, Sally was responsible for the modernisation of the Magistrates' Courts for four years, before spending seven years as Head of Family Law and Justice. She advised successive governments on all aspects of family law including domestic violence and setting up specialist Domestic Violence Courts. Sally is committed to helping women victims, understanding the effect domestic violence has on the whole family and especially the risk to children and their future life chances. Sally was appointed a non-executive Director of the North Middlesex University Hospital Trust in 2009.

Linda McHugh

Linda McHugh spent over 25 years in the private sector and was, during this time, Chief Executive or equivalent of six organisations, all of them in service businesses.

She then moved into the public and voluntary sectors, initially working as a Management Consultant, and spent seven years as a Member of the Parole Board for England and Wales where she served on its Management Board and was Chair of its Audit and Risk Committee. Other roles include 12 years on the Board of Community Housing Association and voluntary activity with charities fighting social exclusion.

She is currently a Parole Commissioner for Northern Ireland, a member of the audit committee of The Law Society, and a Board Member or Trustee of a number of bodies including Nacro, the crime reduction charity.

Governance, structure and management (continued)

Biographical details (continued)

Kate Newhouse

Kate Newhouse has been a strategy consultant for over nine years. She is currently an Assistant Director within BDO's Public Sector advisory practice, helping Local Government Chief Executives, their Management Teams and their partners to develop and implement effective strategies to ensure the delivery of high quality, low cost services to their residents. She has particular expertise in customer access and digital delivery, demand management, process improvement and business-case assessment.

Kate is committed to using her understanding of the public sector and business strategy to contribute in whatever way she can to the extremely valuable and positive impact of the work of Woman's Trust.

Karin Pappenheim

Karin Pappenheim has over 20 years' third sector leadership and management experience, including 15 years as CEO of national voluntary organisations: Employment Opportunities for People with Disabilities, UK Haemophilia Society and One Parent Families. Her special areas of expertise are in welfare to work, health/social care and disability. She previously held senior marketing/communications roles with UK Family Planning Association and Alcohol Concern. Karin has served as a trustee of Terrence Higgins Trust, the national HIV charity, and the National Council for Voluntary Organisations.

Patricia Thomas

Patricia Thomas holds a degree in Counselling using Transactional Analysis. She qualified at the Metanoia Institute in Ealing, West London and did a placement at Woman's Trust. She has a private practice working with individuals and couples. Patricia previously worked in the corporate world for Coopers & Lybrand (now PwC) and Nomura International. Patricia also volunteers for Richmond Counselling and Psychotherapy Services.

Risk management

The Trustees have assessed the major risks to which the charity is exposed in line with the risk management policy. The policy involves an annual risk analysis which forms part of the charity's strategic planning process and the individual risk assessments of proposed new projects or developments. Annual monitoring is supplemented by update reports throughout the financial year. Where major risks are identified, the Trustees will take the appropriate action to ensure that these are mitigated. Four of the major risks are identified below.

Governance, structure and management (continued)

1. External policy risk

Last year we reported that the wholesale restructuring of NHS primary care and continuing uncertainty about how it will work in practice, together with the local authority moves to multipartite working and more emphasis on competitive commissioning, together mean that the statutory environment is impossible to predict. The situation is hardly any clearer today: of the four statutory bodies who funded us during 2012-13, three no longer exist (Barking and Dagenham, Kensington and Chelsea, and Westminster PCTs) and one is overhauling its commissioning and grants system (Royal Borough of Kensington and Chelsea). There is no immediate risk, as all funders have been at pains to ensure that Woman's Trust retains stable funding for the year 2013-2014, but in the long run there remain risks of loss of existing funding, and/or development of alternative providers or methods of care. On the other hand, the changing situation also continues to provide opportunities for promoting our services in a new environment.

We are aiming to manage this risk by building connections with contacts in local authorities/NHS; by joining consortia where practical; and by improving our impact assessment and communication of our impact to enable statutory services better to understand how we might help them to meet their own objectives. As an organisation with a tiny central staff, we struggle to find the resource to do this to the extent that we would like and are dependent on Trustees and volunteers to support us.

2. Financial risk

Over the last year Woman's Trust has increased the resources spent on fundraising, and increased the range of sources of funding, to the point where we can feel fairly confident of being able to maintain services in the short-to-medium term. The two main financial challenges currently facing us are:

- ◆ sourcing funding for our East London service from April 2015 onwards, when the Big Lottery grant, which is currently the main source of funding for the service, comes to an end; and
- ◆ obtaining sufficient funding to increase our core capability, in order to grow our service, connections and influence as we wish; and to maintain the funding for long enough to make a difference.

These are significant challenges and we shall be working on them over the coming year. However, they represent risks to individual projects and to our present strategy rather than to the organisation as a whole.

Governance, structure and management (continued)

3. Resource risk

We noted in last year's report that, as part of its survival strategy, Woman's Trust had cut its core costs; this exacerbates the risk that we do not have enough spare capacity to respond to emerging issues – for example opportunities for growth, or adverse changes in the environment. Our enlarged Trustee and volunteer body, and our good fortune in having had a relatively stable core staff over the last year, have partly mitigated this risk. We have also been aiming to raise sufficient core funding to recruit additional administrative and specialist support, to reduce our dependence on key individuals and to release senior management time for strategy, planning and development. However this is a long slow process. During the last year we increased our administrative and fundraising resource, and we are planning to introduce some more senior support part-way through the current year, but this is still a significant risk.

