

“I want all women living with an abusive partner out there to know - you are not alone.”

Mandy Thomas,
Survivor Ambassador

Annual Report and Accounts

2015-16



women's aid
until women & children are safe

Company registration number: 03171880
Charity registration number: 1054154

women's aid
until women & children are safe

Women's Aid Federation of England
(A company limited by guarantee)

Annual report and financial statements
for the year ended 31 March 2016

Women's Aid Federation of England

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Women's Aid Federation of England
Reference and administrative details

Charity name	Women's Aid Federation of England
Charity registration number	1054154
Company registration number	03171880
Registered office	Kings House Orchard Street Bristol BS1 5EH
Trustees	Beverley Pass, Co-Chair Femi Otitoju, Co-Chair Dickie James, Treasurer (Resigned 22 April 2016) Popinder Kaur, Co-Treasurer (Joined 22 April 2016) Jen Gerrard, Co-Treasurer (Joined 22 April 2016) Becky Rogerson Victoria Bleazard Mary Mason Dalia Ben-Galim Kate Bratt-Farrar Gail Gray Sarah Forster Yasmin Khan
Ambassadors	Will Young Gordon and Tana Ramsay Bill Ward Charlie Webster Jahmene Douglas Lucy Gaskell Becky O'Brien Mandy Thomas
Patrons	Julie Walters

Women's Aid Federation of England
Reference and administrative details

Principal officer	Polly Neate, Chief Executive
Solicitor	Burroughs Day Solicitors 14 Charlotte Street Bristol BS1 5PT
Auditor	Milsted Langdon LLP One Redcliff Street Bristol BS1 6NP
Banker	Co-operative Retail Bank 16 St Stephen Street Bristol BS1 1JR

Women's Aid Federation of England

Trustees' report

The Board of Trustees present their report and the audited financial statements for the year ended 31 March 2016.

Reference and administrative information set out on pages 1 and 2 form part of this report. 'The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities.

The Board members including the Chair, Secretary and Treasurer are appointed by the Board. Each appointment is in accordance with the Women's Aid Memorandum and Articles of Association. Women's Aid is required to have a minimum of three Board members and a maximum of 12. The post of chair is currently jointly held, an arrangement that is not constitutionally required.

Board members are required to act in the best interests of Women's Aid and for the benefit of the Members as a whole. The Board is ultimately responsible for all that Women's Aid does. In order for Women's Aid to perform effectively day-to-day operational management of the charity is delegated to the Chief Executive.

The Board retains the following duties to:

- ensure that Women's Aid fulfils its charitable objectives;
- determine Women's Aid's overall strategic direction within resource limits;
- monitor the performance of the Chief Executive and her team, holding them to account for the exercise of their delegated powers and delivery against plans and budgets;
- promote and protect Women's Aid's values, integrity, and reputation; and
- ensure high standards of governance that command the confidence of all of Women's Aid's staff and stakeholders;
- exercise independent judgement, reasonable care, skill and diligence; and
- promote the success of Women's Aid for the benefit of Members by considering the;
 - impact of a Women's Aid's actions on the interests of employees.
 - need to foster business relationships with customers/suppliers.
 - impact of the Women's Aid's actions on the community and environment.

In fulfilling these duties the Board pays particular attention to:

- maximising the impact and effectiveness of Women's Aid;
- consulting, listening and responding to Members;
- identifying and managing risks and harnessing opportunities;
- ensuring prudent use of funds - restricted and unrestricted; and,
- ensuring that Women's Aid acts fairly, responsibly, transparently, proportionately, and ethically.

Board appointments, induction and training

The Board appoints new Trustees through a transparent and inclusive recruitment and selection process where Board members must be aged over 18 years, meet the skills, knowledge and experience requirements needed for the effective administration of Women's Aid, and commit to upholding the organisations mission and values.

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On appointment new Board members receive a two day induction to their role and Women's Aid. They are issued with the a copy of Women's Aid's Memorandum and Articles of Association, a copy of Women's Aid's latest reports and statement of accounts, and an induction pack.

The Board recognises a new trustee needs ongoing support to be effective and will follow the six key principles of good governance as set out in Good Governance: A Code for the Voluntary and Community Sector. These are set out in Women's Aid's Governance Framework.

In order to ensure all trustees receive ongoing support the board will, where realistic:

- have a mentoring programme;
- undertake training;
- take part in trustee or specialist networks;
- have away days or training sessions;
- have appraisals;
- review their performance;
- undertake benchmarking.

Trustees will expect to learn, develop, and be able to take on different responsibilities within the board.

Annual General Meeting (AGM)

Women's Aid will invite all full members and Board members to the Annual General meeting. Copies of the annual report and accounts will be sent to the Board members and made available to all other members at the meeting venue.

The notice calling an AGM will be sent to all eligible people 21 days before the meeting date. The notice will set out:

- the date and time of the meeting;
- the venue;
- the details of the business to be considered (which will probably be mandatory items at this stage as members resolutions may not have been received);
- an invitation to propose resolutions; and if appropriate,
- requests for nominations (or the names of proposed nominees) for officers to be elected.

Structure, Governance and Management

The Board of Trustees is responsible for overseeing the management of the charity and delegates this responsibility on a day-to-day basis to the Chief Executive.

The Chief Executive is supported by an Executive Management Team, within an overall staff team of 83 full and part-time staff (including bank staff) and one volunteer.

Financial and operational policies, agreed by the Board of Trustees, are also in place, which govern the management of the charity. The organisation's Theory of Change, reviewed every three years in a process involving the both the Board of Trustees and the full staff team, provides the framework for the charity's annual business plan, which is produced as part of an annual planning, consultation and budgeting cycle. Annual work plans enable the delivery of the core and development objectives, which are approved by the Board of Trustees, and monitoring against these plans forms the basis of quarterly reports to the Trustee meetings.

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Risk Management

The Executive Management Team have conducted a review of the risks to which the charity is exposed. A risk register has been established and is updated regularly, with a review and approval sought by the board at the quarterly meetings. The Risk Register is intended to manage and monitor strategic organisational risks, with a particular focus on those with financial or reputational consequences. It is not a comprehensive list of every risk facing the organisation - it does not cover health and safety, for example, and recognises that the organisation has a set of policies which cover the most common operational issues. Issues like these would only be highlighted if it was felt they had reached the level of a strategic risk. Policies, systems and procedures form part of the process to mitigate risks identified within the register and are also regularly reviewed.

The scoring of risks is based on discussion among the Executive Management Team and the managers in the organisation. It has also been influenced by recent in-depth risk analyses of partnership projects. These projects have their own risk registers, though these are then shared with partners accordingly.

Website

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

Pay policy for senior staff

The Board of Trustees consider that the senior management team comprises the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day to day basis. All trustees give of their time freely and no trustee received remuneration in the year. Details of trustees' expenses and related transactions are disclosed in note 6 to the accounts.

The pay of the senior staff is reviewed annually and the charity considers whether it is affordable to increase pay in accordance with average earnings. Salaries are benchmarked against national charities of a similar size and pay is also influenced by affordability and the likely views of key stakeholders, in particular the membership of the organisation. If recruitment has proven difficult in the recent past, a market addition may also be paid with the pay maximum no greater than the highest benchmarked salary for a comparable role. All salaries, other than that of the Chief Executive, are based upon National Joint Council (NJC) local authority pay scales and, where affordable, all staff receive an annual incremental increase until the top of the pay scale is reached.

Connections to wider network

Women's Aid is a federation of over 200 full members providing more than 300 lifesaving local services to women and children across England. Our network also includes a further 70 local services run by non-members who are engaged with us through the UKrefugesonline (UKROL) database. The charity works in partnership with a range of statutory, voluntary, corporate and other bodies to deliver its mission and achieve its objectives.

Membership is based on signing an agreement to support the charity's mission, aims and objectives. There are three membership categories:

Full Members: Organisations that deliver direct services

Associate Members: Other supporting organisations

Individual Members: Who support the work of Women's Aid

Women's Aid local member services provide a range of refuge and community-based services to address domestic violence including sexual violence in intimate partner relationships. Members work to national standards for service delivery, including the Women's Aid National Quality Standards which cover all aspects of service delivery, as well as using model policies and procedures developed by Women's Aid.

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WOMEN'S AID OBJECTIVES AND ACTIVITIES

Charitable objects

The principal activity of the charity is to promote the protection of women and children who have suffered from, or are exposed to, gender-based violence, including the preservation and protection of their mental and physical health, the relief of need and the promotion of research and education concerning gender based violence.

Vision

A world where every woman's right to equality and freedom from violence is unquestioned.

Purpose

Women's Aid exists to use its expertise, knowledge and influence to raise the status of women to a level where violence against them is no longer legitimised or tolerated.

Strategy

Our strategy has four main objectives:

- Continually improve our understanding of survivors' needs and circumstances, and innovate to meet those needs better;
- Represent and support our members locally, regionally, nationally and internationally;
- Place centre stage politically and in public opinion the ending of violence against women and girls in their relationships; and,
- Establish Women's Aid as a sustainable organisation with the ability to grow and become a successful fundraising organisation.

Our business plan for 2015/16 set out the following one-year charitable objectives:

- 1) Key target audiences understand coercive control, its impact and the diverse experiences of survivors;
- 2) Legislation and policy framework strengthened to protect survivors, their children and the specialist services supporting them;
- 3) More effective state, private and specialist sector response to domestic violence and abuse.

Our activities to achieve each of these are outlined below.

ACHIEVEMENTS AGAINST CHARITABLE OBJECTIVES SET FOR 2015/16

1) KEY TARGET AUDIENCES UNDERSTAND COERCIVE CONTROL, ITS IMPACT AND THE DIVERSE EXPERIENCES OF SURVIVORS

Women's Aid Survivors' Participation Panel funded by The Women's Foundation

The National Training Centre led on the setting up of a National Survivors' Participation Panel, of which the goal is: to ensure that survivors' voices are heard and believed, can influence policy and practice within the voluntary and statutory sectors, and inform local and national government thinking and responses. In order to move towards meeting this goal a substantial amount of work has been completed to date covering the various objectives of the project.

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So far, we have the formation of a group of inspirational, strong and dedicated women. The women come from all walks of life and from 16 different geographical areas in England, ranging from Devon to Essex, to Shropshire and Yorkshire. It is humbling to work with so many women who show dedication, commitment and passion to the cause of helping women and children with experiences of domestic abuse. Some of these women are single mothers and/or unemployed, others have disabilities - and yet they were prepared to travel half a day across the country in order to come, support and work (without payment) with other similar women and Women's Aid.

Newsletters and two progress reports are available to date. The 12 month project ends in August 2016 and we will be seeking ways in which to carry on this important work.

Young People's Advisory Panel

The voices of children and young people are a fundamental aspect of our work. To further this, Women's Aid continued to work with our Young People's Advisory Panel, which allows young people the opportunity to be closely involved in the development of future campaigns.

This year a member of the Young People's Advisory Panel spoke at two of our national conferences and supported the development of our new #lovedontfeelbad website aimed at young people.

We continue to provide support to members and other stakeholders in developing their responses to children and young people affected by domestic abuse, including assessing the quality of local service responses to children and young people through our National Quality Standards framework.

Campaign Champions Network

The new network of Women's Aid Campaign Champions was launched in December 2015. By March 2016 there were 150 active campaign champions, many of them survivors of domestic abuse, supporting the Child First campaign and getting involved with campaigning activities.

Public Awareness

Campaigns

#lovedontfeelbad campaign

Supported by our corporate partner, Avon-the company for women, the #lovedontfeelbad campaign website www.lovedontfeelbad.co.uk hosts seven short films, a quiz about what constitutes coercive control, frequently asked questions, a guide to the law (including the Home Office Guidance Framework), case studies of young survivors and where to go for further help and advice.

The films include a main introduction to coercive control and healthy relationships by vlogger Tia, who talks about what she has learned in school from her teacher, and recounts some incidents that have happened to her friends.

The six remaining films, all 30 seconds long, feature three scenarios that ask if the young couple, Rosie and Luke, are in a healthy relationship based on what is seen. Three films end in playful banter, while three show controlling abuse, which was an attempt to show the distinction between a 'normal' relationship and behaviour that should cause concern.

The target audience was engaged through social media such as Twitter and Facebook, with promotion on BBC Radio1 Newsbeat and online blogs. The next steps include potential further advertising and the distribution of a campaign poster to schools Women's Aid has worked with in the past.

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Football United Against Domestic Violence

Through *Our Football United Against Domestic Violence* campaign Women's Aid is working with the football community to unite players, clubs, and fans at all levels of the game against behaviour and attitudes that underpin domestic violence. We are using the positive power of football to provide a platform for fans and those involved in the game to show that abusive behaviour towards partners and families is never acceptable.

