



**ANNUAL REPORT & ACCOUNTS**

**YEAR ENDED 31 MARCH 2020**

REGISTERED COMPANY NUMBER: 3837084 (England and Wales)  
REGISTERED CHARITY NUMBER: 1078496

Haines Watts Birmingham LLP  
5-6 Greenfield Crescent  
Edgbaston  
Birmingham  
B15 3BE

**WEST MERCIA WOMEN'S AID**  
**CONTENTS OF THE ANNUAL REPORT & ACCOUNTS**  
**YEAR ENDED 31 MARCH 2020**

---

	Page
Reference and Administrative Details	1
Report of the Trustees	2 to 15
Report of the Independent Auditors	16 to 18
Statement of Financial Activities	19
Statement of Financial Position	20
Statement of Cash Flows	21
Notes to the Financial Statements	22 to 34

**WEST MERCIA WOMEN'S AID**  
**REFERENCE AND ADMINISTRATIVE INFORMATION**  
**YEAR ENDED 31 MARCH 2020**

---

<b>Trustees</b>	N Griffiths (Chair) V Barraclough C Chima-Okereke C Dover R Dugdale S Gorbing C Humphreys R Neilson L Pedrick
<b>Key management personnel</b>	S Coleman (Chief Executive Officer) T Ashton-Jones S Hanne A McGuigan J Midgley C Ovel C Panniers L Peplow R Twydell
<b>Registered office</b>	Berrows Business Centre Bath Street Hereford HR1 2HE
<b>Registered charity number</b>	1078496
<b>Auditors</b>	Haines Watts Birmingham LLP 5-6 Greenfield Crescent Edgbaston Birmingham B15 3BE
<b>Bankers</b>	Unity Trust Bank plc Nine Brindley Place Birmingham B1 2HB

## **WEST MERCIA WOMEN'S AID**

### **CHAIR'S SUMMARY**

**YEAR ENDED 31 MARCH 2020**

---

As I sit here writing my words for our Annual Report, I am doing so from my home. Along with many of you too, I have been working this way since March 2020 when things changed in the world in ways we could not have foreseen. As one who preferred the separation and balance between home and work life, this meant a big change for me.

Here at WMWA we also had to make similar changes and shift our working ways and thinking, rapidly adapting to not only ensure our staff could safely work from home but to enable and empower them to continue to deliver their service to women and children, a service that is very individual, inter-active and personal. No easy feat - but I am immensely proud and impressed with the way they have, and continue to, deliver our vital services.

They have been committed, innovative, flexible and creative in the way they engage and support those women and children seeking support and shelter from domestic abuse and continue to enable those needing support to get the help they need and will continue to do so.

Despite the rapid rate of change and the way we have had to react to the pandemic, it was also business-as-usual in the wider strategic sense. We consolidated in 2019/20 and we were well-positioned to meet those challenges. We had strong partnerships on which we continued to build, with a stable staff team who are positive about working for the organisation (we know this from a staff survey we undertook in the Summer of 2019).

This was the first year of the new IDVA and Herefordshire contracts with the IDVA contract presenting us with new opportunities to promote closer working with the health sector through co-location in hospitals. We have been part of the successful pilot of the DRIVE perpetrator programme in Worcestershire, developed a network of community ambassadors through the Ask Me programme across Herefordshire and Worcestershire, built up a recruitment, induction and training programme for volunteers and interns. No surprise that we were well-placed to respond to the challenges that now face us.

The Board of Trustees is the strongest most skilled board I have had the pleasure to work with. We will continue to seek additional Trustees with complementary skills to join us in our commitment to support the organisation and the CEO and, together, I am confident we will build on what we have been through and learnt this year. We may never go back to working in the way we once did, but I know that with the strong, dedicated workforce we have, led by a strategic-thinking and empowering CEO all under-pinned by a committed and highly skilled Board, we can only go from strength to strength.



Nikki Griffiths  
**Chair of Trustees**

**WEST MERCIA WOMEN'S AID**  
**REPORT OF THE TRUSTEES**  
**YEAR ENDED 31 MARCH 2020**

---

The trustees, who are also directors of the charity for the purposes of the Companies Act, present their annual report and the financial statements for the year ended 31 March 2020. In preparing the annual report and financial statements of the charity the trustees have adopted the requirements of the Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effected 1 January 2019. The financial statements also comply with the Charities Act 2011 and the Companies Act 2006.

**Structure, governance and management**

The charity is constituted as a company limited by guarantee, and is therefore governed by the memorandum and articles of association.

The trustees/directors shown below have held office during the period and up to the date of signing this report.

N Griffiths (Chair)	
K Barnett	– resigned 28 May 2019
V Barraclough	– appointed 4 March 2020
C Chima-Okereke	– appointed 28 May 2019
S Cope	– resigned 28 May 2019
L Dodgson	– resigned 16 November 2019
C Dover	
R Dugdale	
S Gorbing	
C Humphreys	– appointed 20 August 2019
J Liddle	– resigned 27 May 2019
R Neilson	
L Pedrick	

Trustees are appointed in accordance with the 'Trustees and Board Handbook', which includes procedure for elections and co-options. Responses to advertisements for trustees and/or individual expressions of interest are forwarded to the Clerk to the Board, who sends the applicant information about the organisation together with an application form. Application forms are sent to the Clerk to the Trustees who forwards these to the Chair of the Board or their nominee who in turn arranges an interview with the applicant. Following interview, the Chair makes a recommendation to the trustees at the next board meeting.

Induction for new trustees takes place over the first 12 months following their appointment. There is a full induction and training programme for new trustees.

The board of trustees governs the charity and normally has around 10 members. The board meets quarterly and is quorate with 3 members. Committee meetings also take place quarterly, covering employment, governance, finance and health and safety. Committees are working groups and relevant staff are invited to attend. Day to day responsibility for running the charity is executed by a team of paid staff, led by the Chief Executive. The Chief Executive has delegated authority, approved by the trustees and detailed with the 'Board of Directors – Role and Responsibilities' policy, for operational matters including finance, employment and service delivery activities.

**WEST MERCIA WOMEN'S AID**  
**REPORT OF THE TRUSTEES**  
**YEAR ENDED 31 MARCH 2020**

---

**Structure, governance and management (continued)**

WMWA is an autonomous member of the Women's Aid Federation of England, the national domestic abuse charity that supports the England-wide network of over 500 local projects. WAFE has a campaigning role, providing an 'expert view' to government on laws, policy and practice affecting abused women and children. It provides vital briefings, information, training and resources to its members, but has no impact on governance or operating policies, including those of WMWA.

The trustees actively review the major risks which the charity faces on a regular basis and believe that maintaining reserves at a sufficient level to ensure business continuation and delivery of current services, combined with an annual review of the potential sources of funding and the controls over the key financial systems will provide sufficient reserves in the event of adverse conditions. Additionally, the trustees regularly review risks, for example: the impact of adverse changes in the external environment, reputational damage, staff absence, CEO unplanned departure, trustee shortage, health and safety incidents.

Staff & trustee Remuneration

Remuneration is the compensation an individual receives in exchange for work or services performed. Typically, this consists of monetary rewards in the form of a wage or salary.