4. Operational risk

The substantial increase in referrals over the last year (see 'activities' section) carries several risks:

- ◆ in order to meet the demand without turning clients away, we spend more time than planned in seeking additional funding, recruiting counsellors, coordinating the service, etc; this diverts resource from our long-term plans;
- ◆ we need to recruit more counsellors and more supervisors, which means a higher proportion of our workers are relatively new to our ways of working and requirements, bringing a potential risk to the quality of service;
- ◆ all staff are working under greater pressure, which again brings a risk to the quality of service; and
- ◆ some of the increase may be due to cutbacks in statutory services, leading women with more severe mental health difficulties to seek our services in the absence of anything more suitable; this increases the risk that we accept women into counselling when it is the wrong form of therapy for them which would be in the interests of neither the client nor the service.

We aim to put all practical mitigants in place for these risks, including rigorous screening of new clients, a supportive working environment for staff and free supervision for staff and volunteers. Our Ethics and Practice Committee meets regularly in order to track any issues with the service, learn lessons and convert those into improved processes, and identify and try to mitigate new risks. In addition, we are in the process of improving our management reporting, so that we can better track issues such as waiting time and completion of courses. Managing these risks effectively is another factor increasing the pressure on resources.

Activities and specific objectives

Charitable objective

Woman's Trust's charitable objective is:

“To relieve women and children who are being or have been, affected by domestic abuse, through the provision of a counselling and support service”.

These objects are amended from those of the unincorporated charity, which were solely for women. The amendment recognises that where an abused woman has children, any support to her normally also benefits her children. Furthermore, it allows us to open our service to younger women in response to the Government's recently-changed definition of domestic abuse to include 16/17 year-olds (this formerly would have been treated as child abuse). It also makes it possible to extend our services to younger people at some point in the future, although we are not planning such extension in the short or medium term.

Activities

We aim to tackle the emotional and psychological damage caused by abuse, by providing appropriate mental health services: specialist person-centred one-to-one counselling, support groups, and self-development workshops.

Of these, we regard counselling as the most crucial, because it is the hardest for our clients to obtain elsewhere and can have the most significant effect on individual lives.

Woman's Trust services are delivered in a variety of community, family, health and voluntary sector locations and are co-ordinated from the Woman's Trust offices.

The charity places great importance on being accessible to **all** women. This is achieved through providing choice of times, counsellors from different ethnic minority groups, counselling in other languages, and disabled access; publicising our service through front-line agencies and a diversity of community organisations; developing partnership projects with agencies working with specific groups; and funding childcare and travel costs where we can. Monitoring shows that we do indeed reach all segments of the community.

In addition, we believe it is crucial to provide free services. As one of our clients told us this year:

“Without Woman's Trust, my daughter and I would have continued to live a small, terrified life filled with humiliation, diminishment and despair. Due to the controlling behaviour of my ex I had no money of my own when I left. Other organisations offered counselling at reduced rates, but when you have to choose between rent, feeding your child and your mental emotional health—food comes first. The fact that the counselling is free demonstrates your deep understanding of the abuse of women.”

Women contacting the service are offered a preliminary meeting as soon as possible to discuss their situation, their expectations and their options and whether Woman's Trust is right for them. This is followed by referral to a counsellor and/or workshop or support groups plus signposting to a wide range of back-up services delivered by other agencies.

Activities and specific objectives (continued)

Activities (continued)

Counselling service

This is the cornerstone of Woman's Trust's service. Women referred to counselling will receive up to 18 weekly 50-minute one-to-one person-centred counselling sessions with a professional volunteer counsellor, trained to understand the specific dynamic and issues associated with domestic abuse.

The aim of counselling is to improve women's mental and emotional health – reducing depression, anxiety, post-traumatic stress, suicidal ideation, reliance on medication or other substances, and dangerously low self-esteem. Addressing these leads to improved physical health, better ability to make the right choices and take control of one's own life, better ability to function day-to-day, and improved safety. This can represent dramatic change in a woman's life, and also in the lives of any of her family members or dependents, in particular children.

“My counsellor has helped me develop a better relationship with my mum and I am getting on much better with my daughters. Counselling has helped me be able to face my fears and to look to the future. I am more confident and my self-esteem has gone up and I'm looking forward to every week.”

Groups and workshops

Wherever funding and resources allow, Woman's Trust aims to offer groups and workshops as well as counselling. These complement counselling by helping to tackle isolation which is a common consequence of domestic abuse, give women social networks, providing practical life skills, and develop women's listening skills so they are able to provide good support to each other outside of Woman's Trust services. They may occur after counselling, to provide a practical follow-on, or before or instead of counselling for those women who do not feel ready or able to make the major commitment required for a course of counselling.

Overall aims and outcomes

Domestic abuse has affected one in four women in the UK, and even if it were wiped out overnight, the psychological and emotional consequences cast a long shadow which will not just go away. The primary aim of our service is to overcome that, and enable women to rebuild their lives. But there are also wider social consequences - women also often go on to return to employment or education or become more involved in their local communities after using our services; and they may make fewer demands on the NHS and social services. Whilst these are not the primary aim of our activities, they are important by-products and are part of the reason our service has been recognised as worth funding by so many organisations.

“I am a better person! A better mother! A better worker! And I feel self-assured in my abilities!”

Activities and specific objectives (continued)

Activities (continued)

Training for counsellors

Whilst some of Woman's Trust's volunteer counsellors are fully qualified, many are part-qualified, at least in their second year of a Diploma course with at least one year's experience of working with clients (30-40 supervised client hours). They take a placement with Woman's Trust to gain the required number of client-contact hours to become fully qualified. Woman's Trust provides counsellors with specialist induction training in domestic violence issues, and with specialist clinical supervision throughout their placement. This has the multiple benefits of supporting counsellors in achieving their qualifications, increasing the number of practising qualified counsellors who understand and have experience of domestic violence issues, and providing a high quality, closely supervised service to clients. Many of our counsellors go on to practise in areas that put this experience to good use, whether in the NHS or private practice. The high correlation between domestic violence and mental health damage in women, and the prevailing low levels of awareness, make this an important outcome in its own right.