We are working with Bristol University to develop new research which will identify whether there is a link between football and domestic violence, and have worked with human rights campaign Equally Ours to create a Football United awareness-raising short film for clubs.

We want to achieve:

Motivation – encouraging audiences (male and female) to take action now, signpost to help and create public awareness;

Education – to achieve long-term change through working with young people/working with clubs on workplace policies and training.

We are being supported by The Football Association through the Parliamentary Football Team, who have arranged two charity games for us and donated £20,000. Sky Sports presenter Max Rushden is an Ambassador as is fellow TV presenter Charlie Webster. Max is Captain of our 'Football United' team. The Women's Aid Football United All-Stars lined up against the Parliamentary Football Team to play the second Football United cup match on 17th November 2015 at the Quintin Hogg Memorial Sports Ground in Chiswick.

We are also working with a range of agencies, including The Premier League, The Football League, the Professional Footballers Association (PFA), Kick it Out, Women in Football and the Football Supporters' Federation to promote the campaign as widely as possible and provide information about healthy relationships and domestic abuse. We have contributed towards content for the PFA's guide for footballers and for their website on consent and healthy relationships.

Publicly we have launched the campaign with Bristol City and Exeter City, and we are working with Premier League Communities in 2016 to pilot the rollout of Football United Against Domestic Violence to Premier League teams. We have also trained match-day staff at Liverpool FC.

'Look At Me' Interactive Outdoor Advertising Campaign

The *Look at Me* campaign, where Women's Aid launched an interactive billboard-sized digital screen that urged people to pay attention to the issue of domestic violence, has continued to raise awareness and win awards. Over 320 million people were reached by the campaign and we cannot thank our advertising agency WCRS enough for their pro-bono support in developing this campaign with us. To date, we have won over 22 awards and commendations, including both Gold and Silver at Cannes.

Women's Aid Comedy Gala

The very first Women's Aid Comedy Gala was held on 2nd March at the Proud Archivist in London to a full house. Our host, Suzi Ruffell introduced guests including the BAFTA winning actor Georgina Campbell, Lou Sanders, Amy Annette, Twayna Mayne, Joanna Neary, Felicity Ward, Sara Pascoe, Evelyn Mok and headline act Bridget Christie. The quality of the acts and attendees, along with a beautiful bag donated by Stella McCartney for our raffle, meant we raised £2,500.

Media Work to Increase Public awareness

The media and communications team continued to provide a high-quality, professional service to raise awareness of Women's Aid and the critical services that we and our members provide nationally, as well as a direct line for journalists and professionals looking for opinions and further information on the issue of violence against women.

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Highlights of our media work throughout the year included:

- Women's Aid has consistently featured in national, regional and online media throughout the year – with at least two appearances in national media each month.

- Women's Aid has briefed and informed national, regional and local media, worked with journalists across the country and issued more than 50 Women's Aid generated press releases and blogs throughout the year.

- Women's Aid has had a very successful year engaging a wider audience on social media. The number of people liking our Facebook page has risen from 12,353 to 20,682. We received pro bono support from Facebook to advertise via their site which we are using to showcase a film made for older survivors, which should increase our audience reach further. On Twitter the number of people following Women's Aid has more than doubled from 31,345 to 72,013, giving further reach to our awareness-raising campaigns and lobbying. Women's Aid also has over 500 YouTube subscribers.

- Women's Aid has featured on national broadcast media including *BBC Breakfast*, *ITV Tonight*, *Sky Sunrise*, *BBC News*, *Channel 4 News*, *ITV News*, *the Victoria Derbyshire show*, *Sky News Channel 5 News*, and in magazines including *Stella*, *Closer*, *new!*, *Red*, *Grazia* and *Stylist*, on radio including *Woman's Hour*, *Feedback* and *Today* on Radio 4, *Five Live* and *LBC*. Women's Aid has also featured on numerous online publications, including *Buzzfeed*, *Vice*, *the Guardian*, *The Independent*, *Telegraph*, *Huffington Post*, *Mail Online*, *Express Online*, *Broadly*, *Independent Online*, *IB Times*, *politics.co.uk*, *The Pool*, *The Debrief*, *Mumsnet*, *The Metro Online* and *the New Statesman*.

- Women's Aid has also featured in national papers including *The Guardian*, *The Independent*, *The Times*, *The Daily Telegraph*, *The Mirror*, *The Daily Mail*, and *The Sun*. We have increased our coverage in national media significantly again over the past 12 months.

- Women's Aid partnered with *The Sun* (the UK's most-read newspaper) to launch the *Give Me Shelter* campaign in summer 2015. It launched on the front page of *The Sun*, generating huge amounts of coverage and awareness-raising about the plight of domestic abuse refugees. Within weeks, the government had given t£3 million of emergency funding.

- Other notable media activity includes our work with Radio 4 long-running series *The Archers*, generating substantial publicity for coercive control and resulting in extensive media coverage, and the launch of the report *Nineteen Child Homicides* and the campaign *Child First*, which again secured a substantial level of media coverage, further details of which can be seen here: <https://www.womensaid.org.uk/childfirst/child-first-media-coverage/>

- Women's Aid has worked hard to develop and maintain relationships with key media outlets, to ensure we are their first port of call for comments. New relationships built this year include Mumsnet and Refinery 29, who went on to choose Women's Aid to fundraise for in 2016/17. Women's Aid has also blogged extensively throughout the year for various websites, including *Guardian Comment is Free*, *the Telegraph*, and *Huffington Post*.

- Women's Aid has continued to work to publicise the Freephone 24-Hour National Domestic Violence Helpline and manage requests to use the number in various local and national media (run in partnership with Refuge).

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Women's Aid Newsletters and Publications

Newsletters

Women's Aid provides two monthly newsletters for the public:

- The Violence Against Women and Girls newsletter focusses on campaigns and news affecting the sector. It is primarily aimed at people who work in the domestic and sexual violence sector, or who have an interest in developments in campaigning and policy. It currently goes out to 1,170 subscribers.
- The Together Supporter Newsletter keeps supporters up to date with the latest fundraising opportunities and successes, fundraising campaigns, and public awareness campaigns from Women's Aid. It is delivered to 10,306 subscribers.
- Women's Aid has a monthly e-bulletin exclusively for our Full Members which is sent out mid-month, currently to 530 recipients.

Safe

Safe is the UK's only dedicated journal on domestic abuse. Issued quarterly by Women's Aid, Safe supports effective responses to reduce domestic abuse, by reflecting the current issues and developments in the field. Each issue is packed with practical initiatives, research reviews, new strategies, policy development and national and international news.

2) LEGISLATION AND POLICY FRAMEWORK STRENGTHENED TO PROTECT SURVIVORS, THEIR CHILDREN AND SPECIALIST SERVICES SUPPORTING THEM

Strategic and Policy Development

Throughout 2015/16, Women's Aid has continued to grow its influence and voice in Government and with key external stakeholders through our campaigning, policy and public affairs work. This area of our work has seen demonstrable success over 2015/16 and as such Women's Aid was nominated for two prestigious campaigns awards, we have secured a further £3.5 million in additional funding (further to the £10 million granted in 2014/15) for specialist domestic violence services and launched a major new campaign on child contact, domestic abuse and the family courts: Child First. Also as a result of our campaigning, the Department for Communities and Local Government has announced an investment of £40 million in domestic abuse services over the course of the Parliament elected in 2015.

We have continued to consult with members and survivors through surveys, campaign advisory groups and regional network meetings, to ensure that our policy and campaigning voice reflects their views, experiences and needs.

Expert advice

In 2015/16 Women's Aid worked with, and provided expert advice to, various high level stakeholder groups through contributing to regular meetings and consultations.

Women's Aid is a member of:

- The Inter Ministerial Group on Violence against Women and Girls (VAWG) led by the Home Secretary;
- The Home Office VAWG Stakeholder Group;
- The Home Office Consultation meeting on developing the new VAWG Strategy;
- The Home Office Victim Satisfaction Survey Advisory Group;
- The Crown Prosecution Service (CPS) VAWG External Consultation Group;

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- National Oversight Group on police response to domestic violence – established and chaired by the Home Secretary following the publication of the Her Majesty's Inspectorate of Constabulary (HMIC) inquiry report on domestic abuse in 2014;
- HMIC Domestic Abuse Reference Group for follow up to their review into police response to domestic violence (commissioned by the Home Secretary); and the, Domestic Abuse Statistics Steering Group - set up to review the current domestic abuse statistics produced and published by the Office for National Statistics and to propose recommended changes to the statistics in order to address any issues identified.

In 2015/16 Women's Aid contributed to the following Government, and other, consultations:

- NICE - Domestic violence: quality standard consultation;
- Ministry of Justice – Amendments to Family Procedure Rules – Vulnerable Witnesses and Children;
- Joint Committee on Human Rights - Scrutiny of Welfare Reform and Work Bill;
- Home Office – Consultation on Stalking Protection Orders;
- Women's Resource Centre and CEDAW - A Call for Evidence About the Legal Aid, Sentencing and Punishment of Offenders Act 2013 and Domestic Violence Evidence Requirements for UN CEDAW report;
- Justice Select Committee - Inquiry into restorative justice (written evidence in Feb 2016);
- Sussex County Council - Consultation on the use of Restorative Practice in the cases of Domestic and Sexual Abuse.

UK All-Party-Parliamentary Group on Domestic Violence (APPG)

After the General Election in 2015 Women's Aid was able to re-form the All Party Parliamentary Group (formerly the APPG for Domestic Violence and Sexual Violence) with a sole focus on Domestic Violence.

Women's Aid provides the Secretariat for this group and since the General Election has worked hard to secure a cross-party selection of more high profile and influential Officers to oversee and advocate for this group. Women's Aid has successfully recruited a high profile Chair – Jess Phillips MP (Labour) and Vice Chair – Maria Miller MP (Conservative).

The group held a meeting just after the General Election on the top policy priorities for a Government committed to tackling domestic abuse and a meeting later in the year on the implementation of the new criminal offence of coercive and controlling behaviour.

The APPG also held an Inquiry on domestic abuse, child contact and the family courts. During the Inquiry the APPG heard from over 20 key witnesses and experts, including survivors of domestic abuse, about how the family courts tackle domestic abuse and the impact of unsafe child contact on children and non-abusive parents. The report highlights key recommendations for change for the family court judiciary and Government. The Group's Chair and Vice Chair wrote jointly to Michael Gove MP (Secretary of State for Justice) asking for a meeting regarding the findings of the Inquiry. The report's recommendations will be followed up on throughout the 2016/17 Parliamentary term by the APPG.

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Campaigning and influencing

In 2015/16 Women's Aid continued the highly successful SOS: Save Refuges, Save Lives campaign and, as a result of feedback from survivors, launched the "*Child First: Safe Child Contact Saves Lives*" campaign.

Key campaigning and influencing moments from 2015/16 include:

- Launching the "*Hear Her, See Her, Believe Her*" General Election campaign pledge which ensured that supporting survivors of domestic abuse and specialist services was a top priority for Prospective Parliamentary Candidates in May 2015. PPCs from all the main political parties supported this pledge.
- Distributing a *Tackling Domestic Abuse Toolkit* and *Top Five Priorities for Government* to all MPs in September 2015, ensuring that all new MPs were aware of the work of Women's Aid and where to signpost survivors who come to them for help.
- Partnering with *The Sun* on the "*Give Me Shelter*" campaign which was featured on the front page of *The Sun* for a week and led to an additional £3.5 million being allocated to domestic abuse support in the Summer Budget and a huge amount of public support.
- The "*SOS campaign*" work led to the Department of Communities and Local Government (DCLG) undertaking an extensive review of the domestic abuse sector to which Women's Aid contributed data, expertise and evidence from services.
- The Chancellor of the Exchequer's Autumn Statement contained a promise to provide additional support for early intervention in domestic abuse and Women's Aid was a beneficiary of the Tampon Tax funding.
- Women's Aid launched the "*Child First campaign*" in January 2016 with publication of the report *Nineteen Child Homicides*. The report and campaign gained significant media attention and was covered on BBC 5 Live, BBC Breakfast and the Victoria Derbyshire Programme. The President of the Family Division, Sir James Munby, welcomed the publication of the report. The campaign petition has gained nearly 30,000 signatures by the end of March 2016, featured in several Parliamentary debates, and was the subject of over 20 Parliamentary Questions.
- Welcoming the new offence of coercive and controlling behaviour on 29th December 2015, Women's Aid has continued to raise awareness of the importance of tackling this aspect of domestic abuse, and has developed toolkits for parents of young people who may be in controlling relationships, in collaboration with AVON, and a toolkit for older women.
- Continuing to provide expert advice and lead the debate on online abuse and revenge pornography, Women's Aid hosted a highly successful conference in February 2016 with speakers from Twitter and Facebook and survivors of online abuse.
- Strengthening our calls on the Government to ratify the Istanbul Convention: although the Convention has not yet been ratified, Women's Aid has maintained political pressure on the Government and is a key partner in the IC Change Campaign.
- Women's Aid has continued to support the calls for the legal aid domestic violence gateway to be further widened and for the time limit on evidence to be removed.
- As the Government's welfare reform policies were being developed throughout 2015/16, Women's Aid has been able to influence the debate around exempting certain groups of vulnerable people from these policies. Women's Aid had a key role in briefing MPs and Peers in Bill Committees, lobbying Government Ministers and civil servants, and ensuring both the media and our member services are aware of the potential impact of proposed changes.

