

**Woman's
Trust**

**Annual Report and Financial
Statements**

31 March 2014

Company Registration Number
06886781 (England and Wales)

Charity Registration Number
1143513

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Reference and administrative information

Trustees
(at date of approval of the
financial statements)

Ruth Kaufman (Chair)
Helen Hayes (Vice Chair)
Sharon Citrone (Secretary)
Maya Rodriguez (Treasurer)
Rachel Atkinson
Mary Dolson
Sally Field
Angella Hodgson
Mariam Kemple
Linda McHugh
Mary Raphaely

Director Heidi Riedel

Principal office Lighthouse West London
111-117 Lancaster Road
London
W11 1QT

Company registration number 06886781 (England and Wales)

Charity registration number 1143513

Auditor Buzzacott LLP
130 Wood Street
London
EC2V 6DL

Bankers CAF Bank Limited
25 Kings Hill Avenue
King's Hill
West Malling
Kent
ME19 4TA

Patron's statement Year to 31 March 2014



I am proud to once again express my support for Woman's Trust and the remarkable work that you have achieved over the last year.

I believe strongly that we all need to do everything we can to overcome the effects of domestic abuse. Domestic violence can affect any woman at any time in our lives, which is why the hard work by staff, volunteers, and partners at Woman's Trust continues to be so important to empower so many women across our London communities.

I am privileged to be a patron of the charity and to help raise awareness about the important work you do as an organisation.

Caprice Bourret, CEO By Caprice Products
Patron of Woman's Trust

Chair's foreword Year to 31 March 2014

I am pleased to present the Woman's Trust annual report for the year ended 31 March 2014.

Woman's Trust is a small organisation with large ambitions. In each of the last two years, around 1,100-1,200 women have been referred to our counselling service, and more to our workshops.

The annual report is an opportunity to look back over the year and to see how much we have achieved, as well as making sure we are in good shape to meet future aspirations.

There are three achievements of which we are particularly proud. The first is the scale of our counselling activities. The number of counselling sessions provided was a record 5,400, reflecting the exceptionally high referral numbers from 2012/13 and continuing high referrals during the current year. To maintain this level of activity has required extraordinary commitment on the part of staff and volunteers, and generosity of even more fundraisers and donors.

The second is the varied programme of skills workshops, including topics such as 'Understanding your emotions'; 'Self-Esteem'; 'Understanding family and childcare law'; 'First steps back into work'; and 'The effect of domestic violence/abuse on children'.

And the third is our success in winning Big Lottery funding to start support groups in both East and West London. Such groups are of tremendous value in supplementing the counselling service, for women to choose as an alternative to, or an add-on to one-to-one counselling. Big Lottery funding has enabled us to employ two specialist workers, thus increasing both the reach and the effectiveness of our service.

We have achieved all this whilst maintaining good financial management. This is particularly challenging given that our services are completely free to the user – a vital feature of counselling for this client group - which means that we are entirely dependent on funding from charitable trusts and foundations, the lottery, individual donors, events and statutory funders. Their support has been greatly appreciated.

Looking forward, the financial picture is mixed and less predictable than last year. We have won a three-year continuation of our contract with West London CCG NHS, and are awaiting the result of a bid for funding from RBKC Children and Families. Sadly though, the London Borough of Barking & Dagenham, which took over the long-standing contract between Woman's Trust and Barking & Dagenham NHS after the 2013 NHS reforms, has terminated our funding without consultation, leaving the future of our service there (typically to over 100 women pa) in doubt.

Whilst funding for much of our services is safe for the coming year, to maintain last year's activity levels we need to raise further funding. We are determined to continue to work hard to maintain and expand our levels of service, to meet the enormous need that we are aware of from the statistics, the research, the official reports, and our own clients, who tell us their own stories:

Chair's foreword Year to 31 March 2014

"I didn't recognise the first signs of domestic abuse within my marriage. I wanted it to work so badly... I couldn't talk to anyone about how I felt, or how the abuse was escalating... When I eventually did leave I thought I was safe now. I wasn't. Throughout the next two years of my divorce, my abuser harassed me daily, breaching protection orders without any consequences to him... Woman's Trust has helped me to be able to get through each day without feeling like I'm drowning. I don't think I could have survived without their support."

"When I started counselling with WT I was anxious and jumpy due to the abuse I had gone through with my ex-partner. It affected every aspect of my life. Once I started opening up about what I had and was going through, I slowly started to realise that I had been through a lot of things that I did not deserve. I was also reassured by my counsellor that it was ok for me to feel the way I did and not be ashamed - which has really helped me to deal with the pain that I was carrying for so long. I learnt new ways to cope with my stress and anxiety, and I have become a lot calmer and think things through better..... I feel positive about my future and know that it is up to me to continue making the right choices."

"Woman's Trust gave me the opportunity a) to seek help b) seek help in a confidential safe manner c) to seek help for free. Through WT I was able to break through a wall of silence and face something I was frightened of. It allowed me to let go of something I was holding tightly to and was damaging me. Counselling helped me face what happened to me and see it in a whole new perspective. To understand that it wasn't my fault, what I had been blaming myself for all these years. Without it, I would still be stuck in the same place I had been all those years."

It is these stories that explain better than I ever can, what it is that we have been doing, and why we have been doing it.

Ruth Kaufman

Trustees' report Year to 31 March 2014

The Trustees present their statutory report together with the financial statements of Woman's Trust for the year ended 31 March 2014.