West Mercia Women's Aid trustees are volunteers and do not receive any remuneration or receive any other benefits from employment with the charity or a related entity. Expenses incurred in fulfilling their duties are not deemed remuneration and are fully reimbursed by the charity.

West Mercia Women's Aid Trustees acknowledge that the proper functioning of the charity requires a variety of staffed roles. It is the trustees' intention that all remuneration levels are set fairly across all roles and that pay thresholds for each post are set after researching posts with similar requirements within the public and third sector. The remuneration of staff will be reviewed annually by the Board of Trustees.

All staff members, regardless of their position within the organisation, receive the same percentage of employer's pension contribution.

**Objectives and Activities**

The charity adopted new articles of association which were approved on the 12<sup>th</sup> November 2019. The new articles of association brought the charity into line with the provisions of the Companies Act 2006, and expanded the charity's objects to reflect its current operational activity. The objects and principal activity are:

- (a) relieve the distress and increase the safety of women and children who have experienced or are exposed to domestic abuse by the provision of specialist support, advice, temporary accommodation, grants of money, items, facilities and any other services or activities that may relieve their circumstances;
- (b) relieve the distress and increase the safety of anyone who has experienced or is exposed to domestic abuse, on the basis that such activities ultimately benefit women and children by improved understanding and the reduction of domestic violence;
- (c) work in partnership with third sector, statutory and other relevant agencies to promote and facilitate effective responses to domestic abuse; and
- (d) inform and educate agencies, organisations and the general public through talks, training and publicity about the causes, effects and prevention of domestic abuse and about the services provided by the Charity and to undertake or contribute to research into such matters.

**WEST MERCIA WOMEN'S AID**  
**REPORT OF THE TRUSTEES**  
**YEAR ENDED 31 MARCH 2020**

---

Public Benefit

The Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit, and that its significant activities described below, undertaken to further the organisation's charitable purpose, contribute to the public benefit.

WMWA aims to work strategically with other agencies in order to:

- Improve responses to domestic abuse
- Increase perpetrator accountability
- Take preventative action to reduce tolerance of the effects of domestic abuse

WMWA strives to provide comprehensive services to women and children affected by domestic abuse throughout the counties of Herefordshire, Worcestershire and Shropshire in order to meet their immediate needs and empower them towards a safer future.

WMWA aims to review and, when necessary, update and revise systems, structures and policies, in order to support the delivery of high quality and sustainable services, both preventative and responsive.

**Achievements and Performance**

Introduction by CEO

In the financial year 2019/20, WMWA was fully engaged in the delivery of its new Strategic Plan, and the Achievements for the year are presented in line with its key objectives.

The organisation has continued to grow and develop - establishing new services and re-shaping existing provision to ensure that we can best meet the changing needs of all who approach us for support. We have said farewell to colleagues who have been integral to the DNA of West Mercia Women's Aid, and we have welcomed new practitioners with skills and creativity in abundance.

The final month of the year presented WMWA – along with the rest of the country (and beyond) with the significant challenge of the COVID-19 pandemic and it is testament to their commitment and professionalism that each and every woman working for WMWA swiftly re-shaped their working pattern and continued to offer effective services to those whose need was sometimes even more urgent – as if we ever thought that possible.

I am, as ever, enormously proud to work alongside them, and in awe of their achievements throughout the year.

Sue Coleman  
**Chief Executive Officer**

**WEST MERCIA WOMEN'S AID**  
**REPORT OF THE TRUSTEES**  
**YEAR ENDED 31 MARCH 2020**

---

**Achievements and Performance (continued)**

SECURING THE SUSTAINABILITY OF WEST MERCIA WOMEN'S AID

**In 2019/20 we:**

Worked with the support of GMB to review and re-evaluate all job roles within the organisation to create a more equitable and transparent Pay Award Framework.

Reduced the size of the Leadership Team and re-focussed management responsibilities in a way which promotes greater cross-cutting collaboration across the organisation.

Established a 'volunteer pathway' of recruitment, training and induction for those wishing to volunteer and support us in our work: by the end of 2019/20 there were 22 trained volunteers working as part of the WMW team.

Transitioned quickly and smoothly to remote working in March 2020, when emergency measures were required to prevent the spread of the Coronavirus. Refuges remained open and all front-line staff continued to deliver services without interruption to essential provision.

Increased the generation of unrestricted funds through the employment of a Community Fundraiser who has raised the profile of the organisation and provided support to local individuals and groups raising money on our behalf.

Secured funding for developmental projects from a range of sources – beginning the process to reduce over-reliance on local public sector contracts to meet the costs of delivering services.

SUSTAINING AND FURTHER DEVELOPING HIGH QUALITY DOMESTIC ABUSE SPECIALIST SERVICES

**Worked to ensure a secure future for refuges, and sufficient services to meet local need for support for those that have experienced domestic abuse.**

Continued to provide safe refuge accommodation for women and children fleeing domestic abuse, providing shelter for a total of 122 women and 188 children during the year.

Recorded positive outcomes for 95% of women who used refuge during the period. Service users and practitioners agree that improvement has been achieved in the following outcome areas:

- Personal safety
- Health and well-being
- Stability and resilience
- Resourcefulness to parent



**WEST MERCIA WOMEN'S AID**  
**REPORT OF THE TRUSTEES**  
**YEAR ENDED 31 MARCH 2020**

---

**Achievements and Performance (continued)**

Supported both Herefordshire and Worcestershire commissioners in securing funding to further extend safe accommodation provision from the Ministry for Housing Communities and Local Government, to be delivered in 2020/21.

Concluded a successful project to develop and embed specialist housing knowledge and skills: this work was funded by the Nationwide Building Society.

Responded to 11,961 contacts/calls to WMWA Helpline during the year. These were mostly calls from individuals who wanted to talk about their circumstances and seek support, but they also included direct referrals for our services (including refuge) from partner agencies, and enquiries from professionals.

Delivered our Recovery Pathway programme of evidence-based group programmes to 679 women in Herefordshire and in Worcestershire (with partners Rooftop Housing Association). The majority of participants live in the community – some still living with their abusive partner.

**Further developed the capacity of WMWA to work effectively with those whose needs are multiple and complex. To do this we:**

Worked with the University of Worcester to evaluate the WMWA EDNA project, which provided community-based support to older women, and to those who face additional challenges.

Provided training to all staff on issues such as disability confidence, understanding dementia, understanding modern slavery in West Mercia, and the implications of gang culture. This was delivered through a combination of presentations from external specialist agencies and workshops led by WMWA practitioners with particular skills and knowledge.

Developed strong working arrangements with the NHS across the region through the deployment of IDVAs in five hospitals settings - as contracted by the West Mercia Police and Crime Commissioner. This has promoted close collaboration with health practitioners in mental health, maternity, adult safeguarding and emergency departments and has meant that an increasing number of patients are accessing specialist domestic abuse advice and support safely and in confidence whilst attending hospital for other reasons. We have also noted an increased interest from community-based health services who feel they would benefit from this service.

Offered therapeutic counselling support to clients – made possible by attracting qualified counsellors as volunteers.

Worked with Rooftop Housing Association to further develop the Male Victim Service in Worcestershire. This has included the employment of an additional Support Worker with funding from Worcester City Council. The Male Victim Service supported 72 men in 2019/20.