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We supported, and provided Expert Witness Statements to a Judicial Review of the fairness of a reduction in housing benefit for individuals in social housing with a spare room ('the bedroom tax').

- This legal challenge against the Government's policy was brought by a survivor of domestic abuse who had a spare room adapted into a panic room. This Judicial Review found that use of the bedroom tax in such cases is unlawful.

After playing a key role in the HMIC inspections of police force handling of domestic violence in

- 2013/14, Women's Aid was asked again to provide peer inspectors for the 2015/16 PEEL Effectiveness Inspections of police forces. Alongside this, Women's Aid has taken a key role in the follow up work to the HMIC Inspections mandated by the Home Secretary.

International work

Women's Aid is a UK Focal Point for Women Against Violence Europe (WAVE) and Hilary Fisher (Director of Research, Policy, and Campaigns) is the Vice President of WAVE.

During the year, we provided a range of support to assist the development of various WAVE campaigns activities, including helping to draft the *Campaign Blueprint* for the WAVE *Step Up* campaign, which will be launched in May 2016.

In September 2015, Hilary Fisher, attended a round table on victims' rights in Brussels to discuss the new European Union Directive on Victims' Rights with cross sector organisations supporting victims.

In October 2015, Amna Abdullatif, Women's Aid's Schools Engagement Officer presented on our work in schools at the Estonian Ministry of Justice and Estonian Women's Associations Roundtable Foundation and PROGRESS project partners two day conference, "Bringing Up a Violence-Free Generation" taking place in Tallinn, Estonia.

In November 2015, Nicki Norman, Women's Aid's Director of Services, delivered a presentation on the Women's Aid new approach to domestic abuse, Change that Lasts at the conference of the 3rd World Conference of Women's Shelters in The Hague, Netherlands. The presentation was part of the discussions on innovative approaches to eliminating violence against women. Further details of the Change that Lasts program can be found on page 18 of this report.

In March 2016, Hilary Fisher, helped draft the *Campaign Blueprint* for the WAVE *Step Up* Campaign which will be launched in May 2016.

Research

During the year 2015/16 we collected a range of data on domestic violence service provision and the experiences of women and their children seeking support. Key research projects included:

Annual Survey

Women's Aid carried out its Annual Survey for 2015, adding to the series of annual survey information of domestic violence services in England and the largest, longest running and most comprehensive of its kind. The survey provides further evidence of specialist domestic abuse services struggling to meet the needs of an increasingly diverse set of women who more frequently are presenting to refuges and community based services with complex and additional needs.

Some key findings were published in March 2016 (a detailed report of the findings is due to be published in May 2016):

- Only 1 in 5 of women using refuge services on census day had any criminal sanction or an ongoing case against the perpetrator.
- 49% of responding services said that the most challenging issues they faced in 2014/15 were funding cuts and uncertainty about future funding.

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- There were 1835 children and young people resident in refuge services on just one day in 2015 (responses from 128 services)
- 1984 children and young people were being directly supported by 98 community-based services in just one week in 2015

A report of the findings was sent to the funder (DCLG) at the end of March 2016. We also responded to ad hoc requests for evidence from the Government throughout the year using data from UKROL, the Annual Survey and other sources.

UK Refuges OnLine (UKROL)

In addition to our latest annual survey, we conducted an intensive update of service information listed on UK Refuges Online (UKROL) to get an accurate picture of provision and review changes to domestic violence services. Within this update, we carried out research in each region looking at any domestic violence services operating there not already listed on UKROL. We identified 44 services which may be eligible to be listed on UKROL and invited them to register. This process resulted in significantly more accurate information on service provision which will impact positively on women experiencing domestic abuse who need to be referred to a local service or who independently seek contact details of local provision through the Women's Aid website.

This research clearly identified that meeting complex needs is a growing challenge for services, and increasingly services on UKROL are stating they will not accept any referrals for women with certain sets of complex needs, due to funding limitations and lack of access to specialist workers. This finding and the data behind it, is being channelled in to our Change that Lasts, needs-led approach to responding to domestic abuse, details of which can be found on page 18 of this report. It is also being used to inform government policy and funding criteria.

Justice, Inequality and Gender Based Violence Project

In 2015 Women's Aid started its partnership with Bristol University and others on the ESRC-funded *Justice, Inequality and Gender Based Violence Project*. This research project is now in its recruitment phase and examines survivors' perspectives on how justice is understood, sought and experienced.

Nineteen Child Homicides Report

In order to inform the *Child First: Safe Child Contact Saves Lives* campaign, Women's Aid conducted a review of Serious Case Review reports published during January 2005 to August 2015 (inclusive) in England and Wales. Our findings were published in January 2016 in a report entitled *Nineteen Child Homicides*. This report presents the cases of 19 children, in 12 families, who had been killed by an abusive father in circumstances relating to unsafe child contact (formally or informally arranged). In these cases, two mothers were also killed and there had been the attempted murder of two more children. We also commissioned Dr Ravi Thiara and Dr Christine Harrison (Centre for the Study of Safety and Wellbeing, Warwick University) to conduct a review of the evidence on safe child contact and we published their findings in a report entitled *Safe not sorry: Supporting the campaign for safer child contact*.

Development of a Femicide Census

The Femicide Census is a powerful tool we can use to monitor male violence against women and work to reduce the number of women killed by men. The census includes a wide range of information about women who have been killed by men, including information on the perpetrator/s and the incident of murder itself, including the date, names, police force area, and information about children, recorded motive and weapon.

Information which is currently in the Femicide Census was built upon a set of names that had been collected by Karen Ingala Smith in her blog Counting Dead Women since January 2012. Karen searched the web for news of women who had been killed by men and included them in her blog to highlight the prevalence of femicide, often missed or over-looked by media outlets. This data had been gathered from publicly available sources, primarily press articles.

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Throughout 2015/16 we worked Karen Ingala Smith, and with the support of Freshfields Bruckhaus Deringer LLP and Deloitte, to further develop the Femicide Census. We received a public donation which enabled us to appoint a part time Research Officer. This has enabled us to:

- carry out data collection, analysis, research, monitoring and evaluation of data included in the Femicide Census;
- identify and provide information and resources to support policy and practice on the issue of femicide;
- extend our research outside of England, to include all cases in Wales from 2009 to present;
- explore further categories for analysis; and
- fill in gaps in data in the years 2009 and 2010, linking more perpetrators to victims and gathering further information on the demographics of each, with the aim of completing a report on the findings in 2016.

In November, we presented the Femicide Census to senior members of HMIC and from this meeting the Femicide Census was included in the HMIC report published earlier this year. Recommendation 6 of their report *'Increasingly everyone's business: a progress report on the police response to domestic abuse'* stated that the "[The Home Office] should also consider how forces can contribute effectively to and access the information held within the Femicide Census." Thus far this has helped in our requests for information from police forces in Wales. We have been able to refer to this recommendation to encourage police forces who have been less forthcoming with information to consider the importance of lessons we aim to extract from the census, for both the public and the UK Police Forces' use.

Collaborative working

Women's Aid continues to work in partnership with other organisations and in 2015/16 carried out the following collaborative working, including:

- Working in partnership with Welsh Women's Aid and Rights of Women on Legal Aid reform to widen the legal aid gateway for domestic violence survivors.
- Providing expert input to the activities of the End Violence Against Women Coalition (EVAW) of which Women's Aid is a member.
- Women's Aid is a project partner in the development of the Justice, Inequality and Gender Based Violence Research project run by Bristol University.
- Working in partnership with Welsh Women's Aid (as well as development of other partnerships) on the Change that Lasts project.
- Working in partnership with Imkaan around capacity building and sustainability.
- Working in partnership with Refuge in the delivery of the National Domestic Violence Helpline.

Direct services

National Domestic Violence Helpline - 0808 2000 247

Women's Aid has continued to provide a package of lifeline services to women and children experiencing domestic violence. The 24-hour Freephone National Domestic Violence Helpline (NDVHL) run in partnership with Refuge, provides a safe and confidential service to survivors and their supporters. In the year April 2015 to March 2016 the NDVHL received 221,048 calls. Demand for the service, from both survivors and professionals supporting them, continues to exceed the resources available, with the NDVHL only able to respond to 81% of callers. In addition the NDVHL responded to 3,784 emails.

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The NDVHL website has received 186,937 visitors this year.

Particular achievements to note during the last year include:

- More than 12,211 women and their children have been supported to access refuge accommodation,
- Risk assessments have been carried out with all survivors calling and tailored safety plans provided,
- Almost 38,153 professionals, family and friend of survivors were provided with advice and information to enable them to better support survivors,

The NDVHL continues to extend its partnership arrangements to include the Women and Girls Network and Croydon Rape and Sexual Abuse Support Centre for delivery of Domestic and Sexual Violence Helplines across London, as part of the Ascent London Consortium.

We are extremely grateful for the continued substantial financial support from the Home Office, Comic Relief and London Councils. However, funding for the NDVHL remains a continual challenge each year despite increased fundraising efforts. A review of the model of delivery to maximise the financial efficiency and value for money of services is underway.

The Survivors' Forum

The Survivors' Forum, which provides a safe online space to enable survivors to share their experiences, receive and offer peer support and receive accurate information from a trained moderator, grows in popularity each year. Forum members post messages on a huge range of topics and the users themselves testify to the value of the service provided:

"To all of the women on this forum who have taken the time to listen to my posts and give me their feedback, advice and experiences. Without this forum I would have crawled, begged and pleaded with someone who treated me awfully to take me back. I am eternally grateful to you all you have helped me so much."

Women's Aid has continued to work in partnership with Netmums, the online community for parents with over a million members, to provide specialist domestic and sexual violence support for the 'Netmums Coffee House Chat' message board.

The Hideout Website

The Hideout website continues to be an important source of information for children and young people informed domestic violence. Professionals also access the site for their own information and to signpost to children and young people with whom they work.

The No Woman Turned Away project

Funded by the Department for Communities and Local Government (DCLG), we launched the 'No Woman Turned Away' project towards the end of 2015/16. Until March 2017, we are working to reduce the number of women that are unable to have their accommodation needs met and undertaking detailed monitoring and analysis of the availability of bed spaces, demand and response, to gain a real picture of what is happening on the ground, the reasons women face barriers to a service, and a detailed analysis of actual gaps in service provision.

To deliver this we have employed a small team of case workers for six months to work alongside the National Domestic Violence Helpline and UKROL to seek a successful outcome for women unable to access a place in the first instance, collect detailed data on their journeys and the barriers they encounter. Importantly, the learning and evidence from this work will feed into a longer-term review of the refuge funding framework.

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Information services for survivors, domestic and sexual violence services and the public

UKRefugesOnline (UKROL)

UkRefugesOnline (UKROL) is an online directory and vacancy management system for around 460 domestic and sexual abuse services across the UK.

UKROL is a unique, secure system enabling the sharing of public and confidential contact information and referrals between specialist domestic and sexual violence service providers.

The project is delivered in partnership with Women's Aid Federation of Northern Ireland, Scottish Women's Aid and Welsh Women's Aid. Women's Aid works constantly to ensure that the information contained on the directory is updated and provides training to new and existing services as required.

The UKROL system has been used to collect additional data from London refuges on women applying to access refuge accommodation in London and this has enabled us to build a picture of the movement of women around the region and identify gaps in provision.

A revised Joint Venture Agreement has been approved and signed by all members. This agreement is in place for the duration of the current funding arrangements and covers the UKROL database across the four national partners of England, Scotland, Wales and Northern Ireland.

During the year we have also maintained the *Gold Book Online*, an online directory of domestic and sexual abuse services available by subscription to professionals working with survivors of domestic violence across the UK.