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 memorandum and articles of association, 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 7 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; and
- ◆ we are expert in understanding the dynamics of domestic violence and its 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 organisation. It is led by members of the community it was developed to serve: women who live or work in and around London.

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.

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.

Trustees' report Year to 31 March 2014

Governance, structure and management

Governance

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).

Prior to 1 April 2013, Woman's Trust was constituted as an unincorporated charity (Charity Registration Number 114513).

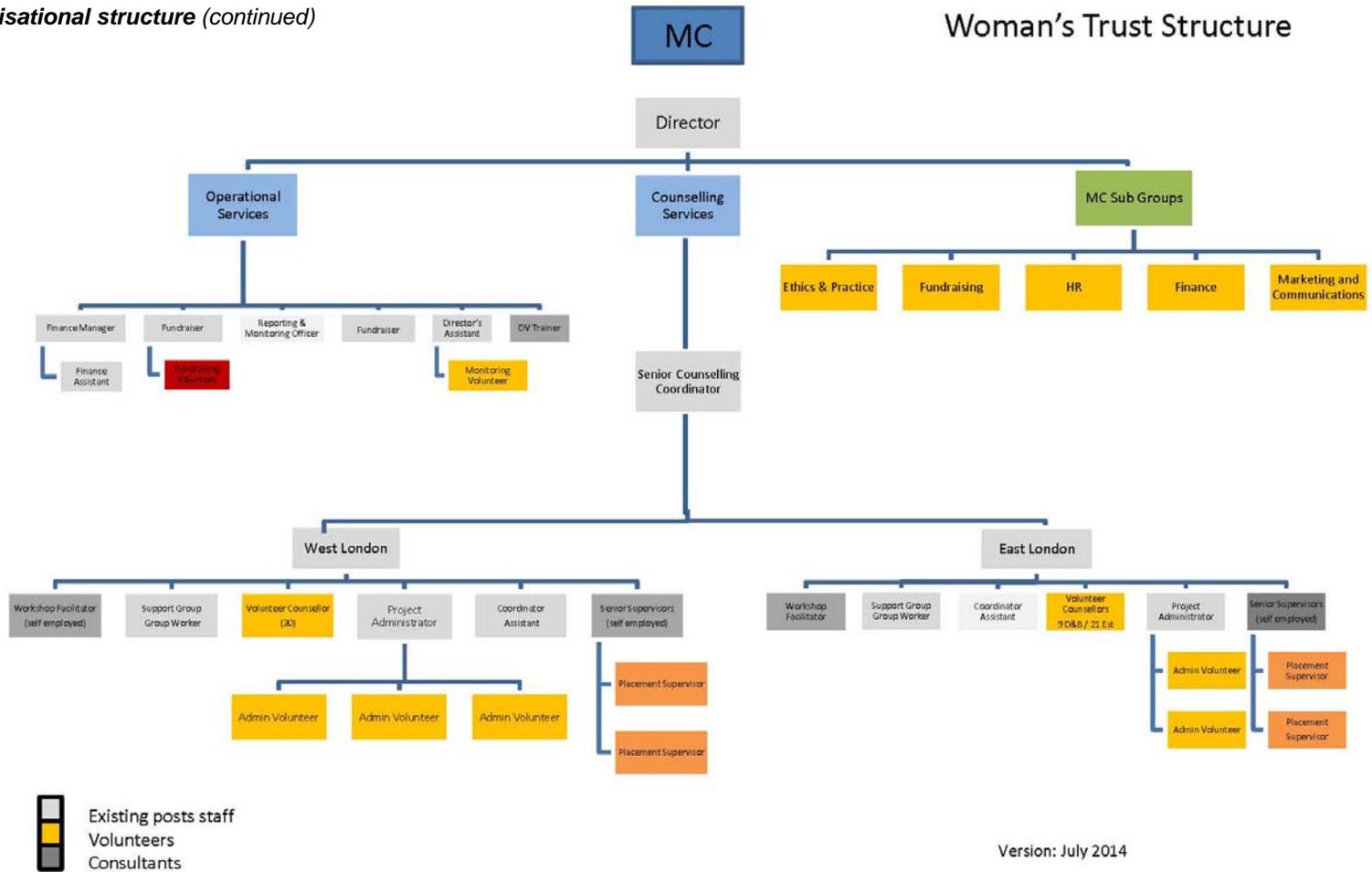
Organisational structure

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 9.

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 2014 and served throughout the year, except where shown.

Trustees	Appointed/resigned
Ruth Kaufman (Chair)	
Helen Hayes (Vice Chair)	
Sharon Citrone (Secretary)	
Abi Rotheroe (Treasurer)	Resigned October 2013
Linda McHugh (Acting Treasurer)	
Maya Rodriguez	Appointed March 2014
Mary Anne Browne	Resigned October 2013
Mary Dolson	Appointed November 2013
Sally Field	
Maya Gudka	On maternity leave from July 2013
Rachel Atkinson	Appointed October 2013
Angella Hodgson	Appointed October 2013
Mariam Kemple	Appointed October 2013
Kate Newhouse	Resigned October 2013
Karin Pappenheim	Resigned October 2013
Mary Raphaely	Appointed October 2013
Patricia Thomas	Resigned October 2013

Since the year end, Maya Gudka has resigned from the board.

No Trustees received any remuneration for services as a trustee during the year (2013 – none) nor were any Trustees reimbursed expenses during the year (2013 – 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, social media adverts and trustee brokerages.