**WEST MERCIA WOMEN'S AID**  
**REPORT OF THE TRUSTEES**  
**YEAR ENDED 31 MARCH 2020**

---

**Achievements and Performance (continued)**

**Strengthened the focus on meeting the needs of diverse and vulnerable groups and communities. To do this we:**

Further increased the diversity profile of our client group - from 10% in 2018/19 to 11% in 2019/20. We hope that this is an indication that women from minority groups continue to regard WMWA as an agency with services that can meet their needs.

Continued to provide safe refuge accommodation for women with No Recourse to Public Funds – drawing on funding support from the West Mercia Police and Crime Commissioner, and working closely with local authority children's services to ensure that the most vulnerable are able to remain safe.

**Provided expert support services to 880 people assessed at high risk of significant harm or homicide. to do this we:**

Recruited 7 new IDVA staff and ensured that 83% of the IDVA Service were either fully qualified, or close to completion of their course for accreditation by SafeLives to support the high risk victims.

Piloted a new approach in Shropshire with an IDVA working alongside a Police shift and attending call-outs. This meant that victims who might otherwise decline a referral to a specialist agency could access advice and support at 'the scene' from a 'civilian' domestic abuse specialist.

Provided ongoing support to the partners of perpetrators that had been identified for the DRIVE Perpetrator programme in Worcestershire. WMWA supported 164 women whose partners have been engaged on this behaviour-change programme in 2019/20.

Secured anonymised online feedback from 83 IDVA clients – 94% of whom strongly agreed with the statement that 'West Mercia Women's Aid treated me with sensitivity and respect'.

**Maintained a continuous focus on addressing the impact of domestic abuse upon children and young people. To do this we:**

Provided bespoke packages of individual and group support for children and young people from ages 5 – 19 years, and worked closely with children's safeguarding professionals across West Mercia and in Gloucestershire to promote safety and resilience from the impact of domestic abuse.

Developed a resource for other professionals to use with children called 'My Time'. Based upon the principles of 'protective behaviours', the 'My Time' workbook focuses on the understanding of healthy relationships.

Commenced a project to work with the children of families where the father in the family is attending the DRIVE programme. This is funded by the West Mercia Police and Crime Commissioner.

**Continued to explore and develop evidence-based interventions and groups that focus on the needs of all those who experience domestic abuse – including whole-family approaches. To do this we:**

Delivered the Inspiring Families programme to couples in Herefordshire who want to address the male partner's abuse and repair their relationship. This programme involves the establishment of two separate groups – one for the women and one for their male partner: these run simultaneously. WMWA were supported in the delivery of this programme by male volunteers who co-facilitated the group for the men on the programme.

Develop and piloted a bespoke group support programme for male victims of domestic abuse entitled MARS, with Rooftop Housing Association.

**WEST MERCIA WOMEN'S AID**  
**REPORT OF THE TRUSTEES**  
**YEAR ENDED 31 MARCH 2020**

---

**Achievements and Performance (continued)**

**Promoted the view that domestic abuse is everyone's business, through effective partnership working.**

**To do this we:**

Participated to the development of the newly established Domestic Abuse 'Hub' in Herefordshire, by contributing to the screening and triage processes. The Hub has been set up by children's social care and is designed to ensure that services are swiftly mobilised to support families where domestic abuse has been reported to the Police.

Seconded experienced WMWA practitioners to work as part of the OPCC's Victim Advice Line set up in Spring 2019, where they operated as 'subject matter experts' to both respond to the needs of victims of domestic abuse, and to model good practice for the other members of the team in so doing.

**Supported the development of a strong and diverse cohort of 'trusted professionals' through the provision of training and consultancy to partner agencies. To do this we:**

Worked alongside early help professionals in the delivery of the CRUSH programme to a group of young people in Telford and Wrekin. Those professionals quickly became skilled and experienced enough to continue to deliver this programme without WMWA support.

Concluded delivery of a programme of training in understanding the intersection between domestic abuse, faith and ethnicity in West Mercia to 91 professionals in Worcestershire, and ran in-house workshops to all WMWA staff and volunteers.

Delivered training in coercive control, and in the implications of domestic abuse for poor mental health and substance misuse, to professionals in Herefordshire.

WMWA IDVAs participated in the delivery of the SafeLives 'DA Matters' training to West Mercia Police. The aim of the training is to further develop the knowledge and expertise of Police staff in the way that they deal with domestic incidents. As part of the training package, SafeLives invited WMWA IDVAs to participate as local 'subject matter experts' from outside of Policing to assist in the delivery of the learning. IDVAs assisted in 12 of over 20+ sessions – a maximum of 25 officers attended each session.

**Developed, tested and shared the learning from outcome-focussed innovation in both preventing and tackling domestic abuse.**

WMWA continued to develop its own performance dashboards, and to use these in team meetings to ensure that practitioners understand the 'golden thread' between the outcomes that they achieve and the strategic priorities for West Mercia Women's Aid. A 'whole organisation' performance dashboard is used to update the Board of Trustees on a quarterly basis.

The WMWA dashboard model was used to set up a demand tracker that recorded weekly shifts in demand for services from the point of school closures and national lockdown in March 2020. This was invaluable in ensuring that WMWA could respond swiftly to changes in demand for services during the Coronavirus pandemic, and was made available to local commissioners to assist with the analysis of the impact of the pandemic on the most vulnerable.

**WEST MERCIA WOMEN'S AID**  
**REPORT OF THE TRUSTEES**  
**YEAR ENDED 31 MARCH 2020**

---

**Achievements and Performance (continued)**

**Worked in partnership with other violence against women and girls (VAWG) providers and key stakeholder agencies that share WMWA objectives and values. To do this we:**

Partnered with Shropshire Domestic Abuse Service (SDAS) to further develop the Soteria project, working with women in the criminal justice system that have experience domestic abuse. This is supported with funding from Comic Relief. The project has included training for criminal justice professionals in understanding domestic abuse and on the implications for offending behaviour for women in controlling and abusive relationships.

Supported West Mercia Rape and Sexual Abuse Support Centre (WMRSASC) in the delivery of The Branch Project, which works with young people in schools to raise awareness of the dangers of Child Sexual Exploitation (CSE). WMWA practitioners have been trained by WMRSASC and work alongside their practitioners to deliver the sessions, and the knowledge gained from this work has enhanced our own support of children and young people affected by domestic abuse in their households.

**PREVENTION - EDUCATING SOCIETY AND SPEAKING OUT AGAINST DOMESTIC ABUSE AND VIOLENCE AGAINST WOMEN AND GIRLS**

**Prioritised early intervention and prevention with young people (as highlighted in the national VAWG strategy)**

WMWA was commissioned to set up a new service for young people affected by domestic abuse and/or teen relationship abuse in Gloucestershire – called STREET. The learning from this service is informing developments in similar work in Herefordshire and Worcestershire. STREET works closely with Gloucestershire Domestic Abuse Advice and Support Service (GDAASS) and is co-located with them in their office in Gloucester.

**Build the capacity in local communities to challenge domestic abuse and provide support and signposting to those experiencing domestic abuse**

WMWA recruited, trained and supported 50 local people to become 'Ambassadors' as part of the Women's Aid Federation England (WAFE) 'Ask Me' programme which is designed to harness the capacity in local communities to provide support and signposting to those affected by domestic abuse. Ambassadors have been particularly active in helping to spread the message that services are still up and running during the pandemic.