3) MORE EFFECTIVE STATE, PRIVATE AND SPECIALIST SECTOR RESPONSE TO DOMESTIC VIOLENCE AND ABUSE

Specialist Service Development and Support

Women's Aid continued to develop its services to members throughout 2015, consolidating our relaunched system of Regional Networks; rolling out tools to enable members to demonstrate their quality and impact, including the National Quality Standards and the On Track outcomes measurement system; and delivering capacity building support in partnership with Imkaan to individual members of both second tier organisations, and to local Violence Against Women and Girls partnerships and consortia to strengthen their long term sustainability.

In August 2015, the Imkaan and Women's Aid Capacity Building Project responded to an urgent situation for the independent specialist women's domestic violence sector when the government launched a bidding process for a £3.2 million innovation fund for domestic abuse service provision with a very tight deadline over the August Bank Holiday period for bids to be in by 5th October 2015. As in an earlier process in 2014, bids were required to be submitted by local authorities in partnership with specialist providers. The DCLG used a short version of the Women's Aid National Quality Standards as the criteria for assessing bids. Lloyds Bank Foundation donated £20,000 to Women's Aid to source consultants and allocate them to independent services to support them to submit bids. We contacted 46 services and organised consultant support to 25 organisations leading to 19 members being involved in successful bids.

In November 2015, Imkaan and Women's Aid received a substantial grant from Lloyds Bank Foundation to extend the Imkaan and Women's Aid Capacity Building Project which in recognition of this extended reach and funding was renamed the Imkaan and Women's Aid Partnership; Sustaining Dedicated and Specialist Services, continuing the capacity building work delivered in partnership since 2012. The grant funds the existing Sustainability Coordinator in Imkaan, the existing Women's Aid Membership Manager, an existing 0.4 Evaluation post in Women's Aid, and has enabled the recruitment of three new Women's Aid Regional Development Officers in the North, South and Central regions of England.

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The Sustainability Project, and the Capacity Building Project that preceded it, have achieved positive results in supporting services to tender successfully for continuing funding and to engage with local commissioners. The project has delivered individual capacity building support with funding, tendering and sustainability issues to 112 Imkaan and Women's Aid member organisations and has supported the building of partnerships and consortia of VAWG services in 15 local areas.

Women's Aid National Quality Standards

In April 2015 we began a review of the National Quality Standards in consultation with survivors, Women's Aid staff teams, sector partners, the team of assessors, and member services who had experienced being assessed. We published revised Standards in July 2015 in conjunction with a new Standards Complaints Procedure, a new guidance manual for applicants and a new assessment process. During the year five quality assessment Panels sat, reviewing a total of 23 applications, of which 21 were awarded the Women's Aid Quality Mark and two were referred to the sustainability team for further support and service improvement to enable them to meet the standards.

On Track – Outcomes Measurement System

Women's Aid has continued to roll out On Track, the Women's Aid outcomes measurement system. Following a change of software provider last year, we are now working in partnership with IT Works and have doubled the number of members on the programme. Sixteen sites are signed up to the scheme and the first cohort went live in the new Oasis OT software in February 2016. We anticipate that the programme may double in size again by the end of December 2016 as initial feedback about the support provided and the system itself has been glowing, and we have seen a high level of interest across the membership in advance of any formal launch (due May 2016). To meet this increased demand we have extended the number of team members able to provide support and training. The Membership Officer has some time dedicated to supporting new joiners, and the new Regional Development Officers will all be able to deliver system training, radically reducing our travel costs. The next phase of the work is to create a national portal to receive and analyse data from participating sites. This work will be funded by AVON and is due to be completed in October 2016. Over the coming year we will look to develop our offer to commissioners once the portal is in place, allowing the scheme to generate revenue.

Women's Aid Regional Network Meetings

In the autumn of 2015 we organised seven Regional Network meetings in the South East, South West, London, West Midlands, East Midlands, North East and North West. Volunteer Regional Co-ordinators from local services also organised regional meetings independently of the Women's Aid national office and began to embed the networks in the regions.

The increased benefits we are offering to members have enabled us to put in place a new level of accountability attached to membership of our federation, and in February 2016 we launched a new membership application and renewal process that includes commitment to a statement of values and compliance with a membership complaints process. This will be combined with a refurbished Members' Area on the new website offering template policies, sharing of good practice, and closer online dialogue between the national team and local members.

Change that Lasts

Building on research and consultation work undertaken in 2014/15, Women's Aid has worked with partners to further develop and refine a new cross-sector model response to domestic abuse. Change that Lasts is a needs led, strength-based, and trauma informed approach that better utilises the available opportunities within communities and a range of agencies to respond effectively to domestic abuse.

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Change that Lasts constitutes a fundamental shift in the way agencies view and respond to survivors experiencing domestic abuse. The aim of the model is to provide a framework that facilitates the shortest, and/or most effective route to safety, freedom and independence⁽¹⁾ for each survivor based on their individual situation and the resources available to them.

There are four key elements to Change that Lasts:

1. The Ask Me scheme

- Creating communities where survivors can disclose abuse early, be heard and believed, and get the help that they need
- Individuals at a range of “safe spaces” are equipped with the basic skills, knowledge and tools for an initial appropriate response
- Spaces for action reflect the culture, diversity and identity of an area, identified by local women

2. The Trusted Professional role

- Ideally someone the survivor already trusts or from an agency she trusts
- Building on the best examples of models such as Troubled Families
- Provides a holistic response and coordinates support for survivor and family, referring to specialist support in response to the needs and resilience of individuals

3. Strengths-based, needs-led assessment and support planning

- Underpins all responses
- Builds on the strengths and resources available to the survivor
- Identifies what resilience and independence will look like for that individual and how to get there

4. Specialist strengths-based, needs-led and trauma informed support

- Aimed at survivors with the most severe and complex needs

Plans are underway to pilot Change that Lasts in different local areas and within different sectors, with a strong evaluation element so the true impact of the approach can be tested and evidenced.

ICAP Safer Futures Project

In 2014, funding from ICAP enabled the launch of Safer Futures - a national project that aims to build networks between local schools, specialist domestic violence services and Local Authorities to ensure that respectful relationships education is delivered responsibly and effectively in schools across the country.

(1) Survivors achieving independence is defined as sustainable safety and wellbeing for themselves and their dependent children which can be maintained with maximum reliance on own resources (both personal and family/community), and minimum reliance on external resources, depending on individual circumstances and need.

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Since the two-year project started in July 2014, new additional sections have been introduced into the Expect Respect toolkit to include FGM, forced marriage, coercive control as well as a focus on online abuse. The toolkit continues to be promoted to Women's Aid members as well as schools and other professionals working with young people. Over the same period, 38 workshops have been held across the country in cities such as London, Manchester, Birmingham, Sheffield and Preston, with over 630 professionals taking part in the workshops. These workshops consisted of scoping existing work taking place in schools, identifying gaps, building networks, briefing on educational resources and good practice, and recruiting Schools Advocates to act as local champions for prevention work in schools. This has also included general awareness for school staff and other professionals working with young people and children outside of school settings. School Advocates have been provided with a resource pack with a range of information to support them to tackle domestic violence and abuse.

In 2015/16, there have been 16 workshops carried out across the country, which have included training teachers in schools in Manchester, London and Birmingham. As well as this, tailored training for youth workers working with young people in a variety of settings has taken place in Manchester, looking at how the toolkit can be amended to work with a range of different people in a variety of settings. This has included working with community faith workers who engage with young people and children.

Earlier this year, we arranged a talk and workshop at Eltham Hill Girls Conference, with over 100 girls and staff from schools from the London borough to focus on violence against women and girls. We also delivered a presentation and small workshop to safeguarding and PSHE leads in Barking, organised by the healthy schools coordinator with over 35 schools represented. In Ealing, we delivered a workshop to primary and secondary schools from the local area, with over 20 schools represented and further workshops were delivered to over 60 students at Manchester Islamic High School for Girls on gender roles and expectations. An overview of domestic violence and how it impacts young people was delivered to over 100 year nine students in Birmingham.

On 22nd October 2015 we held an event, hosted by Freshfields Bruckhaus Deringer LLP to bring together over 100 domestic violence service providers and education professionals to promote the work of the Women's Aid Safer Futures project. Delegates heard from Women's Aid National Schools Engagement Officer Amna Abdullatif as well as other speakers including Joe Hayman, CEO of PSHE Association; Julie Ward MEP, Labour for the North West of England; the Women's Aid Ambassador for Children and Young People, singer Jahméne Douglas, and our young person's advisor Chlo Winfield. The conference was very well received.

We were honoured to be invited by the Estonian Ministry of Justice and the Estonian Women's Association Roundtable Foundation to present and run a workshop focusing on the Expect Respect toolkit and the work of the Safer Futures project at their international conference entitled 'Bringing up a violence free generation' in Tallinn in October 2015, with over 200 different professionals working with young people and children present.

Alongside this, we were also invited by North West Member of European Parliament, Julie Ward, to be represented at the FEMM Women's Rights Committee at the European Parliament in Brussels in November 2015, where we discussed the role of prevention work and the need to work with young people to tackle the issue of violence against women.

In February 2016, the National Schools Engagement Officer spoke at the Women's Aid conference 'He's watching you: exploring the impact of revenge pornography and online domestic abuse'. Due to the interest expressed by professionals both at this conference and more widely, on how to tackle young people's usage of online spaces and the additions in the toolkit, workshops have been designed specifically to work with and support professionals in this area.

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Revenge Pornography and Online Domestic Abuse

Freshfields Bruckhaus Deringer LLP hosted an event for us on 26th February 2016, titled 'He's watching you: exploring the impact of revenge pornography and online domestic abuse'. The event provided an opportunity to identify strategies to make survivors of domestic abuse safer online and raise awareness of the nature and impact of online abuse among professionals and the public. Delegates received an overview of development of policy and legislation on online domestic abuse over the past two years and the event also gave a platform for survivors' experiences of revenge pornography and online domestic abuse to be heard. Delegates heard from speakers including Dr Sue Black, Computer Scientist; Dr Ann Olivarius, Senior Partner in McAllister Olivarius; Nick Pickles Head of Policy at Twitter UK and Singer and Women's Aid Survivor Ambassador, Becky O'Brien.

Women's Aid Annual National Conference

Women's Aid Annual National Conference took place at Aston University over 1st and 2nd July 2015. Over 220 professionals from Women's Aid member organisations and others working with and for domestic and sexual abuse survivors from across the UK attended the conference. There was a wide range of debates, plenary and workshop sessions which received excellent feedback from delegates. The conference was a chance to introduce our new Change that Lasts model and the first day, titled Change that Lasts: Survivors' needs and voices at the centre, focused on a needs led approach for survivors. Speakers included Alison Saunders, Director of Public Prosecutions; Jane Wilson, Chair, Resolution's Domestic Abuse Committee and survivors including writer and film maker Melissa Mostyn.

The second day, which was open to all professionals working with and for survivors of domestic abuse, continued our focus on the needs-led approach for survivors - Change that Lasts and included a key note from Coercive Control expert Professor Evan Stark. A later session looked at reframing responses to domestic abuse with speakers including Dr Susan Bewley, Consultant Obstetrician; Sir Tony Hawkhead, CEO Action for Children and Dr Ravi Thiara from Warwick University. The conference was rounded up by a key note speech from Baroness Williams of Trafford, Parliamentary Under Secretary of State at the Department for Communities and Local Government.

Women's Aid website

www.womensaid.org.uk is a vital information service for thousands of survivors, professionals, researchers and members of the public. On 26th November 2015 Women's Aid launched its new the website. The new website was entirely redesigned in a different Content Management System (CMS) allowing for greater ease of use and flexibility for future digital projects. The controls on the Google Analytics system used to garner usage statistics were tightened, meaning that although the usage statistics are lower than last year it has been filtered of spambots etc. We also separated the Survivors' Forum from the main website URL for greater control over forum functionality and increased safety of users. There were 978,766 users from 1st April 2015 to 31st March 2016, with 3,751,272 page views, 2,920,994 of which were unique.

Women's Aid provides a tailored Members' Area of the website which is currently being updated to take full advantage of the new CMS system. The new section of the website due to be launched in 2016 will include enhanced functions including a members' only forum (providing members with the opportunity to connect with each other), and will inform members of new best practice, funding and training opportunities and events in local areas.

The Survivor's Forum now has a range of increased functionality including chat topic rooms, private messaging between users and we will be introducing a new 'Group' function to allow for specialist support for women with different needs by Summer 2016. 638 private messages were sent between users, showing the popularity of this function and there are 871 registered members. Since introducing topic chat rooms there have been 11,259 posts. The topic chat rooms allow for users to search for threads before posting themselves. There have been 164,284 unique page views of the new Survivors' Forum which shows the number of visitors benefitting from the content without necessarily registering as users. Of this, 68% are returning users.