Training for front-line workers

For many years Woman's Trust has offered a programme of domestic violence training for front-line workers including Domestic Violence Awareness, Children and Domestic Violence, Legal and Housing Issues and Counselling Skills for Front Line Workers and in-house training service. However as there are now many organisations offering such training, whilst employers' training budgets have been severely cut back, Woman's Trust scaled down the provision during the financial year and has taken the decision to stop offering this training in future.

Employees

Woman's Trust strives to be an equal opportunities employer and applies objective criteria to assess merit. It aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, race, colour, nationality, religion, ethnic or national origin, marital status, sexual orientation or disability.

Selection criteria and procedures are reviewed to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities. All employees are given equal opportunities and, where appropriate and possible, special training to enable them to progress both within and outside the organisation.

Volunteers

Without the assistance of volunteers Woman's Trust would not be able to provide the public benefit services that it does. All the counsellors give their time for free. Other women contact us offering assistance in the office with administrative tasks and the service is very dependent on this help. We also have volunteers with specific and valuable expertise, such as communications and marketing. We also benefit from pro bono support from professional organisations, and we are particularly grateful to Hogan Lovells who provide on-call pro bono legal advice.

Activities and specific objectives (continued)

Objectives

For 2012/13, our objectives remained similar to those for the three previous years:

- 1 To ensure the survival and sustainability of existing services
- 2 To respond actively to clients' service development needs
- 3 To support existing services effectively and to ensure quality
- 4 To explore productive service opportunities
- 5 To diversify income streams
- 6 To manage costs and resources efficiently.

Achievements and performance, 2012-13

The context

The mental health consequences of domestic violence are as severe as ever: abuse continues to affect one in every four women in the UK at some time in their lives, and it is the single most common cause of mental health issues in women. The need for Woman's Trust's services therefore remains high.

Review of activities

Counselling services

Referrals increased by nearly 30% from the previous year, to well over 1,000 women. Our services were based in over 50 venues spread across 11 London boroughs: Royal Boroughs of Kensington & Chelsea (RBKC) and Greenwich, City of Westminster, and the London Boroughs of Barking & Dagenham, Greenwich, Redbridge, Waltham Forest, Newham, Hackney, Tower Hamlets, and (new this year) the London Borough of Hammersmith & Fulham. In the last year, clients came to us from 31 of London's 33 boroughs.

We believe the increase to be due to a combination of factors: the length of time that we have been offering services leading to greater awareness amongst potential clients and referring services; improvements in our outreach activities and other agencies' referral effectiveness; reduction in availability of other services and possibly an increase in underlying demand.

Outcomes, together with more details of activity levels, are described below.

Workshops

We ran 38 self-development workshops on topics such as ***Life After Domestic Violence, Learn to Trust Again, Create an empowering vision for 2013, Domestic Violence and Children.***

Achievements and performance, 2012-13 (continued)

Review of activities (continued)

Counsellors in placement and completing placement

During the year, we worked with a total of 63 volunteer counsellors, of whom 37 were undertaking placements to help gain their formal qualification. A total of 11 counsellors completed their placement and 8 counsellors achieved qualification during the year.

The **User Involvement Group**, which is led and administered by a former client who is now a volunteer at Woman's Trust has been active this year and concentrated its work on the further recruitment of members. Woman's Trust is currently fundraising to provide support groups as part of its offering and the User Involvement Group ran focus groups at workshops to ensure that clients' needs were taken into consideration in the design of this new part of our service.

Collaboration with other organisations

Woman's Trust has continued to collaborate with other organisations wherever possible:

- ◆ We were admitted as a member to two consortia of local charities: the Valens Consortium and the Kensington & Chelsea Social Council and Kensington & Chelsea Community Enterprises CIC (KCCE-CIC). We believe that it is important to put ourselves in a position to work alongside complementary organisations, although it is too early to know what the impact will be;
- ◆ A variety of organisations make their premises available to us for counselling. We are now taking this further by providing counselling specifically for the clients of the host organisation. For example, during the year we initiated a drop-in counselling pilot in collaboration with the homeless project St Mungo's in Hackney.
- ◆ Woman's Trust is represented on the domestic violence forum of every borough where we provide a locally-based service.

Raising awareness and influencing policy

Whilst we are here primarily to provide a service, we believe that it is important to use our high levels of expertise, engagement with the affected client-group, and contact with other agencies, to help raise awareness of the issues and to influence policy. Capacity constraints mean that we have not done as much of this as we would like, but we have:

- ◆ worked with many partner agencies in the statutory and voluntary sectors, to meet women's needs, including delivering services, taking referrals and referring on;
- ◆ worked with a number of local agencies responding to invitations to give talks; responded to statutory consultations and set up ad hoc events to publicise and fundraise for our work;
- ◆ perhaps our most effective way of contributing to wider awareness has been through our Facebook and Twitter presence. At the end of March 2013 we had 346 Facebook friends and 951 Twitter followers.

Achievements and performance, 2012-13 (continued)

Review of activities (continued)

Raising awareness and influencing policy (continued)

These achievements, together with the outcomes detailed below, have only been possible through the dedicated support and commitment of our Trustees (especially the office-holders, who gave considerable time through the year to continue driving the turn-round), our volunteers, all our staff, our external advisers (notably our clinical supervisors, our accountant, and our pro bono solicitors), and our funders – statutory, charitable, corporate and individual. We are very grateful to all of these for their contribution and influence.

Outputs and outcomes

Woman's Trust uses different monitoring and evaluation systems to analyse the efficacy of its clinical services. The two main evaluation systems employed by Woman's Trust are Clinical Outcomes in Routine Evaluation (CORE)¹ and Woman's Trust in house developed data process management system.

