

Annual Report and Financial Statements 2018/2019

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Refuge



For women and children.
Against domestic violence.



Front cover: Survivor and Refuge supporter Natasha endured years of physical, emotional and tech abuse. Natasha’s perpetrator received a 12 year prison sentence in 2018. Natasha now speaks out in support of women and children who endure domestic abuse.

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Some names and identifying details have been changed throughout this report, in order to protect the privacy of Refuge’s clients.

The photography in this report is of real Refuge service users, staff or associates, taken by Julian Nieman, pro bono, and used with permission. No stock photographs have been used.

“Only out of the reach of my ex-husband could I rebuild myself and start a new life. I do not have words to thank you and the services enough. They saved my life and gave me and my children a future.”

INTRODUCTION

Who we are and what we do

Refuge is the largest specialist provider of domestic abuse and gender-based services in the UK.

Refuge has always been at the forefront of addressing violence against women in whatever form it takes. In 1971, when Refuge established the world's first women's refuge, women's needs were primarily around domestic violence. Today, their needs are more diverse and they require support to overcome a broader spectrum of issues including modern slavery and human trafficking, forced prostitution, 'honour'-based violence, forced marriage, rape and sexual assault, and female genital mutilation. These issues are complex and often overlap.

We work to ensure women, children and men do not feel alone in the face of abuse and have access to specialist support to overcome their isolation and regain control of their lives. Our 280 front-line staff provide tailored support to survivors across our refuges, independent advocacy, community outreach and culturally-specific services. **On any given day these services support over 6,500 survivors, and many more reach out to us for support online – for example, this year we welcomed over 300,000 visits to our website.** We also support around 300 callers a day on the National Domestic Violence Helpline, which Refuge runs in partnership with Women's Aid. We lead the way in developing new services to meet the ever-changing and complex needs of survivors. Our trauma-informed services are constantly developing to meet the needs of those who access them.

Over the last financial year, Refuge has worked hard to respond to the growing and pernicious threats of technological abuse, including online stalking and harassment as well as economic abuse. We have also developed a strategy to meet the needs of women who have experienced modern slavery or sex trafficking, while deepening and strengthening our work to support female offenders who have experienced abuse. All the women we help are facing increasingly complex issues, and our priority is delivering services that meet their and their children's needs.

This year we worked at a national level to ensure the voices of the survivors are heard. We will also continue to work with criminal justice policymakers to ensure better protection of women and children experiencing violence and abuse. Refuge has been actively involved in the shaping of The Domestic Abuse Bill, a key bill in Theresa May's tenure as Prime Minister. We will continue to ensure it is shaped by the experiences of women and children who have turned to us for support.

Whatever a survivor's experience, Refuge will be there to offer safety, understanding and support, and to empower them to build new lives free from violence and fear.

Refuge at a glance

In 2018/19, Refuge provided life-changing services to 15,393 survivors and their children, a 9% increase in the number of survivors we supported the previous year.

- **1,288** women and children accessed our refuge provision
- **2,191** women were supported in overcoming technological abuse
- **347** women and children were supported with complex immigration cases

Our reach extends beyond our front-line services, with many women turning to our website and social media channels for information and support. This year we saw:

- **10,400** engagements on Twitter
- **87%** increase in our Instagram following
- over **320,000** website page views

On average, women supported by Refuge in 2018/19 had experienced six years of abuse, and most of them have experienced several different types of abuse.

Of the women who entered Refuge's services last year:

- one-third were injured when they arrived and more than **40%** had had their lives threatened by their abuser
- **66%** experienced physical abuse
- **29%** experienced sexual violence
- **83%** experienced psychological violence
- **35%** experienced economic abuse

Working with trauma and complex needs is Refuge's core service. Across our trauma-informed¹ services:

- **20%** of survivors disclosed needs related to drugs and **6%** disclosed needs related to alcohol
- **14%** had difficulties relating to mental health
- **7%** had no recourse to public funds
- **9%** of women who reached out to us said they were feeling suicidal

While the scale of our challenge is daunting, our services this year were able to achieve astonishing results:

- **95%** said they felt safer when they left our services
- **93%** achieved the changes they wanted in their lives across safety, health, and social and economic well-being
- **73%** were supported to find a new home
- **93%** said their quality of life had improved
- **50%** said they were no longer living in fear
- **62%** reported an end to all abuse
- **53%** felt confident they knew how to access help and support in the future

Our teams also contributed to excellent criminal justice outcomes for the women we support, including:

- **841** perpetrators charged
- **343** guilty verdicts

¹ A trauma-informed approach seeks to avoid the retraumatisation of clients and to create conditions necessary for their recovery. A trauma-informed organisation embodies this approach and, recognising the potential for vicarious traumatisation, applies it at all times.

VIOLENCE AGAINST WOMEN AND GIRLS

What is it?

Violence against women and girls (VAWG) takes multiple forms. Every day, we see the myriad ways men seek to control and exploit women through physical, sexual, emotional, psychological, economic and technological abuse. Refuge has always been led by its clients' needs. Historically, these have focused on domestic violence; however, in recent years we have supported increasing numbers of women who have experienced sexual violence, forced marriage, so-called 'honour'-based violence, modern slavery – including domestic servitude and sexual exploitation – and human trafficking. VAWG is most often committed by men; the perpetrators are partners, family members, sex traffickers, organised crime groups or sometimes a combination. The aim of their behaviour is to control women or to profit from their exploitation.

What is the cause of violence against women and girls?

Gender inequality is the root cause of violence against women and girls. Abuse is often a hidden crime which is tolerated, if not condoned. Abuse can happen to anyone regardless of age, social background, gender, religion, sexuality or ethnicity. Refuge recognises that men are also abused, however, statistics show the vast majority of incidents are perpetrated by men and experienced by women.

Understanding coercive control

Coercive control became a criminal offence in 2015. It is a pattern of behaviour carried out by an abusive partner to make the victim feel scared, isolated and compliant. This could be isolating the victim from family and friends, controlling how much money she has and how she can spend it, constantly putting her down and eroding her sense of self-worth, monitoring and restricting her movements and activities, threatening the victim or her loved ones with violence, or humiliating her in front of family and friends.

Changing how society views violence against women and girls

Refuge works hard to change the way society views violence against women and girls, and its propensity to blame the victim. We believe the public debate needs to shift from 'What did she do to bring this on herself?' to 'What makes him choose to do it?'. Victims of abuse are not to blame for perpetrators' behaviour. Perpetrators are solely responsible for their behaviour. Violence is a choice they make, and they alone are responsible for it.

Violence against women is unacceptable. We all have a role to play in eliminating sexism and gender inequality.

OUR '3P' APPROACH TO ENDING ABUSE: PROVISION, PROTECTION AND PREVENTION

Provision

Many abused women and children may need places of safety and intensive support to rebuild their lives following the trauma of abuse. That is why we:

- provide a national network of specialist services that support more than 6,500 women and children daily, as well as an in-depth digital library of resources
- take an integrated approach, coordinating with other services and agencies to ensure every woman receives the right support where and when she needs it
- campaign for more services and sustainable funding for existing services

Protection

Domestic violence is a crime and must be treated as seriously as any other. We advocate for:

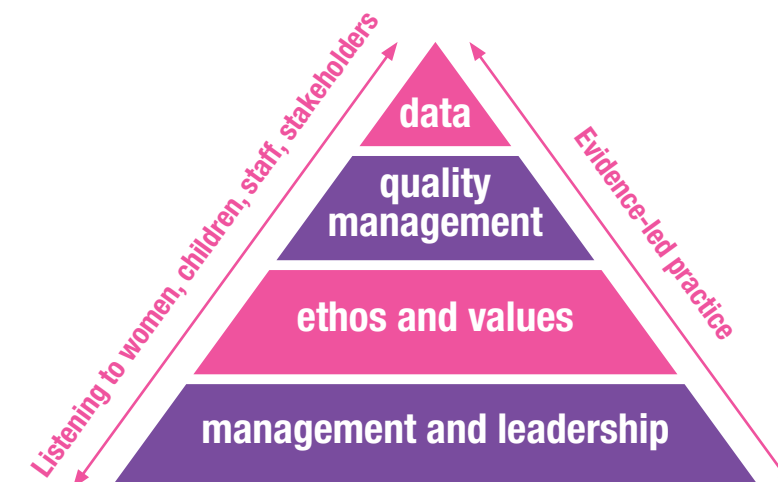
- better implementation of the legislation to protect women
- rigorous arrest and charge practices to show perpetrators their violence has serious consequences
- the courts convicting and sentencing perpetrators appropriately

Prevention

Raising awareness of domestic and gender-based violence and eliminating gender inequality is vital in preventing future violence.

That is why we:

- run national, award-winning campaigns to dispel the myths surrounding physical and sexual violence against women and girls, and to break through the isolation of abused women, enabling them to seek help
- train professionals who come into contact with abused women, including police officers, doctors, social workers and midwives
- place highly strategic communications in the media in all its forms



WHAT MAKES REFUGE UNIQUE?

We take a survivor-centred approach

We support every survivor to ensure she has control over the choices she makes about the services she needs.

We understand the diverse and complex needs of women and their children. We are experts in the power dynamics of domestic violence and women's broader experiences of gender-based violence. An abused woman is disempowered, controlled and isolated by her partner.

Experiencing abuse has a traumatic impact on women who seek our support. We listen to women; we give them the space to describe their experiences; we empower them to rediscover their own needs, gradually overcoming the trauma they have suffered. This is the start of a process of rebuilding confidence, taking decisions at their own pace and regaining control over their lives.



Refuge is proud of its excellent social return on investment.

We deliver a social value of £4.94 created for every £1 invested.

Our values

Our core values of empowerment, expertise, feminism and transformation guide all we do at Refuge. They are underpinned by a framework of behaviours which demonstrates how we live the values on a personal and professional level in the way we all work together, internally and externally. Refuge demands the highest standard of conduct and ethics of our employees, volunteers, trustees and contractors.

We are evidence-led

Every day our practitioners at Refuge engage in thousands of interactions with the women and children who need our services. Each interaction is vital, and together they can make the difference between life and death.

To ensure their safety and to manage their support holistically, we developed a bespoke casework management system called IMPACT. It enables our staff to track every client's journey. It is an effective way for commissioners, caseworkers and service managers to support those at risk and make sure that all the right things are done by the right people at the right time.

IMPACT fits in with the way our practitioners work by monitoring and evaluating their interactions with clients, making sure they provide support and identify risks in a sensitive and timely manner. IMPACT's outcomes framework is based on our practical experience in the field, and the evidence it provides enables us to keep delivering and improving high-quality services to meet the client's personal needs.

www.impactbyrefuge.org.uk



We are committed to quality

Refuge is British Standards (BSI) ISO 9001 accredited. This is a quality management status that can only be achieved and maintained through evidence of continuous improvement. IMPACT enables strong management and delivery of high-quality services to our clients. Continual learning is a core value at Refuge.

We invest in our staff

Our success is made possible by the dedication of 280 staff and 90 volunteers who are all committed to working together, whether that's directly with our service users, behind the scenes, or representing Refuge to the outside world. Everybody plays a vital part in creating a world where violence against women is no longer tolerated. We see them as our most important asset, and we make sure they are fully equipped to provide specialist support to people when they need it most. We have an unparalleled programme of specialist training courses.

Refuge is an accredited Awards Centre in partnership with Skills for Justice where staff can obtain a practice-based Level 3 qualification in 'Supporting Survivors of Domestic Violence'. Our staff tell us that our training is 'excellent, thought-provoking and practical in supporting victims of domestic abuse'. We also offer leadership and management development training through Impellus Training, which allows our managers to undertake the Institute of Leadership & Management (ILM) Award in Leadership and Management.

Collaboration

We value teamwork and the contribution each individual makes to the whole organisation. We conduct surveys to source feedback from our employees to stay in touch with what is important to our workforce and areas where we might improve in future. Collaborative working is important to us, and everyone is encouraged to contribute ideas and solutions.

Message from our Chair, Maggie Rae

Every year our dedicated staff and volunteers bring us closer to our goal of a world where abuse and violence against women and girls are no longer tolerated.

This year we have made outstanding progress, but we know the challenges we face are far from resolved. In the 2018/19 financial year, Refuge assisted 15,393 survivors and their children. Several survivors have come forward to share their stories and experiences, and we have reproduced them in this report. I am a family lawyer with many years' practice experience; nevertheless, I am shocked and inspired in equal measure when I read these accounts, and I wonder where they would have turned had it not been for the existence of Refuge.

Therefore, as chair, protecting the funding and provision of crucial services is uppermost in my mind. I want to see Refuge reach more women and children, particularly from marginalised areas of our society, so that every woman and child can access the support they need to overcome abuse.

It is my role as chair to ensure that Refuge is well-governed and maintains the highest standards of financial and human resources management. As a Council of Management, we recently embarked on a process of refreshing our board membership. Long-standing trustees who have given many years of excellent service are handing over to a new generation, and in 2018/19 three trustees stood down and five new trustees joined. They are learning about the organisation and sharing new insights and expertise.

Trustees approved a new values and behaviours framework, updated policies and procedures and a new staff handbook. Trustees and the senior management team held an awayday in November 2018 on the organisation's strategic objectives and longer-term plans, and in February 2019 they organised an expert-led seminar in governance to ensure the board is primed to approach the present-day challenges faced by the charity sector as a whole.



Priorities for the coming year are to:

- safeguard our current provision to reach over 6,500 survivors every day through winning contracts that are up for renewal. While competition is tough, budgets are being cut and caseloads are increasing in complexity and number, Refuge is determined to deliver the same level of high-quality specialist services;
- extend services to reach even more women, men and children who are experiencing abuse, provide more services to more survivors and continue to diversify to reach survivors whatever their experiences. This will include growing our technological abuse, trafficking and wider violence against women and girls' services, extend our influence through our policy, campaign and communications work where we drive the agenda to ensure policymakers, legislators and the criminal justice system provide protection to those at risk, or are experiencing violence; and
- build Refuge's independence and resilience through ongoing investment in our HR, finance, IT and fundraising initiatives.

Finally, Refuge could not deliver its life-saving services without the commitment and passion of our staff and volunteers. I wish, therefore, to say a heartfelt thank you to our CEO, senior management team, front-line staff, commissioners, donors, patrons, partners, fundraisers and supporters who together save and change lives in the UK today.

Maggie Rae

Message from our Chief Executive, Sandra Horley CBE

It has been another successful year in the struggle against domestic abuse and gender-based violence. This year we helped a record number of **6,500 women and children daily, saw a record 320,000 visits to our webpages and a sharp increase in our social media followings**, all while maintaining the high standards of care that give Refuge its reputation for establishing best practice in this field.