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The Survivors' Forum provides a safe, anonymous environment for women affected by domestic violence to speak out about their experiences and seek help and support, and has dedicated moderators to provide professional support and advice.

The Survivors Handbook, which provides simple and accessible information on every aspect of seeking help and support, has been updated in English on the new site. We are continuing to explore the possibilities for updating the information in different languages and formats for greater accessibility.

Women's Aid National Accredited Training Centre

The Women's Aid National Training Centre (NTC) offers a suite of qualifications, leading to a Home Office endorsed National Diploma that sits on the Qualifications and Credit Framework (QCF). The QCF is the national credit transfer system for education qualifications in England, Northern Ireland and Wales. The NTC also offers CPD/Facilitators training as well as bespoke training that can be tailored to individual or organisational needs.

Women's Aid Nationally Accredited Qualifications

The National Qualifications for Tackling and Preventing Domestic and Sexual Violence/Abuse continued to be delivered throughout the year. In total 43 students were successful in completing the National Certificate and were registered with the title Domestic Abuse Prevention Advocate (DAPA). 30 students were also successful in completing the National Award. Three member organisations chose to have the National Certificate delivered to their staff team on their staff premises, which cut out travel, hotel and subsistence costs, making the training far more cost effective. The training team also went back to Jersey Women's Aid to deliver the National Diploma units to their team and Cornwall Women's Aid had the Diploma Mental Health unit delivered to 15 of their staff, enabling four of them to gain the National Diploma.

The assessment and marking of papers for the courses is an essential part of running the qualification units. For the courses run in 2015/16, 262 papers were marked, taking an average of one and a half hours each; these were then reviewed and internally verified before being subject to external verification visits and a Quality Review visit from the awarding body. The training centre received an excellent report from NOCN (the awarding body) at their Quality Review visit.

In total there are now 305 professionals registered as DAPAs on the Women's Aid Register of Qualified Practitioners.

Bespoke Training

Bespoke training requests are usually designed around the specific needs of the work being carried out by the contracting organisation, and in the year included:

- **Oxford Refuge**

Twelve staff were trained to facilitate the Power to Change programme.

- **Holloway Prison**

Ten prison wardens were trained to facilitate the Power to Change programme within the prison setting. The programme was specifically adapted for this purpose.

- **Sovereign Housing Association**

Staff carrying out various roles over 12 locations were trained to recognise and respond effectively to coercive control.

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- **Aster Housing Association**

McKenzie Friend training was delivered to eight of their staff.

- **Littledown Special School**

Domestic Violence Awareness training was delivered to 37 of their staff, taking into account the limited ability of some of the children.

- **Knowsley Safer Communities team**

Knowsley Safer Communities team use the MERIT risk assessment, which use a Gold, Silver and Bronze rating for levels of risk. They had enhanced domestic abuse training, which included how to introduce a needs-led approach.

- **The British Legion**

Domestic abuse awareness training was delivered to 12 members of staff who work in one of the British Legion homeless hostels.

- **Duncan Lewis solicitors (London)**

Domestic abuse training was delivered to their full team over three sessions, which included the introduction of the new legislation on controlling or coercive behaviour.

- **National Family Mediation Service**

A pool of very experienced trainers were trained to deliver domestic abuse training, with a particular focus on family mediation. This was delivered with the recognition of the risk and unsuitability of the techniques and processes being used where there is domestic abuse.

- **Sentinel Housing Association**

Training on Understanding Domestic Violence and its link to homelessness was delivered to a number of their staff.

Women's Aid Training Activities

- **Devon and Cornwall Constabulary**

As a consequence of the training needs analysis carried out by the NTC for Devon and Cornwall constabulary, the NTC was asked to deliver domestic abuse training, with particular emphasis on the new offence of controlling or coercive behaviour to a critical mass of their force. The training started on 16th March 2016, delivering five to six daily sessions on three consecutive days, on a weekly basis by the trainers from the NTC, plus associate trainers and two trainers from Welsh Women's Aid. The work will finish on 14th June 2016, when 3,000 plus police staff, ranging from, front desk, call-takers, response officers, investigators and Inspectors, will have received training.

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• Facilitator Training

Facilitator training for running specialist programmes continues to be popular. All facilitators' courses are delivered in view of particular contexts of work, and where needed, are adapted appropriately (for example the Power to Change for women in prison). Over 100 professionals were trained to facilitate a variation of programmes throughout the year. Professionals included – Refuge workers; other domestic abuse workers; Children Workers; Therapists and Counsellors; Prison officers; Social Workers and Teachers. The training centre would like to thank Northern Ireland Women's Aid for giving permission to Women's Aid training Centre to deliver their Helping Hands and You and Me Mum Programmes in England and for their continued support throughout the year.

Other Training Activities

• Her Majesty's Inspectorate of Constabulary (HMIC)

Due to the success of the ongoing survivor focus groups that Women's Aid carry out for HMIC, the Women's Aid National Training Centre were asked to be part of the HMIC Peer inspection team for 2015/16. This work started by the manager of the national training centre, a training officer and the helpline manager receiving HMIC training in May 2015 and then travelling to allocated force areas to carry out on the spot inspections with HMIC in June 2015.

• College of Policing

The training centre was involved in the development of the college's domestic abuse package and the manager was part of the team that delivered the first pilot run of the package to the Hertfordshire constabulary. This started in April 2015 and over 1,000 first response officers, 200 coaches and supervisors received the training.

The training manager was also part of the team that delivered the second pilot to the Humberside constabulary. The Women's Aid training centre staff were all accepted as associate trainers for the College of Policing and are therefore now also in a position to deliver domestic violence related training on their behalf.

• Kering Foundation

Women's Aid continue the partnership work with the Kering Foundation and this includes training for their corporate partners in the UK to address domestic abuse in the workplace. Deliveries of the training were in July, September and October, in London and Manchester. Such has been the success of this that some who have received training have asked for further training to be domestic abuse champions within their workplace.

The Kering Foundation also requested that the training manager attend the 3rd World Conference of Women's Shelters in the Netherlands in November 2015 in order for her to meet and share information with the other trainers across Europe that they support.

• Local Government Association (LGA)

The NTC co-facilitated two further domestic abuse workshops with Research in Practice for Adults (RiPfA), to increase practitioner and manager confidence in recognising, and then working with, people with care and support needs who are experiencing domestic abuse, thus leading to better outcomes for this client group.

• Criminalisation of Coercive control (s76 – Serious Crime Act 2015)

The coercive strategies that perpetrators use and the impact of coercive control on survivors and children has always been embedded through all the training that the NTC delivers.

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With the new legislation now in place since 29th December, we recognise that practitioners in the statutory and voluntary sector services, will need a different approach in order to recognise and support survivors to evidence it. The NTC has introduced the new legislation into the national qualification, which involves more emphasis on coercion and added emphasis of the needs led approach that we have always taught. We have also developed specific training on the subject matter and to date there has been four deliveries.

• Bristol City Council – Public Health

Women's Aid was asked by Bristol City Council/Public Health to deliver a three-year project of supporting Workplace Domestic and Sexual Violence and Abuse (DSVA) Prevention Champions in businesses and organisations across Avon and Somerset. This project involves working with key stakeholders such as the Police Crime Commissioners office, Bristol Women's Commission and Public Health Bristol. The funding covered a launch event with key speakers in December 2015 in Bristol and will be followed by a programme of train the trainer events, the facilitation of champion networking events and a toolkit with workplace training, template policies and practical support tools.

MAINTAINING THE CHARITY AS FIT FOR PURPOSE

In 2015/16 we continued to invest in transformational change for Women's Aid. This included investment in fundraising activities to support the organisation's growth and to enable us to invest in the development of Change that Lasts: a new model response to domestic abuse that will improve responses to survivors' needs, details of which are on page 18. This investment has been worthwhile and attracted new grant funders for 2016/17 onwards, including a substantial £1 million grant from the Home Office received in 2015/16. Our federation of member services have continued to face challenging times and we have increased the levels of support available to them from Women's Aid, supporting their sustainability and growth, along with our own at national level. The Board of Trustees has taken steps to ensure that the governance of Women's Aid is as strong as it can be and recruited two new joint Treasurers through an open recruitment process, further strengthening the financial oversight of the organisation in line with our growth ambitions.

How our strategic aims and charitable activities deliver public benefit

Our charitable purpose is expressed in terms of protection, prevention and provision with regard to gender based violence and all our charitable activities are undertaken to further these three charitable purposes for the public benefit.

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Public Benefit	Activity	Strategic Aim
Provision of information and support available to the general public	National Domestic Violence Helpline (freephone number available to the public)	Provision
	Online UK-wide Domestic Abuse Directory	Provision
	UKROL – providing up to date information to the public on vacancies within local services	Provision
	'No Woman Turned Away' project – assisting in the removal of barriers to refuge provision and providing evidence of need	Provision
	Website services and information for the general public (adults and children)	Provision
	Online Survivors' Forum and NetMums message board	Provision
	The Hideout message board forum for children and young people	Provision
Raising public awareness of violence against women and children and of services available to survivors	Children's and Young People's Policy and Services	Protection
	Various campaigns	Protection
	Regular newsletters and publications	Prevention
	Work with the media	Prevention
Ongoing provision of information and advice to the national network of domestic and sexual violence services and measures to improve the standard of services received by the general public	Safer Futures project	Prevention
	Delivering an annual national conference and other topic specific conferences, core training for professionals and a National Accredited training course	Provision
	Toolkit to increase public understanding of the nature and impact of coercive control	Prevention
	Developing a new multi-agency model response to domestic abuse – Change that Lasts	Provision
	Sustainability project – strengthening members' ability to respond to the needs of survivors of abuse	Provision
Seeking and representing the public's views and enabling these to influence the development of law, policy and practice	Policy development work and responses to policy consultations	Protection
	Survivor participation panel	Protection
	Policy campaigns	Protection
	Children's and Young People's Policy and Services	Protection
	Research to inform policy and practice	Protection

The Board of Trustees has referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the Trustees have considered how planned activities will contribute to the aims and objectives that have been set.

Women's Aid Federation of England

Trustees' report

KEY CHARITABLE OBJECTIVES FOR 2015/16

During 2016/17, Women's Aid will deliver on the following charitable objectives in line with the refreshed objectives and business plan for the year ahead:

1. Key target audiences understand coercive control, its impact and the diverse experience of survivors

- Survivors are empowered to speak out and have a voice
- The following campaigns: Child First – Safe Child Contact Saves Lives; Invisible Prison and Football United
- Training on coercive control
- Legislation to protect survivors is implemented

2. Articles on specialist service provision, support for NGOs and child contact in the Istanbul Convention are implemented

- Strong support for the Istanbul Convention across government
- Women's Aid is an acknowledged leader on domestic violence research and policy
- Enhanced and effective delivery of Women's Aid activities

3. More effective state, private and specialist sector response to domestic violence and abuse

- All dedicated DV providers have the Women's Aid Quality Mark
- DV services better able to demonstrate impact that meets women's needs
- Specialist independent DV services are better equipped to win public funding
- More services take an approach that is needs not risk led in their response to supporting women and their children
- Delivery of Women's Aid qualifications and other training programmes

4. Establish Women's Aid as a sustainable organisation with the ability to grow

- Refresh Women's Aid strategy
- Ensure the wellbeing of team members is not undermined at work
- Improve efficiency and effectiveness
- Increase fundraising to meet our ambition

Women's Aid is committed to undertaking the above activities to the best of our ability and subject to the availability of appropriate funding. Throughout the year we will also be developing our next three year strategy which will form part of our Annual Review report for 2016/17 looking forwards to 2020.

FINANCIAL REVIEW 2015/16

The charity's total income amounted to £3,508,798 (2015: £2,572,485). This includes a valuation for generously donated services and facilities of £183,791 (2015: £351,194) - see note 2 of the accounts for more information. Underlying income excluding donated services and facilities was £3,325,007 (2015: £2,221,291). We are pleased to report that the improved income levels of 2014/15 continued into 2015/16 with a significant grant towards our Change that Lasts program of £1million from the Home Office.

Women's Aid Federation of England
Trustees' report

Total expenditure for the year amounted to £2,716,967 (2015: £2,769,929). Underlying expenditure excluding the value of donated services was £2,533,176 (2015: £2,418,735).

The charity's assets are available and adequate to fulfil its obligations on a fund by fund basis.