**WEST MERCIA WOMEN'S AID**  
**REPORT OF THE TRUSTEES**  
**YEAR ENDED 31 MARCH 2020**

---

**Achievements and Performance (continued)**

**Used local and national media – including social media - to raise awareness of the prevalence and impact of domestic abuse, and of the availability of local services**

Part of the role of the Community Fundraiser has been to raise the profile of WMWA on all channels, and we have achieved a 'step change' in terms of our presence on social media. We now use targeted approaches to share messages about staying safe, about local and national news and campaigns, and about the development of WMWA services. Using well-recognised platforms - Instagram, Facebook and Twitter – WMWA has expanded its online 'reach' and used this to raise awareness not just of our services, but also of the issue of domestic abuse and the availability of other forms of support and information. In the 12 month period from September 2019 our average social media reach increased by 119%, with the September average reach for a post of 1160 people.

We also developed a new suite of posters with information about recognising domestic abuse and accessing WMWA services. These are widely distributed for display in hospitals, probation offices, GP surgeries, Housing and Benefits offices and other community venues.

**FEEDBACK FROM SERVICE USERS**

Capturing feedback from our service users is integral to the way we work. This is a selection of their comments from 2019/20.

Right from my first contact with West Mercia Women's Aid I was treated with the utmost respect. My case was dealt with quickly and I was sensitively dealt with by all members of staff I came in contact with.

My IDVA provided all the information I needed to stay safe after leaving my violent partner and through the process of his conviction. I cannot stress how much this has helped me and my family.

Women's Aid have completely supported me and got me through what has been the worst 18 weeks of my life. They have helped ensure that my children and I are safe. It's very reassuring knowing that they will continue to be there for us in the future too!

Phoned calls weekly and even though I am safe I feel confident to reach out and talk, even if the situation is not major, reach out before things get bad.

You have treated me with kindness and respect 110% and knowing I can always be in contact with your services for any support. Thank you.

The West Mercia Women's Aid team are so supportive. The courses they do are both life changing and eye opening.

Thank you so much for your kindness & support during this process. It made all the difference. Most important of all is the dignity, respect and understanding you were able to show me.

Thank you for all your help, support and guidance, thank you for helping me to feel safe. I came with no hope, self-belief, feeling lost and scared but I now leave with hope, confidence and self-belief. I am me again. Thank you for believing in me, wishing you all the best.

I just wanted to say thank you for being you and making sure me and my children have the best future I can possibly give them and that's only because you showed me and told me I am strong enough! You've brought out the confidence in me and that I really can do good things in life if I really put my mind into it.

**WEST MERCIA WOMEN'S AID**  
**REPORT OF THE TRUSTEES**  
**YEAR ENDED 31 MARCH 2020**

---

**Fundraising**

Grants

In 2019/20 the fundraising activities against objectives delivered the following main outcomes:

- Grant from Herefordshire Council to continue to run the Inspiring Families programme;
- Grant from the Police and Crime Commissioner to continue to support the Sanctuary Scheme.
- Grant from Women's Aid Federation England, from funding made available from the Tampon Tax, for the development of a network of community Ambassadors with enhanced knowledge about domestic abuse and domestic abuse services.
- Grant from Comic Relief to provide help to women in the criminal justice system who have experienced domestic abuse;

Local Community

West Mercia Women's Aid is fortunate to benefit from the generosity of individuals and businesses in the local community that give donations and participate in or organise local events to raise money on our behalf. West Mercia Women's Aid employs a Community Fundraiser who will support fundraising activities with limited promotional materials and where possible a member of staff will attend the event. We follow the financial procedures for fundraising that are included in our finance policy to monitor fundraising income and ensure it is kept secure. We do not send unsolicited mail to individual members of the public and have received no complaints about fundraising activity on our behalf. We do not formally subscribe to any voluntary fundraising scheme or standards, although we are committed to the promotion of the highest possible standards and professional approach.

**Plans for Future Periods**

In steering the organisation to deliver against the priorities in the new Strategic Plan, the Board is mindful of the impact of the COVID-19 pandemic on both the organisation, and on the community that it serves. The imperative for the organisation to continue to deliver services with minimal contact with clients has instigated new ways of working. We will continue to innovate and adapt in order to deliver much needed support to those experiencing domestic abuse and – in some cases – increased risk and vulnerability as a consequence of the impact of the pandemic on all aspects of people's lives.

During the forthcoming year the Board intends to:

- Maintain and improve existing specialist services, taking advantage of the opportunities that online technology affords to engage with those in need living across the whole region, including those in locations where access to transport and services is limited
- Maintain and develop new close working relationships with key decision makers in the region.
- Expand work with statutory partners to improve the understanding of domestic abuse, through the use of remote, as well as face-to-face training and information-giving.
- Increase income generation to the organisation from sources of non-statutory funding to support the development of new projects and to underpin core work.
- Initiate and participate in multi-agency partnership work which informs and implements more effective responses to domestic abuse.
- Further promote awareness of WMWA as a centre of expertise on domestic abuse issues for other agencies.
- Initiate and/or support appropriate local and national campaigns that coincide with our ethos and values.
- Continue to deliver domestic abuse awareness training to multi-agency partnerships and to employers.

**WEST MERCIA WOMEN'S AID**  
**REPORT OF THE TRUSTEES**  
**YEAR ENDED 31 MARCH 2020**

---

**Plans for Future Periods (continued)**

- Promote and enhance its work with children and young people – both for those impacted upon by domestic abuse, and those for whom a focus on 'healthy relationships' will have a preventative impact.
- Continue to invest in the skills and knowledge of our staff and volunteers, with a strong focus on equalities, and on the skills needed for engagement with service users whose needs are complex.
- Extend work on Board development and governance.
- Continue to review constitutional documents, policies and protocols, to ensure that these reflect best practice

**Financial Review**

WMWA has delivered a net deficit of £1,912 (2019: £23,662). This breaks down to a net surplus (before transfers) of £97,430 (2019: net deficit £86,334) on unrestricted funds and a net deficit of £99,342 (2019: net surplus of £62,672) on restricted funds.

WMWA has significantly outperformed the £121k budgeted deficit. The Trustees are encouraged that the on-going deficit reduction and prudent use of unrestricted funds continues to have a positive effect.

WMWA achieved this by acquiring further project income from non-governmental grant funders such as Comic Relief and Women's Aid Federation England (Tampon Tax funding) aligning with our strategy to diversify our income in light of restrictions on funding from local authorities.

During the financial year WMWA has also secured income from Gloucestershire County Council for delivery of their Young People's (Street) Project, whilst continuing to deliver the IDVA Service across West Mercia by the Police and Crime Commissioner and the Herefordshire and Worcestershire Domestic Abuse Service contracts.

WMWA recruited a fund raiser in October 2019 and has since benefited from increased donations from members of the public and many other organisations.

Our strategy has been combined with substantial savings made on staff costs, with two thirds of staff working part time hours, and improved budgetary controls across the business. This has not only enhanced our efficiency as an organisation, but also created opportunities for our staff to better achieve a work-life balance.