Meanwhile, the environment in which Refuge services are commissioned has become more difficult. The funds available have to stretch further, services must be more all-encompassing, and there is a growing expectation among local authorities that the charity contributes a proportion of the cost of running local services. Three quarters have reducing funding for refuges and total spending on these services has been cut by a quarter.² Nevertheless, Refuge met its target of opening new services in two local authority areas and raised a total of £3.3 million from the Home Office, Ministry of Justice, the Ministry of Housing, Communities and Local Government (MHCLG) and several local authorities to run refuges and life-saving services.

Refuge is leading the field in technological and economic abuse, expanding our modern slavery and human trafficking services and ensuring our work remains high profile across policy and media channels to make more women aware of our services.

At the first point of contact, women seeking our support are often in fear for their lives and the lives of their children. In 2018/19, over 2,000 women said the perpetrator had threatened to kill them, and close to 1,500 had physical injuries. Over 1,600 survivors had experienced some form of sexual abuse, mostly from their partners. Understandably, living with abuse takes its toll, and over 500 women who came into our services had suicidal feelings. The intricacy of supporting women with an array of complex needs is woven into the fabric of our services. Our work is trauma-informed, evidence-led, and tailored to every individual.



In 2018/19 we continued to run the National Domestic Violence Helpline jointly with Women's Aid. Helpline staff and trained volunteers answered an average of 300 calls daily. A call to this service is often the first tentative step towards safety for women who have been controlled and abused for years, isolated and unaware of organisations like Refuge who care and want to help.

Our front-line services need to be reinforced by legislation, policies, funding and infrastructure to enable us to continue.

This year, work on the draft Domestic Abuse Bill continued. Refuge gave evidence to the Joint Committee on the Domestic Abuse Bill to ensure it is tailored to the real-world needs and priorities of those who have experienced domestic abuse in its many forms. Our work on welfare reform has also seen positive results and brought about change for survivors within the Universal Credit system.

We are incredibly grateful to all our partners and supporters who help us raise awareness about violence against women and girls. This can take many and, at times, surprising forms, as happened this year when the McCann Bristol reversible poems campaign achieved amazing results. Following the publication of several poems at Christmas and on Valentine's Day, over 27,000 women contacted Refuge for support.

My message would not be complete without a word of thanks to our patrons and trustees for their support and to Refuge's staff and volunteers. I am incredibly proud of this highly skilled and hard-working team whose dedication and commitment saves lives.

Sandra Horley

² Women's Budget Group (2018). Life-Changing and Life-Saving Report: Funding for the Women's Sector.



OUR SERVICES

Refuge services

We run 41 refuges across 22 local authorities to offer safety, security and life-changing resources to women and children. Refuges are so much more than just a place to stay in an emergency. They are a place where women and children can access immediate, intensive emotional and practical support and specialised safety planning within 24 hours of arriving, as well as long-term support from our highly-skilled staff.

The support we offer women is far-reaching and tailored to their individual needs. It includes access to benefits, reporting to the police, navigating the criminal justice system, navigating family courts and child contact, support with mental health, economic empowerment, technological safety and empowerment, access to long-term safe housing, and support with resettlement. We also encourage peer-to-peer support so women can share experiences and build relationships after what might have been decades of isolation and control.

Our staff spend a great deal of time helping women access housing. This is a real challenge, particularly for single, working women or those with previous rent arrears. Fortunately, grants from the MHCLG have helped some women with deposits on rental accommodation.

“We have many children at Fenland refuge and many of them are quite new. One of the children was upset, and when the child support worker asked her what was wrong, she said: ‘Santa won’t be able to find us’. When asked why, she told staff it was because the refuge didn’t have a chimney or a fireplace. The staff then set to it to build one out of cardboard and wallpaper and then hung the child’s stocking on the mantelpiece.”

Refuge worker



Community outreach

We understand that for many women leaving an abusive partner takes time, and no two women’s experiences are the same.

We offer community outreach services to help women who are unable, or not yet ready, to have a refuge place but need safety and emotional and practical support.

Our community services also run local helplines and raise awareness of domestic violence to ensure local women know that they are not alone and help is available. Survivors have their own key worker who provides one-to-one support around matters like safety planning, housing, financial empowerment, contacting the police, understanding the criminal justice system, and ensuring the safety of their children during contact visits with their father, as well as with referrals to other services. During 2018/19, the number of survivors supported by our community outreach increased by over 7%, reaching a total of 1,954.

Our staff also train other agencies on supporting survivors, which helps result in a coordinated community response.

Outreach staff run drop-in sessions in local communities. Flexible outreach support is particularly successful in engaging marginalised women, such as older women, women from different cultural backgrounds, women in rural communities and disabled survivors. For example, this year our Richmond and Wandsworth service supported 66 survivors who were disabled, 36 survivors with substance abuse, four who were aged over 69, and 18 women from ethnic minority backgrounds.



Culturally specific services

Almost 50% of women in our services are from ethnic minority communities. We run culturally-specific services for women of many ethnicities across the UK, including our Vietnamese outreach service, Eastern European Advocacy Service, our outreach and refuge for South Asian women and a refuge for African and Caribbean women. This year they have provided over 280 women and children with specialist support to overcome the specific pressures and challenges they face concerning immigration, modern slavery, forced marriage, ‘honour’-based violence, and female genital mutilation (FGM). We also supported 347 women with no recourse to public funds in 2018/19 to give them the lifeline they needed to escape abuse.

Staff and managers in these services come from the same communities as the women they help, and they understand their cultural identity. Each refuge has facilities to meet the needs of its residents, like prayer rooms and specially equipped kitchens that cater for dietary requirements. Staff work hard to nurture a culture that is free from judgement, where survivors are believed. Our staff speak over 40 languages, as many of the women we support do not speak English as a first language, which contributes to their isolation in wider society.

INDEPENDENT DOMESTIC, SEXUAL AND GENDER-BASED VIOLENCE ADVOCATES



Independent Domestic, Sexual and Gender-based Advocates (IDVAs, ISVAs and IGVAs)

We run 15 independent advocacy services across 13 local authorities for adults and young people who have experienced specific forms of abuse or violence. They support survivors of all forms of domestic, sexual and gender-based violence, in particular those who may be at the highest risk of serious harm. We represent women, men and young people to give a voice to the voiceless, stand alongside victims, and keep survivors and their families as safe as possible, advocating on their behalf where appropriate to make sure they get the help they need to live in safety and regain independence.

Independent Domestic Violence Advocates (IDVAs) and Independent Gender-Based Violence Advocates (IGVAs)

IDVAs and IGVAs provide independent support to women who have to navigate the criminal justice system, an experience which can often leave them feeling marginalised and disempowered.

Our IDVAs ensure women understand what is happening with their case and give them the power to decide what they want to do each step of the way. Our team facilitates pre-trial visits, liaises with the police and witness care unit to apply for special measures, liaises with the Crown Prosecution Service (CPS) before trial and will accompany the victim to court. This helps to avoid intimidation and further physical violence from the perpetrator and provides survivors with emotional and practical support around giving evidence. We also support survivors with civil remedies which most often involve child contact, non-molestation orders, and family and residence orders.

Our advocates offer a range of support that includes crisis intervention, risk assessment, safety management plans, SMART individual support plans, emotional support, representation at Multi-Agency Risk Assessment Conferences (MARACs). They build strong relationships with various agencies to ensure survivors access the services they need. In 2018/19, Refuge attended more than 650 multi-agency risk assessment partnership conferences with other agencies.

IDVAs and IGVAs also use their specialist knowledge to help survivors access justice, increase prosecution rates and provide training to key agencies such as the police, the Crown Prosecution Service and healthcare professionals to help identify people at risk.

“I would not have had the guts to go through with the court case had it not been for the support I received from Refuge. The support was fantastic, and it was really helpful having support from someone so experienced and knowledgeable.”

Survivor supported through the criminal justice system by one of our IDVAs

Independent Sexual Violence Advocates (ISVAs)

Our Independent Sexual Violence Advocates (ISVAs) support women, men and young people who have been raped or sexually assaulted. ISVAs allow survivors to discuss the impacts of sexual violence, give them the space to consider their options without judgement, and support them to report incidents to the police should they wish to.

Over the year, our Thames Valley Independent Sexual Violence Advocates received close to 500 referrals, over 200 of which

were to our specialist Young Adult ISVAs for survivors aged 18 to 25. Over the last year, we have also developed a closer working relationship with the University of Reading, New Bucks University and Brookes University by providing training, briefings and supported network events on health and well-being, as well as working closely with them to improve the support they offer to survivors.

“I found the ISVA service supporting our victims to be outstanding. By engaging with victims and supporting their emotional needs, it allows officers to concentrate on the investigation. The ISVAs help the victim to build trust and maintains their confidence throughout the investigation.”

“I believe the regular and independent contact received by the survivors from their ISVAs is invaluable to the victim and any subsequent investigation. I have no doubt that the involvement of the ISVAs increases both our charge and conviction rates for sex offences.”

Police feedback

SERVICES FOR MEN, CHILDREN AND PEER SUPPORT



Services for men

Across many of our services, staff offer support to male survivors of domestic abuse or sexual violence. Over this last year, we supported over 150 men by connecting them with independent advocates and finding a space for men to get the support they need following sexual violence and domestic abuse.

Peer support

Creating a safe space where women who have endured abuse can share their experiences is a critical part of Refuge's service provision. In 2018/19, we ran 238 group support sessions, which meant we were able to support over 1,200 women. In addition to these programmes, many of our community services run weekly coffee mornings and provide safe spaces where women can share experiences.

"I could talk about my experiences and meet other women in similar situations. Since the programme, I have found a job and built my self-confidence. I know I am worthy of good things in my life."

Child support workers

Children and young people make up nearly half of the individuals we support – over 7,000 people in 2018/19. Working with mothers and children side-by-side can help overcome their experiences of domestic violence.

Within our refuges, Child Support Workers (CSWs) facilitate play in a quiet, calm, child-centred space while mothers receive support, preventing the child from having to relive details of the abuse. They tailor programmes to improve feelings of safety and well-being and support children to recover from trauma.



Children's rooms are equipped with soft toys and games, and soothing music plays while younger children engage in one-to-one or group activities. Activities are tailored to the needs of the individual children, and CSWs are trained in the Early Years Foundation Stage. The CSWs support refuge workers to implement joint mother and child safety plans, help families integrate into the local area, secure school and nursery places and make referrals to appropriate specialist services.

Older children are supported with one-to-one sessions, after school homework clubs, cooking and arts and crafts. CSWs also open communication with the child to identify the impact of the trauma and provide emotional support. Working with schools is critical in ensuring that safeguarding support around vulnerable children and young people is joined up, preventing bullying and gang involvement.

"When 11-year-old Jana arrived at the refuge with her mother and younger sister, she was quiet and reserved. Shortly before she arrived, her father had taken both children and held them for three days in violation of a Child Protection Order, leading to Social Services ordering that he could no longer see them until the case was reviewed.

Jana had a good relationship with her father and was angry with her mother for taking her away. Her father had begun to talk about Jana marrying a cousin in India and had shown her photographs. Jana was excited about this as she had never been to India. She did not understand her mother's concerns about her safety, so the previously positive relationship between her and her mother had deteriorated.

At the refuge, Jana spent a lot of time in her room and did not want to join in with the children's group activities, so I started having weekly one-to-one sessions with her instead. During these sessions, we used games to open up discussion around feelings and build trust.

I also worked with her mother to allow her daughter some independence. We carried out appropriate safety planning that allowed Jana to walk home from school with new friends, and she began to appear happier, both with other children and around her mother.

But Jana was still excited about the promised visit to India, unaware of the possibility that she might not return. We talked to Jana about healthy relationships and marriage, including the importance of having choices, while being sensitive to cultural beliefs. During a joint mother and daughter session, Jana said she now understood why her mother had brought her into the refuge and that, for now, she could not spend time with her father.

After four months, Jana's mood improved, her relationship with her mother had transformed and they finally could laugh and talk together comfortably again."

Refuge Child Support Worker

National Domestic Violence Helpline

The National Domestic Violence Helpline, which we run in partnership with Women's Aid, acts as the gateway to specialist services across the country and continues to be an invaluable source of support to women and their children who experience abuse. Our team of nine permanent staff and 70 volunteers answer up to 300 calls a day, 24 hours a day. We make sure our volunteers and staff undertake a comprehensive training and shadowing programme, which includes understanding domestic abuse, recognising risk, supporting suicidal callers, how to ensure privacy and security of mobiles and other devices, substance abuse, welfare benefits, financial abuse, and how to handle complex or challenging callers.

**108,918 calls answered
by the Helpline in 2018/19**

“The Helpline worker has been outstanding in her work. I have rung over 20 helplines and this was the first to help. I felt she gave the best advice and I am absolutely satisfied.”

“ When I was 17, I met a man who told me he would protect me from the world. He moved me into his home and within a couple of months I lost contact with my friends, stopped working and began to fall out with my family. I was trapped by a controlling monster.

The evil behaviours he perpetrated towards me became part of my daily life. I can't even be certain when the rape and sexual abuse started because it became so normal. He became yet more controlling and violent when I became pregnant.

My first memories of my baby daughter should all be precious, but they are forever tarnished by his words after my daughter was placed in my arms following an anxious, induced labour. He said: ‘Don't just stare at it, shut it up.’