The charity had a planned deficit budget in 2015/16 which was partly funded by restricted funds brought forward allocated to specific project activity of £293,329. The charity's performance during the year met overall budgetary expectation with improved cost control procedures continuing to contribute some specific budget savings throughout the year.

Principal funding sources and activities

Women's Aid continued to benefit from a wide range of funding sources during 2014/5 and a summary of our principal funders (those that amount to more than 5% of total income) is set out below:

Funder	% of Total income	Projects supported by funding
Home Office	36%	National Domestic Violence Helpline (run in partnership with Refuge) Change that Lasts £1 million 2015-2020
Department for Communities and Local Government	8%	UKROL No Woman Turned Away Project
London Councils	7%	Pan-London Domestic and Sexual Violence Helplines and coordinated access to refuge provision
Lloyds Bank Foundation	5%	Sustaining Specialist Services

Women's Aid Federation of England

Trustees' report

Income in Support of Key Objectives

A summary of income in support of key projects and activities, shown as a proportion of total income during the year is set out below and accounted for 66% of total income:

Change That Lasts	31%
Freephone 24-hour National Domestic Violence Helpline	16%
Sustainable Services Project	7%
UKROL	5%
No Woman Turned Away	4%
Survivors Forum & Participation	3%

A further 11% of our income was self-generated from earned income consisting of National Training Centre course fees and income from our annual conference, membership fees, sales of publications and merchandise as well as advertising space. Women's Aid remains committed to increasing funding from these valuable sources.

Support for Key Activities

Expenditure on the projects highlighted in the section above accounted for 42% of total expenditure.

In addition, several projects and core activities were supported by restricted funds brought forward and unrestricted reserves in 2014/15, as set out in note 17.

Fundraising Performance

2015 was a difficult year for the fundraising sector, with an unprecedented level of media and political scrutiny of charity's generation of voluntary income which resulted in considerable changes in the fundraising environment. Reports show that public trust in fundraising is weaker than it has been for many years, a new fundraising regulatory system will start operating, media and political scrutiny is likely to continue, and the need to raise money for Women's Aid will only increase in the coming years.

Despite facing a continued challenging funding environment, Women's Aid has been able to increase its fundraised income in 2015/16, with a total of £3,506,924 being generated through statutory, voluntary and earned income. We are enormously grateful to all those organisations and individuals who have supported our work over the course of the year, and remain committed to working with our existing funders to deliver effective solutions to the problem of domestic violence against women and children.

Highlights include our FRSB membership approval, securing grant funding for core costs, six new corporate partners, and the launching of legacy fundraising and stewardship programme including the first supporter newsletter Together, details of which are below:

Professionalising Women's Aid fundraising

- **FRSB** - Women's Aid have now been awarded the Fundraising Standards Board (FRSB) tick logo which allows donors to 'give with confidence'.
- **AFP** - Submitting benchmarking data to the Association of Fundraising Professionals (AFP): this means that we are now taking part in the Fundraising Effectiveness Project (FEP) to establish the fundraising effectiveness of Women's Aid in the sector retrospectively for the last two years and going forwards.
- **UCG** - Involved with the Understanding Charities Group (UCG) aimed at improving public trust and confidence in charities. The aims are to develop a positive narrative for the charity sector, working on ways to increase positive media coverage and be more consistent in responding to negative stories, and sourcing evidence and research to underpin our work.

Women's Aid Federation of England

Trustees' report

Women's Aid has embarked on a programme to test the acquisition of new regular giving donors. This will enable us to secure and grow regular giving unrestricted income. This test pilot was spread around the North West and those areas of success will be repeated in the following year.

We have also developed a fundraising FAQs (frequently asked questions) document which helps to identify responses to difficult/unusual queries from supporters. This enables us to be consistent in our messaging and communication with supporters.

We now have an official fundraising complaints procedure which is available online here <https://www.womensaid.org.uk/get-involved/fundraise/fundraising-complaints-policy/>

Support from committed members of the public has continued to grow at a critical time, and we thank the large numbers of individuals who have loyally supported our work through making regular donations, responding to appeals, taking part in sponsored events, organising fundraisers, speaking out on their own social media and within their networks about the importance of challenging domestic violence. The effort and enthusiasm that the general public have shown for supporting Women's Aid and women and child survivors of domestic violence, even in the face of their own challenges, means that we are able to continue saving lives and building safe and happy futures.

Our fantastic supporters helped us to raise vital funds this year by taking up Women's Aid places in the following events:

- We doubled our places for the Great North Run and filled them all.
- The British 10K.
- The Royal Parks Half Marathon
- The London Marathon.

Special thanks are also extended to our corporate supporters, the longstanding AVON UK who since 2009 has been a business leader in challenging the taboo of domestic violence. This year we secured additional project income from AVON that will be used to support our lobbying of the government on coercive control for the invisible prison campaign.

We would also like to welcome some new corporate supporters who have joined us this year including:

- A new partnership with Duncan Lewis who helped with advice for our *Child Contact Campaign*, provided free legal workshops for members and a national number for survivors to receive free legal advice and support.
- A new partnership secured with the Royal College of Midwives
- Ecorys – selecting Women's Aid for their charity of the year partnership. Our case for support won over 50% of the votes and they have kindly offered us support on our project outcomes measurements.
- Resourcing Group Futures as a corporate partner and sponsors of Women's Aid National Conference 2015.
- Stella and Dot provided survivors in Refuges with a wonderful handbag gift. The promotion was a buy one get one programme; when Stella & Dot customers purchase one of their products, they donate one of the bags to Women's Aid for survivors staying in refuges. This promotion ran from the 4th – 11th November 2015.
- New partner Natural Light will be providing us with a percentage of their product sales.
- New support from AirBnB who supported our Change that Lasts program, our 16 days of action in 2015 with a generous donation, and invited Women's Aid to provide training and insights on women's safety and domestic abuse to their team and hosts.

Women's Aid Federation of England

Trustees' report

We are extremely grateful to the following Trusts, Foundations and Statutory funders that enable us to deliver our life saving work:

- The Government has generously supported our early intervention project 'Sooner the Better', funded by proceeds from the Tampon Tax. This initiative is in partnership with SafeLives and forms part of the suite of Women's Aid's Change that Lasts program initiatives.

- Public Health England has contributed to our new approach Change that Lasts – transforming responses to domestic abuse.

- Thanks to development funding from the Big Lottery Fund (in partnership with SafeLives) we were able to develop our joint application to the Women and Girls Fund - helping to establish our partnership, joint theory of change and beneficiary consultation.

- Comic Relief and The Treebeard Trust have generously supported our Capacity Building work, in partnership with Imkaan. The Lloyds Bank Foundation for England and Wales has also invested significantly to expand this important project, to ensure the quality and sustainability of specialist and dedicated domestic abuse services. We are also extremely grateful to the Lloyds Bank Foundation for their timely response in providing additional funds for consultancy support to enable domestic abuse services to access emergency government funding.

- The Home Office, London Councils and Comic Relief have continued their commitment to the National Domestic Violence Helpline, run in partnership with Refuge. The Helpline has also been generously supported by The Brian Wilson Charitable Trust, Sir James Roll Charitable Trust, The February Foundation, Simon Gibson Charitable Trust, Pennycress Trust, DCR Allen Charitable Trust, P&C Hickinbotham Charitable Trust, Syder Foundation, The Rowley Trust, The John and Ruth Howard Charitable Trust and The N Smith Charitable Trust.

- The Department for Communities and Local Government continued its commitment to UK Refuges Online and extended its support to fund our new No Woman Turned Away project, supporting women to access refuge provision.

- The Women's Foundation's generous support has enabled us to establish a Survivor Participation Panel, to ensure survivors are able to influence policy and the development of services locally and nationally.

- The Roddick Foundation has continued its generous support of our campaigning work, enabling us to raise the voices of survivors to effect change in national practice, policy and legislation.

- We thank LankellyChase Foundation for their support of the early research and consultation to develop our new approach Change That Lasts.

- We are delighted to form a partnership with the Kering Foundation to prevent and combat domestic violence. We are very grateful for their support of our Survivors' Forum, as well as enabling Kering staff to undertake tailored domestic abuse training.

- We are especially grateful to the Esmée Fairbairn Foundation, The Dischma Charitable Trust, the Jusaca Charitable Trust, Ian MacTaggart Trust, Richard Davies Charitable Trust, Madeline Mabey Trust, Helianthus Charitable Trust, Mrs Wingfield Charitable Trust, Edward S Smyth Trust, The Ardwick Trust, The No Way Trust, the Spencer Charitable Trust, Michael and Anna Wix Charitable Trust, Barclays Stockbrokers Charitable Trust and C Paul Thackray Charitable Trust for their support of our core costs, enabling us to direct their funds where they are most needed to support women and children affected by domestic abuse.

We would also like to thank the Sisters of St Joseph of the Apparition, St Columba's United Reformed Church, and the Church of St Mary the Blessed Virgin, who have supported us so generously.

Women's Aid Federation of England

Trustees' report

Stewardship

The first donor newsletter "Together" was produced and mailed to warm supporters with an integrated e-newsletter appeal. Supporters also continue to receive monthly e-newsletters from fundraising.

The Christmas appeal landed in November and was our most successful to date, accompanied by a digital advent calendar online for the 25 days of Christmas. Women's Aid started a new weekly supporter Lottery, and one supporter has already won £100.

Supporters can also recycle goods to help raise money for us, alongside donating with online purchases with Give as You Live.

Analysis

Following investment in 2014/15 in our new donor management system, Raiser's Edge, we have been able to create useful and in-depth analysis of all fundraising activities by channel to establish patterns and to form a base line for the average month, which greatly assists with the charity's planning. Conversion rate for donations, retention and attrition are now able to be monitored, as well as providing comparisons to the previous year's figures for tracking growth.

Database and website development

Over the past year we have migrated data from our former donor management system, performed data health checks and ensured that the baseline data is correct. From here we have managed the implementation and set up of best practices for the new Raisers Edge database, an organisational database allowing for relationship fundraising and segmentation.

This database has multiple enhanced functions, including the introduction of integrated online payments and processing via the new Raisers Edge secure portal, which will assist in all payment facilities available to members and the general public going forward. We have also implemented the Everyday Hero feature on Raisers Edge which enables us to create our own sponsorship pages, for corporate partnerships and event participants. The database can also be used for crowd funding in the future.

The securing of a new website as a corporate gift from Tandem meant that we were able to improve the supporter journey and dramatically change our payment pages online, resulting in 46% increased income from online donations.

Legacies

Women's Aid held its first legacy event in Alcester with the deputy mayor in attendance. This was in memory of Pauline Sands legacy received in 2014/15. We also created a legacy fundraising pack and will be using Pauline's story as a case study to help us to promote the vital work that legacies helps us to achieve.

Finally we would like to make a special mention to those supporters who left us legacies this year including Fay Cooper, Pamela Church, Glenys Dunmore, John Tunstall, V M Sutton Mattocks, Marion Bailey and Margaret Joy. Their gifts have helped us to achieve many of the successes contained in this report.

Women's Aid Federation of England

Trustees' report

Investment policy

Under the terms of the Memorandum and Articles of Association, the charity may invest monies of Women's Aid not immediately required for its own purposes in or upon such investments, securities or property as may be thought fit. The level of the charity's reserves is such that investment is limited to short term markets rather than any longer term strategy, although other options continue to be explored. Over the past year we have continued to take a prudent view in terms of the security of the charity's reserves rather than pursuing the highest return. The investment policy is being kept under review to take account of investment opportunities whilst still maintaining a low-risk strategy.

Investment performance

Returns on short term markets during 2015/16 have continued to be low but secure. Income earned from investments amounted to £1,874 (2015: £1,994).

Reserves

The total balance of funds at 31 March 2016 amounts to £1,995,410 (2015: £1,203,579). This includes £1,424,140 of restricted funds, including £1 million from the Home Office for our Change that Lasts program, that can only be used for specified project delivery purposes over the coming years (2015: £373,325). The balance of unrestricted funds at 31 March 2016 was £571,270 (2015: £830,252). Of these unrestricted funds, free reserves (calculated as total unrestricted funds, less designated funds and tangible fixed assets) amounted to £481,270 (2015: £804,081).

The Board of Trustees considers that the state of the charity's affairs is satisfactory, and that the charitable company is well situated to carry out its objectives in the future.

Reserves policy

The Reserves Policy regarding the charity's free reserves (i.e. funds not designated for other purposes) is to accumulate sufficient reserves to cover the equivalent of 12 months' anticipated resources expended so as to give Women's Aid sufficient funds to continue current activities for a full year in the event of a significant reduction in funding. Such a level of funds would also allow sufficient time to start fundraising to replace lost funding, and potentially to start generating additional unrestricted income by other means. The Reserves Policy is being reviewed by the incoming Treasurers in 2016/17.