Trustee candidates complete an application and interview process. Those who are successful at this stage are invited to attend a Trustees' Board 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.

Governance, structure and management (continued)

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.

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.

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 proper 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
- ◆ 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.

Governance, structure and management (continued)

Statement of Trustees' responsibilities (continued)

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

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

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 has been a counsellor in GP surgeries and at a university student counselling service. She currently combines her private practice with working as a counsellor for a charity supporting women affected by the criminal justice system, and lecturing and supervising at a psychotherapy training institute.

Governance, structure and management (continued)

Biographical details (continued)

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. She is currently Head of HR and Governance at the Medical Research Council Clinical Sciences Centre, and is studying part-time for a MBA. 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.

Rachel Atkinson

Rachel Atkinson has 20 years' experience in communications, built across the private, public and non-profit sectors in the UK, Africa and Asia. Currently working on strategy and change management for RICS, a professional body, Rachel continues to focus on communications strategy as a tool to effect positive change. In previous positions at organisations such as Save the Children and VSO, she has developed global marketing strategies for child protection, humanitarian and gender based violence policies and campaigns.

Angella Hodgson

Angella has worked in the field of education since completing her Bachelors degree in 1997. During this time she has worked with a variety of third sector organisations and adult education providers. She has run a successful small business specialising in mentoring, training and development for the last seven years.

Angella has a good working knowledge of both West London and East London, having previously worked as Head of Skills for Life at Tower Hamlets College and as a Government Quality Improvement consultant on the Skills Improvement Programme across all of London.

She is currently a Socratic Dialogue Facilitator as well as a trustee for the Society for the Furtherance of Critical Philosophy.

Maya Rodriguez – Treasurer

Maya Rodriguez, managing partner of AZR Capital Ltd, has over ten years' experience of working in the asset management industry. Prior to founding AZR Capital, Maya led 36 South's global sales, marketing, branding and PR strategies. She is also a member of the Senior Management Group. Maya was instrumental in creating a leadership brand for 36 South in the volatility and tail risk hedging space.

Maya joined 36 South in August 2009 from Barclays Global investors ("BGI") where she was an investment strategist with the Client Solutions Group. Before that she was a member of the Financial Institutions Group at BGI, where she took a lead role in marketing and selling BGI's investment capabilities to wealth managers in the UK, Europe & the Middle East.

Governance, structure and management (continued)

Biographical details (continued)

Maya Rodriguez – Treasurer (continued)

Maya holds an MSc in Banking and International Finance from CASS Business School, and B.A in Economics from the American University of Beirut. She has passed Chartered Financial Analyst (CFA) Level 1 Exam and is an affiliate member of the CFA Institute.

Sally Field

Sally Field has over 30 years' experience in the Civil Service, retiring in 2010. In Department of Works and Pensions 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 7 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.

From 2009 until 2013, Sally was the Senior Independent non-executive director of the North Middlesex University Hospital Trust, chairing board sub committees on Audit & Assurance, Remuneration, and Charitable Funds. Sally is currently a Director of a property management company, and a Director and Company Secretary of a management consultancy business.

Linda McHugh (Acting Treasurer, August 2013-April 2014)

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 have included 12 years on the Board of Community Housing Association and long-term membership of the Board of Nacro.

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 Providence Row, the homelessness charity.

Mary Raphaely

Mary Raphaely is a UKCP Registered Psychotherapist with training in group analytic psychotherapy. Mary has extensive experience working with refugee victims of torture. She ran the Natural Growth Project within the refugee organization Freedom from Torture (Medical Foundation) for many years. Prior to this, Mary worked in a therapeutic community in Wormwood Scrubs prison for several years, followed by work in Holloway prison with women who had suffered domestic violence and/or sexual abuse.

Governance, structure and management (continued)

Biographical details (continued)

Mary Raphaely (continued)

Mary is currently Senior Psychotherapist within a small NGO which specializes in treating victims of torture and women who have been trafficked. She also works as a clinical supervisor in several different settings.

Mariam Kemple

Mariam is Head of Humanitarian Campaigning at Oxfam International. She has extensive international and national campaigning experience both professionally and as a member of local campaigning groups (particularly the London feminist movement). She previously worked for Crisis Action, an organisation that supports international coalitions calling for the protection of civilians in armed conflict, where she led a global campaign on the crises in Sudan and South Sudan.

Mariam has also worked at Mind, the UK's leading mental health charity, developing mental health services policy and running national campaigns on numerous issues, including access to psychological therapies. Before this, she worked at Help the Aged (now Age UK) and was involved in the award-winning Just Equal Treatment campaign that led to the outlawing of age discrimination in the UK. In addition, she has worked in a consultancy role at the Fawcett Society, leading a project to improve the organisation's evaluation of its campaigning and communications activity.

She holds an MA in Human Rights Law from the School of Oriental and African Studies and a BA in English Literature from Cambridge University and has published a number of articles in a range of publications, including the Journal of Human Rights Practice.

Mary Dolson

Mary is a leading IFRS technical partner in PwC, based in London since 1998. Her topical areas of focus are business combinations, consolidation, joint ventures, non-monetary assets and impairments. Industry sectors of focus are pharmaceuticals, biotech, venture capital, oil & gas, mining and power.

Mary is active in PwC's networks around diversity, empowerment, coaching and wellbeing.

Mary is a non-executive member of the UK financial regulator; the FRC's, Financial Reporting Review Panel. She was admitted to partnership in PwC in 1996, works closely with the IASB and PwC network of firms on application of IFRS. She is the author of numerous publications and articles, frequent speaker at conferences and similar events.