**Reserves Policy**

WMWA has set a target level for its reserves to be between 3 and 6 months of annual expenditure. Our current level of reserves would cover approximately 3 months of expenditure. The Trustees consider it appropriate to seek to maintain a level of reserves in line with this policy in order to help:

- meet the working capital requirements of the charity;
- act as contingency for any unforeseen day to day operational expenses outside of the agreed annual budget;
- match fund for any agreed contracts that are not running at full cost recovery;
- fund additional projects not funded through grants or contracts that meet West Mercia Women's Aid's charitable aims and objectives;

**WEST MERCIA WOMEN'S AID**  
**REPORT OF THE TRUSTEES**  
**YEAR ENDED 31 MARCH 2020**

---

**Reserves Policy (continued)**

- provide short term continuation funding for contracts coming to an end where the assumption is that other funding is probable; and
- provide for the risk of unforeseen emergencies, for example to meet immediate staffing costs, possible redundancy, committed costs, and close of organisation, should major contracts not be renewed.

**Investment Policy**

WMWA receives funding throughout the year from a variety of sources and most of the funding is expendable within a twelve month period. Ease of access to liquid funds is necessary to maintain cash flow and therefore the Board of Trustees does not consider long term investments to be appropriate. Surplus funds are currently placed on deposit in accordance with the Investment Policy.

**Going concern**

Over the last month of the 2019/20 financial year and the duration of the preparation of these financial statements, the organisation, alongside the rest of the UK, has been responding to the impact of the coronavirus and associated Covid-19 pandemic.

Throughout March 2020, much of WMWA operational focus shifted to keeping employees and service users safe, whilst continuing operations where possible.

Although the effect of the coronavirus did not materially impact the financial result of 2019/20, the ongoing operational, strategic and financial impact of coronavirus will significantly change how the company operates and manages its short and medium risk over the year ahead. We will be seeking opportunities to access funding available to provide support to individuals most affected by Covid-19.

Despite the impact of the pandemic, after making enquiries, the Trustees have a reasonable expectation that the charitable company, with a 2020/21 budget partly funded from reserves, has adequate resources to continue its operational activities for the foreseeable future, being a period of twelve months after the date on which the report and financial statements were signed. For this reason, it continues to adopt the going concern basis in the financial statements.

**Tangible Fixed Assets**

Details of the movements in the fixed assets are set out in the notes to the accounts.

**Directors and Trustees**

All the directors of the company are also trustees of the charity, and there are no other trustees.



**WEST MERCIA WOMEN'S AID**  
**REPORT OF THE TRUSTEES**  
**YEAR ENDED 31 MARCH 2020**

---

**Trustees Responsibilities**

The trustees (who are also directors of West Mercia Women's Aid for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards.

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company, and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records 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.

**Disclosure of information to the auditors**

In so far as the trustees are aware:

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

**Auditors**

The auditors, Haines Watts Birmingham LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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

This report was approved by the board of trustees on 01 December 2020 and signed on its behalf by:



Nikki Griffiths  
**Chair of Trustees**

## **WEST MERCIA WOMEN'S AID**

### **REPORT OF THE INDEPENDENT AUDITORS**

**YEAR ENDED 31 MARCH 2020**

---

#### **Opinion**

We have audited the financial statements of West Mercia Women's Aid (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

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

#### **Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the entity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

However, not all future events or conditions can be predicted. The COVID-19 viral pandemic is one of the most significant economic events for the UK with unprecedented levels of uncertainty of outcomes. It is therefore difficult to evaluate all of the potential implications on the entity's activities, funders, suppliers and wider economy. The Trustees' view on the impact of COVID-19 is disclosed in the Report of the Trustees and in the Post Balance Sheet Events note.

## **WEST MERCIA WOMEN'S AID**

### **REPORT OF THE INDEPENDENT AUDITORS (CONTINUED)**

**YEAR ENDED 31 MARCH 2020**

---

#### **Other information**

The Trustees are responsible for the other information. The other information comprises the information in the Report of the Trustees, but does not include the financial statements and our Report of the Auditors thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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

#### **Opinion on other matters prescribed by the Companies Act 2006**

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

#### **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 we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

#### **Responsibilities of the trustees**

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

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

**WEST MERCIA WOMEN'S AID**

**REPORT OF THE INDEPENDENT AUDITORS (CONTINUED)**

**YEAR ENDED 31 MARCH 2020**

---

**Our responsibilities for the audit of the financial statements**

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

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

**Use of report**

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



Kevin Hodgetts (Senior Statutory Auditor)  
for and on behalf of Haines Watts Birmingham LLP  
Chartered Accountants & Statutory Auditors  
5 - 6 Greenfield Crescent  
Edgbaston  
Birmingham  
B15 3BE

15 January 2021

**WEST MERCIA WOMEN'S AID**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**YEAR ENDED 31 MARCH 2020**

	Note	Unrestricted funds £	Restricted funds £	Total 2020 £	Total 2019 £
<b>INCOME FROM</b>					
Donations and legacies	2	32,588	-	32,588	17,693
Charitable activities	3	1,605,235	246,667	1,851,902	1,533,201
Trading activities	4	3,398	-	3,398	2,627
Investments	5	1,428	-	1,428	1,204
<b>TOTAL INCOME</b>		<b>1,642,649</b>	<b>246,667</b>	<b>1,889,316</b>	<b>1,554,725</b>
<b>EXPENDITURE ON</b>					
Raising funds	6	1,302	-	1,302	18,635
Charitable activities - Refuge, support and advisory	7	1,543,917	346,009	1,889,926	1,559,752
<b>TOTAL EXPENDITURE</b>		<b>1,545,219</b>	<b>346,009</b>	<b>1,891,228</b>	<b>1,578,387</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>97,430</b>	<b>(99,342)</b>	<b>(1,912)</b>	<b>(23,662)</b>
Transfers between funds		(19,260)	19,260	-	-
<b>NET MOVEMENT IN FUNDS</b>		<b>78,170</b>	<b>(80,082)</b>	<b>(1,912)</b>	<b>(23,662)</b>
<b>FUNDS BROUGHT FORWARD</b>	20	<b>590,775</b>	<b>93,030</b>	<b>683,805</b>	<b>707,467</b>
<b>FUNDS CARRIED FORWARD</b>	20	<b>668,945</b>	<b>12,948</b>	<b>681,893</b>	<b>683,805</b>

**Continuing operations**

All income and expenditure has arisen from continuing activities.