The following tables demonstrate Woman's Trust outputs and outcomes in 2012/13 for the provision of Counselling services

Outputs

Number of clients	WT East	WT West	WT All
Counselling Clients	670	547	1,217
Workshop Participants	538	137	675
Total clients in 2012/2013	1,208	684	1,892
Total Counselling clients in 2011/2012	533	409	942

Initial Assessment	WT East		WT West		WT All	
Provided	705		507		1,212	
Attended	306	43%	226	44%	532	44%

Counselling Sessions	WT East		WT West		WT All	
Provided	2,376		2,543		4,919	
Attended	1,686	70%	1,740	44%	3,426	70%

Workshop Participants	WT East		WT West		WT All	
Provided	538		137		675	
Attended	290	54%	67	49%	357	53%

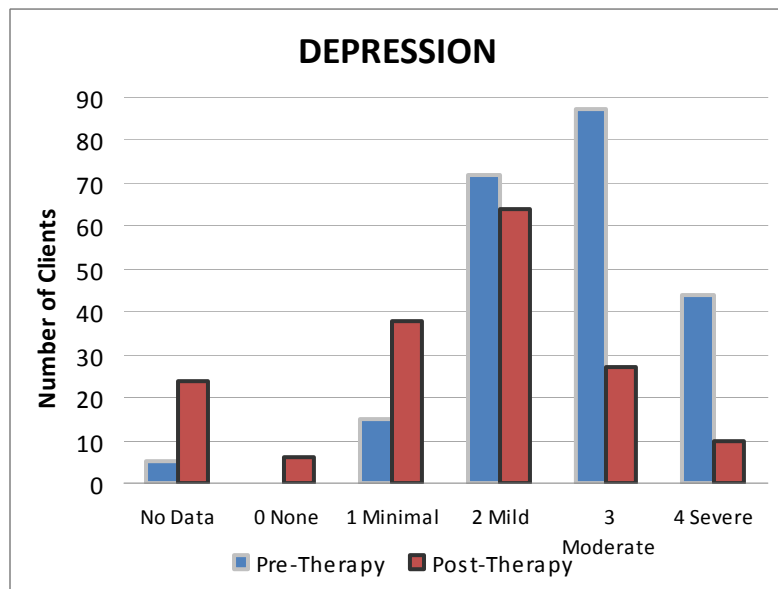
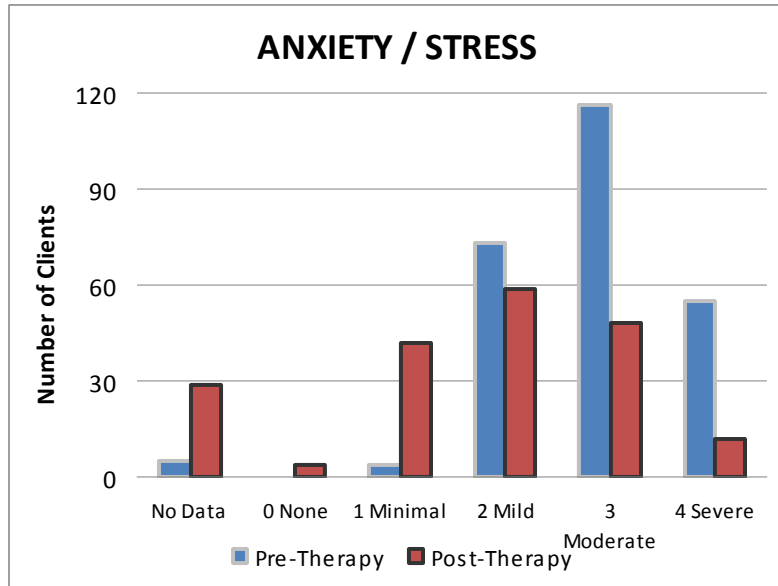
¹CORE is a recognised therapeutic outcome data base, widely used across NHS (primary and secondary care), student counselling, drug and alcohol services and voluntary sector counselling services. The database collates and analyses qualitative and quantitative data gathered from a four domain questionnaire, provided pre and post therapy, which assesses client's levels of functioning, problem areas, risk and well-being. CORE clinical reports provide detailed analysis of individual client's progress and identify the effectiveness of therapeutic intervention.

Achievements and performance, 2012-13 (continued)

Outputs and outcomes (continued)

Analysis of Woman's Trust Core data 2012/13:

The below charts demonstrate the changes reported pre- and after-therapy from the analysis of the CORE data.



Achievements and performance, 2012-13 (continued)

Outcomes and impact

Our counselling programme empowers women to overcome the debilitating mental health effects of abuse and progress with their lives, increase their and their children's life chances, and become an active member of the community once more.

The evaluation of our CORE data and the data from our Exit Questionnaires showed the following key outcomes:

Women were healthier - in terms of their levels of stress (58% reduction), depression (60% improvement), self-esteem (56% improvement), isolation (55% improvement), suicidal tendencies (69% improvement) and self-harm (63% improvement).

Women had greater autonomy and life choices - in terms of their knowledge of their own rights (91% improvement), knowledge of other support services (94% improvement), confidence (94% improvement), feeling of control over future (91% improvement). Women were better able to make the right choices, effecting change in their lives and able to take charge of their own lives.

Women had a better ability to function - in terms of their interactions with others (94% improvement), self-care (93% improvement), relationship with children (90% improvement) and ability to attend workshops (93% improvement).

These improvements positively affected women's ability to function, perform daily tasks and look after their families.