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. Financial risk

Over recent years 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 much of our service in the short-to-medium term. However, to continue at the same level of activity throughout the current year and into 2015/16, we are dependent on raising substantial additional funding. Woman's Trust has a contingency plan to reconfigure services should this risk materialise.

We also continue to face the two financial challenges described last year:

- ◆ 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.

Tackling these challenges is a priority for 2014/15. Funding shortfalls represent risks to the scale and scope of our work, but not to the organisation as a whole.

2. Resource risk

Previous reports have noted the risk that Woman's Trust does not have enough spare capacity to respond to emerging issues – for example opportunities for growth, or adverse changes in the environment – and this remains both a constraint and a risk. We will continue to work towards mitigating this risk through raising additional core funding, and through harnessing the expertise and efforts of our Trustees and volunteers.

3. Operational risk

The nature of our service, undertaking sensitive work with vulnerable clients, means that we have to manage operational risk carefully.

We aim to put all practical mitigants in place, 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.

4. Office accommodation

The building where we rent office space is in the process of being sold, so we expect to have to find new office accommodation during 2014/15. We have already started to look for alternative accommodation; and our 2014/15 budget allows for £15,000 for the cost of the move, and up to 60% rent increase given the changing property market. We also expect that planning will enable us to keep disruption to a minimum. Nonetheless, there is risk of such disruption, especially if we have difficulty finding suitable premises.

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.

Children have been included in our objects since April 2013. At present our service is provided directly to women only. There is extensive literature showing how addressing the mental health of a mother can be a significant relief to the children of an abusive relationship. In addition, we are piloting a project for 16/17 year olds.

"Coming to Woman's Trust made me realise that I am not alone. Because I appear to be able to cope, I felt isolated as no one took me seriously when I explained about the emotional abuse I and my children have to put up with."

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.

"Even just being aware of the support that Woman's Trust offer gave me courage, hope and confidence."

The initial session 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.

"Following a difficult break up, a period of harassment and a court case, I was offered counselling through the Woman's Trust. From the first assessment meeting I felt that there were supportive, informed and caring counsellors that I could talk to."

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. Reducing 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.

"When I began counselling I was desperate - contemplating suicide (which is not something I've ever really believed I would do before) and very depressed, hopeless about the future and unsure whether what I'd experienced was 'abusive', 'violent', bad, or how to cope. I also had so many feelings of guilt, shame, fear, and aggression. I can hand on heart say that my sessions have been my lifeline - without them I'm not sure I'd be sitting here now."

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.

"Woman's Trust has given me new avenues of thought in relation to self-awareness and actions that I plan to pursue in the future."

"I still suffer from anxiety and still have panic attacks, but I'm trying to deal with them day to day with the tools learned in my sessions."

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 other agencies

As part of its outreach activities, Woman's Trust runs presentations for many agencies in the community, to raise awareness of the issues around mental health and domestic abuse, and to raise awareness of services available.

Objectives

Our strategic aims for the five year period from April 2013 are:

1. To maintain sustainability, quality and effectiveness of existing services
2. To grow through exploring productive business opportunities
3. To respond actively to client service development needs (client focus)
4. To improve the evidence base, outcomes measurement and performance measurement
5. To raise Woman's Trust's profile amongst potential supporters, funders, users and partners
6. To influence public policy on mental health aspects of domestic violence and abuse and in support of these aims, to maintain and where possible improve (i) diversification of income streams, and (ii) efficient management of costs and resources; and further develop our communications/media/PR strategies.

Activities and specific objectives (continued)

Objectives (continued)

For 2013/14, our specific objectives were:

1. To maintain sustainability, quality and effectiveness of existing services
2. To achieve funding to re-start support groups (a key 'growth' objective)
3. To make some progress on improving the evidence base, and on raising Woman's Trust's profile.

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

At around 1,100, our referrals were slightly lower than the previous year; but the amount of counselling provided was higher. Our services were based in 37 venues spread across 11 London boroughs: Royal Boroughs of Kensington & Chelsea (RBKC) and Greenwich, City of Westminster, and the London Boroughs of Barking & Dagenham, Redbridge, Waltham Forest, Newham, Hackney, Tower Hamlets, and Hammersmith & Fulham. In the last year, clients came to us from 31 of London's 33 boroughs.

Whilst we did not turn any women away, the waiting times were unacceptably long in some parts of London. Balancing supply, demand and funding remains a continual challenge.

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

Workshops

We ran 37 self-development workshops on topics such as: *What is a safe space and what can it mean to you?*, *Overcoming your losses*, *The effect of domestic violence/abuse on children*; *Self-Esteem*; *Keeping Safe*.

Counsellors in placement and completing placement

During the year, we worked with a total of 80 volunteer counsellors, of whom 47 were undertaking placements to help gain their formal qualification. A total of 24 counsellors completed their placement and 12 counsellors achieved qualification during the year.

User Involvement

The User Involvement Group has been in abeyance for much of the year, owing to the difficulties for our users in fitting this in to their lives. We expect to relaunch it during 2014/15.

In its absence, we have conducted client surveys, and focus groups, which have underpinned our service development prioritisation.