The current level of free reserves of £481,270 would be sufficient to support general running costs and unfunded project work for 5 months (2015: 5 months) based on currently approved budget for 2016/17 and secured grants. The Board of Trustees has taken the decision to designate £90,000 for fundraising investment in donor acquisition approved in the 1617 budget. The level of free reserves required by the reserves policy has not yet been achieved which as noted above, and will be reviewed in 2016/17. It is the objective of the Trustees to continue to build the free reserves over the coming period.

Risk assessment

Women's Aid has completed a full risk assessment review (in line with guidance from NCVO) of all known areas of operation that might expose the charity to significant risks. These include Health and Safety, Employment matters, Security, Disaster Recovery, Media Relations, Financial Operations, and standards of service. Any identified risks pertaining to the delivery of Women's Aid's strategic objectives is reviewed quarterly by the Board of Trustees, and action to mitigate any risks is undertaken wherever possible.

Women's Aid Federation of England
Trustees' report

Small company provisions

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

Approved by the board and signed on its behalf by:



Beverley Pass
Co-Chair

Date: 24/6/16



Femi Otitoju
Co-Chair

Date: 24/6/16

Women's Aid Federation of England

Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of Women's Aid Federation of England for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

In so far as the trustees are aware:

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

Independent auditors' report to the trustees of Women's Aid Federation of England

We have audited the financial statements of Women's Aid Federation of England for the year ended 31 March 2016, set out on pages 38 to 55. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (Effective January 2015) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charitable company's members, as a body, in accordance with section 144 of the Charities Act 2011 and the regulations made under section 154 of that Act. Our work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As explained more fully in the trustees' responsibilities statement set out on page 35, 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.

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly we have been appointed as auditors under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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

Scope of the audit of the financial statements

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

Opinion on financial statements

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 2016 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to smaller entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Independent auditors' report to the trustees of
Women's Aid Federation of England**

..... *continued*

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

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

Milsted Langdon LLP
.....
Mr D S Jacobs (Senior Statutory Auditor)
For and on behalf of
Milsted Langdon LLP
Chartered Accountants and Statutory Auditors
Bristol

Date: *27/6/16*.....

Milsted Langdon LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

Women's Aid Federation of England

Statement of financial activities (including income and expenditure account) for the year ended 31 March 2016

		Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
	Note				
Incoming resources					
Incoming resources from generated funds					
Voluntary income	2	656,202	30,000	686,202	1,081,993
Investment income		1,874	-	1,874	1,994
Incoming resources from charitable activities					
	3	425,242	2,395,480	2,820,722	1,488,498
Total incoming resources		1,083,318	2,425,480	3,508,798	2,572,485
Resources expended					
Costs of generating funds					
Costs of generating voluntary income	4	377,110	-	377,110	293,690
Charitable activities	4	1,077,313	1,262,544	2,339,857	2,476,239
Total resources expended		1,454,423	1,262,544	2,716,967	2,769,929
Net income/(expenditure) before transfers		(371,105)	1,162,936	791,831	(197,444)
Transfers					
Gross transfers between funds		112,123	(112,123)	-	-
Net movements in funds		(258,982)	1,050,813	791,831	(197,444)
Reconciliation of funds					
Total funds brought forward		830,252	373,327	1,203,579	1,401,023
Total funds carried forward		571,270	1,424,140	1,995,410	1,203,579

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 17 to the financial statements.

The notes on pages 40 to 55 form an integral part of these financial statements.

Women's Aid Federation of England (Registration number: 03171880)

Balance sheet as at 31 March 2016

		2016		2015
		£	£	£
	Note			
Fixed assets				
Tangible assets	10	-		26,171
Current assets				
Stocks and work in progress		13,098	14,169	
Debtors	11	1,515,315	502,086	
Cash at bank and in hand		612,490	886,469	
		<u>2,140,903</u>	<u>1,402,724</u>	
Creditors: Amounts falling due within one year	12	<u>(145,493)</u>	<u>(225,316)</u>	
Net current assets		<u>1,995,410</u>		<u>1,177,408</u>
Net assets		<u>1,995,410</u>		<u>1,203,579</u>
The funds of the charity:				
Restricted funds		1,424,140		373,327
Unrestricted funds				
Unrestricted income funds		<u>571,270</u>		<u>830,252</u>
Total charity funds		<u>1,995,410</u>		<u>1,203,579</u>

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with Section 476 of the Companies Act 2006.

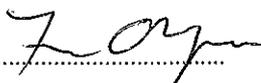
The directors acknowledge their responsibility for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

Approved by the board on 24/6/16 and signed on its behalf by:



Beverley Pass
Co-Chair



Femi Otitoju
Co-Chair

The notes on pages 40 to 55 form an integral part of these financial statements.

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16/07/14, the Financial Reporting Standard for Smaller Entities (effective January 2015) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Fund accounting policy

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund together with a fair allocation of support costs.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Further details of each fund are disclosed in note 17.

Incoming resources

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. Donated services and facilities income is recognised as an incoming resource where the provider of the service has incurred a financial cost. Volunteer time is not included in the financial statements.

Recognition of income

Items of income are recognised and included in the accounts when all of the following criteria are met:

- the charity has entitlement to the funds;
- any performance conditions attached to the item(s) of income have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

For legacies, entitlement is taken as the earlier of:

- the date on which the charity is aware that probate has been granted;
- the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made; or
- when a distribution is received from the estate.

Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

..... *continued*

Grants are recognised in full in the statement of financial activities in the year in which they are receivable under policy noted above. Grants received which are clearly specified for a future accounting period are shown as deferred.

Income from the sale of goods and services is recognised to the extent that the goods and services have been provided.

Subscription income is recognised as the benefits to the member are provided. The income is recognised on a pro-rata basis for the period of time covered by the subscription. Amounts relating to future periods are deferred.

Resources expended

Resources expended are recognised in the period in which they are incurred and are allocated to the particular activity where the cost relates directly to that activity. Resources expended include attributable VAT which cannot be recovered.

The costs of generating funds relate to the costs incurred by the charitable company in raising funds for the charitable work.

Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. Depreciation of fixed assets purchased with such grants is charged against the restricted fund. Where a fixed asset is donated to a charity for its own use, it is treated in a similar way to a restricted grant.

Grants payable are recognised in the Statement of Financial Activities when the conditions for payment have been complied with.

The affiliated local women's specialist domestic and sexual violence services are not consolidated in these accounts as they are separate legal entities and subject to their own controls and prepare their own accounts. Grants made to them appear in grants payable.

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

Governance costs

Governance costs include the management of the charitable company's assets, organisational management and compliance with constitutional and statutory requirements.

Support costs

The support costs, comprising the salary and overhead costs of the central function, are apportioned across the main activities of the charity on the basis of total staff time spent on each of these during the year. The apportionment of support costs is as follows:

Cost of generating funds	15%
Protection	3%
Prevention	18%
Provision	64%

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

..... continued

Depreciation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Telephone system at London premises	33.3% straight line basis
Other equipment	25% straight line basis
Office refurbishment	17 months straight line basis

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Stock

Stocks of books, clothing and marketing materials are stated at the lower of cost and net realisable value. Net realisable value is the price at which stocks can be sold in the normal course of business after allowing for the costs of realisation. A review of stock and sales is made each year and provision made where necessary for obsolete, slow moving and defective stocks.

Foreign currencies

Monetary assets and liabilities in foreign currencies are translated into sterling at the rates of exchange ruling at the accrual date. Transactions in foreign currencies are translated into sterling at the average rate of exchange for the year. Exchange differences are taken into account in arriving at the net incoming resources for the year.

Operating leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged in the statement of financial activities on a straight line basis over the lease duration.

Pensions

The charity makes pension contributions to a group pension scheme or the individual's own pension scheme depending on the status of the employee. The pension cost charge represents contributions payable under the scheme by the charitable company to the fund. The charitable company has no liability under the scheme other than for the payment of those contributions.

Women's Aid Federation of England
Notes to the financial statements for the year ended 31 March 2016

..... *continued*

2 Voluntary income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Donations and legacies				
Legacies and bequests	178,562	-	178,562	393,090
Donated services and facilities	183,791	-	183,791	351,194
Other donations	293,849	30,000	323,849	337,709
	<u>656,202</u>	<u>30,000</u>	<u>686,202</u>	<u>1,081,993</u>

Legacy income has been accrued where the Charity has been notified that it is entitled to a reasonable estimate of monies. However, the timing of these monies is uncertain as the legacies are subject to the realisation of assets within the legacy estate, which from past experience can take more than a year to be realised.

In addition to the generous financial support received from all our supporters over the last 12 months, we would also like to extend our gratitude to those individuals and organisations who donated products and services to Women's Aid and in particular Freshfields for legal support, research, conference facilities and a range of other services.

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

..... continued

3 Incoming resources from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Protection				
BBC Children in Need	-	-	-	(20,487)
Primary purpose trading	-	-	-	70
	-	-	-	(20,417)
Prevention				
Primary purpose trading	-	-	-	907
Provision				
Home Office	-	1,250,000	1,250,000	250,000
Avon Cosmetics UK Ltd	-	77,257	77,257	130,251
The Body Shop	-	-	-	150
Comic Relief	-	98,966	98,966	171,732
Department for Communities and Local Government	-	281,000	281,000	150,000
Garfield Weston Foundation	-	-	-	30,000
London Councils	-	250,038	250,038	250,038
TUC	-	-	-	5,000
The Volant Charitable Trust	-	-	-	30,000
Other small grants	-	16,686	16,686	29,737
Primary purpose trading	-	26,207	26,207	14,675
Lloyds Bank Foundation	-	182,067	182,067	43,552
The Roddick Foundation	-	65,000	65,000	50,000
Sara Charlton Foundation	-	-	-	11,000
Social Investment Business	-	-	-	55,200
Lankelly Chase Foundation	-	15,000	15,000	15,000
Big Lottery Fund	-	12,500	12,500	-
Kering Foundation	-	15,759	15,759	-
Public Health England	-	70,000	70,000	-
Treebeard	-	10,000	10,000	-
Women's Foundation	-	25,000	25,000	-
	-	2,395,480	2,395,480	1,236,335
Unrestricted				
Other small grants	17,210	-	17,210	-
Primary purpose trading	358,032	-	358,032	271,673
Esmee Fairbairn Foundation	50,000	-	50,000	-
	425,242	-	425,242	271,673
	425,242	2,395,480	2,820,722	1,488,498

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

4 Total resources expended

	Costs of generating funds	Protection	Prevention	Provision	Support costs	Governance	Total 2016	Total 2015
	£	£	£	£	£	£	£	£
Direct costs								
Grants payable	-	-	-	231,132	-	-	231,132	212,831
Employment costs	176,253	40,574	194,815	750,188	371,423	23,708	1,556,961	1,478,713
Production of resources	30,323	927	3,181	-	-	-	34,431	8,070
Premises and office costs	33,438	2,964	44,425	106,771	20,006	2,278	209,882	232,876
Helpline operating costs	-	-	-	34,948	-	-	34,948	27,377
Training, conference & events	3,951	1,134	46,621	32,412	103	-	84,221	87,767
Other costs	26,717	5,099	13,386	73,556	39,222	11,369	169,349	175,338
Donated services & facilities	-	-	25,621	156,027	2,143	-	183,791	351,194
Promotion & advertising	35,002	24	10,484	1,695	-	-	47,205	28,548
Audit of the charity's accounts	-	-	-	4,404	-	11,280	15,684	15,560
Consultancy	1,624	3,913	6,508	110,753	394	-	123,192	138,671
Depreciation	2,962	682	3,274	12,608	6,645	-	26,171	12,984
	<u>310,270</u>	<u>55,317</u>	<u>348,315</u>	<u>1,514,494</u>	<u>439,936</u>	<u>48,635</u>	<u>2,716,967</u>	<u>2,769,929</u>
Reapportionment of support costs	66,840	14,911	77,552	280,633	(439,936)	-	-	-
	<u><u>377,110</u></u>	<u><u>70,228</u></u>	<u><u>425,867</u></u>	<u><u>1,795,127</u></u>	<u><u>-</u></u>	<u><u>48,635</u></u>	<u><u>2,716,967</u></u>	<u><u>2,769,929</u></u>

Of the £2,716,967 expenditure in 2016 (2015 - £2,769,929), £1,454,423 was charged to unrestricted funds (2015 - £1,398,956) and £1,262,544 to restricted funds (2015 - £1,370,973).