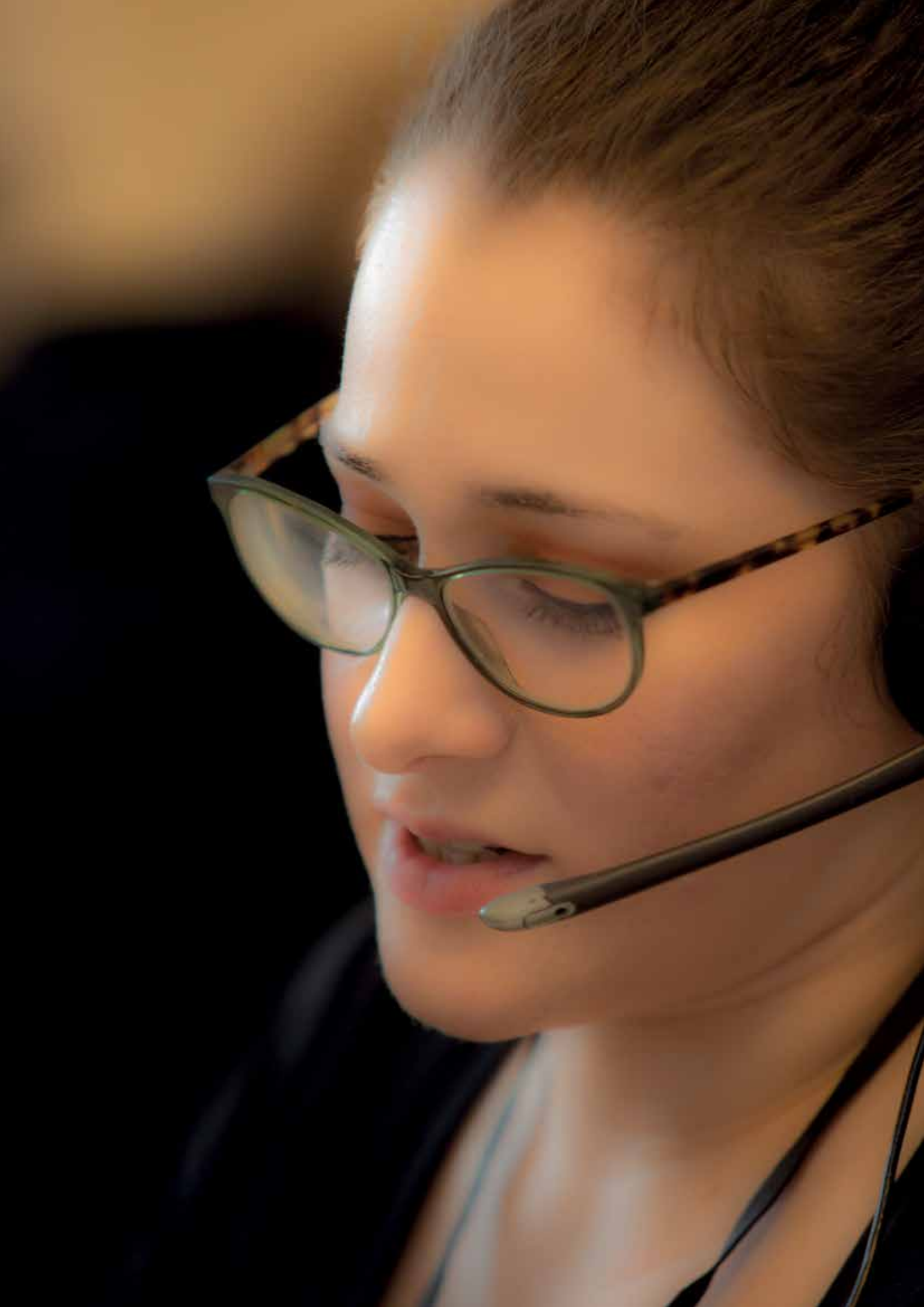
The day my son was born, I had already sorted, scanned and loaded 160 parcels into the car for his business, done the weekly shop, taken my daughter to playgroup, and tended to a horse, before making my own way to the hospital. He came to get me and made me leave with him. I gave birth at 10.50pm and was home by 1am. He assaulted me that night – stitches, pain and exhaustion didn't stand in his way. I woke up at 5am the next day to feed the new-born and to start work again, scanning and stacking another 160 parcels. At 8am, he came downstairs and verbally abused me for not bringing him coffee.

I had no money, no dignity and no self-worth. He took it all from me. People say, ‘why didn't she just leave?’ But I wish they could understand how an abuser breaks you.

Finally, I phoned Refuge. I was shaking, nervous and convinced I was going to get caught. The lady I spoke to – I can't remember her name – she saved my life. I don't mean that lightly. After years of physical, sexual, emotional, psychological and financial abuse, speaking to Refuge gave me the courage to literally run to the police station for help. The hard work of the police saw my abuser found guilty and jailed for 12 years.

I found safe haven in a refuge, reconnected with my family and friends, and I rediscovered my support system. One of these friends introduced me to my now husband, Ben. He showed me that being a domestic abuse victim doesn't make me damaged, but a survivor.”

Domestic abuse survivor



Modern slavery and human trafficking support

There is a nexus between modern slavery and domestic violence. The majority of Refuge's modern slavery clients have experienced exploitation in combination with sexual violence, domestic violence, forced marriage and/or 'honour'-based violence. Eighty-six per cent of Refuge's modern slavery clients had experienced multiple forms of abuse. Although there are many male victims, modern slavery and human trafficking is a gendered issue. The European Commission estimates that women and girls make up 96% of those trafficked for sexual exploitation, and 75% of those trafficked for all purposes. The ways in which women are exploited – primarily through domestic servitude and forced prostitution in the case of Refuge's clients – are linked to women's place in society.

As a VAWG service provider, Refuge is uniquely placed to identify and support victims of modern slavery who might otherwise never come into contact with services. Women often approach our services concerned about their partner, only revealing experiences of trafficking and exploitation as they begin to build trust in their keyworker. Our staff speak the victims' languages and are embedded in the communities they serve; we have worked with the Vietnamese community in London since 1994, and the Eastern European community since 2008. The high levels of trust we have cultivated over many years is evidenced by the fact that 25% of our modern slavery referrals are self-referrals. Many of our Vietnamese clients have heard about us through informal networks.

In 2018/19, Refuge supported 88 victims of modern slavery. With our staff's expert support, they achieved amazing outcomes for themselves and their families. 100% of clients within our modern slavery services said they felt safer after they received our support.

This year, we added dedicated modern slavery support posts to our Vietnamese outreach service and our Eastern European IGVA service.

Over the last year, we have increased our policy and advocacy work around human trafficking and modern slavery. Thanks to IMPACT, we now have a significant evidence base on the needs and experiences of modern slavery victims. We have provided briefings and referral pathways at local health services, contributed to the Home Affairs Committee Inquiry into Modern Slavery, hosted a delegation of police officers and NGO leaders from Vietnam to share best practice on supporting victims, and spoken at the launch of Every Child Protected Against Trafficking's (ECPAT) report on Vietnamese victims' trafficking journeys.

The team has also delivered presentations to the police and the Polish Embassy to raise awareness of violence against women and girls. We recently employed an Albanian-speaking IGVA worker and Mandarin-speaking modern slavery outreach worker who we hope will lead to more women engaging in our service.

“Before Refuge, I found it difficult to look in the mirror. My whole life was slipping away from me. My worst fear that if I died, no-one would know my identity. Refuge has helped me so much. I can go out now. I don't have to hide away. I am coming to terms with what I have been through. I know I am not alone. I can smile again.”

Anh, modern slavery survivor

IDVAs for Eastern European survivors

Thanks to a three-year grant from the Big Lottery Fund, we continue to offer our IDVA services for Eastern European women and children experiencing violence and abuse. This culturally-specific support is for Eastern European women facing complex and overlapping instances of abuse, from domestic abuse and sexual assault, to sexual exploitation, human trafficking and modern slavery. The service operates across the boroughs of Brent, Ealing, and Hounslow with a team of bilingual advocates. The IDVAs also act as a bridge between the women and other agencies, so they get support which might otherwise be difficult for them to access due to their limited knowledge of the UK system.

TECHNOLOGICAL ABUSE SUPPORT

The changing nature of abuse

Technology is increasingly being used as a tool for coercive control and domestic abuse. Modern technology gives perpetrators more ways to stalk, isolate and control women using the tools of everyday life. Abusers can gain access to women's personal and home devices, their online accounts and even children's toys and devices. We have found a rise in the number of women whose children's iPads, Xboxes and PlayStations have been hacked by the perpetrator to trace information such as the child's location, who they are speaking to and what games they are playing.

Refuge's technological abuse service

Since our technological abuse service began in September 2018, over 2,500 survivors have reported abuse to our staff and have subsequently received specialist support around technological safety planning. Women report a wide range of abuse, including online stalking, harassment, revenge porn, abuse of online banking and other accounts, abuse on social media, tracking devices and gaslighting.

We have trained all our 350 staff in technological abuse and recruited a specialist technological abuse team of seven experts. Further to this, we have created 40 technological abuse champions. Our services have all been adapted and updated to address technological abuse, and we have implemented an IMPACT upgrade.

The women we helped were supported with information to help them protect their devices, social media and other online accounts by learning how to:

- secure compromised phones and/or devices;
- protect their location;
- document the technological abuse they have experienced;
- remove online content about them;
- secure home systems;
- secure compromised online accounts;
- obtain new, safe devices; and
- set up safe accounts.

Our outcomes show that risk was reduced for over 88% of women who came to us for support this year.

Setting best practice against technological abuse

Our survivor coordinator conducted consultations to understand how survivors use technology, their experience of technological abuse, and how they found information and help when they needed it. Forty-eight women and children gave input through a series of one-to-one interviews and focus groups. Their feedback has given us a better understanding of the way technology is used to abuse, the impact that it has on the victim, and what steps can be taken to both prevent abuse and stop it from continuing

Raising awareness

The fight against technological abuse starts with raising awareness. The team produced a 'Warning Signs' guide which is now on the Refuge website. Our innovative work on technological and economic abuse was also featured by the BBC's Victoria Derbyshire Show.

Watch here: www.youtube.com/RefugeCharity

Survivor stories

" I can only describe my day-to-day life as some kind of awful psychological thriller. I have never been through anything like this before. Thank you so much for caring. Thank you so, so much for all your help. I cannot express in words how much it means to me." Tech abuse survivor

" My ex didn't have a job, so he made me buy him the latest iPhone and computer equipment. I was getting deeper and deeper into debt to pay for his gadgets, but I knew that saying no to him wasn't an option. He was physically abusive to me on a regular basis, so I didn't dare challenge his demands. I was a complete technophobe. He set up email and social media accounts for me. He kept saying that he was trying to help, but with hindsight the truth is clear; it was all part of my entrapment.

He linked up my new phone and social accounts to his iPad so he could monitor me and constantly read my messages. He even set up cameras in our home. When I was sitting in the living room, chatting with my sister, he would be watching us and listening in from his computer upstairs. I was under surveillance in my own home – there was nowhere to hide. I'm so grateful to the tech team at Refuge for all their help and support. I'd urge any woman who is going through this to contact Refuge. Support is available and you're not alone."

Euleen, technological abuse survivor



Economic empowerment

In addition to protecting survivors, our work has focused on empowering them to use technology safely in the future and avoid further isolation, which is a frequent consequence of domestic abuse. We recognise that economic abuse often goes hand-in-hand with technological abuse, so this year we launched a new economic empowerment programme. This series of workshops helps women identify economic abuse while enhancing their financial and employability skills.

It is also an opportunity to provide specialist training to support staff in handling complex cases of economic abuse. The workshops are delivered by our Economic Empowerment Advisor and cover how to overcome barriers to employment, building confidence, how to look for jobs, CV guidance, and interview skills. As part of 16 Days of Activism, we spoke at the Surviving Economic Abuse conference to raise awareness of economic abuse and the important role that private organisations have in supporting survivors and their role in bringing about change.

“I felt the course was really good and feel I have achieved a lot by completing it. I now feel it has given me the confidence to work and study once I am moved and settled”

Economic empowerment workshop attendee

PARTNERSHIP WORKING



Our approach

Our coordinated, multi-agency approach puts survivors’ needs at the centre of individually tailored packages of support, increasing safety while mobilising timely and effective interventions. This ensures survivors do not have to repeat their traumatic experiences. Working in partnership also means that our life-saving services can reach more people through clearer referral pathways, established joint-working protocols and improved awareness.

We are committed to creating communities where survivors of domestic abuse can reach local, wider support available to them, choosing when and how they access support. We work closely with local authorities and MHCLG funding to deliver projects that support women with complex needs.

We provide unrivalled specialist training to hundreds of professionals within our multi-agency partnerships, including courses on domestic agencies, harmful cultural practices and technological abuse.

Tailor-made partnerships

Our head office and local teams work hard to build partnerships that support Refuge’s work. We are lucky to benefit from many pro bono relationships which range from national communications agencies and legal firms, to individuals who have dedicated their out-of-hours’ time to supporting our design and creative needs.

At a local level, partnerships are tailor-made to maximise wider support and blend in with other services for survivors. For example, in Richmond, Wandsworth, Kingston, and Merton we have formed partnerships with drug and alcohol services, mental health services, a council housing department, children’s centres, a police station and an advice centre where our expert, multilingual staff are able to help women who have experienced gender-based violence access a broader range of services.

Meanwhile, we work with EQuIP Warwickshire to raise awareness across local communities and support survivors concerning discrimination related casework. Refuge supports the survivor’s needs concerning domestic violence and EQuIP addresses potential for discrimination against them. This holistic approach ensures that the survivor has relevant and timely support available to them without having to repeat their story.

During 2018/19, we worked in partnership with 20 local authorities across the country to develop proposals to help meet local priorities for domestic abuse. We were successful in securing £1.5 million from the MHCLG. We drive a coordinated community response to supporting survivors and bringing perpetrators to justice wherever we run services. No single agency can have all the answers – it is only by working together that we can achieve the best outcomes for survivors. We have a diverse range of statutory, voluntary and corporate agencies with whom we work.

LAW AND POLICY



Policy, law and public affairs

Our policy and public affairs team works tirelessly to champion changes that protect and advance the rights of the women and children with whom we work.

All our policy work is informed by the experiences of our staff and the survivors themselves. This year we met Ministers, MPs and civil servants to bring national attention to the policy and legislative changes that need to happen to better protect survivors.

Domestic Abuse Bill

As the draft Domestic Abuse Bill progresses, we have spent the last year making the case for the bill to be expanded to include issues such as refuge funding, welfare reform, housing rights, protection for women with no recourse to public funds, and a gendered definition of domestic abuse. We continue to build support among MPs and peers from all parties and have raised our concerns with Government ministers and officials. In April and May, we gave evidence to the Joint Committee on the bill, intending to ensure the legislation makes a meaningful difference to the lives of survivors of abuse.

Welfare reform

The recent introduction of Universal Credit (UC) has caused problems for many of the survivors we work with, mainly due to single payments and the automatic five-week delay between application and receipt of benefits. This year we published a report on the problems Universal Credit poses. We met the Secretary of State for Work and Pensions, Amber Rudd, at Refuge head office to talk about how to improve social security for survivors. Subsequently, Amber Rudd announced that there will be a domestic abuse specialist at every Job Centre in the UK, and UC payments will be paid to main carers. We welcomed these changes, but we will continue to campaign for separate UC payments by default and the elimination of the five-week payment delay for survivors.

“I don’t know if people understand the impact it has when you have to wait so long for payments. Especially in that period when you’re trying to escape. If they realised the additional pressure it puts on women who are fleeing and leaving everything behind. I think maybe they would try and do something to quicken the process, or something to help access funds quicker.”

Amy, survivor



International visits

At the request of the Foreign and Commonwealth Office, the Chief Executive hosted a visit from Oshra Friedman, pictured above, the Deputy Director-General of The Authority for the Advancement of the Status of Women in Israel.

Refuge also hosted a ten-member delegation from Every Child Protected Against Trafficking, UK, Pacific Links Foundation, the Nghe An Province Union of Friendship Organization, the Lao Cai Province Department of Social Vices Prevention and the People’s Police Academy of Vietnam. This was a reciprocal visit following a visit to Vietnam by the Chief Executive and manager of Refuge’s Vietnamese in November 2017.

Refuge funding

Last year, the Government’s proposals to change refuge funding threatened to decimate the national network of refuges. However, alongside other organisations, we worked to convince the Government that plans to devolve all supported housing funding (including women’s refuges) to local authorities would be detrimental to our clients. In August 2018, after months of work, we achieved a major victory when the Government listened to and agreed with our position. This means refuge accommodation costs can still be funded through housing benefit.