Achievements and performance, 2013-14 (continued)

Review of activities (continued)

Collaboration with other organisations

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

- ◆ We are a member of two consortia of local charities: the Desta Consortium and the Kensington & Chelsea Social Council and Kensington & Chelsea Community Enterprises CIC (KCCE-CIC); and we continue to explore options for joining other suitable consortia.
- ◆ A variety of organisations make their premises available to us for counselling; and in some places we are able to provide counselling specifically for the clients of the host organisation.
- ◆ At operational level, referrals between agencies are crucial. During 2013/14 clients were referred to us from 106 agencies.
- ◆ 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. We have:

- ◆ 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;
- ◆ contributed to the work of the Corporate Alliance Against Domestic Violence, where our Director is an ambassador; and
- ◆ maintained an active Facebook and Twitter presence. At the end of March 2014 we had 426 Facebook friends and 1,885 Twitter followers.

These achievements, together with the outcomes detailed below, have only been possible through the dedicated support and commitment of 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.

The Trustee board is particularly important to us, in combining the rigorous governance and oversight which is necessary for a small charity in the current financial climate, with generous contributions of their time and expertise to supplement our tiny managerial team. This year a number of trustees stepped down. Each one of them had made a substantial contribution to Woman's Trust, and we are very grateful to them. We have been fortunate in being able to recruit equally high calibre replacements.

Achievements and performance, 2013-14 (continued)

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 own entrance and exit questionnaire.

The following tables demonstrate Woman's Trust outputs and outcomes in 2013/14 for the provision of Counselling services:

Outputs

Number of clients	WT East	WT West	WT All
Counselling referrals	444	652	1,096
Workshop referrals	58	44	102
Total clients in 2013/2014	502	696	1,198

Total Counselling clients in 2012/2013:1,217

Initial Assessment	WT East		WT West		WT All	
Provided	494		599		1,093	
Attended	238	48%	304	51%	542	50%

Total initial assessments attended in 2012/13: 532 (44%)

Counselling Sessions	WT East		WT West		WT All	
Provided	2,720		2,679		5,399	
Attended	2,004	74%	1,894	71%	3,898	72%

Total counselling sessions attended in 2012/13: 3,426 (70%)

Workshop Participants	WT East		WT West		WT All	
Provided	384		266		650	
Attended	204	53%	130	49%	334	51%

Total Workshop attendance in 2012/13: 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, 2013-14 (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.

On referral to us, 90% of our clients are affected by trauma, 90% by anxiety/stress, 80% have depression. Typically 20% of these are severe – the highest level recognised in the CORE 4-level evaluation system we use - and 50% are in the next category down. After counselling, typically, the 20% are reduced to 5%, and the 50% are down to 25%.

Some detailed findings from our CORE data and the data from our Exit Questionnaires are shown in the table on page 24. Key outcomes include:

Women were healthier - in terms of their levels of stress (71% reduction), depression (67% improvement), self-esteem (68% improvement), isolation (65% improvement), suicidal tendencies (69% improvement) and self-harm (69% improvement).

Women had greater autonomy and life choices – in terms of their knowledge of their own rights (90% improvement), knowledge of other support services (94% improvement), confidence (96% improvement), feeling of control over future (92% 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 (94% improvement, relationship with children (98% improvement) and ability to attend workshops (80% 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 2013/14 include:

"I cannot thank the service enough. Talking about what had happened to me after staying silent for years made me feel free up from the chains I had been wrapped up in with my marriage. I was not judged and I began to trust again. I am starting understand it takes time to heal. My counsellor acknowledged everything I felt. I wish it didn't have to end!"

"To be able to be helped by Woman's Trust was the best experience in my life. I was living "in a box, full of fear." Fear of domestic violence, fear of trusting others, fear of not being good enough for others...After this session I "put" the box in a bin!! And I am, at 36, at least living...Be able to trust others, be able to meet new people and able to be happy. I am ready to live my life."

Achievements and performance, 2013-14 (continued)

Outcomes and impact (continued)

Detailed outcome reporting

	Using Exit Questionnaire					Using Core 34		
	No Improvement	Minor Improvement	Moderate Improvement	Significant Improvement	Very Significant Improvement	Improved	Same	Worse
TRAUMA (PTSD)	N/A					68%	16%	16%
STRESS/ANXIETY	7%	14%	23%	42%	14%	71%	20%	9%
DEPRESSION	N/A					67%	22%	11%
SELF-ESTEEM	6%	14%	21%	32%	27%	68%	21%	11%
ISOLATION	10%	15%	24%	37%	14%	65%	20%	15%
SUICIDAL	N/A					69%	10%	20%
SELF HARMING	N/A					69%	14%	17%
CONTROL OVER FUTURE	8%	15%	24%	31%	23%	63%	23%	14%
CONFIDENCE	4%	14%	27%	35%	20%	62%	23%	15%
KNOWLEDGE OF OWN RIGHTS	10%	12%	23%	29%	26%	N/A		
KNOWLEDGE OF OTHER SUPPORT SERVICES	6%	15%	27%	27%	25%	N/A		
RELATIONSHIP WITH CHILDREN	2%	8%	21%	40%	29%	N/A		
INTERPERSONAL REALIIONSHIPS	6%	16%	28%	34%	16%	62%	23%	16%
SELF CARE	6%	11%	21%	36%	26%	N/A		

Financial review

Financial position

Woman's Trust's finances during 2013/14 reflect our activities:

- ◆ As a result of the step-change in referral numbers in 2012/13, and the inevitable lag in impact on actual amount of counselling, we increased the number of counselling hours provided. This shows in our figures as (i) an increase in donated services, and (ii) increased project expenditure (on counselling rooms, initial sessions, counsellor supervision and service coordination and administration) drawing on reserves (because it was funded from restricted and designated reserves carried forward at 31 March 2013).
- ◆ Our successful bid for funding from the Lottery for support groups, has led to a slight increase in both income and expenditure.
- ◆ We have slightly increased expenditure on both fundraising and finance staff, in response to the challenging financial environment.