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

5 Grants received and distributed

In accordance with Section 37 of the Local Government Act 1989, £78,816 of the grant from London Councils of £250,038 was used in respect of the period 1 April 2015 to 31 March 2016 towards the running costs and salaries of the free phone 24 hour national domestic violence helpline run in partnership with Refuge.

Cost Item	Women's Aid	Refuge	Women & Girls' Network	Rape & Sexual Abuse Support Centre	2016
	Lead partner	Delivery partner	Delivery Partner	Delivery Partner	Total
	£	£	£	£	£
Grant Allocated	78,816	59,090	60,387	51,745	250,038
Staff Costs	49,482	40,673	50,323	40,585	181,063
Beneficiary costs	-	-	-	-	-
Running costs	29,334	18,417	10,064	11,160	68,975
Other costs	-	-	-	-	-
Grant spent	78,816	59,090	60,387	51,745	250,038
Reconcile underspend/(overspend)	-	-	-	-	-

6 Trustees' remuneration and expenses

No trustees received any remuneration during the year (2015 - £nil).

During the year Trustees were reimbursed expenses of £4,750 (2015 - £4,393). Trustees' expenses represents the reimbursement of travel and subsistence costs to 9 (2015 - 8) Trustees relating to attendance at meetings of Trustees.

During the year £906 (2015 - £889) was paid in respect of Trustees' indemnity insurance.

7 Net income/(expenditure)

Net income/(expenditure) is stated after charging:

	2016	2015
	£	£
Auditors' remuneration - audit services	15,684	15,560
Depreciation of tangible fixed assets	26,171	12,984

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

..... continued

8 Employees' remuneration

The average number of full time equivalent persons employed by the charity during the year, analysed by category, was as follows:

	2016	2015
	No.	No.
Protection	2	3
Prevention	6	5
Provision	22	20
Fundraising	6	4
Support	8	8
	<u>44</u>	<u>40</u>

The aggregate payroll costs of these persons were as follows:

	2016	2015
	£	£
Salaries and wages	1,367,153	1,303,405
Employer National Insurance costs	121,196	116,270
Pension contributions	68,612	59,038
	<u>1,556,961</u>	<u>1,478,713</u>

Senior employees

During the year, the number of senior employees who received emoluments falling within the following ranges was:

	2016	2015
	No.	No.
£70,001 - £80,000	<u>1</u>	<u>1</u>

During the year, defined contribution pension contributions on behalf of these staff amounted to £5,511 (2015 - £5,542).

9 Taxation

As a charity, Women's Aid Federation of England is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

..... continued

10 Tangible fixed assets

	Office refurbishment £	Equipment £	Total £
Cost			
As at 1 April 2015 and 31 March 2016	34,968	33,939	68,907
Depreciation			
As at 1 April 2015	10,284	32,452	42,736
Charge for the year	24,684	1,487	26,171
As at 31 March 2016	34,968	33,939	68,907
Net book value			
As at 31 March 2016	-	-	-
As at 31 March 2015	24,684	1,487	26,171

11 Debtors

	2016 £	2015 £
Trade debtors	111,988	112,303
Tax on Gift Aid donations	13,362	6,143
Other debtors	8,428	3,562
Prepayments	41,684	23,406
Accrued income	239,857	151,676
Grants due at year end	1,099,996	204,996
	1,515,315	502,086

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

..... *continued*

12 Creditors: amounts falling due within one year

	2016	2015
	£	£
Trade creditors	58,627	122,753
Taxation and social security	2,284	573
Other creditors	698	8,691
Grants owed at year end	-	30,306
Deferred income	61,371	37,714
Accruals	22,513	25,279
	145,493	225,316

Deferred income comprises subscription, membership and training fees paid in advance.

13 Members' liability

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

14 Operating lease commitments

As at 31 March 2016 the charity had annual commitments under non-cancellable operating leases as follows:

Operating leases which expire:

	Land and Buildings		Other	
	2016	2015	2016	2015
	£	£	£	£
Within one year	-	100,305	-	1,972
Within two and five years	67,865	-	8,663	5,561
	67,865	100,305	8,663	7,533

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

..... continued

15 Pension scheme

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the charity to the scheme and amounted to £68,612 (2015 - £59,038).

Contributions totalling £nil (2015 - £6,604) were payable to the scheme at the end of the period and are included in creditors.

In December 2015, any staff member who was not already part of the pension scheme were auto-enrolled in the People's Pension Scheme.

16 Related parties

Related party transactions

Women's Aid worked in partnership with Refuge to deliver the Freephone 24 Hour National Domestic Violence Helpline service; Refuge is also a member organisation of Women's Aid. In addition to Refuge, Women's Aid worked in partnership with the Rape and Sexual Abuse Support Centre and the Women and Girls Network to deliver Domestic and Sexual Violence Helpline Services to London.

Six Trustees hold senior positions with member services where there is a small possibility of "Conflict of Interest" and to avoid this the Board ensures the Women's Aid Conflict of Interest Policy is followed at all times.

The Board of Trustees were drawn from member organisations running services to address violence against women and children. These organisations received a small honorarium in recognition of their support for the work of the Board of Trustees. Payments were made to the following organisations:

	2016	2015
	£	£
Staying Put	450	700
Staffordshire Women's Aid	850	650
Solace Women's Aid	600	500
Rise	600	-
	<u>2,500</u>	<u>1,850</u>

Reimbursement of expenses was made to the following organisations on behalf of Board Members:

	2016	2015
	£	£
Staffordshire Women's Aid	1,013	1,375
My Sister's Place	1,096	685
Staying Put	295	707
Rise	159	67
Solace Women's Aid	86	-
Trustees' expenses paid to individuals	-	140
	<u>2,649</u>	<u>2,974</u>

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

..... continued

Sales relating to conference places, publications, training courses and job adverts on the charity website were made to the following organisations:

	2016	2015
	£	£
Leeds Women's Aid	742	3,148
Rise	1,682	908
Staffordshire Women's Aid	13,663	1,333
Staying Put	290	735
Solace Women's Aid	3,474	3,089
My Sister's Place	1,095	1,465
	20,946	10,678

17 Analysis of funds

	At 1 April 2015 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2016 £
Unrestricted income funds					
General fund	830,252	1,083,318	(1,454,423)	22,123	481,270
Designated fundraising investment fund	-	-	-	90,000	90,000
	830,252	1,083,318	(1,454,423)	112,123	571,270
Restricted Funds					
Protection	-	10,000	(10,000)	-	-
Prevention	115,815	2,970	(45,121)	(16,000)	57,664
Provision	257,512	2,412,510	(1,207,423)	(96,123)	1,366,476
	373,327	2,425,480	(1,262,544)	(112,123)	1,424,140
	1,203,579	3,508,798	(2,716,967)	-	1,995,410

The restricted funds of Protection, Prevention and Provision can be further analysed as follows:

	At 1 April 2015 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 March 2016 £
Protection					
Femicide Census	-	10,000	(10,000)	-	-
	-	10,000	(10,000)	-	-

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

..... continued

	At 1 April 2015 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 March 2016 £
Prevention					
Older Women	25,694	-	-	(16,000)	9,694
ICAP	90,121	2,970	(45,121)	-	47,970
	115,815	2,970	(45,121)	(16,000)	57,664

	At 1 April 2015 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2016 £
Provision					
National Domestic Violence Helpline	22,178	563,401	(557,332)	(1,423)	26,824
UKRefugesonline	8,749	166,308	(152,487)	1,423	23,993
National Training Centre Bursaries	19,248	-	-	(19,248)	-
Capacity Building Project	36,067	247,783	(222,181)	(5,560)	56,109
Survivors' Forum	100,269	93,017	(65,966)	-	127,320
Restricted Reserve for Project Work	55,568	-	-	(55,568)	-
Change That Lasts	-	1,097,500	(44,638)	(17,838)	1,035,024
Campaigning & Participation	8,333	65,001	(62,194)	-	11,140
Football United	-	3,500	(3,500)	-	-
Coercive Control	-	20,000	(20,000)	-	-
Impact Readiness Fund	7,100	-	(7,100)	-	-
Survivors Participation Panels	-	25,000	(14,325)	2,091	12,766
No Woman Turned Away	-	131,000	(57,700)	-	73,300
	257,512	2,412,510	(1,207,423)	(96,123)	1,366,476

Additional contributions towards the cost of these activities were made from Women's Aid's Unrestricted Funds as follows:

National Training Centre	£259,355
Policy Development	£134,104
Public Awareness	£289,542

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

..... *continued*

PURPOSES OF UNRESTRICTED FUNDS

General funds

The 'free reserves' after allowing for all designated funds.

Designated fundraising investment fund

Designated fund for fundraising investment in donor acquisition as approved in the 16/17 budget by the Board of Trustees.

PURPOSES OF RESTRICTED FUNDS

Protection

Femicide Census

To improve policy by researching, analysing and sharing information on women killed by intimate partners & former partners.

Prevention

Older Women

Supporting the needs of older women by ensuring the development of appropriate resources and access to appropriate support.

ICAP

To support ICAP Safer Futures: Schools Engagement Programme launched in 2014.

Provision

National Domestic Violence Helpline

Providing 24 hour access to help and support through the joint freephone 24 hour National Domestic Violence Helpline run in partnership between Women's Aid and Refuge.

UKRefugesonline

Co-ordinating and delivering a unique on-line vacancy and information system for access to refuge and outreach services in partnership with the UK-wide network of refuge and outreach services.

National Training Centre

Bursaries for an accredited National Learning & Development Centre, providing a national programme of specialist training to all professionals, and rolling out of the sector specific qualification.

Sustaining Specialist Services (Capacity Building Project, Women's Aid and Imkaan)

The project's aims are to maintain the national network of specialist services for domestic and sexual violence, reverse the impact of negative commissioning practices impacting on the survival and quality of these services and support improvement in the quality of these services.

Survivors' Forum

Hosting and facilitating a messageboard for survivors of domestic and sexual violence.

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

..... *continued*

Football United

Sponsorship of Women's Aid's Football United Against Domestic Violence Campaign.

Restricted Reserve for Project Work

Project Reserve to meet key organisational objectives, as required.

Financial Abuse Research

Research and publication of findings of survivors' experience of financial abuse.

Change that Lasts

Change That Lasts is a strategic programme piloting our strengths and needs-led approach within different settings with a range of funding and operational partners. Projects include 'Sooner The Better' and its 'Trusted Professional' scheme, and piloting the 'Ask Me' scheme with Welsh Women's Aid.

Campaigning & Participation

Campaigns to improve the protection of survivors and children.

Coercive Control Toolkit

Resources for young people and their parents to raise awareness about coercive control.

No Woman Turned Away

Improving access to refuge provision and gathering & using data to inform funding decisions.

Impact Readiness Fund

In partnership with New Philanthropy Capital supporting local domestic violence services through On Track system.

Transfers between funds

- £16,000 from funded project Older Women to our unrestricted funds as follows: £1000 for contribution to National Conference, £15,000 for policy work, research and campaigning on this issue.
- £11,000 transferred from the Ukrefugesonline project to the National Domestic Violence Helpline to fund the cost of daily vacancy monitoring carried out by Helpline staff.
- £12,423 transferred from the National Domestic Violence Helpline to Ukrefugesonline for development and maintenance of UKROL received from London Councils.
- £19,248 Transfer of various restricted bursaries funds to the National Training Centre as agreed.
- £5,560 Transfer of unrestricted fees earned by sustainable specialist services.
- £55,568: from Reserve for project Work a) £53,477 to fund prefunded research and development phase of Change that Lasts programme b) to fund £2,190 full cost recovery overheads and management of Survivors panels.
- £17,838: reimbursements from Change That Lasts funds for staff and other costs as agreed.
- £90,000 transferred from the unrestricted general fund to create a designated fund for fundraising investment in donor acquisition as approved in the 16/17 budget by the Board of Trustees.

Women's Aid Federation of England

Notes to the financial statements for the year ended 31 March 2016

..... *continued*

18 Net assets by fund

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Tangible assets	-	-	-	26,171
Current assets	716,763	1,424,140	2,140,903	1,402,724
Creditors: Amounts falling due within one year	<u>(145,493)</u>	<u>-</u>	<u>(145,493)</u>	<u>(225,316)</u>
Net assets	<u><u>571,270</u></u>	<u><u>1,424,140</u></u>	<u><u>1,995,410</u></u>	<u><u>1,203,579</u></u>

“Why are we stronger together?
Louder voices, safety in numbers,
combined and shared expertise.”

Women's Aid Member



Freephone 24hr National Domestic Violence Helpline
(run in partnership between Women's Aid and Refuge)

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