Women told us about how different they felt. The evaluation measures above show that we are getting good results overall, but it is the things our clients say that show just how much difference we can make to individual lives. Some comments from clients following their course of counselling or workshops in 2012/13 include:

- ◆ *When I first went to WT I felt really depressed and suicidal, but you helped me to move on.*
- ◆ *The counselling sessions opened my eyes to start a new chapter in my life. I realized I did not want to live trapped in the past. I am going to college, studying Business Administration, and I have decided to focus on the present.*
- ◆ *I had very low self-esteem, felt trapped within my thoughts and feelings from past experiences and with Woman's Trust's help I have been able to express my hurt, upset, guilt about these experiences, and finally talked about them in private. I have been able to understand why I have built these feelings up and now I feel that I can freely express myself.*
- ◆ *Woman's Trust helped me to focus on future prospects and put closure on past situations I am lucky enough to now be looking to work and engage with the public for the first time in 12 years. After being in an abusive and controlling relationship for so long I felt depressed and was not even walking far on my own, whereas now I feel like a different person from whom I was at the beginning of the sessions.*

Financial review

Financial position

Woman's Trust's first year as a charitable company limited by guarantee has also been the first full financial year for many years that Woman's Trust has provided only mental health support services, having ceased provision of advocacy services in June 2011 and of court support in March 2012. The consequence of this more specialist focus has been:

- ◆ a smaller financial income and expenditure, because of our withdrawal from a large area of activity. Total financial income, excluding donated services, was around £365,000;
- ◆ an increase in the value of donated services because of the growth in demand for counselling. The value of donated services – mainly counselling volunteers and accommodation – is included in Woman's Trust's total voluntary income, and is estimated at around £164,000;
- ◆ an increase in the relative value of donated services, to around 30% of total voluntary income because, unlike advocacy and court support, counselling is provided by volunteers.

There has been a significant increase in the number of new funders, which is bringing a much needed diversification of income sources to Woman's Trust. Our biggest funder is the Big Lottery Fund but Woman's Trust is also supported by a further 20 organisations, many of which did not fund us last year. It has also received some generous individual donations, notably from our Patron Caprice Bourret.

Woman's Trust has committed more resources to counselling year on year and this combined with improvements in organisational efficiency, enabled a substantial growth in the number of counselling sessions in response to the growing demand.

This year our supervision costs have increased since we increased the number of paid supervisors. Difficulty in recruiting volunteer supervisors was also hampering our ability to meet the growing demand. We have also started to pay, for the first time, to deliver initial sessions as the sharp increase in referrals led to an unacceptably long wait for these sessions.

Woman's Trust receives most of its funding in the form of block grants or contract payments, quarterly, six-monthly and annually. As a result, the year-end reserves include, in addition to free reserves, substantial amounts of restricted and designated funds. Restricted reserves total some £42,000 and funds designated to meet service and core costs amount to approximately £85,000 thus leaving free reserves of around £80,000. This level of reserves is satisfactory. When the reserves carried forward are added to (i) funds committed and not yet received and (ii) the Trustees' prudent estimate of what further funds might be expected during the year, the resulting total is sufficient to cover out budgeted costs for 2013/2014 and to maintain our free reserves in line with our reserves policy.

Incoming resources

Woman's Trust received £529,239 in total income. Restricted income amounted to £189,988 or 36% of Woman's Trust total incoming resources. Unrestricted income amounted to £339,251. This is mainly due to recognising donated counselling services and rooms as a part of the voluntary income.

Financial review (continued)

Resources expended

Resources expended in the year were £483,253. Costs of generating funds amounted to £2,134 which represents Woman's Trust's fundraising activities. The costs of governance were £9,027.

Balance sheet

Debtors due at the end of the period stood at £3,508, representing accrued grant income for the year. Creditors due within one year stood at £28,478 largely comprising accruals for the period.

Financial position at the end of the year

The reserves position at the year end looks healthy at £209,494. Restricted funds carried forward were £41,706 reflecting the fact that some projects started close to the year end. As they will continue throughout 2013/2014, the related restricted funds represent the cost of continuing these projects during the entirety of the financial year. The unrestricted funds stood at £167,788 at the year end but this includes designated funds of £85,268 needed to cover project and core costs during 2013/2014. When this is taken into account, the reserves figure gets much closer to the target in our reserves policy (see below) of £90,000 free reserves.

Reserves policy

The Trustees review the reserves policy annually and the calculation of the required level of reserves is an integral part of the organisation's planning and budgeting. It takes account of the risks associated with each stream of income and expenditure being different from that budgeted, the organisation's commitments and the planned activity level.

The reserves policy requires free reserves (i.e. unrestricted and non-designated reserves) to be maintained at a level which ensures that the organisation's core activity could continue during a period of unforeseen difficulty such as:

- ◆ a funding gap, possibly whilst waiting for the result of an application;
- ◆ funding short term deficits in a cash budget, when paid in arrears;
- ◆ covering unforeseen day to day operational costs, such as paying temporary staff in the absence of permanent staff;
- ◆ covering unforeseen emergency costs;
- ◆ meeting legal obligations to the landlord and staff in the event of the termination of a contract.

The Trustees believe that a financial reserve equivalent to three months running costs is sufficient to meet the above obligations. However, Woman's Trust is also seeking to build reserves to underpin an expansion in operations over the next few years.

Financial review (continued)

Reserves policy (continued)

The Trustees primarily look at free reserves to calculate the level of reserves required, but if there are restricted reserves carried forward within on-going projects these may be included within the calculation. At planned levels of expenditure, the target level of free reserves is £90,000 for 2013-2014.

Going concern

The Trustees believe that the charity's financial statements should be prepared on a going concern basis for the following reasons:

- ◆ Unrestricted reserves are at the level required by our reserves policy;
- ◆ Budget and cash flow forecasts prepared show that Woman's Trust has sufficient funds to meet its obligations for the next financial year;
- ◆ Management information systems enable timely decision making;
- ◆ The major sources of funding of the counselling service extend more than one year; and
- ◆ We have sufficient capacity to continue fundraising.