Economic abuse

In 2015, we launched the ‘My money, my life’ campaign in partnership with The Co-operative Bank to shine a light on economic abuse, an often-overlooked form of domestic abuse. As a direct result of the campaign, in October 2018, UK Finance published the code of practice on economic abuse for banks and building societies for the first time. We continue to work with The Co-operative Bank on this issue to improve how banks respond to survivors of economic abuse.

Raising awareness

This year we have made significant progress on building relationships with MPs and getting Refuge’s priorities heard in Parliament. Since October, MPs in the House of Commons and peers in the House of Lords have spoken about gender-based violence over 600 times in Parliament and referred to our work on dozens of occasions. Parliamentarians have discussed a wide range of subjects, including the impact of Universal Credit on survivors, perpetrators cross-examining survivors in family courts, and how the Government plans to tackle human trafficking and modern slavery.

PREVENTING VIOLENCE

“ When I first met my ex-partner, he was very loving and always wanted to be near me, which seemed romantic. In hindsight, I can see these were signs of how possessive he would be during our relationship.

He first hit me when I was pregnant with our first child. I told myself it was just part and parcel of being in a young, passionate couple, but the violence got worse and worse. When my second child was born, I packed my children into the car and left. My mum called the National Domestic Violence Helpline and I moved into a refuge a few days later.

But breaking free wasn't as simple as that.

He had refused to work and controlled all my money, even when I was only receiving maternity pay. He demanded money so he could spend it on himself, would open new accounts in my name, then make me responsible for paying the bills.

I was given a court order last year from a catalogue that he apparently opened in my name and remains in debt more than 14 years on. I recently received a bill for £700 from multiple mobile phone companies. I can't prove it was him, and because he used my identity, I am liable. Every time I think I'm getting there, along comes another County Court Judgment (CCJ).

It has impacted every part of my life. It dictates what phone I can have, what holiday we can go on, even what car insurance I can have. It feels as though he is still able to control me even though we have been free of him for years.

When I see bills, even today, it still takes me a day or two to open them.

I'd tell anyone else who's been through this kind of abuse to go to the bank and get yourself removed from any joint accounts, open a separate account and try to load it with money to help when you leave. Get in touch with credit reference agencies like Experian and tell them about the abuse and to remove the abuser from your account. Get free of them physically, and then follow all advice from Refuge and your bank to secure your name and credit profile.

Refuge didn't just give me a place to stay. They gave me something far better than that. They gave me, me. Without Refuge
I would still be with him. Or worse, not be here at all.



2018/19 was a stand-out year for reaching more audiences and raising awareness of domestic violence. Our team, along with some of the best creatives in the country, launched several integrated campaigns to increase awareness of the different types of domestic violence, why it happens, and how Refuge is working to end this abuse for good. From addressing the ways Universal Credit leaves survivors vulnerable, to explaining the changing nature of abuse through technology, our communications team believes knowledge and empowerment will see more women reach out for help and get the support they need.

A quarter of women in the UK will experience domestic abuse in their lifetime. This is unacceptable and that is why we campaign tirelessly – online, in the news, in cinemas – to raise awareness and protect more women.

Refuge in the media

This year we secured high-profile national and regional coverage explaining the threat of abuse women and girls are facing today and what Refuge is doing to reduce it.

One highlight this year was a 20-minute segment on the BBC's Victoria Derbyshire programme – an exclusive on technological abuse that during the programme led to a 20% spike to our new technological abuse webpages which explain what technological abuse is and how women can protect themselves. The issue was covered in BBC News bulletins and on BBC News Online, picked up by the Mirror, and the full programme was widely shared on social media. We took the message about technological abuse further by securing interviews for survivors with Channel 5 News, Stylist and the BBC.

Responding to the Work and Pensions Committee report

We were pleased that the Work and Pensions Committee called for significant changes to the design and implementation of Universal Credit. Refuge staff gave oral and written evidence to the inquiry, highlighting the risk that single Universal Credit payments pose to victims of abuse. The single monthly payment model reduces access to finance, making it more difficult for women to leave their abusers.

The report recommended the Department of Work and Pensions work with the Scottish Government – which is introducing separate payments by default – to learn how these payments could be implemented across the whole of the UK.

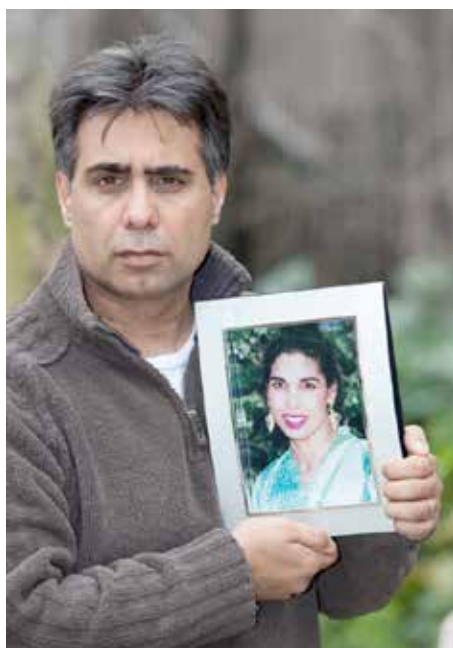
This generated significant media coverage, with our Chief Executive Sandra Horley interviewed by the i paper, Sky, ITV, BBC News, BBC Radio 4 Woman's Hour and Stylist.

“We are hugely encouraged that the Committee has recognised Refuge's argument that single Universal Credit payments represent a real risk for survivors of abuse. We now urge the Government to follow through and make the necessary amendments to protect women and their children from economic abuse,” said Sandra Horley, CBE, Chief Executive of Refuge.



The link between domestic violence and suicide

We launched a major research project to look into the links between domestic violence and women who commit suicide as a result of experiencing the issue. The event was attended by over 50 people and received extensive print and digital coverage. One of the speakers, Nav Jagpal, pictured below, shared the loss of his sister to suicide following many years of domestic violence. On World Suicide Prevention Day, advertising agency BBH created a pro bono suicide and domestic abuse awareness campaign which was screened in cinemas in Leicester Square, Westfield shopping centre and on our digital channels.



Reversible poems

Advertising agency McCann Bristol created a standout pro bono campaign of reversible poetry, poems that when read in reverse reveal a story about domestic violence. The five poems ran for nearly six months on the radio where it was read out by actress and long-standing supporter Maxine Peake, as well as appearing across TV, print and women's magazines.

CHRISTMAS EVE

Mum's laid out
our best white tablecloth.
A splash of warm claret infuses
Dad's traditional punch.
Then, on cue...
Mum starts humming 'Silent Night'
As she unpacks crackers
to snap with us
We wait for Father
Christmas.

(now read from bottom to top)

Refuge and social media

Our social media presence on Twitter, Instagram and Facebook continue to grow – our Women's Day social media campaign achieved a fantastic 55,000 impressions. We used our website to launch new technological abuse resources explaining how men misuse technology to stalk, abuse and control their partners. We also supplied information on how women can protect themselves and their children.

We would like to thank the social media influencers who have helped us spread our message further than ever before. Comedian Richard Herring's Twitterthon on International Women's Day received over 103,000 impressions. Overall our tweets earned a total of 1.7 million impressions with help from influencers and organisations including BBC Children in Need, Denise Van Outen, Caroline Hirons, and many more.

Social media highlights:

10,400 engagements on Twitter

87% increase in our Instagram following*

Over 320,000 website page views

Moving forward:

2018/19 has been a year of huge growth and achievement, and our communications team intends to build on this fantastic momentum. Next year we will welcome two new senior communications officers to expand our in-house team to manage our growing communications requests. We will also push forward a campaign about economic abuse with BBC Three, contribute to several campaigns in the The Guardian, and further our influence in the media around the Domestic Abuse Bill.

*Compared with the previous period.

"I used my local domestic violence support service to help me start a new life, free from abuse. Around this time, I started to get more involved in the community. I'd go to the drop-in centre and ask to help any way I could.

I've been working in domestic abuse for over 20 years now. Our challenges change all the time, like the struggle to find housing and the rising threat of tech abuse, but the one thing that doesn't change is how good it is to work with these women. I love making them feel at ease, allowing them the space to talk about their experiences and reassuring them that they are never to blame for the abuse.

Every day, I see the changes in them; see them grow in strength and confidence. This has always been the best aspect of the job and reinforces the importance of refuge services. I am very proud to be part of their journey."

Refuge staff member

FUNDING OUR WORK



This year we have been overwhelmed by the generosity and hard work of all the individuals, companies and trusts that raise funds for Refuge. Together your efforts reached the fantastic total of 3.1 million. Without your dedication, we would not be able to keep providing the life-saving services we offer.

International Women's Day Breakfast

The City of London Committee surpassed themselves once again with a brilliant International Women's Day Breakfast event in support of Refuge. The event raised just over £40,000, a record amount in their 13 years of support. The committee inspired guests from leading city businesses with a panel discussion hosted by ITV newsreader Julie Etchingham and a range of inspirational female leaders from across a range of sectors.

It costs the equivalent of £52 to provide a night of emergency safe accommodation for a woman and her children.

New partnership with Picturehouse Cinemas

Our partnership with Picturehouse Cinemas launched in March, trailblazing a new type of partnership for Refuge. Picturehouse will be raising awareness of the effect of domestic violence on families and children throughout the year by screening a short film 'Hide and Seek', made and donated by BBH, alongside employee and customer fundraising initiatives. Their goal is to raise £50,000 before Christmas 2019, the equivalent of 962 nights in emergency refuge accommodation. The film gives Refuge unprecedented reach, sharing a consistent message nationwide to a broad demographic of cinema viewers.



Space NK Mothers' Day campaign with Molly Gunn

Space NK supported us in March with a new product launched exclusively for Refuge in partnership with Molly Gunn, AKA 'Selfish Mother'. The gorgeous 'Love' beauty bags filled with beauty products sold for £50, with a £5 donation to Refuge to further our life-saving work and spread the word about where to turn to for support.

Another Bold, Beautiful year for Benefit

2018 saw the fifth year of Benefit's annual Bold is Beautiful campaign in aid of Refuge and Look Good Feel Better, which raised over £162,500 for Refuge. Benefit also boosted our profile and awareness of domestic abuse through several events, pop-up shops, brow waxes, and media coverage, as well as the popular Jingle Bar pop-up at King's Cross Station in December.

Avon Embraces the Change in 2018

Our long-standing partnership with Avon continued to go from strength to strength in 2018, raising an awe-inspiring £110,000 through product sales and the launch of the Embrace the Change Campaign. Thanks to Avon's support we have been able to create and fund a new Survivor Engagement Coordinator post.

The White Company

Our partnership with The White Company continues to thrive, and this year we were delighted to accept over £66,000 from the profits of The White Company products.

Merlin's Magic Wand gives families fun days out

Merlin's Magic Wand has been providing free tickets to attractions across the UK – including Thorpe Park, Sea Life London and Madame Tussauds – for families in our refuges since 2015. The partnership is so important to the women and children we support. Merlin's Magic Wand adds some much-needed fun and relief to families who have experienced a great deal of distress.

"Picturehouse and Refuge is the perfect partnership to connect huge audiences to important, life-saving matters. Cinema has the most amazing power to illuminate and to create compassion regarding subjects we find difficult to talk about or recognise or accept as a daily occurrence.

Through Picturehouse's partnership, thousands of people will discover Refuge's crucial work. And benefit from it. How brilliant."

Olivia Colman, Refuge Patron



Illustrator Kate Slater creates the Refuge Tree

Illustrator and London Marathon runner Kate Slater raised £6,000 through her Refuge Tree, which brought together artwork from over 80 female illustrators. The Tree was displayed at the London Review Bookshop in the week leading up to International Women's Day and generated brilliant conversations about the work we do.



Photo: Roger Sargent

Electronic punk duo Sleaford Mods raise over £3,000

Gifted musicians and passionate advocates against Violence Against Women and Girls (VAWG), Sleaford Mods held bucket collections at every one of their UK shows and encouraged fans to fundraise in aid of Refuge. They raised a fantastic

£3,000 that will go towards our services to help women, children and men who have experienced abuse. Their amazing support is ongoing, and they have committed to raising vital funds next year too.

Mayor of Richmond skydives for Refuge

The Mayor of Richmond, Councillor Ben Khosa, chose Refuge as his sole charity for 2018/19. He took on a skydive and hosted many events, including an afternoon tea, to raise over £21,000 for Refuge's outreach services in Richmond while raising awareness of domestic abuse.

"I ran the London marathon for Refuge because I felt lucky to have survived my abusive relationship when at one point I had wanted to stop living. I was lucky to have the means and the network to get to safety, but I know many others can't, so I wanted to give back what I could through not only fundraising but raising awareness. It was also a way to physically take charge of my body and my aspirations when I had been controlled for so long."

Lisa, fundraiser



London Marathon supporters raise a phenomenal £65,000

We were proud to see 33 runners supporting us in the London Marathon in April 2018. They took on the 26-mile race and together raised an amazing £65,000 for Refuge.

Richard Herring tweets for Refuge and raises £130,000

Richard Herring took on his annual International Women's Day fundraising challenge once again in March and spent 24 hours on Twitter answering every tweet that asked the question: 'When's International Men's Day?'. The initiative raised over £130,000 for Refuge and spread awareness about women's rights across social media.

Christmas appeal raises £154,000

Our Christmas campaign, which was promoted to existing and new supporters, raised an incredible £154,000 this year. Existing donors were sent a mail pack or email which featured the story of Hollie, a survivor who received support from Refuge. We also used social media to recruit new supporters who donated to the Christmas campaign by buying a virtual gift as a present for a loved one or gifts for the women and children we support.



"My name is Hollie and I'm looking forward to my first happy Christmas in nearly a decade. For years it was hell. I was abused and tormented, both physically and verbally, by my partner."

I was afraid about what he would do to me if I ever left him. I started to realise that my life was in real danger. And then it happened – the attack that nearly killed me. During an argument, he pushed a knife into my chest, puncturing my lung.

It was another two years until I left him and soon after, I began police proceedings. In the three years since then, with help from Refuge, I've worked hard to start again. It's only now he's in prison I feel I can move on. Thanks to Refuge, I've been able to rebuild my life. When I needed emotional and practical support, Refuge was there."



Refuge event with Sir Patrick Stewart OBE and Luke and Ryan Hart

During our 16 Days of Action against VAWG this year, we were proud to host Sir Patrick Stewart OBE, a Patron of Refuge, and Luke and Ryan Hart in conversation with Refuge supporter Isabel Hardman.

The panel event raised awareness around domestic violence and the roles men can play in bringing it to an end. Sir Patrick shared his experiences of growing up in the shadow of domestic violence, and Luke and Ryan Hart talked about the coercive control of their father, who shot dead their mother and sister after they made a bid for freedom and then killed himself. All the speakers are long-term Refuge supporters and campaigners committed to bringing men into the discussions to end violence against women and girls. The event was covered by national press and resulted in a major piece in *The Guardian*.