Our biggest funder remains the Big Lottery Fund. Whilst we have around 20 further organisations supporting us, we continue to seek additional diversity in funding. We have also received some generous individual donations, notably from our Patron Caprice Bourret.

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 £45,000 and funds designated to meet service and core costs amount to approximately £66,000 thus leaving free reserves of around £88,000. This level of reserves is satisfactory.

Incoming resources

Woman's Trust received around £535,000 in total income (slightly more than 2013). Restricted income amounted to around £180,000 or 34% of Woman's Trust total incoming resources. Unrestricted income amounted to around £355,000, more than half of which (£179,000) was due to donations in kind (counselling services and rooms).

We were also grateful to receive donations from the local community of items such as raffle prizes and printing, in support of our fundraising events.

Financial review (continued)

Resources expended

Resources expended in the year were around £546,000, of which around £370,000 was financial, the remainder being in-kind donated counselling services and rooms. Costs of generating funds amounted to around £39,000 which represents Woman's Trust's fundraising activities. The costs of governance were around £11,000.

Balance sheet

Debtors due at the end of the period stood at £9,000, representing accrued grant income for the year. Creditors due within one year stood at £42,000 comprising accruals for the period, deferred income and other creditors.

Financial position at the end of the year

The reserves position at the year end is just under £200,000. Restricted funds carried forward were around £45,000 reflecting the fact that project funding is not aligned with financial years. The unrestricted funds stood at around £154,000 at the year end but this includes designated funds of around £66,000 set aside to cover project and core costs during 2014/2015. This leaves free reserves of around £88,000, or just under one quarter of our annual running cost, roughly in line with the reserves policy below.

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.

The Trustees believe that a financial reserve equivalent to three months running costs is sufficient to meet the above obligations.

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 for 2014/15 is between £80,000 and £120,000 (depending on our success in maintaining/growing project funding).

Financial review (continued)

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 nine months and we have a fundraising plan, and fundraising resource, in place to raise funding beyond that time; and
- ◆ Management information systems enable timely decision making.

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; and
- ◆ 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 strategic objectives for the coming three to five years, described on page 19 are intended at least to maintain the current position on all these goals, and where possible to expand them. In the current financial and political climate, progress may be slower than we would like; and the risks identified earlier in this report show that there may even be some steps backwards.

Nevertheless, our achievements of the last two to three years show that with the hard work and commitment of our staff, volunteers, and funders, and with careful planning and responsiveness to opportunities, progress is possible, and worthwhile.

The above report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the Trustees:

Ruth Kaufman
Chair

Approved by the Trustees on: 5 August 2014

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 2014 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' 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

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Report identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Independent auditor's report 31 March 2014

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 2014 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' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

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; or
- ◆ the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Trustees' Report and take advantage of the small companies exemption from the requirement to prepare a Strategic Report.

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

18 August 2014

Statement of financial activities Year to 31 March 2014

	Notes	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Incoming resources					
Income and expenditure					
Incoming resources from generated funds					
. Voluntary income (including donated services)	1	225,318	—	225,318	201,176
. Interest receivable		261	—	261	360
Incoming resources from charitable activities					
. Grants and project funding receivable	2	126,281	180,417	306,698	319,986
. Training income		—	—	—	6,300
Other income	3	2,700	—	2,700	1,417
Total incoming resources		354,560	180,417	534,977	529,239
Resources expended					
Cost of generating funds					
. Fundraising costs	4	38,907	—	38,907	25,934
Charitable activities					
. Provision of counselling and support services	5	319,039	177,428	496,467	446,483
. Training costs	6	—	—	—	2,009
Governance costs	7	10,694	—	10,694	9,027
Total resources expended		368,640	177,428	546,068	483,253
Net (expenditure) income/net movement in funds	8	(14,080)	2,989	(11,091)	45,986
Net assets transferred from Woman's Trust	17	—	—	—	163,508
Fund balances brought forward at 1 April 2013		167,788	41,706	209,494	—
Balances carried forward at 31 March 2014		153,708	44,695	198,403	209,494

All of the charity's activities derived from continuing operations during the above financial periods.

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 2014

	Notes	2014 £	2014 £	2013 £	2013 £
Fixed assets					
Tangible assets	11		5,762		7,053
Current assets					
Debtors	12	8,994		3,508	
Cash at bank and in hand		225,601		227,411	
		234,595		230,919	
Creditors: amounts falling due within one year	13	(41,954)		(28,478)	
Net current assets			192,641		202,441
Total net assets			198,403		209,494
Represented by:					
Funds and reserves					
<i>Income funds</i>					
Restricted funds	14		44,695		41,706
Unrestricted funds					
. Designated funds	15		65,833		85,268
. General funds			87,875		82,520
			198,403		209,494

Approved by the Trustees
and signed on their behalf by:

Ruth Kaufman
Approved by the Trustees on: 5 August 2014

Company Registration Number 06886781 (England and Wales)

Principal accounting policies 31 March 2014

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.

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. This includes auditors remuneration and an apportionment of staff time.

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'.