Future plans

Our medium-term goals remain:

- ◆ To keep the organisation on a robust and sustainable footing, by stepping up our fundraising effectiveness and building our reserves to a level in line with our reserves policy;
- ◆ To play a significant part in the provision and improvement of person-centred services to women affected by domestic violence, across London;
- ◆ To raise the awareness of funders and providers of the prevalence of domestic violence, its impact on women's mental health, and the benefit of the person-centred approach in addressing that impact;
- ◆ Recognising that domestic violence is part of a larger picture which includes sexual violence and child welfare and building on our expertise to support integrated approaches to these overlapping issues.

Our six key objectives to achieve these have been unchanged for some years and have been central to our turn-round strategy. But we believe that we can now move from the turn-round phase, to a strategy of growth. We want to expand both the number of women who benefit from our services, and our influence on wider policy with respect to mental health support for abused women.

Future plans (continued)

To achieve this, our key objectives for the coming three to five years are:

- ◆ To maintain sustainability, quality and effectiveness of existing services;
- ◆ To reach more women in boroughs we already work in, and to extend into geographical areas which currently have no equivalent service;
- ◆ To respond actively to clients' needs by developing new services;
- ◆ To improve our evidence base, outcomes measurement and performance measurement;
- ◆ To raise Woman's Trust's profile amongst potential supporters, funders, users and partners; and
- ◆ To influence public policy on the mental health aspects of domestic violence and abuse.

In support of these aims, we will maintain and, where possible, improve (i) the diversification of income streams and (ii) the efficient management of costs and resources. We will also develop further our communications/media/PR strategies.

This strategy will require the expansion of our organisational capacity as well as of our capacity for direct service provision. We do not expect it to be easy, given the risks we face, the challenging and uncertain environment, and our limited resource. But we believe that the difference we can make to our client-group, and the value of our service to wider society, make it worth trying and that the commitment and hard work of our staff, volunteers and funders will make it possible.

Signed on behalf of the Trustees:

Ruth Kaufman

Chair

Approved by the Trustees on: 22 August 2013

Independent auditor's report to the members of Woman's Trust

We have audited the financial statements of Woman's Trust for the year ended 31 March 2013 which comprise the statement of financial activities, the balance sheet, the principal accounting policies and the related notes. 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).

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of Trustees and auditor

The Trustees are also the directors of the charitable company for the purposes of company law. As explained more fully in the Trustees' Responsibilities Statement set out in the Trustees' Annual Report, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the APB's website at www.frc.org.uk/apb/scope/private.cfm.

Opinion on financial statements

In our opinion the financial statements:

- ◆ give a true and fair view of the state of charitable company's affairs as at 31 March 2013 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.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion 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.

Independent auditor's report 31 March 2013

Matters on which we are required to report by exception

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 that we require for our audit.

Katharine Patel, Senior Statutory Auditor
for and on behalf of Buzzacott LLP, Statutory Auditor
130 Wood Street
London
EC2V 6DL

Date: 23 August 2013

Statement of financial activities Year to 31 March 2013

	Notes	Unrestricted funds £	Restricted funds £	Total 2013 £	Total 2012 £
Incoming resources					
Incoming resources from generated funds					
. Voluntary income (including donated services)	1	201,176	—	201,176	—
. Interest receivable		360	—	360	—
Incoming resources from charitable activities					
. Grants and project funding receivable	2	129,998	189,988	319,986	—
. Training income		6,300	—	6,300	—
Other income	3	1,417	—	1,417	—
Total incoming resources		339,251	189,988	529,239	—
Resources expended					
Cost of generating funds					
. Fundraising costs		2,134	—	2,134	—
Charitable activities					
. Provision of counselling and support services	4	287,144	182,939	470,083	—
. Training costs	5	2,009	—	2,009	—
Governance costs	6	—	9,027	9,027	—
Total resources expended		291,287	191,966	483,253	—
Net movement in funds	7	47,964	(1,978)	45,986	—
Net assets transferred from Woman's Trust	16	119,824	43,684	163,508	—
Balances carried forward at 31 March 2013		167,788	41,706	209,494	—

All of the charity's activities derived from continuing operations during the current financial period. The activities were previously carried out by Woman's Trust (Charity Registration Number 1053117) and were transferred to this charitable company also called Woman's Trust (Charity Registration Number 1143513, Company Registration Number 6886781 (England and Wales)) with effect from midnight on 31 March 2012.

The charity has no recognised gains and losses other than those shown above and therefore no separate statement of total recognised gains and losses has been presented.

Balance sheet 31 March 2013

	Notes	2013 £	2013 £	2012 £	2012 £
Fixed assets					
Tangible assets	10		7,053		—
Current assets					
Debtors	11	3,508		—	
Cash at bank and in hand		227,411		—	
		<u>230,919</u>		<u>—</u>	
Creditors: amounts falling due within one year	12	<u>(28,478)</u>		<u>—</u>	
Net current assets			<u>202,441</u>		<u>—</u>
Total net assets			<u>209,494</u>		<u>—</u>
Represented by:					
Funds and reserves					
Income funds					
Restricted funds	13		41,706		—
Unrestricted funds					
. Designated funds	14		85,268		—
. General funds			82,520		—
			<u>209,494</u>		<u>—</u>

Approved by the Trustees
and signed on their behalf by: Ruth Kaufman

Approved by the Trustees on: 22 August 2013

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the requirements of the Companies Act 2006. Applicable United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice) and the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2005) have been followed in these financial statements.

Income

Incoming resources are recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty.

Grants from government and other agencies have been included as income from charitable activities where these amount to a contract for services, but as donations where the money is given in response to an appeal or with greater freedom of use, for example monies for core funding.

Donated services comprise time donated to the charity by various counsellors, and are estimated based on the number of sessions attended.