“Domestic violence is a man’s problem. We are the ones who are committing the offences, performing the cruel acts, controlling and denying. It’s the men.”

Sir Patrick Stewart, OBE
as reported by *The Guardian*

Thank you to all our valuable supporters, patrons, donors and partners

We would like to thank all of our supporters during 2018/19, including those who have chosen to remain anonymous.

Atkin Charitable Foundation	News Corps Giving UK
Avon Cosmetics	Nick Darke
Barbara Nokes	Olivia Colman CBE
BBC Children in Need	Penny Beale Foundation
BBH	Picturehouse
Benefit Cosmetics	Pilkington Charities Fund
National Lottery Community Fund	Pilot printing
Cecil and Hilda Lewis Charitable Trust	Polpo
City of London International Women’s Day Committee	Possible
Cherie Booth QC	Pure Gym
CMS Cameron McKenna Nabarro Olswang LLP	Pye Foundation
Comic Relief	Richard Herring
Dunard Fund	Sandy Gumm
Eric F Sparkes Charitable Trust	Shearman & Sterling LLP
Fiona Bruce	Sir Patrick Stewart OBE
Garfield Weston Foundation	Dame Stella Rimington
Gloag Foundation	Talisman Charitable Trust
Google.org	The Brook Trust
Harrison-Frank Family Foundation	The Calypso Browning Trust
Dame Helen Mirren	The Co-operative Bank
Baroness Helena Kennedy	The Evan Cornish Foundation
HSBC	The Home Office
Inner London Magistrates Court Poor Box Charity	The Mayor of Richmond, Councillor Ben Khosa
Isabel Hardman	The White Company
JDR Charitable Trust	Thunderhead
Jo Brand	Tides Foundation
Julian Nieman	Turn2us
Lauren Laverne	Weil, Gotshal & Manges LLP
Lily Safra	
London Councils	
London Community Foundation (SEGRO Community Fund)	
Luke and Ryan Hart	
McCann Bristol	
Merlin’s Magic Wand Children’s Charity	
Neil Amos	

We extend our heartfelt gratitude to the staff, volunteers and the individuals who support us and whose hard work and dedication result in the delivery of life saving and life changing services to thousands of women and children each year.

Structure, governance and management reference, and administrative details

Charity number:	277424
Company number:	1412276
Homes England Number:	4730
Principal office:	International House, 1 St Katharine's Way, London E1W 1UN
Auditors:	Moore Kingston Smith LLP, Devonshire House, 60 Goswell Road, EC1M 7AD
Bankers:	HSBC Bank Plc, 281 Chiswick High Road, London W4 4HJ
Solicitors:	Bates Wells Braithwaite 10 Queen St Pl, London EC4R 1BE Weil Gotshal and Manges LLP, 1 South Place, EC2M 2WG C M Murray LLP, 1 Canada Square, E14 5AA CMS Cameron McKenna LLP, 78 Cannon Street, EC4N 6AF Shearman and Sterling LLP, 9 Appold Street, EC2A 2AP Herbert Smith Freehills LLP, Exchange House, Primrose Street, EC2A 2HS

Trustees, officers and advisers

Under its Memorandum and Articles of Association, Refuge was originally incorporated in England and Wales as Chiswick Family Rescue on 30th January 1979 as a company limited by guarantee not for profit and not having share capital. The name was subsequently changed to Refuge on 5 March 1993.

It is a charity with a registered office at International House 1 St Katharine's Way, London E1W 1UN.

On 13 August 2012 Refuge became a Registered Provider of Social Housing regulated by the Homes England Agency. A council of management (whose members are also directors of the charitable company) oversees Refuge's policies and the execution of its activities. Members are elected upon a resolution of the council of management and may resign their membership by notice in writing to the company.

The members of the council of management who held office during the year were:

Council of management:

Barbara Donoghue
Katie Farrington (appointed 13 December 2018)
Ruth Harding (retired 11 September 2018)
Christine Higgins (appointed 13 December 2018)
Baroness Helena Kennedy QC (retired 3 December 2018)
Shelagh McKibbin (retired 2 November 2018)
Dianne Nelmes
Janice Panton (retired 30 June 2019)
Carolyn Pearson (appointed 13 December 2018)
Maggie Rae (chair)
Dame Stella Rimington (retired 3 July 2019)
Selina Sayagam (appointed 13 December 2018)
Manel de Silva
Kirsten Walkom (appointed 13 December 2018)

Patrons:

Cherie Booth CBE QC
Jo Brand
Fiona Bruce
Olivia Colman (appointed 3 July 2019)
Baroness Helena Kennedy QC (appointed 13 December 2018)
Dame Helen Mirren
Dame Stella Rimington (appointed 3 July 2019)
Sir Patrick Stewart OBE

Chief executive and company secretary:

Sandra Horley CBE

Governing document

Refuge is a charitable company limited by guarantee, originally incorporated as Chiswick Family Rescue on 30 January 1979 and registered as a charity on 31 March 1979. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and appointment of council of management

The directors of the company are also charity trustees for the purposes of charity law and under Refuge's Articles are known as members of council of management. Under the requirements of the Articles of Association one third of the members of council of management are required to retire at each annual general meeting. Those longest in office since co-option or election retire first and are all eligible for re-election.

Council of management induction and training

All new members of council of management receive an induction pack containing detailed information about Refuge, its organisation and work. They also spend time with the chief executive, chair and senior staff to familiarise them with Refuge's activities and their role and responsibilities as a charity trustee. Training opportunities are offered to introduce trustees to their legal and governance duties, and Refuge has arranged safeguarding training for board members. There are also regular visits to services, opportunities for specific training and presentations by staff at board meetings. All trustees have received a copy of the Charity Commission publication 'The Essential Trustee'.

Compliance with governance and financial viability standard

Refuge complies with the Regulator of Social Housing's (RSH) Governance and Financial Viability Standard through:

- Adoption of the principal recommendations of the Charity Commission's 2018 Governance Code.
- An effective Board which has recently been appraised.

- A complete set of Standing Orders.
- A risk management framework with a detailed risk map.
- A medium term financial plan.
- An effective system of internal controls which is being revised and will be approved by the Audit and Risk Committee.
- Sufficient liquidity to meet contractual commitments.
- An Audit and Risk Committee which advises the Board on governance issues pertaining to risk and financial viability.
- An asset and liability register which is being finalised.

Organisation

Council of management is responsible for the overall governance of Refuge. Council of management has a maximum of 12 members. Members of council of management have a range of skills and experience including legal, financial, business, social care and communications that support Refuge in the delivery of its objectives. The charity's council of management meet regularly to manage its affairs. Refuge's chief executive and company secretary, Sandra Horley CBE, is responsible for the day to day management of the charity and the implementation of policy, supported by a highly dedicated and professional team of staff and volunteers.

Partnership

In pursuit of its charitable aim of providing safe accommodation for women and children escaping domestic violence, Refuge works in partnership with a number of different housing associations and local authorities:

Housing associations: BPHA, Central and Cecil, Circle Housing, Family Mosaic, Gateway, Hexagon, Hyde, London and Quadrant, Metropolitan, Notting Hill, Optivo, Orbit, Paragon, Sanctuary Housing, Stonham, Town and Country and Tuntum.

Statutory partners: the London Boroughs of Brent, Ealing, Hackney, Hounslow, Kingston on Thames, Lambeth, Lewisham, Redbridge, Richmond, Southwark and Waltham Forest; the counties of Cambridgeshire, Hertfordshire, East Sussex, and Warwickshire; the cities of Coventry and Derby, and borough of Warrington. Police Crime Commissioners (PCC): Derbyshire, Hertfordshire and Thames Valley.

Refuge runs the Freephone 24 hour National Domestic Violence Helpline in partnership with Women's Aid.

STRATEGIC REPORT

Objectives

The objects of the company are:-

- (a) To provide for the relief of women and their children or other victims who have been subject to: (i) physical, sexual, emotional and/or mental abuse within an intimate or “family” relationship (“domestic violence”); or (ii) other gender-based violence, which term, for the purposes of these Articles, shall include but not be limited to rape, prostitution, gang violence, sex-trafficking or female genital mutilation, in either of cases (i) or (ii) above, throughout the United Kingdom and abroad;
- (b) To provide specialist supported housing and social housing and any associated amenities in England, designed to meet the needs of women and children who are the victims of domestic violence and/or other gender- based violence, and other services designed to facilitate their onward progression; and
- (c) To advance public education, research and training on understanding of the issues of domestic violence and gender-based violence throughout the United Kingdom and abroad

Refuge's mission continues to be that of providing emergency accommodation and support to women and children escaping domestic violence whilst raising awareness and understanding of the issue. Its principal aims and objectives are to:

- Provide a range of high quality specialist services to women and children escaping domestic violence including a Freephone 24-hour National Domestic Violence Helpline run in partnership with Women's Aid, a growing number of safe houses with additional specialist support services for women and children, outreach and floating support services, refuges and outreach for black, Asian, minority ethnic and refugee (BAMER) women, independent domestic violence advocates and specialist support
- Raise public awareness of the issues surrounding domestic violence and to influence changes in policy and legislation.

Public benefit statement

Refuge operates for public benefit. The trustees confirm that they complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, “Charities and Public Benefit”.

Equality and diversity

Equality, diversity and human rights are central to Refuge's core principles of empowerment and independence. These principles are reflected in both our service delivery and the way in which we work. Refuge values all members of staff equally and believes in treating everyone fairly, with dignity and respect. We consider this to be the foundation for ensuring equality of opportunity and diversity in both employment matters and our service delivery. To this end, we are committed to creating a positive and safe working environment for all employees, volunteers, the Council of Management and contractors of Refuge.

Refuge welcomes applications from all sections of the community and treats everyone who works for us or uses our services with dignity, equality, respect and fairness. Candidates for employment or promotion will be assessed objectively against the requirements for the job, taking account of any reasonable adjustments that may be required for candidates with a disability. Disability and personal or home commitments will not form the basis of employment decisions except where necessary.

In accordance with the principles of our Equality and Diversity Policy, we seek to ensure that Refuge is reasonable, consistent, impartial and unbiased in decisions about training and development, and that opportunities are available to all, primarily according to job needs, and that no one is disadvantaged because of any personal characteristic or other unlawful reason.

Fundraising

We are very aware of the trust that supporters place in us when they make a donation to ensure we can continue to provide our life-saving and life-changing services, and our aim is to put them at the centre of everything we do.

We are members of the Fundraising Regulator and abide by their Fundraising Promise and the Code of Fundraising Practice. We are deeply committed to protecting the data and privacy of our

supporters and adhere to all relevant legislation and best practice in the sector. Over the last year we have reviewed our consent and privacy policies to ensure we are compliant with the General Data Protection regulations (GDPR) which were introduced in May 2018.

We are committed to providing the highest levels of supporter care and value any feedback we receive regarding our fundraising activities. In 2018/19 we received 3 complaints which were all resolved without any being escalated to the Fundraising Regulator.

We have not used any professional fundraising agencies to raise funds for us in this year.

Employee communication

Refuge believes communication starts from the top down, and in the importance of helping each department and individual to understand what we do, why it's being done, and the importance of the role they play in making Refuge's plans and service delivery happen. We do this by sharing our vision, being open about our goals and honest about our progress, breaking goals down into departmental objectives and ensuring individuals are clear on how their individual objectives feed into the team's.

As part of our high performance culture, we encourage open and frank feedback. This includes informal conversations, formal feedback, formal appraisal, timely announcements regarding change and transparent consultation where appropriate.

Financial review

The operating results for the year to 31 March 2019 show a challenging year financially with income rising by 2.9% to £15,003,949 (2018: £14,436,486), and total expenditure of £15,777,916 (2018: £14,580,253) giving rise to an operating deficit of £766,990 (2018: £158,318 deficit) after gains on investments of £6,977 (2018: £14,551 losses). Closing funds balances amounted to £4,229,520 (2018: £4,996,510) of which, £3,030,266 (2018: £3,704,581) was held as general unrestricted reserves, £514,589 (2018: £673,167) as designated reserves and £684,665 (2018: £618,762) as restricted reserves. The sector continues to experience cuts in funding as a result of reduced public sector budgets and there is intense competition in all areas of tendering.

The increase in income has come mainly from success in winning a new contract and an increase in funding through grants from MCHLG. Incoming resources from operating activities were up by 4.5% compared to 2017-18 with contract income for support services showing growth of 2% and housing management income showing growth of 4.5%. Grant income for 2018-19 increased by 45.3% rising to £1,881,675 (2018: £1,294,993) mainly due to grants from Big Lottery Fund, Tides Foundation and MHCLG. Investment income was up 24.1% to £48,919 (2018: £39,423).

The total expenditure of £15,777,916 for the year represented an 8.2% increase compared to 2017-18 and mainly reflects a growth in advocacy service provision and increased investment in communications. Expenditure on advocacy services increased by 17.7% reflecting the first full year for new activities in this area and expenditure on refuge provision increased by 2.3%. There was a 8.5% increase in expenditure on floating support and outreach services reflecting another successful year in obtaining MHDCLG funding to support services. Expenditure on the Freephone 24-hour National Domestic Violence helpline's expenditure has increased by 5.8% and reflects additional funds received from the Home Office for improvements to the service.

Cash balances at the end of the year stood at £5,554,703 (2018: £6,795,427) and total assets less current liabilities at £4,569,520 (2018: £5,336,510).

Principal risks

Council of management is responsible for establishing and monitoring internal control systems within Refuge. The council of management review the major risks which may impact on the operations of Refuge on a regular basis and are satisfied that the system of internal control currently in place is sound and effective, whilst recognising that it is designed to manage rather than eliminate risk. The council of management agreed that the following are the principal risks that Refuge faces:

- Continued significant public sector cuts are making future funding more insecure: In response to this Refuge is providing evidence to government consultations; the government's Domestic Abuse Bill will protect refuge services from some cuts; working with bodies such as the NHF; making contingency plans; developing innovative service delivery models; focusing on diversifying income streams; raising the

profile of and increasing understanding of specialist domestic violence provision.

- A very competitive fundraising environment: Refuge is continuing to invest in fundraising and is working on a three year strategy; targets are monitored by the senior management team monthly and reports monitored by the board quarterly;
- Significant contracts being retendered: There is ongoing work reviewing costs and introducing innovative ways of delivering services; continual improvements in the tender preparation process and the quality of bids; maintaining strong relations with commissioners in order to understand and respond to local commissioning needs;
- Challenges recruiting suitably skilled staff and providing capacity for growth: In response to this Refuge has improved the training of managers and its recruitment process; grown its senior operations management and peripatetic teams and is continually reviewing the organisation structure to ensure that there is adequate management capacity, knowledge and skills for the services being delivered
- Cyber security awareness: Refuge has high level SSL certified encryption for the most sensitive data which is being extended to mobile devices; staff have had IT security awareness and data protection training; policies on IT and data protection have been updated; penetration testing and security audits by independent experts; work underway towards achieving the ISO 27001 standard

Looking ahead

In 2019/20 Refuge will build on the successes achieved in the previous financial year with an ambitious set of activities planned for the year. As social and demographic trends change Refuge will continue to be agile enough to update and improve its response to meet the complex and changing needs of its clients and address the wider violence against women and girls (VAWG) agenda.