*The notes on pages 22 to 34 form part of these financial statements*

**WEST MERCIA WOMEN'S AID**  
**BALANCE SHEET**  
**YEAR ENDED 31 MARCH 2020**

	Note	Unrestricted funds £	Restricted funds £	Total 2020 £	Total 2019 £
<b>FIXED ASSETS</b>					
Tangible fixed assets	15	54,021	-	54,021	54,002
<b>CURRENT ASSETS</b>					
Debtors	16	65,407	8,869	74,276	180,023
Bank and cash	17	698,957	57,992	756,949	612,299
		<u>764,364</u>	<u>66,861</u>	<u>831,225</u>	<u>792,322</u>
<b>CURRENT LIABILITIES</b>					
Creditors	18	(149,440)	(53,913)	(203,353)	(162,519)
<b>NET CURRENT ASSETS</b>					
		<u>614,924</u>	<u>12,948</u>	<u>627,872</u>	<u>629,803</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		<u>668,945</u>	<u>12,948</u>	<u>681,893</u>	<u>683,805</u>
<b>FUNDS</b>					
Unrestricted funds	20	668,945	-	668,945	590,775
Restricted funds	20 & 21	-	12,948	12,948	93,030
		<u>668,945</u>	<u>12,948</u>	<u>681,893</u>	<u>683,805</u>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees on 01 December 2020 and were signed on its behalf by:



.....  
 Nikki Griffiths  
 Chair of Trustees



.....  
 Carol Dover  
 Finance Director and Trustee

*The notes on pages 22 to 34 form part of these financial statements*

**WEST MERCIA WOMEN'S AID**  
**STATEMENT OF CASH FLOWS**  
**YEAR ENDED 31 MARCH 2020**

	Note	2020 £	2019 £
<b>CASH FLOW FROM OPERATING ACTIVITIES:</b>			
Cash generated from operations	23	163,843	(48,432)
<b>NET CASH GENERATED BY/(USED IN) OPERATING ACTIVITIES</b>		<b>163,843</b>	<b>(48,432)</b>
<b>CASH FLOW FROM INVESTING ACTIVITIES:</b>			
Interest received		1,428	1,204
Purchase of tangible fixed assets		(20,621)	(28,129)
<b>NET CASH USED IN INVESTING ACTIVITIES</b>		<b>(19,193)</b>	<b>(26,925)</b>
<b>CHANGE IN CASH AND CASH EQUIVALENTS IN THE REPORTING PERIOD</b>		<b>144,650</b>	<b>(75,357)</b>
<b>CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE REPORTING PERIOD</b>		<b>612,299</b>	<b>687,656</b>
<b>CASH AND CASH EQUIVALENTS AT THE END OF THE REPORTING PERIOD</b>		<b>756,949</b>	<b>612,299</b>

*The notes on pages 22 to 34 form part of these financial statements*

**WEST MERCIA WOMEN'S AID**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2020**

---

**1 ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011 and the Companies Act 2006.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

**Going concern**

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

In response to the COVID-19 viral pandemic, the trustees have further considered their cash flow projections to take into account the impact on the organisation of possible scenarios brought on by the impact of COVID-19, alongside the measures that they can take to mitigate the impact. Based on these assessments, and given the measures that could be undertaken to mitigate the current adverse conditions, together with the current resources available, the trustees have concluded that they can continue to adopt the going concern basis in preparing the financial statements.

**Income**

All income is recognised when the charity has entitlement to the funds or is probable that the income will be received and the amount can be identified and measured reliably.

Income generated via legacies is recognised before receipt. The income is recognised once it has become probable and the value can be identified, this will usually be at point of confirmation that probate has been granted or when intention to distribute has been received.

Donated income is recognised upon receipt unless the charity has prior knowledge of the donation and is able to identify the amount reliably. West Mercia Women's Aid is supported by the involvement of several appreciated and passionate volunteers in addition to the board of trustees. Volunteer time is not recognised as donated income as per the Charities SORP (FRS 102).

Income received through contracts and grants is recognised from the point in which the charity has entitlement to the funds, contract/ grant conditions has been fully met or it is probable that the income will be received.

**Interest receivable**

The charity does not have any investments apart from bank deposit accounts. Interest is paid in relation to funds held in these accounts. Interest is recognised when received as up until this point it is not possible for the charity to identify and measure the income reliably. The interest received is highlighted though bank statement reconciliation.



**WEST MERCIA WOMEN'S AID**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**YEAR ENDED 31 MARCH 2020**

---

**1 ACCOUNTING POLICIES (CONTINUED)**

**Expenditure**

Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- > Costs of raising funds
- > Expenditure on charitable activities

Expenditure is accounted for on an accruals basis. Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

**Allocation of support costs**

Support costs are the cost of the functions that are essential to assist and support the work of the charity but do not directly undertake in the charitable activities. Support costs include salary cost for employees covering a range of back office costs including payroll, finance, human resources and governance. Non salary costs are also included again covering a range of expenditure for example rent, ICT, legal fees and audit cost.

The support costs have been allocated according to project location, where the function is shared across projects the costs have been allocated according to the number of direct hours per project.

**Tangible fixed assets**

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the costs of the fixed assets, less their residual value, over their expected useful lives on the following basis:

Office equipment	25% straight line method
Furniture and fixtures	25% straight line method

**Pensions**

The pension scheme offered to all employees is a defined contribution scheme with Royal London. The scheme is auto-enrolment compliant and West Mercia Women's Aid staged during 2015-16. The current contributions are 5% employee and 3% employer. The total employer's contribution of £32,795 and employee's contribution of £23,932 were paid in this financial year.

**Taxation**

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

**Leasing commitments**

Rentals payable and receivable under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

**WEST MERCIA WOMEN'S AID**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**YEAR ENDED 31 MARCH 2020**

---

**1 ACCOUNTING POLICIES (CONTINUED)**

**Fund accounting**

The charity's funds are split into 3 categories, unrestricted, designated and restricted.

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

**Debtors**

Debtors include amounts owed to the charity for the provision of services, this includes amounts receivable relating to grants or contract funding. Debtors also include the amounts that the charity has paid in advance for goods or services they will receive past the year end date. All debtors are measured using their anticipated recoverable amounts.

**Cash at bank and in hand**

Cash at bank and in hand is primarily held to meet short term cash commitments as they fall due rather than for investment purposes. Currently the charity does not have any investment accounts.

**Provisions and creditors**

Provision for liabilities are made where the charity has a present obligation at the end of year date as a result of a past event that will probably result in the transfer of funds to a third party and the value due to settle the obligation can be measured or estimated reliably. The provision is recognised at the fairest settlement value.

Creditors include expenditure that has a legal or constructive obligation that commits the charity to make payment to a third party or it is probable that settlement will be required. This expenditure will relate to goods or services provided in the past however the settlement has not taken place before the year end reporting date. Creditors also include any deferred income the charity has received for services not yet provided.

WEST MERCIA WOMEN'S AID

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

YEAR ENDED 31 MARCH 2020

**2 DONATIONS AND LEGACIES**

	Unrestricted funds £	Restricted funds £	Total 2020 £	Total 2019 £
Herefordshire Project Donations	2,244	-	2,244	4,460
Worcestershire Project Donations	3,583	-	3,583	11,304
Regional Project Donations	26,761	-	26,761	1,929
	<b>32,588</b>	<b>-</b>	<b>32,588</b>	<b>17,693</b>

**3 INCOME FROM CHARITABLE ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total 2020 £	Total 2019 £
Refuge, support and advisory				
Herefordshire Projects	333,119	14,613	347,732	409,180
Shropshire Projects	-	-	-	10,000
Telford & Wrekin Projects	-	-	-	35,000
Worcestershire Projects	1,102,640	68,700	1,171,340	704,968
Regional Projects	169,476	163,354	332,830	374,053
	<b>1,605,235</b>	<b>246,667</b>	<b>1,851,902</b>	<b>1,533,201</b>

**4 OTHER TRADING ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total 2020 £	Total 2019 £
Fundraising	3,398	-	3,398	2,627
	<b>3,398</b>	<b>-</b>	<b>3,398</b>	<b>2,627</b>

West Mercia Women's Aid do not have a trading subsidiary or a charity shop however do participate in fundraising events such as local stalls and the sale of domestic abuse related literature.