Donated rooms comprise rooms donated to the charity by various providers, and are estimated on the number of hours the rooms are reserved to provide counselling services. This is the first year that Woman's Trust has accounted for donated rooms.

Expenditure

Expenditure is included in the statement of financial activities when incurred and includes any attributable VAT which cannot be recovered.

Resources expended comprise the following:

- a. Charitable expenditure comprises expenditure on the charity's primary charitable purposes i.e. providing counselling and other services for women who have been subject to domestic violence.
- b. Governance costs comprise the expenditure associated with governance of the charity. Included within this category are costs associated with the strategic as opposed to the day to day management of the charity's assets.

Cash flow

The financial statements do not include a cash flow statement because the charity, as a small reporting entity, is exempt from the requirement to prepare such a statement under Financial Reporting Standard 1 'Cash flow statements'.

Tangible fixed assets

The estimated useful life of furniture, fittings and equipment purchased for use within the charity's accommodation is considered by the Trustees to be relatively short. Expenditure on such items, therefore, is written off in the year in which it is incurred unless the assets cost in excess of £500 when they are capitalised and written off over four years.

Fund accounting

The unrestricted general funds comprise those monies which may be used towards meeting the charitable objectives of the charity and which may be applied at the discretion of the Trustees. Within unrestricted funds, certain funds have been designated by the Trustees for specific purposes. Details of these are given in note 14 to the financial statements.

Restricted funds comprise monies raised for, or their use restricted to, a specific purpose, or contributions subject to donor imposed conditions.

Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the statement of financial activities as incurred.

Pension costs

Contributions to employees' personal pension plans and to stakeholder schemes are recognised in the statement of financial activities when payable.

Notes to the financial statements 31 March 2013

1 Voluntary income

	Unrestricted funds £	Restricted funds £	Total 2013 £	Total 2012 £
Donations	37,296	—	37,296	—
Donated services				
· Counselling rooms	65,420	—	65,420	—
· Counselling services	98,460	—	98,460	—
	201,176	—	201,176	—

Donated services comprise:

- ◆ time donated to the charity by various counsellors, the value estimated based on the number of sessions attended.
- ◆ rooms donated to the charity by various providers, the value estimated on the number of hours for which the rooms are reserved to provide counselling services. This is the first year that Woman's Trust has accounted for donated rooms.

2 Grants and project funding receivable

	Unrestricted funds £	Restricted funds £	Total 2013 £	Total 2012 £
95.8 Capital FM Help a Capital Child	—	2,970	2,970	—
Barking & Dagenham Primary Care Trust	24,550	—	24,550	—
Big Lottery Fund	—	97,704	97,704	—
Dr Edwards and Bishop King's Fulham Charity	—	3,696	3,696	—
Eleanor Rathbone Charitable Trust	—	3,000	3,000	—
The Everest Trust	4,000	—	4,000	—
The Garfield Weston Foundation	10,000	—	10,000	—
The Goldsmiths' Company	3,000	—	3,000	—
Hammersmith United Charities	—	3,000	3,000	—
The Henry Smith Charity	20,000	—	20,000	—
Kensington & Chelsea Primary Care Trust	5,000	25,103	30,103	—
Lloyds TSB Foundation	—	15,000	15,000	—
London Catalyst	—	7,612	7,612	—
Matrix Causes Fund	—	4,260	4,260	—
Notting Hill Methodist Church	—	2,000	2,000	—
Royal Borough of Kensington & Chelsea	25,714	—	25,714	—
The Rufford Foundation	2,500	—	2,500	—
The Tudor Trust	30,000	—	30,000	—
Wakefield and Tetley Trust	—	4,960	4,960	—
Westminster Amalgamated Charity	—	10,000	10,000	—
Westminster City Council	—	4,933	4,933	—
Zurich Community Trust	1,765	—	1,765	—
Other	3,469	5,750	9,219	—
	129,998	189,988	319,986	—

Notes to the financial statements 31 March 2013

3 Other income

	Unrestricted funds £	Restricted funds £	Total 2013 £	Total 2012 £
Counsellors' deposits	1,350	—	1,350	—
Other miscellaneous income	67	—	67	—
	1,417	—	1,417	—

4 Provision of counselling and support services

	Unrestricted funds £	Restricted funds £	Total 2013 £	Total 2012 £
Direct costs				
. Childcare and client hardship	792	2,880	3,672	—
. Counselling supervision and training	10,843	29,605	40,448	—
. Room and equipment hire	3,789	4,203	7,992	—
. Volunteer training and expenses	2,911	3,722	6,633	—
. Donated counselling services (note 1)	98,460	—	98,460	—
. Donated counselling rooms (note 1)	65,420	—	65,420	—
. Initial sessions costs	—	2,400	2,400	—
. Other direct costs	1,944	1,339	3,283	—
	184,159	44,149	228,308	—
Staff costs (note 8)	85,692	107,009	192,701	—
Premises costs				
. Rent and rates	4,766	20,249	25,015	—
Administrative costs				
. Office overheads	12,527	11,532	24,059	—
	287,144	182,939	470,083	—

5 Training costs

	Unrestricted funds £	Restricted funds £	Total 2013 £	Total 2012 £
Trainers' fees and travel	760	—	760	—
Room and equipment hire	1,249	—	1,249	—
	2,009	—	2,009	—

Notes to the financial statements 31 March 2013

6 Governance costs

	Unrestricted funds £	Restricted funds £	Total 2013 £	Total 2012 £
Audit	—	6,628	6,628	—
Staff costs (Note 8)	—	2,399	2,399	—
	—	9,027	9,027	—

7 Net movement in funds

This is stated after charging:

	Total 2013 £	Total 2012 £
Staff costs (note 8)	185,503	—
Auditor's remuneration (including VAT)		
· Statutory audit services	6,628	—
Depreciation	2,917	—
Operating lease rentals	25,015	—

8 Staff costs and Trustees' remuneration

	2013 £	2012 £
Staff costs during the year were as follows:		
Wages and salaries	161,885	—
Social security costs	14,382	—
Employer's pension contributions	4,969	—
	181,236	—
Contracted staff	3,573	—
Other staff related costs (training, supervision and travel)	9,597	—
Staff recruitment	694	—
	195,100	—

	2013 £	2012 £
Staff costs per function were as follows:		
Provision of counselling and support services	192,701	—
Governance	2,399	—
	195,100	—

No employee earned £60,000 per annum or more (including benefits) during the year.