Key areas of new development:

- Continue to be the UK's largest provider of high quality specialist violence against women and girls services – listening and responding to the needs of survivors, providing innovative, tailored services

- Become a psychologically informed organisation providing trauma informed practice
- Expand our leading edge support for women who experience technological and economic abuse to reach more survivors and collaborate with other providers to recognise and support women who experience tech and economic abuse
- Build on our existing modern slavery and trafficking work to identify and support more individuals, expand our services and awareness raising work
- Explore opportunities to work with corporates to prevent and protect victims of abuse
- Ensure the Domestic Abuse Bill is informed by the voices and the lived experiences of women and children
- Run high profile media campaigns which ensure Refuge reaches women in need of its services whilst challenging and changing negative social attitudes
- Grow our voluntary income by at least 15%, enabling Refuge become more independent of statutory funding and achieve greater control over the services we develop and offer

These are ambitious plans, and some developments are dependent on securing additional funding streams. However, Refuge is committed to innovation and growing services in its efforts to ensure more women and children are able to escape violence and are given expert support to rebuild their lives.

Investment powers and policy

The Articles of Association contains powers for the council of management to invest funds in any investments, securities and properties.

Reserves policy

Total funds at the year-end are £4,229,520 of which £684,665 is restricted and £3,544,855 (of which £514,589 is designated) is unrestricted reserves. Included in unrestricted reserves is £895,601 from the sale six years ago of a significant asset which is providing resources to see Refuge through the financial challenges ahead.

The council of management, having referred to the Charity Commission's revised guidance CC19, has examined the charity's requirement for reserves in light of the main risks to the organisation and has decided that unrestricted funds not committed or invested in tangible fixed assets should equate to six months of core running costs plus the running costs of a quarter of services for three months.

Free reserves are needed to meet the working capital requirements of Refuge and to allow for the development of new initiatives. Council of management is confident that at this level they would be able to continue the current activities of the charity in the event of a significant reduction in funding. Free reserves at 31 March 2019 were £2,939,281.

The free reserve target based on budgeted costs for 2019/20 is £2,948,339 and Refuge is £10k below the target at 31 March 2019 and this will be closely watched over the next two years. There are sufficient reserves to address the risk to vulnerable beneficiaries that could arise should funding cease and cause unplanned closure of services.

As such, the council of management consider it appropriate to adopt the going concern basis of accounting for the 2019 Annual Report and Accounts.

Statement of the council of management responsibilities

The council of management (whose members are also directors of Refuge for the purposes of company law) is responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice.)

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

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Housing and 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 company will continue in business

The council of management is 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. In so far as the council of management is aware:

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

On behalf of the council of management

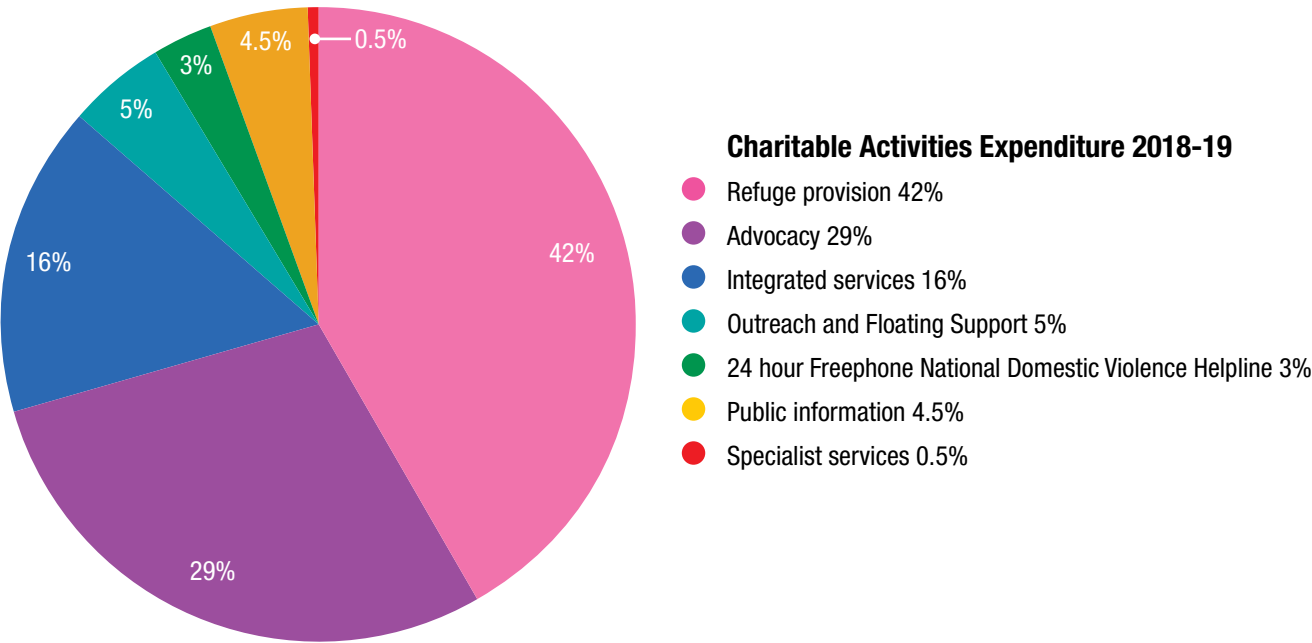
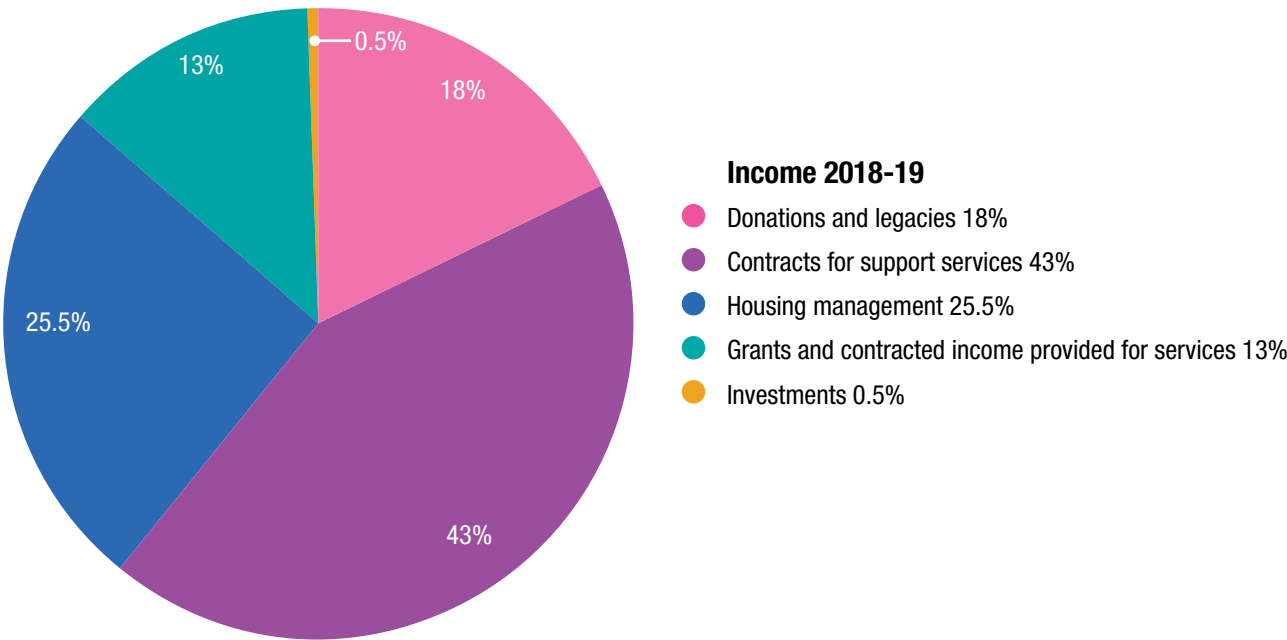


Manel de Silva, Trustee
23 September 2019

This report acts as a directors' report for the charitable company as required by s415 of the Companies Act 2006 and includes the Strategic Report which has been approved by the Council of Management in their capacity as company directors.

Financial statements for the year to 31 March 2019

Financial overview



Refuge has had a challenging year with income 2.9% higher than the previous year at £15.0m (£14.4m) and a deficit of £767k (£158k deficit in the previous year). Refuge continued to win and implement new services and and increase access to grant funding which has helped to sustain and expand services. Grant income increased by 45.3% to £1.9m (£1.3m in the previous year). We have continued to invest in

fundraising and communications and are continually looking for ways to diversify income streams while improving efficiency through innovative approaches to services provision. Our reserves at 31 March 2019 were £4.3m (£5.0m the previous year) which enables us to continue to innovate and diversify our service provision and ensure sustainable services in the future.

Independent auditors’ report to the Members of Refuge

Opinion

We have audited the financial statements of Refuge (‘the company’) for the year ended 31 March 2019 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 ‘The Financial Reporting Standard Applicable in the UK and Republic of Ireland’ (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company’s affairs as at 31 March 2019 and of its outgoing 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, the Housing and Regeneration Act 2008, the Accounting Direction for Private Registered Providers of Social Housing 2015, and the Statement of Recommended Practice for registered social housing providers 2014.

Basis for opinion

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

Conclusions relating to going concern

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 company’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.

Other information

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the strategic report and the trustees’ annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the trustees’ annual report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the trustees’ annual report.

We have nothing to report in respect of the following matters where the Companies Act 2006, the Housing and Regeneration Act 2008, the Accounting Direction for Private Registered Providers of Social Housing 2015, and the Statement of Recommended Practice for registered social housing providers 2014 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or

- certain disclosures of trustees’ remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees’ responsibilities statement set out on page 41, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor’s responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and Section 15 of the Charities Act 2011 and report in accordance with those Acts.

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

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

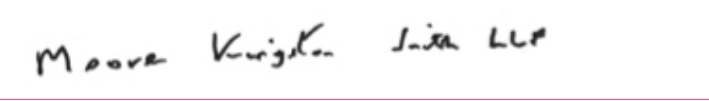
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company’s internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees’ use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company’s ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor’s report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor’s report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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



Neil Finlayson (Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP, Statutory Auditor

Devonshire House
60 Goswell Road
London EC1M 7AD

24 September 2019


Statement of Financial Activities for the year ended 31 March 2019
(incorporating the Income and Expenditure Account)

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
Income and endowments from:					
Donations and legacies	4	2,412,740	378,446	2,791,186	3,112,103
Operating activities:					
Contracts for support services	5	6,451,514	-	6,451,514	6,323,787
Housing management		3,830,655	-	3,830,655	3,666,180
Grants	6	-	1,881,675	1,881,675	1,294,993
Other trading activities					
Investments	7	48,919	-	48,919	39,423
Total income	3	12,743,828	2,260,121	15,003,949	14,436,486
Expenditure on:					
Raising funds	8	817,793	-	817,793	790,317
Operating activities:					
Refuge provision		5,916,664	306,679	6,223,343	6,081,515
Advocacy		3,500,702	854,188	4,354,890	3,699,863
Integrated services		2,314,929	77,985	2,392,914	2,342,235
Outreach and floating support		301,740	496,019	797,759	735,132
24 Hour Freephone National Domestic Violence Helpline		40,454	412,039	452,493	427,508
Public information		691,404	-	691,404	440,259
Specialist support services		13	47,307	47,320	63,424
Total expenditure	3,10	13,583,699	2,194,217	15,777,916	14,580,253
Realised gains/(losses) on investments	14	207	-	207	20,106
Unrealised gains/(losses) on investments	14	6,770	-	6,770	(34,657)
Net income/(expenditure)		(832,894)	65,904	(766,990)	(158,318)
Transfers between funds	19,20	-	-	-	-
Net movement in funds		(832,894)	65,904	(766,990)	(158,318)
Fund balances brought forward		4,377,749	618,761	4,996,510	5,154,828
Fund balances carried forward at 31 March 2019	19,20,21	3,544,855	684,665	4,229,520	4,996,510

Approved by the council of management on 23rd September 2019



Manel de Silva



Christine Higgins

The notes on pages 49 to 68 form part of these financial statements.
All of the activities of the charitable company related to continuing operations. There were no recognised gains and losses other than those included in the Statement of Financial Activities.
Registered Company Number: 1412276

Balance Sheet as at 31 March 2019

	Note £	2019 £	2019 £	2018 £	2018
Fixed Assets					
Tangible assets	12		68,597		64,563
Intangible assets	13		22,388		31,657
Investments	14		637,443		630,725
			728,428		726,945
Current Assets					
Debtors	15	2,075,341		1,641,130	
Cash at bank and in hand		5,554,703		6,795,427	
		7,630,044		8,436,557	
Creditors:					
Amounts falling due within one year	16	(3,788,952)		(3,826,992)	
Net Current Assets			3,841,092		4,609,565
Total Assets less Current Liabilities			4,569,520		5,336,510
Provisions for liabilities and charges	18		(340,000)		(340,000)
Net assets			4,229,520		4,996,510
Represented by:					
Unrestricted Funds	19				
General			3,030,266		3,704,581
Designated			514,589		673,167
			3,544,855		4,377,748
Restricted Funds	20		684,665		618,762
Total Funds	21		4,229,520		4,996,510

Approved by the council of management on 23rd September 2019



Manel de Silva



Christine Higgins

The notes on pages 49 to 68 form part of these accounts.

Registered Company Number: 1412276

Cash-flow Statement for the year ended 31 March 2019

	Note	2019 £	2018 £
Statement of Cash Flow			
Net Cash (Outflow)/ Inflow from Operating Activities	1	(1,225,498)	269,625
- Investment income	7	48,919	39,423
Capital expenditure and financial investment			
- Payments to acquire Tangible Fixed Assets	12	(55,405)	(27,574)
- Payments to acquire Intangible Fixed Assets	13	(9,000)	(21,053)
- Payments to acquire Financial Investments	14	(86,448)	(109,162)
- Investment disposal proceeds		100,442	109,760
(Decrease)/Increase in Cash and Cash Equivalents	2	(1,226,990)	261,019

Notes to the Statement of Cash-flow

1. Reconciliation of Changes in Resources to Net Cash Outflow from Operating Activities

Net movement in funds	(766,990)	(158,318)
Depreciation	51,371	29,511
Amortisation	18,269	23,372
Investment income	(48,919)	(39,423)
Unrealised/realised (gains)/losses	(6,977)	14,551
(Increase) in trade and other debtors	(434,211)	(328,168)
(Decrease)/Increase in trade and other creditors	(38,040)	688,100
Increase in provisions	-	40,000
	(1,225,497)	269,625

2. Reconciliation of Net Cash Flow to Movements in Net Funds

(Decrease)/Increase in Cash and Cash at Bank in the year	(1,226,990)	261,019
(Decrease)/Increase in net funds	(1,226,990)	261,019
Net funds at 1 April 2018	6,807,109	6,546,090
Net funds at 31 March 2019	5,580,119	6,807,109

	2019 £	2018 £
Reconciliation of net funds to cash at bank and in hand		
Net funds	5,580,119	6,807,109
Cash held with investment managers	(25,416)	(11,682)
Cash at bank and in hand	5,554,703	6,795,427

The notes on pages 49 to 68 form part of these accounts.