**5 INVESTMENT INCOME**

	Unrestricted funds £	Restricted funds £	Total 2020 £	Total 2019 £
Unity Trust bank interest	1,428	-	1,428	1,204

WEST MERCIA WOMEN'S AID

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

YEAR ENDED 31 MARCH 2020

6 EXPENDITURE ON RAISING FUNDS

	Unrestricted funds £	Restricted funds £	Total 2020 £	Total 2019 £
Fundraising expenditure	<b>1,302</b>	-	<b>1,302</b>	<b>18,635</b>

7 EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct costs £	Support costs £	Total 2020 £	Total 2019 £
Total project activities costs:				
Refuge, support and advisory	<b>1,530,211</b>	<b>359,715</b>	<b>1,889,926</b>	<b>1,559,752</b>

8 DIRECT COSTS

	Total 2020 £	Total 2019 £
Project delivery:		
Staff costs	<b>1,003,382</b>	<b>1,004,308</b>
Delivery partner costs	-	-
Other costs	<b>526,829</b>	<b>230,750</b>
	<b>1,530,211</b>	<b>1,235,058</b>

9 SUPPORT COSTS

	Total 2020 £	Total 2019 £
Staff costs	<b>143,639</b>	<b>149,433</b>
Rent	<b>51,082</b>	<b>41,304</b>
ICT costs	<b>82,819</b>	<b>52,916</b>
HR and recruitment	<b>8,240</b>	<b>3,826</b>
Health & safety	<b>2,178</b>	<b>3,346</b>
Professional fees	<b>5,179</b>	<b>2,943</b>
Insurance	<b>(3,532)</b>	<b>4,758</b>
Telephone and mobile charges	<b>27,161</b>	<b>18,621</b>
Marketing costs	<b>1,459</b>	<b>2,698</b>
External training	<b>3,045</b>	<b>8,426</b>
Depreciation	<b>20,603</b>	<b>16,573</b>
Other support costs	<b>8,382</b>	<b>3,698</b>
Governance costs (note 10)	<b>9,460</b>	<b>13,769</b>
	<b>359,715</b>	<b>322,311</b>

**WEST MERCIA WOMEN'S AID****NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)****YEAR ENDED 31 MARCH 2020****10 GOVERNANCE COSTS**

	<b>Total 2020 £</b>	<b>Total 2019 £</b>
Audit and accountancy fees	6,990	6,810
Legal fees	1,589	5,441
Bank charges	492	353
Governance costs	82	89
Trustee training	-	160
Trustee travel & parking expenses	307	916
	<b><u>9,460</u></b>	<b><u>13,769</u></b>

**11 STAFF COSTS**

	<b>Total 2020 £</b>	<b>Total 2019 £</b>
Gross wages	1,038,177	1,069,733
National insurance costs	82,787	72,109
Pension costs	26,057	24,818
	<b><u>1,147,021</u></b>	<b><u>1,166,660</u></b>

There were no employees whose benefits (excluding pension costs) were in excess of £60,000 p.a. (2019: 1 employee whose emoluments were in the bracket £60,001 - £70,000).

**Pension**

The pension scheme offered to all employees is a defined contribution scheme with Royal London. The scheme is auto-enrolment compliant and West Mercia Women's Aid staged during 2015-16. The current contribution rates are 5% employee and 3% employer. The total employer's contribution of £26,057 and employee's contribution of £23,932 was paid in this financial year.

<b>Staff Numbers</b>	<b>2020</b>	<b>2019</b>
Average monthly head count	51.00	48.00
FTE	42.19	37.29

WEST MERCIA WOMEN'S AID

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

YEAR ENDED 31 MARCH 2020

---

**12 TRUSTEES' AND KEY MANAGEMENT REMUNERATION AND EXPENSES**

The trustees neither received nor waived any remuneration or any other benefits from employment during the year (2019: £Nil).

<b>Trustee expenses</b>	<b>2019</b>	<b>2019</b>
Travel expenses	£307	£916
Number of trustees	2	6
<b>Key Management Personnel</b>	<b>2019</b>	<b>2019</b>
	£	£
Gross wages	311,632	292,643
National insurance costs	30,999	29,922
Pension costs	8,779	8,683
	<u>351,410</u>	<u>331,248</u>

The Charity's key management personnel comprise of the trustees and management as listed on page 1.

**13 NET INCOME/(EXPENDITURE)**

	<b>Total</b>	<b>Total</b>
	<b>2020</b>	<b>2019</b>
Net income/(expenditure) is stated after charging/(crediting):	£	£
Depreciation - owned assets	20,602	16,573
Auditors remuneration	5,900	5,700
Auditors remuneration - non-audit work	1,090	1,110
	<u>27,592</u>	<u>23,383</u>

WEST MERCIA WOMEN'S AID

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

YEAR ENDED 31 MARCH 2020

14 COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES - YEAR ENDED 31 MARCH 2019

	Note	Unrestricted funds £	Restricted funds £	Total 2018 £
<b>INCOME FROM</b>				
Donations and legacies	2	17,693	-	17,693
Charitable activities	3	1,293,469	239,732	1,533,201
Trading activities	4	2,627	-	2,627
Investments	5	1,204	-	1,204
Other activities		-	-	-
<b>TOTAL INCOME</b>		<b>1,314,993</b>	<b>239,732</b>	<b>1,554,725</b>
<b>EXPENDITURE ON</b>				
Raising funds	6	18,635	-	18,635
Charitable activities - Refuge, support and advisory	7	1,382,692	177,060	1,559,752
<b>TOTAL EXPENDITURE</b>		<b>1,401,327</b>	<b>177,060</b>	<b>1,578,387</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>(86,334)</b>	<b>62,672</b>	<b>(23,662)</b>
Transfers between funds		-	-	-
<b>NET MOVEMENT IN FUNDS</b>		<b>(86,334)</b>	<b>62,672</b>	<b>(23,662)</b>
<b>FUNDS BROUGHT FORWARD</b>	20	<b>792,618</b>	<b>1,102</b>	<b>707,467</b>
<b>FUNDS CARRIED FORWARD</b>	20	<b>706,284</b>	<b>63,774</b>	<b>683,805</b>

WEST MERCIA WOMEN'S AID

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

YEAR ENDED 31 MARCH 2020

15 TANGIBLE FIXED ASSETS

	Office Equipment £	Furniture & Fittings £	Total £
<b>COST</b>			
At 1 April 2019	60,139	71,677	131,816
Additions	4,091	16,530	20,621
Disposals	(11,138)	-	(11,138)
At 31 March 2020	<u>53,092</u>	<u>88,207</u>	<u>163,575</u>
<b>DEPRECIATION</b>			
At 1 April 2019	43,722	34,092	77,814
Charge for the year	14,132	6,470	20,602
Disposals	(11,138)	-	(11,138)
At 31 March 2020	<u>46,716</u>	<u>40,562</u>	<u>109,554</u>
<b>NET BOOK VALUE</b>			
At 31 March 2020	<u>6,376</u>	<u>47,645</u>	<u>54,021</u>
At 31 March 2019	<u>16,417</u>	<u>37,585</u>	<u>54,002</u>