Principal accounting policies 31 March 2014

Tangible fixed assets

All assets costing more than £500 and with an expected useful life exceeding one year 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 15 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 2014

1 Voluntary income

	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Donations	46,273	—	46,273	37,296
Donated services				
. Counselling rooms	62,105	—	62,105	65,420
. Counselling services	116,940	—	116,940	98,460
	225,318	—	225,318	201,176

Donated services comprise:

- ◆ time donated to the charity by various counsellors, the value estimated based on the number of sessions attended at £30 per session.
- ◆ 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.

2 Grants and project funding receivable

	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
95.8 Capital FM Help a Capital Child	—	—	—	2,970
Barking and Dagenham NHS	—	—	—	24,550
Big Lottery Fund – Counselling	—	98,319	98,319	97,704
Big Lottery Fund – Support Groups	—	9,234	9,234	—
NHS West London CCG	—	25,103	25,103	30,103
Dr Edwards and Bishop King's Fulham Charity	—	5,547	5,547	3,696
Eleanor Rathbone Charitable Trust	—	—	—	3,000
The Everest Trust	6,250	—	6,250	4,000
Garfield Weston Foundation	10,000	—	10,000	10,000
The Goldsmiths' Company	—	—	—	3,000
Hammersmith United Charities	—	—	—	3,000
The Henry Smith Charity	30,000	—	30,000	20,000
The Kensington and Chelsea Foundation	—	2,000	2,000	—
Lloyds Bank Foundation, England and Wales	—	15,000	15,000	15,000
London Borough of Barking & Dagenham	24,550	—	24,550	—
London Catalyst	—	—	—	7,612
Matrix Causes Fund	—	4,260	4,260	4,260
Notting Hill Methodist Church	—	2,000	2,000	2,000
Royal Borough of Kensington & Chelsea	25,481	—	25,481	25,714
The Rufford Foundation	—	—	—	2,500
The Tudor Trust	30,000	—	30,000	30,000
The Wakefield and Tetley Trust	—	4,960	4,960	4,960
Westminster Amalgamated Charity	—	8,000	8,000	10,000
Westminster City Council	—	—	—	4,933
Zurich Community Trust	—	—	—	1,765
Other	—	5,994	5,994	9,219
	126,281	180,417	306,698	319,986

Notes to the financial statements 31 March 2014

3 Other income

	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Non-refundable counsellors' deposits	1,550	—	1,550	1,350
Self development workshop	1,150	—	1,150	—
Other miscellaneous income	—	—	—	67
	2,700	—	2,700	1,417

4 Fundraising

	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Staff costs (note 9)	37,899	—	37,899	23,600
Other costs	1,008	—	1,008	2,134
	38,907	—	38,907	25,734

5 Provision of counselling and support services

	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Direct costs				
. Staff costs (note 9)	46,312	72,821	119,133	110,031
. Childcare and client hardship	178	3,371	3,549	3,672
. Counselling supervision and training	10,152	28,235	38,387	40,448
. Room and equipment hire	3,140	6,334	9,474	7,992
. Volunteer training and expenses	1,172	6,741	7,913	6,633
. Donated counselling services (note 1)	116,940	—	116,940	98,460
. Donated counselling rooms (note 1)	62,105	—	62,105	65,420
. Initial sessions costs	2,129	3,711	5,840	2,400
. Project administration costs	—	2,319	2,319	—
. Other direct costs	4,923	6,015	10,938	3,283
	247,051	129,547	376,598	338,339
Premises costs				
. Rent and rates	5,950	17,850	23,800	25,015
Administrative costs				
. Staff costs (note 9)	53,133	19,623	72,756	59,070
. Office overheads	12,905	10,408	23,313	24,059
	66,038	30,031	96,069	83,129
	319,039	177,428	496,467	446,483

6 Training service

	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Trainers' fees and travel	—	—	—	760
Room and equipment hire	—	—	—	1,249
	—	—	—	2,009

Notes to the financial statements 31 March 2014

7 Governance costs

	Unrestricted funds £	Restricted funds £	Total 2014 £	Total 2013 £
Audit and accountancy	7,680	—	7,680	6,628
Staff costs (note 9)	3,014	—	3,014	2,399
	10,694	—	10,694	9,027

8 Net movement in funds

This is stated after charging:

	Total 2014 £	Total 2013 £
Staff costs (note 9)	223,969	185,503
Auditor's remuneration (including VAT)		
· Statutory audit services	5,880	6,628
· Other services	1,800	—
Depreciation	3,221	2,917
Operating lease rentals	23,800	25,015

9 Staff costs and Trustees' remuneration

	2014 £	2013 £
Staff costs during the year were as follows:		
Wages and salaries	197,913	161,885
Social security costs	16,714	14,382
Employer's pension contributions	5,862	4,969
	220,489	181,236
Contracted staff	3,480	3,573
Other staff related costs (training, supervision and travel)	5,263	9,597
Staff recruitment	3,570	694
	232,802	195,100

	2014 £	2013 £
Staff costs per function were as follows:		
Fundraising	37,899	23,600
Provision of counselling and support services	119,133	110,031
Administration	72,756	59,070
Governance	3,014	2,399
	232,802	195,100

No employee earned £60,000 per annum or more (including benefits) during the year (2013 – none).

The average number of employees during the year was 10 (2013 – 8) (6.5 full time equivalents).

No Trustee received any remuneration in respect of their services as a trustee during the year (2013 – none). No expenses were reimbursed to Trustees during the year (2013 – none).