Notes to the financial statements for the year ended 31 March 2019

1. Accounting policies

Basis of accounting

The accounts are prepared on the historical cost convention of accounting and in accordance with applicable Accounting Standards and in compliance with The Accounting Direction for Private Registered Providers of Social Housing 2015, Housing SORP 2014, the Statement of Recommended Practice “Accounting for Registered Social Providers”, the Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with “The Financial Reporting Standard applicable in the UK and Republic of Ireland” (“FRS 102”) issued on 16 July 2014, The Charities Act 2011 and the requirements of the Companies Act 2006. The charity is a public benefit entity for the purposes of FRS 102.

Going concern

These financial statements are prepared on the going concern basis. The council of management have a reasonable expectation that the company will continue in operational existence for the foreseeable future based on budgets, forecasts and projections for the following year and up to 12 months from the date the financial statements are approved. Council of management are not aware of any material uncertainties that may cast significant doubt upon the charity’s ability to continue as a going concern.

Tangible Fixed Assets - Depreciation

Tangible fixed assets costing more than £500, except items of high wear and tear for refuges, have been capitalised and recorded at cost. Depreciation is provided on all fixed assets at rates calculated to write off the cost of each asset over their estimated useful lives or the length of the contract/project for which the fixed assets were acquired.

Leasehold improvements	7 years straight line
Freehold buildings	50 years straight line
Fixtures and fittings	1 - 4 years straight line
Motor vehicles	1 - 4 years straight line
Office equipment	1 - 4 years straight line

Intangible fixed assets

Intangible assets costing more than £500 are recognised at cost and are subsequently measured at cost less accumulated amortisation.

Amortisation is recognised so as to write off the cost of assets over their useful lives on the following bases:

Software	1 - 4 years straight line
Websites	1 - 4 years straight line

Income

Donations and legacies includes donations, gifts, legacies and some grants receivable.

Gifts in kind and intangible income are treated either as donations in the period the gift or intangible income is received, or as an asset, in both cases at a reasonable estimate of the gross value to the charity.

Fundraising income is shown gross except for small fundraising events where the cash is received net of expenditure. Investment income is accounted for on a receivable basis.

Legacies

Legacies are recognised as income where there is entitlement, probability of receipt and measurability of the legacy.

Grants received

Grants are recognised when the entitlement to the grant is confirmed. Grants that provide core funding, or are of a general nature provided by the government and charitable foundations, are recorded as voluntary income.

Costs of raising funds

Fundraising expenditure comprises costs incurred encouraging people and organisations to contribute financially to the charity’s work. This includes costs of advertising and staging of special fundraising events.

Governance costs

Governance costs comprise all expenditure not directly related to the charitable activity or fundraising ventures including audit fees.

Provisions

Provisions include the council of management’s estimate of the present cost of cyclical maintenance of properties and office dilapidations that Refuge is directly responsible for.

Notes to the financial statements for the year ended 31 March 2019

Bad debts

Bad debts are recognised when all arrears and debt collection procedures have been exhausted. Bad debts are written off on a percentage basis depending on their age and probability of collection.

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities. These financial statements are prepared on the going concern basis.

Financial instruments

The company has elected to apply the provisions of section 11 ‘Basic financial Instruments’ and Section 12 ‘Other Financial Instruments Issues’ of FRS 102 to all of its financial instruments. Financial instruments are recognised in the company’s balance sheet when the company becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial instruments

Basic financial instruments, which include trade and other receivables and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at market rate of interest.

Other financial assets

Other financial assets, including investments in equity instruments which are not subsidiaries, associates or joint ventures, are initially measured at fair value, which is normally the transaction price. Such assets are subsequently carried at fair value and the changes in fair value are recognised in profit or loss, except that investments in equity instruments that are not publicly traded and whose fair values cannot be measured reliably are measured at cost less impairment.

Trade debtors, loans and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as ‘loans and receivables’. Loan and receivables are measured at amortised cost using the effective interest method, less any impairment.

Interest is recognised by applying the effective interest rate, except for short term receivables when the recognition of interest would be immaterial. The effective interest method is a method of calculating the amortised cost of a debt instrument and of allocating the interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the debt instrument to the net carry amount on initial recognition.

Impairment of financial assets

Financial assets, other than those held at fair value through profit and loss, are assessed for indicators of impairment at each reporting end date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. The impairment loss is recognised in the Statement of Financial Activities.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire, or when it transfers the financial asset and substantially all the risks and rewards of ownership to another entity.

Classification of financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Notes to the financial statements for the year ended 31 March 2019

Basic financial liabilities

Basic financial liabilities, including trade and other payables, bank loans from fellow group companies and preference shares that Basic

Financial liabilities

Basic financial liabilities, including trade and other payables, bank loans from fellow group companies and preference shares that are classified as debt, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade payables are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade payables are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest rate method.

Other financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Derecognition of financial liabilities

Financial liabilities are derecognised when, and only when, the company’s obligations are discharged, cancelled, or they expire.

Investments

Investments are held in the balance sheet at market value at the year end. Any change from market value at the previous balance sheet date or from cost if purchased during the year, is included in the Statement of Financial Activities.

Stocks

No value has been ascribed to stocks of publications on the basis that the majority of these are normally given away and therefore it is considered prudent to account for all publications in the period they are incurred.

Pension funds

Refuge operates a defined contribution pension scheme for all staff. The amount charged to the Income and Expenditure Account in respect of pension costs is the contributions payable in the year.

Operating lease agreement

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Research and development

Research and development costs are expensed to the SOFA in the year that they are incurred.

Fund account

Restricted funds represent monies received for specific projects undertaken by the charity. Designated funds represent monies set aside by the trustees for a specific purpose. General unrestricted funds of the charity are available for the general purposes of the charity.

Status

Refuge is a registered social landlord with the Homes England Agency. The registered number is 4730. The company is limited by guarantee and does not have a share capital. It is also a registered charity (Number 277424). In the event of the company winding up, members are required to contribute a sum not exceeding £1.

Judgements and key sources of estimation uncertainty

In the application of the company’s accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Critical judgements

The following judgements (apart from those involving estimates) have had the most significant effect on amounts recognised in the financial statements.

The company has an obligation to pay dilapidations on expiry of the company’s lease. The cost of these reinstatements and the present value of the obligation depend on a number of factors including; the expected rise in the cost of building maintenance, uncertainty over the timing of the cost of reinstatements and the discount rate. Management estimates these factors in determining the dilapidation provision in the balance sheet. The assumptions reflect historical experience and current trends. See note 18 for the disclosures relating to the dilapidation provisions.

The company makes an estimate of the recoverable value of trade and other debtors. When assessing impairment of trade and other debtors, management considers factors including the current credit rating of the debtor, the ageing profile of debtors and historical experience. See note 16 for the net carrying amount of the debtors and associated impairment provision.

The annual depreciation charge for property, plant and equipment is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 12 for the carrying amount of the property, plant and equipment and note 1 for the useful economic lives for each class of asset.

Similarly the annual amortisation charge for intangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments and economic utilisation of the assets. See note 13 for the carrying amount of the intangible assets and note 1 for the useful economic lives for each class of asset.

2. Comparative Statement of Financial Activities

	Note	Total Funds 2019 £	Unrestricted Funds 2018 £	Restricted Funds 2018 £	Total Funds 2018 £
Income and endowments from:					
Donations and legacies	4	2,791,186	2,551,704	560,399	3,112,103
Operating activities:					
Contracts for support services	5	6,451,514	6,323,787	-	6,323,787
Housing management		3,830,655	3,666,180	-	3,666,180
Grants	6	1,881,675	-	1,294,993	1,294,993
Other trading activities					
Investments	7	48,919	39,423	-	39,423
Total income	3	15,003,949	12,581,094	1,855,392	14,436,486
Expenditure on:					
Raising funds	8	817,793	790,317	-	790,317
Operating activities:					
Refuge provision		6,223,343	5,720,370	361,145	6,081,515
Advocacy		4,354,890	3,214,301	485,562	3,699,863
Integrated services		2,392,914	2,209,145	133,090	2,342,235
Outreach and floating support		797,759	313,109	422,023	735,132
24 Hour Freephone National Domestic Violence Helpline		452,493	43,935	383,573	427,508
Public information		691,404	440,259	-	440,259
Specialist support services		47,320	1,440	61,984	63,424
Total expenditure	3, 10	15,777,916	12,732,876	1,847,377	14,580,253
Realised gains/(losses) on investments	14	207	20,106	-	20,106
Unrealised gains/(losses) on investments	14	6,770	(34,657)	-	(34,657)
Net income/(expenditure)		(766,990)	(166,333)	8,015	(158,318)
Transfers between funds	19,20	-	(4,394)	4,394	-
Net movement in funds		(766,990)	(170,727)	12,409	(158,318)
Fund balances brought forward as restated		4,996,510	4,548,476	606,352	5,154,828
Fund balances carried forward at 31 March 2019	19,20,21	4,229,520	4,377,749	618,761	4,996,510

Notes to the financial statements for the year ended 31 March 2019

3a. Particulars of turnover, cost of sales, operating costs and operating surplus

	2019 Turnover	2019 Operating Costs	2019 Operating Surplus/ (deficit)	2018 Turnover	2018 Operating Costs	2018 Operating Surplus/ (deficit)
	£	£	£	£	£	£
Social housing lettings	3,830,655	3,800,085	30,570	3,666,180	3,744,168	(77,988)
Other social housing activities:						
Contract for supporting services	1,981,383	1,803,153	178,230	2,029,227	1,768,342	260,885
Other grants and contracts	333,262	332,152	1,110	457,742	457,742	-
Total social housing	6,145,300	5,935,390	209,910	6,153,149	5,970,252	182,897
Non-social housing activities	8,858,649	9,842,526	(983,877)	8,283,337	8,610,001	(326,664)
Total:	15,003,949	15,777,916	(773,967)	14,436,486	14,580,253	(143,767)

3b. Particulars of income and expenditure from social housing lettings

	2019 £	2018 £
Social housing income		
Rent receivable net of identifiable service charges	1,712,588	1,624,693
Service charges receivable eligible for Housing Benefit	2,187,316	2,102,612
Service charges receivable ineligible for Housing Benefit	222,801	228,111
Rent losses due to voids	(292,050)	(289,236)
Turnover from social housing lettings	3,830,655	3,666,180
Expenditure on social housing lettings		
Services	1,140,779	1,075,031
Management	1,368,106	1,487,631
Routine maintenance	115,295	105,507
Planned maintenance	74,307	45,723
Bad debts	38,005	48,839
Lease charges	1,062,909	980,753
Property depreciation	684	684
Operating costs on social housing lettings	3,800,085	3,744,168
Operating surplus/(deficit) on social lettings	30,570	(77,988)
Social housing units		
The number of supported housing units under management at the end of the period:	2019	2018
Owned and managed	8	8
Not owned but managed	300	293
	308	301

Notes to the financial statements for the year ended 31 March 2019

4. Donations and legacies 2019

Donation and legacies income was received during the year from trusts, corporate and private donors.

5. Contracts for supporting services

Support services under housing related support would encompass such activities that enabled the service user to develop the appropriate skills needed for maintaining independence in their own home once outside of the support service framework i.e. building local networks for support, making links into the community, understanding benefit entitlement and how to apply, as well as developing personal finance awareness to pay rent and other associated household bills.

Contracts for support services are awarded to Refuge as the Service Provider by the Administering Authority (Local Authority/Borough) with approval of the Commission Body “(a partnership of local housing, social care, health and probation statutory services)”.

Outreach and floating support

Outreach and Floating Support are awarded by contract for the provision of services to vulnerable service users living in their own homes. The aims of empowering the service user towards maintaining independence are equally inherent in all outreach support service provision.

Notes to the financial statements for the year ended 31 March 2019

6. Grants

	2019 £	2018 £
	Restricted	Restricted
BBC Children in Need	48,638	43,173
Big Lottery Fund	245,819	57,918
Cambridgeshire County Council	152,928	109,494
Comic Relief	106,296	122,270
City of London Corporation’s charitable funder, City Bridge Trust	-	11,750
Derby City Council	87,163	26,628
Department for Digital, Culture, Media and Sport	136,538	77,784
Department for Work and Pensions	3,303	3,450
East Sussex County Council	43,788	57,967
Fenland District Council	10,141	-
Garfield Weston Foundation	50,000	50,000
Home Office	311,900	250,000
London Borough of Hackney	4,370	-
London Borough of Hounslow	57,755	32,371
London Borough of Lewisham	40,652	25,017
London Borough of Redbridge	6,549	8,024
London Borough of Richmond upon Thames	92,168	108,376
London Borough of Southwark	-	13,310
London Community Fund Sergo	4,540	-
London Councils	68,294	68,294
Ministry of Justice	50,000	-
Stratford Town Trust	7,500	7,500
The Evan Cornish Foundation	10,000	10,000
The Leri Charitable Trust	40,000	60,000
Tides Foundation	303,333	151,667
	1,881,675	1,294,993

In 2018-19 Refuge received three grants from Big Lottery Fund totalling £245,819. The first grant of £9,362 is part of a three year award of £92,612, towards general running cost and salaries for outreach service in Redbridge. The second grant of £168,374 is part of the three year award of £499,935, towards general running cost and salaries for Eastern European Independent Gender Violence Advocacy service. The third grant of £68,083 is a one year award towards general running costs of LEAP project caseworkers for victims of domestic violence in Lambeth. During the year £257,315 of the grants was expended as disclosed in note 20.

Notes to the financial statements for the year ended 31 March 2019

In accordance with section 37 of the Local Government Act 1989 the grant from London Councils of £68,294 was used in respect of the period 1 April 2018 to 31 March 2019, as follows:

	£
Towards general running costs and salaries of the free phone 24 hour Freephone National	
Domestic Violence Helpline run in partnership with Women’s Aid - the grant was fully used.	68,294

7. Investment income

	2019 £	2018 £
Listed investments	18,983	24,804
Interest receivable	29,936	14,619
	48,919	39,423

8. Costs of raising funds

	2019 £	2018 £
Staff costs	457,736	464,102
Depreciation and amortisation	2,616	2,134
Other costs	357,441	324,081
	817,793	790,317

9. Governance costs

	2019 £	2018 £
Auditors’ remuneration – current year fee (inclusive of irrecoverable VAT)	13,700	13,300
Auditors’ other services (inclusive of irrecoverable VAT)	800	6,230
Irrecoverable VAT/ accruals	2,900	3,906
Legal advice and recruitment of trustees	92,916	-
Tax review	12,000	-
Total governance costs (inclusive of irrecoverable VAT)	122,316	23,436

Governance costs for the year which are included (inclusive of irrecoverable VAT) in support costs (note 10) are £122,316 (2018 - £23,436) representing less than 1% of our total costs.