16 DEBTORS

	2020 £	2019 £
Grants and other income receivable	45,124	153,352
Rents receivable	6,674	15,061
Prepayments	22,478	11,610
	<u>74,276</u>	<u>180,023</u>

17 BANK AND CASH

	2020 £	2019 £
Current account	399,935	255,044
Deposit account	356,935	355,507
Cash in hand	79	1,748
	<u>756,949</u>	<u>612,299</u>



**WEST MERCIA WOMEN'S AID**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**YEAR ENDED 31 MARCH 2020**

**18 CREDITORS**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Suppliers payable	<b>133,790</b>	12,117
Accruals	<b>42,227</b>	52,636
Deferred income	<b>27,337</b>	76,028
Taxation, social security and pensions	-	21,738
	<b><u>203,354</u></b>	<b><u>162,519</u></b>
Deferred income:		
At 1 April	<b>76,028</b>	32,473
Provided during the year	<b>27,337</b>	50,000
Released during the year	<b>(76,028)</b>	(6,445)
At 31 March	<b><u>27,337</u></b>	<b><u>76,028</u></b>

Deferred income relates to grant received in advance of service delivery. Where performance related conditions have not been fulfilled as at the year end, amounts are deferred to future periods.

**19 LEASING AGREEMENTS**

Minimum lease payments under non-cancellable operating leases fall due as follows:

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Within one year	<b>19,861</b>	8,961
Between one and five years	<b>20,201</b>	3,167
	<b><u>40,062</u></b>	<b><u>12,128</u></b>

**20 FUNDS**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Unrestricted - general	<b>268,945</b>	190,775
Unrestricted - contingency fund	<b>400,000</b>	400,000
<b>Total unrestricted funds</b>	<b><u>668,945</u></b>	<b><u>590,775</u></b>
<b>Restricted funds</b>	<b>12,948</b>	93,030
	<b><u>681,893</u></b>	<b><u>683,805</u></b>

WEST MERCIA WOMEN'S AID

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

YEAR ENDED 31 MARCH 2020

21 RESTRICTED FUNDS

	Balance b/f £	Incoming resources £	Resources expended £	Transfers £	Balance c/f £
<b>Herefordshire Projects</b>					
DCLG Funding	13,718	12,096	(25,814)	-	-
Herefordshire DVA Steering Group	4,385	-	(4,385)	-	-
Inspiring families	-	2,517	(2,517)	-	-
<b>Herefordshire Total</b>	<b>18,103</b>	<b>14,613</b>	<b>(32,716)</b>	<b>-</b>	<b>-</b>
<b>Worcestershire Projects</b>					
DCLG Funding - Refuge Worker	33,591	-	(33,591)	-	-
DCLG Funding - Helpline	-	68,700	(68,700)	-	-
<b>Worcestershire Total</b>	<b>33,591</b>	<b>68,700</b>	<b>(102,291)</b>	<b>-</b>	<b>-</b>
<b>Other</b>					
Soteria Comic Relief	24,086	38,010	(53,535)	-	8,561
Specialist Housing Support Nationwide	12,374	-	(25,086)	12,712	-
Parkinson Wright donation	2,514	-	(2,514)	-	-
Sanctuary Scheme	2,362	5,000	(7,362)	-	-
Children and young people	-	39,553	(46,101)	6,548	-
Victim Advice Line	-	20,791	(20,791)	-	-
Ask Me WAFE Grant	-	50,000	(45,613)	-	4,387
Male Domestic Abuse	-	10,000	(10,000)	-	-
<b>Other Total</b>	<b>41,336</b>	<b>163,354</b>	<b>(211,002)</b>	<b>19,260</b>	<b>12,948</b>
<b>Total</b>	<b>93,030</b>	<b>246,667</b>	<b>(346,009)</b>	<b>19,260</b>	<b>12,948</b>

**Purpose of restricted funds**

**Herefordshire**

Department for Communities & Local Government (DCLG) Funding  
Funding for specialist accommodation based support.

Herefordshire DVA Steering Group

Funds for Herefordshire Domestic Violence Steering Group.

Inspiring Families

Funds from Hereford Council to run the Inspiring Families programme.

**Worcestershire**

Department for Communities & Local Government (DCLG) Funding

Refuge Worker - Funding for housing support workers based at each Worcestershire refuge.

**WEST MERCIA WOMEN'S AID**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**YEAR ENDED 31 MARCH 2020**

---

**21 RESTRICTED FUNDS (continued)**

**Other/ Regional**

Soteria Comic Relief

Grant from Comic Relief to help women in the criminal justice system who have experienced domestic abuse.

Specialist Housing Support Nationwide

Grant from Nationwide to provide specialist housing support for service users.

Parkinson Wright

Independent Domestic Violence Advisor (IDVA) service user items.

Sanctuary Scheme

Funding to improve home security for women at risk of Domestic Violence.

Children and young people

To fund the continuation of our work to support young people impacted upon by domestic abuse.

Victim Advice Line

To fund the provision of telephone support for those who have experienced domestic abuse

Ask Me WAFE Grant

To train and support volunteer 'ambassadors' working in the community

Male Domestic Abuse

To provide support for men who have experienced domestic abuse in Worcestershire

**22 RELATED PARTY TRANSACTIONS**

There were no related party transactions other than those disclosed in Note 12.

**23 RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2020	2019
	£	£
Net expenditure for the year	(1,912)	(23,662)
Depreciation	20,603	16,573
Interest income	(1,428)	(1,204)
Decrease in debtors	105,747	44,366
Decrease/(increase) in creditors	40,833	(84,505)
	<u>163,843</u>	<u>(48,432)</u>

**WEST MERCIA WOMEN'S AID**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**YEAR ENDED 31 MARCH 2020**

---

**24 COMPANY LIMITED BY GUARANTEE**

Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up during the time that he or she is a member or within one year afterwards for payment of debts and liabilities of the company contracted before he or she ceases to be a member, and of the costs, charges and expense of winding up the same and for the adjustment of the rights of contributors amongst themselves, such amount as may be required not exceeding, in the case of any member, the sum of £10.

**25 CONTINGENT LIABILITIES**

There were no contingent liabilities as at 31 March 2020, nor at 31 March 2019.

**26 ULTIMATE CONTROLLING PARTY**

The charitable company is under the control of its board of trustees.

**27 POST BALANCE SHEET EVENTS NOTE**

At the time of approval of these financial statements, the COVID-19 viral pandemic is one of the most significant economic events for the UK and globally. The pandemic was officially announced as being present in the UK during January 2020. Under UK GAAP, the consequences of a condition present at the balance sheet date are considered to be an adjusting post balance sheet event and therefore potentially have implications for the year-end balance sheet.

Having reviewed the operating conditions in the post balance sheet period, and in particular having considered the balance sheet carrying values of fixed assets and the recoverability of debtors, the Trustees are satisfied there are currently no indications of any material impairment.

The Trustees' assessment of the impact of COVID-19 on the future development and performance of the Charity is detailed in the Trustees' Report.