10 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.

11 Tangible fixed assets

	Furniture & equipment £
Cost	
At 1 April 2013	48,190
Additions	1,930
At 31 March 2014	<u>50,120</u>
Depreciation	
At 1 April 2013	41,137
Charge for the year	3,221
At 31 March 2014	<u>44,358</u>
Net book value	
At 31 March 2014	5,762
At 31 March 2013	<u>7,053</u>

12 Debtors

	2014 £	2013 £
Funds receivable	<u>8,994</u>	<u>3,508</u>

13 Creditors: amounts falling due within one year

	2014 £	2013 £
Expenses creditors and accruals	12,698	23,764
Deferred income	15,092	—
Other creditors	14,164	4,714
	<u>41,954</u>	<u>28,478</u>

Deferred income represents funds received in advance from the Big Lottery Fund to be spent on Women's Trust 2014/15 activities.

14 Restricted funds

	At 1 April 2013 £	Incoming resources £	Resources expended £	At 31 March 2014 £
95.8 Capital FM Help a Capital Child	2,185	—	(2,185)	—
Big Lottery Fund	3,116	96,819	(89,493)	10,442
Big Lottery Fund – Fixed Asset	—	1,500	(213)	1,287
Big Lottery Support Groups	—	9,234	(1,880)	7,354
Edward Harvist Trust	—	2,494	(2,494)	—
Dr Edwards & Bishop King's Fulham Charity	2,241	5,547	(2,241)	5,547
Eleanor Rathbone	3,000	—	(2,500)	500
Hammersmith United Charity	3,000	—	(3,000)	—
NHS West London CCG	4,184	25,103	(26,852)	2,435
The Kensington Foundation	—	2,000	—	2,000
The London Community Foundation	4,933	—	(4,933)	—
Lloyds Bank Foundation, England & Wales	1,853	15,000	(14,388)	2,465
Lloyds TSB Community grant	—	3,000	(3,000)	—
London Catalyst	7,550	—	(7,550)	—
Matrix Causes Fund	115	4,260	(2,210)	2,165
Notting Hill Methodist Church	—	2,000	(2,000)	—
Wakefield and Tetley Trust	4,717	4,960	(9,677)	—
Westminster Amalgamated Charity	1,296	8,000	(1,296)	8,000
Other	3,516	500	(1,516)	2,500
	41,706	180,417	(177,428)	44,695

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

15 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 2013 £	New designation £	Released/ utilised £	At 31 March 2014 £
Provision of counselling service projects	40,813	13,333	(40,813)	13,333
Projects – operational costs	44,455	52,500	(44,455)	52,500
	85,268	65,833	(85,268)	65,833

The above funds represent unrestricted monies received in the year set aside for the 2014/15 financial year in respect of counselling projects and the related operational costs.

Notes to the financial statements 31 March 2014

16 Analysis of net assets between funds

	General funds £	Restricted funds £	Total 2014 £
Fixed assets	4,440	1,322	5,762
Current assets	191,222	43,373	234,595
Creditors: amounts falling due within one year	(41,954)	—	(41,954)
	<u>153,708</u>	<u>44,695</u>	<u>198,403</u>

17 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 2013 £
Tangible fixed assets	6,107
Debtors	3,724
Cash at bank and in hand	189,429
Creditors	(35,752)
	<u>163,508</u>

18 Lease commitments

At 31 March 2014 Woman's Trust had annual commitments under operating leases on land and buildings as follows:

	2014 £	2013 £
Less than one year	<u>5,950</u>	<u>25,015</u>

The current lease commitments are on a much lower level as Woman's Trust lease for the office is currently on a rolling contract with a notice period of 3 month as the landlord is in the process of selling the building.

Detailed analysis of income and expenditure Year to 31 March 2014

This page does not form part of the statutory financial statements

	Total 2014 £	Total 2013 £
INCOME		
Grants receivable	306,698	319,986
Training income	—	6,300
Gifts and donations	44,223	30,130
Fundraising events	2,050	7,166
Interest receivable	261	360
Donated counselling rooms	62,105	65,420
Donated counselling services	116,940	98,460
Other income	2,700	1,417
Total incoming resources	534,977	529,239
EXPENDITURE		
Fundraising costs	1,008	2,134
Direct charitable costs		
Childcare and client hardship	3,549	3,673
Counselling supervision	38,387	28,048
Room and equipment hire	9,474	9,241
Training fees	—	9,915
Volunteer training and expenses	7,913	9,863
Donated counselling rooms	62,105	65,420
Donated counselling services	116,940	98,460
Initial session cost	5,840	2,400
Other direct costs	13,257	2,834
	257,465	229,854
Staff costs		
Staff salaries (including social security)	214,626	176,267
Staff pension	5,863	4,969
Staff supervision	2,356	1,160
Staff recruitment	3,570	694
Staff training and travel	2,907	2,413
Contracted staff	3,480	9,597
	232,802	195,100
Premises costs		
Rent and rates	23,800	25,015
Administration costs		
Audit fees	7,680	6,628
Equipment	2,078	830
Insurance	1,552	1,332
Membership and subscriptions	1,075	826
Printing, postage and stationery	2,636	7,023
Telephone expenses	3,092	4,338
Computer support and maintenance	6,456	5,990
Depreciation	3,221	2,917
Sundry	3,203	1,266
	30,993	31,150
Total resources expended	546,068	483,253
Net (outgoing) incoming resources for the year	(11,091)	45,986