Notes to the financial statements for the year ended 31 March 2019

10. Expenditure

2019	Cost of raising funds £	Refuge provision £	Integrated services £	Floating support and outreach £	Advocacy £	24-Hour National Domestic Violence Helpline £	Public information £	Specialist services £	2018-19 Total £
Direct costs including operational support	680,568	5,159,665	2,202,766	673,607	3,875,176	349,481	470,145	38,900	13,450,308
Support costs*	137,225	1,063,678	190,148	124,152	479,714	103,013	221,259	8,419	2,327,608
	817,793	6,223,343	2,392,914	797,759	4,354,890	452,494	691,404	47,319	15,777,916

*Support costs include governance costs of £122,316 inc. VAT

2018	Cost of raising funds £	Refuge provision £	Integrated services £	Floating support and outreach £	Advocacy £	24-Hour National Domestic Violence Helpline £	Public information £	Specialist services £	2017-18 Total £
Direct costs including operational support	648,203	5,003,031	2,160,453	617,241	3,279,267	326,054	277,117	56,434	12,367,800
Support costs*	142,114	1,078,484	181,782	117,891	420,596	101,454	163,142	6,990	2,212,453
	790,317	6,081,515	2,342,235	735,132	3,699,863	427,508	440,259	63,424	14,580,253

*Support costs include governance costs of £15,960 (2018).

	2019 £	2018 £
Expenditure analysis		
Staff costs	9,325,840	8,527,301
Temporary staff	288,665	255,883
Consultants	29,790	151,145
Other staff costs	478,212	393,111
Property costs	2,193,981	2,013,735
Equipment costs	17,785	18,848
Telephone	381,957	429,460
Audit	16,440	17,008
Depreciation	69,639	52,883
Other costs	2,975,607	2,720,879
	15,777,916	14,580,253

Notes to the financial statements for the year ended 31 March 2019

11. Staff costs

	2019 £	2018 £
Wages and salaries	8,121,021	7,430,363
Staff benefits	26,016	26,152
Social security costs	821,301	750,035
Pension costs	357,502	320,751
	9,325,840	8,527,301

The average number of employees (full time equivalents), analysed by charitable activities, during the year was:

	2019 No.	2018 No.
Refuge provision	60	61
Floating support and outreach	19	17
Integrated services	41	39
Advocacy	85	70
24 Hour National Domestic Violence Helpline	8	8
Public information	6	3
Specialist services	1	2
Other Refuge services	45	44
	265	244

The number of employees whose remuneration (including benefit in kind but excluding employer's National Insurance and employer's pension contributions) was in excess of £60,000 during the year was:

	2019 No.	2018 No.
£60,001 - £70,000	1	2
£70,001 - £80,000	1	1
£80,001 - £90,000	2	2
£210,001 - £220,000*	1	1

*Includes keyman health cover and pension supplement from 2017.

	2019 £	2018 £
Pension contributions in respect of the highest paid employees above	27,295	25,734

Redundancy and termination payments	2019 £	2018 £
	5,614	26,036

Notes to the financial statements for the year ended 31 March 2019

11. Staff costs (continued)

Emoluments of key management personnel	2019 £	2018 £
The remuneration paid to key management personnel of Refuge (the chief executive, director of operations, director of communications and external relations, head of development, head of HR, and head of finance and IT was:		
Emoluments (including pension contributions, employer's National Insurance and benefits in kind)	754,226	694,193
The highest paid member of key management personnel has a personal pension to		
which refuge contributed:	-	-

During the year no member of the council of management received reimbursement of travel expenses (2018 - £Nil).

No members of the council of management received any remuneration during the year (2018 -£Nil).

Remuneration policy - key management personnel

The remuneration of key management personnel is set by undertaking a review of their roles considering:

- Any change or additional scope to the role requiring re-evaluation
- The benchmarking of similar roles within the market relevant for the professional field and /or sector
- Recruitment and retention issues or requirements

All changes are approved by council of management or by delegated authority of chief executive and the chair.

12. Tangible fixed assets

2018-19	Freehold Property £	Fixtures and Fittings £	Motor Vehicles £	Office Equipment £	Total £
Cost					
At 1 April 2018	34,173	341,334	-	150,075	525,582
Additions	-	38,527	-	16,878	55,405
Disposals	-	(2,637)	-	-	(2,637)
At 31 March 2019	34,173	377,224	-	166,953	578,350
Depreciation					
At 1 April 2018	14,366	326,593	-	120,060	461,019
Charge for the year	684	32,621	-	18,066	51,371
Disposals	-	(2,637)	-	-	(2,637)
At 31 March 2019	15,050	356,577	-	138,126	509,753
Net Book Value					
At 31 March 2019	19,123	20,647	-	28,827	68,597
At 31 March 2018	19,807	14,741	-	30,015	64,563

In the opinion of the council of management, the value of the company's freehold property is considerably in excess of its book value. Due to the costs involved, it is not considered practicable to quantify the difference.

Notes to the financial statements for the year ended 31 March 2019

13. Intangible fixed assets

2018-19			
Cost	Websites £	Software £	Total £
At 1 April 2018	30,700	117,367	148,067
Additions	-	9,000	9,000
Disposals	-	-	-
At 31 March 2019	30,700	126,367	157,067
Amortisation			
At 1 April 2018	19,366	97,044	116,410
Charge for the year	5,515	12,754	18,269
Disposals	-	-	-
At 31 March 2019	24,881	109,798	134,679
Net Book Value			
At 31 March 2019	5,819	16,569	22,388
At 31 March 2018	11,334	20,323	31,657

14. Investments

	2019 £	2018 £
Investments at market value at the beginning of the year	619,044	634,192
Additions at cost	86,448	109,162
Disposal proceeds	(100,441)	(109,760)
Realised gains /(losses)	207	20,106
Unrealised gains / (losses)	6,770	(34,657)
Cash held with investment managers	25,415	11,682
Market value at the year end	637,443	630,725
Comprising:		
Global fixed interest	105,500	110,573
UK equities and funds	259,713	270,877
Overseas equities and funds, property and alternatives	246,815	237,593
Cash	25,415	11,682
	637,443	630,725
Historic cost at the year end	543,376	575,699

All investments are listed on a recognised stock exchange.
There were no individual holdings the market value of which is considered to be material in the context of the portfolio as a whole.

Notes to the financial statements for the year ended 31 March 2019

15. Debtors: Amounts falling due within one year

	2019 £	2018 £
Trade Debtors	1,294,298	1,021,472
Prepayments	380,871	342,996
Rent deposit	198,222	192,973
Other debtors	201,950	83,689
	2,075,341	1,641,130
Financial assets that are debt instruments, at amortised cost		
	2019 £	2018 £
	1,550,926	1,298,134

16. Creditors: Amounts falling due within one year

	2019 £	2018 £
Trade Creditors	1,221,441	1,259,807
Accruals	898,368	752,651
Deferred income (note 18)	1,364,236	1,538,560
Other taxes and social security	223,378	213,028
Other creditors	81,529	62,946
	3,788,952	3,826,992
Financial liabilities measured at amortised cost		
	2019 £	2018 £
	2,201,339	2,075,405

Refuge currently has one registered charge against its assets in the sum of £161,228, which relates to the current lease of its head office.

17. Deferred income

2019	At 1 April 2018 £	Created £	Released £	At 31 March 2019 £
Deferred income	1,538,560	836,275	(1,010,599)	1,364,236
2018				
	At 1 April 2017 £	Created £	Released £	At 31 March 2018 £
Deferred income	1,241,776	918,901	(622,117)	1,538,560

18. Provisions for liabilities and charges

	2019 £	2018 £
Provision at beginning of the year	340,000	300,000
Created during the year	-	40,000
Balance at the end of the year	340,000	340,000

The provision at the beginning of the year of £300,000 relates to the council of management's estimate of the present value cost of dilapidations work that will be required to be undertaken on expiry of and in accordance with the terms of the Refuge's lease on the premises at Head Office and £40,000 relates to possible future deficits concerning Refuge's Admitted Body Status of Hertfordshire Constabulary LGPS scheme.

19. Unrestricted funds

	At 1 April 2018	Incoming	Outgoing	Transfers *	At 31 March 2019
	£	£	£	£	
General	3,704,581	12,750,805	(13,583,698)	158,578	3,030,266
Designated	673,167	-	-	(158,578)	514,589
	4,377,748	12,750,805	(13,583,698)	-	3,544,855

	At 1 April 2017	Incoming	Outgoing	Transfers *	At 31 March 2018
	£	£	£	£	£
General	3,948,476	12,601,200	(12,767,534)	(77,561)	3,704,581
Designated	600,000	-	-	73,167	673,167
	4,548,476	12,601,200	(12,767,534)	(4,394)	4,377,748

General funds: These are funds available for Refuge's general purposes.

Designated funds: Designated funds comprise unrestricted funds that the council of management have set aside to support innovations in service delivery, diversification of income streams and to provide for sinking fund repairs of leased and owned properties.

Transfers *

2018-19: A net transfer of 158,579 between general and designated funds has taken place and represents the expansion of work in the area of modern slavery.

2017-18: Transfer of £4,394 from unrestricted to restricted reserves represents the covering of expenditure relating to specialist support service provision

20. Restricted funds

2019	At 1 April 2018	Incoming	Outgoing	Transfers *	At 31 March 2019
	£	£	£	£	£
Refuge provision	458,705	307,789	(306,679)	-	459,815
Outreach and floating support	-	507,347	(475,100)	-	32,247
Integrated services	4,523	76,039	(77,985)	-	2,577
Big Lottery Fund - Eastern European (IDVA)	14,986	245,819	(257,315)	-	3,490
24 Hour Freephone National Domestic Violence Helpline	23,662	442,285	(412,039)	-	53,908
Specialist services	697	50,411	(47,307)	-	3,801
Advocacy	116,189	630,430	(617,792)	-	128,827
	618,762	2,260,121	(2,194,217)	-	684,665

2018	At 1 April 2017	Incoming	Outgoing	Transfers *	At 31 March 2018
	£	£	£	£	£
Refuge provision	478,472	354,924	(374,691)	-	458,705
Outreach and floating support	3,840	387,854	(391,694)	-	-
Integrated services	2,008	131,211	(133,090)	4,394	4,523
Big Lottery Fund - Eastern European (IDVA)	6,559	57,918	(49,491)	-	14,986
24 Hour Freephone National Domestic Violence Helpline	-	407,235	(383,573)	-	23,662
Specialist services	10,345	38,789	(48,437)	-	697
Advocacy	105,128	477,461	(466,400)	-	116,189
	606,352	1,855,392	(1,847,376)	4,394	618,762

Integrated services

Refuge runs a number of integrated services, which act as the first point of contact for any victim of gender-based violence. This service supports those who have experienced domestic violence, rape and sexual assault, prostitution, stalking, trafficking, forced marriage, female genital mutilation (FGM) and so-called ‘honour’ based violence. Our clients are able to come to one place to access a range of specialist support, including safety, alongside emotional and practical support.

Notes to the financial statements for the year ended 31 March 2019

Refuge provision

Housing benefit and support funding used in an emergency accommodation setting to provide critical support services to women and children fleeing from domestic violence. Relevant support activities range from support to setting up and maintaining a home, and making links with community groups and organisations; assistance in developing independent living skills (finance, social and domestic/life); signposting to specialist services to help maintain health and well being; signposting to culturally specific legal services, health services, counselling and advocacy.

Floating support and outreach

Used in the local community setting to provide critical support services to women and children fleeing from domestic violence. Relevant support activities range from support to maintain a home; making links with community groups and organisations; assistance in developing independent living skills (finance, social and domestic/life); signposting to specialist services to help maintain health and well being; signposting to culturally specific legal services, health services, counselling and advocacy.

Big Lottery Fund - Eastern European Independent Domestic Violence Advocacy Service

Used to fund support and information to Eastern European women experiencing domestic violence across three London boroughs.

24 Hour Freephone National Domestic Violence Helpline

Used to fund the 24 Hour Freephone National Domestic Violence Helpline run in partnership with Women’s Aid.

Specialist services

Used to fund support workers to improve outcomes for women and children who have experienced domestic violence.

Advocacy

Used to fund intensive short to medium support to women at high risk of domestic violence as they pursue legal remedies and protection through the criminal and civil justice systems.

Notes to the financial statements for the year ended 31 March 2019

21. Analysis of net assets between funds

2019	Unrestricted Funds £	Restricted Funds £	Total £
Tangible fixed assets	66,867	1,730	68,597
Intangible fixed assets	22,388	-	22,388
Financial investments	637,443	-	637,443
Net current assets	3,158,157	682,935	3,841,092
Provisions	(340,000)	-	(340,000)
	3,544,855	684,665	4,229,520

2018	Unrestricted Funds £	Restricted Funds £	Total £
Tangible fixed assets	64,563	-	64,563
Intangible fixed assets	31,657	-	31,657
Financial investments	630,725	-	630,725
Net current assets	3,990,804	618,761	4,609,565
Provisions	(340,000)	-	(340,000)
	4,377,749	618,761	4,996,510

22. Commitments

At 31 March 2019 the company had future minimum lease commitments under non-cancellable operating leases as set out below:

	2019 Land and Buildings £	2019 Other £	2018 Land and Buildings £	2018 Other £
Up to one year	890,110	8,922	889,933	16,670
Between one to five years	1,235,218	4,919	1,759,575	2,590
Later than five years	-	-	-	-
	2,125,328	13,841	2,649,508	19,260

Operating lease costs in the year amounted to £902,815 (2018: £857,323) in respect of land and buildings and £15,282 (2018: £21,272) in respect of other leases.

23. Related party transactions

During the year no trustee received reimbursement of expenses (2018 - Nil).
Donations from trustees during the year were:

	2019	2018
	£	£
	-	-



For women and children.
Against domestic violence.

Head Office: Refuge, 4th Floor, International House,
1 St Katharine's Way, London E1W 1UN

Office Telephone: 020 7395 7700.
www.refuge.org.uk

24 Hour National Domestic Violence Freephone Helpline
run in partnership between Women's Aid and Refuge:
0808 2000 247

Thanks to Nick Darke for design and
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www.julianneyman.co.uk

On average
two women
are killed
every week by
a current or
former partner.

Office for National Statistics

Vietnamese delegation of ECPAT
(Every Child Protected Against Trafficking)





Refuge

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