The average number of employees during the year was 8.

No Trustee received any remuneration in respect of their services as a trustee during the year (2012 – none). No expenses were reimbursed to Trustees during the year (2012 – none).

Notes to the financial statements 31 March 2013

9 Taxation

Woman's Trust is a registered charity and therefore is not liable to income tax or corporation tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

10 Tangible fixed assets

	<i>Furniture & equipment £</i>
Cost	
Transfer from Woman's Trust (note 16)	44,327
Additions	3,863
At 31 March 2013	<u>48,190</u>
Depreciation	
Transfer from Woman's Trust (note 16)	38,220
Charge for the year	2,917
At 31 March 2013	<u>41,137</u>
Net book value	
At 31 March 2013	<u>7,053</u>

11 Debtors

	2013 £	2012 £
Grants receivable	<u>3,508</u>	<u>—</u>

12 Creditors: amounts falling due within one year

	2013 £	2012 £
Expenses creditors and accruals	23,764	—
Other creditors	4,714	—
	<u>28,478</u>	<u>—</u>

Notes to the financial statements 31 March 2013

13 Restricted funds

	Transfer from Woman's Trust (note 15) £	Incoming resources £	Resources expended £	<i>At 31 March 2013 £</i>
Big Lottery Fund	9,595	97,704	(104,183)	3,116
Department of Health	4,908	—	(4,908)	—
Dr Edwards & Bishop King's Fulham Charity	—	3,696	(1,455)	2,241
Eleanor Rathbone	—	3,000	—	3,000
Hammersmith United Charity	—	3,000	—	3,000
Help a Capital Child	—	2,970	(785)	2,185
Kensington & Chelsea PCT	9,181	25,103	(30,100)	4,184
Lloyds TSB Foundation	—	15,000	(13,147)	1,853
London Catalyst	—	7,612	(62)	7,550
London Community	—	4,933	—	4,933
Matrix Causes Fund	—	4,260	(4,145)	115
The Tudor Trust	20,000	—	(20,000)	—
Wakefield and Tetley Trust	—	4,960	(243)	4,717
Westminster Amalgamated Charity	—	10,000	(8,704)	1,296
Other income	—	7,750	(4,234)	3,516
	43,684	189,988	(191,966)	41,706

The restricted resources comprise donations from individuals or organisations to be applied towards specific activities of the Trust.

14 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the Trustees for specific purposes:

	At 1 April 2012 £	New designation £	Released/ utilised £	<i>At 31 March 2013 £</i>
Provision of counselling service projects	—	40,813	—	40,813
Projects – operational costs	—	44,455	—	44,455
	—	85,268	—	85,268

The above funds represent committed monies for the 2013/14 financial year in respect of counselling projects and the related operational costs.

15 Analysis of net assets between funds

	General funds £	Restricted funds £	Total 2013 £	Total 2012 £
Fixed assets	7,053	—	7,053	—
Current assets	189,213	41,706	230,919	—
Creditors: amounts falling due within one year	(28,478)	—	(28,478)	—
	167,788	41,706	209,494	—

16 Transfer of assets and liabilities

With effect from midnight on 31 March 2012, the following assets and liabilities of the Woman's Trust (Charity Registration Number 1053117) were transferred to this charitable company, also called Woman's Trust (Company Registration Number 6886781 (England and Wales); Charity Registration Number 1143513).

	Total £
Tangible fixed assets	6,107
Debtors	3,724
Cash at bank and in hand	189,429
Creditors	(35,752)
	163,508

17 Lease commitments

At 31 March 2013 Woman's Trust had annual commitments under operating leases on land and buildings as follows:

	2013 £	2012 £
Less than one year	25,015	—

Detailed analysis of income and expenditure Year to 31 March 2013

This page does not form part of the statutory financial statements

	Total 2013 £	Total 2012 £
INCOME		
Grants receivable	319,986	—
Training income	6,300	—
Gifts and donations	30,130	—
Fundraising events	7,166	—
Interest receivable	360	—
Donated counselling services	98,460	—
Donated counselling rooms	65,420	—
Other income	1,417	—
Total incoming resources	529,239	—
EXPENDITURE		
Fundraising costs	2,134	—
Direct charitable costs		
Childcare and client hardship	3,673	—
Counselling supervision	28,048	—
Room and equipment hire	9,241	—
Training fees	9,915	—
Volunteer training and expenses	9,863	—
Donated counselling rooms	65,420	—
Donated counselling services	98,460	—
Initial session cost	2,400	—
Other direct costs	2,834	—
	229,854	—
Staff costs		
Staff salaries (including social security)	176,267	—
Staff pension	4,969	—
Staff supervision	1,160	—
Staff recruitment	694	—
Staff training and travel	2,413	—
Contracted staff	9,597	—
	195,100	—
Premises costs		
Rent and rates	25,015	—
Administration costs		
Audit fees	6,628	—
Insurance	1,332	—
Membership and subscriptions	826	—
Printing, postage and stationery	7,023	—
Telephone expenses	4,338	—
Computer support and maintenance	5,990	—
Depreciation	2,917	—
Sundry	2,096	—
	31,150	—
Total resources expended	483,253	—
Net incoming resources for the year	45,986	—