

Company registration number: 03171880 (England and Wales)

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 2017

Milsted Langdon LLP
Chartered Accountants and Statutory Auditors
One Redcliff Street
Bristol
BS1 6NP

Women's Aid Federation of England

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Women's Aid Federation of England

Reference and Administrative Details

Chief Executive Officer

Polly Neate, Chief Executive

Trustees

Beverley Pass, Co-Chair and member of Sustainability and Risk subcommittee

Femi Otitoju, Co-Chair and member of Values and Reputation subcommittee

Dickie James, Treasurer, Company Secretary & Chair of Operations subcommittee (Resigned 22 April 2016)

Jennifer Gerrard, Co-Treasurer and member of Sustainability and Risk subcommittee (appointed 22 April 2016)

Kathryn Awe-Cunningham, Co-Treasurer (appointed 28 April 2017)

Popinder Kaur, Co-Treasurer and member of Sustainability and Risk subcommittee (appointed 22 April 2016 and resigned 26 September 2016)

Becky Rogerson, Member of Value and Reputation subcommittee

Victoria Bleazard, Member of Values and Reputation subcommittee

Kate Bratt-Farrar (resigned 26 November 2016)

Sarah Forster

Dalia Ben-Galim

Gail Gray

Yasmin Khan

Mary Mason

Patrons

Julie Walters

Ambassadors

Jahmene Douglas

Lucy Gaskell

Becky O'Brien

Gordon and Tana Ramsay

Mandy Thomas

Bill Ward

Charlie Webster

Will Young

Principal Office

Kings House

Orchard Street

Bristol

BS1 5EH

The Charity is incorporated in the UK.

Women's Aid Federation of England

Reference and Administrative Details

Company Registration Number	03171880 (England and Wales)
Charity Registration Number	1054154
Solicitors	Burroughs Day Solicitors 18-21 Queen Street Bristol BS1 4NH
Bankers	Co-operative Retail Bank 16 St Stephen Street Bristol BS1 1JR
Auditor	Milsted Langdon LLP Chartered Accountants and Statutory Auditors One Redcliff Street Bristol BS1 6NP

Women's Aid Federation of England

Trustees' Report

The Board of Trustees present their report and the audited financial statements for the year ended 31st March 2017.

Reference and administrative information set out on pages one and two 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 102. 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;
- 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 Women's Aid's actions on the interests of employees.
- need to foster business relationships with customers/suppliers.
- impact of 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 organisation's mission and values.

On appointment, new Board members receive a two day induction to their role with Women's Aid. They are issued with 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.

Women's Aid Federation of England

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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; and
- 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.

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.

Women's Aid Federation of England

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Strategy

Our strategy has four main 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.
4. Women's Aid is established as a sustainable organisation with the ability to grow.

Our business plan for 2016/17 set out the following one-year charitable objectives:

- Key target audiences understand that domestic abuse is gendered and centres around coercive control;
- We hold ourselves and decision-makers accountable to the needs of survivors of domestic abuse who face additional barriers to accessing support;
- We embed, consolidate and future-proof our achievements of the past three years.

Our activities to achieve each of these are outlined below.

ACHIEVEMENTS AGAINST CHARITABLE OBJECTIVES SET FOR 2016/17

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

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

The goals of the National Survivors' Participation Panel are to ensure that:

- Survivors' voices are heard and believed;
- Survivors are able to influence policy and practice within the voluntary and statutory sectors; and
- Survivors inform local and national government thinking and responses.

The members of this group of inspirational, strong and dedicated women come from a diverse range of backgrounds and from 16 different geographical areas in England, ranging from Devon to Essex, Shropshire and Yorkshire. The group members have shown dedication, commitment and passion to the cause of helping women and children affected by domestic abuse. The Participation Panel has been consulted on a variety of policy issues and contributed to research, and individuals within the group have spoken publicly at events.

Initial funding for the project has ended but we continue to seek ways to continue this important work ensuring survivors' voices shape and inform policy and practice.

Young People's Advisory Panel

Reflecting the voices of children and young people is an important aspect of our work. To further this, Women's Aid continued to work with our Young People's Advisory Panel, through which young people are closely involved in the development of future campaigns. Our Children and Young People's Officer has begun to develop a partnership with the Young Women's Trust to strengthen our work in this area and give the young women on our Advisory Panel access to shared learning and networking.

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.

Women's Aid Federation of England

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Campaign Champions Network

The network of Women's Aid Campaign Champions was launched in December 2015, funded by the Roddick Foundation. By March 2017 there were over 650 active Campaign Champions, many of them survivors of domestic abuse, supporting the Child First campaign and its activities. We carried out a survey with Campaign Champions in December/January 2016/17 to find out more about them: of the 49 Champions who shared why they signed up, 42% said they did so because they have had personal experience with domestic violence, 16% wanted to advance women's rights, 28% wanted to help Women's Aid, and 10% see their participation as a way to thank Women's Aid.

Over the year we hosted two training events for Campaign Champions covering how to set up an online petition, how to lobby your MP, how Parliament works, working with journalists and on social media, and stakeholder mapping.

Public Awareness

Campaigns

#lovedontfeelbad

Having successfully secured a place on the coveted CAST Fuse accelerator programme at the end of 2016, our interactive online advice service for girls aged 13-18 is taking shape. Intensive user testing revealed that girls of that age group want to be empowered to find the answers themselves, and that they don't call helplines. We ran survivor workshops and surveys to develop beneficiary-shaped content and we have started testing the site with our user groups and through social media to explore the behaviour of users to make sure we are delivering a useful and viable product, with a view to start testing an instant messaging service next year. The public awareness campaign to drive traffic to the site used GIFs made from existing content, and was shared and liked on social media, providing nearly 1000 test users.

The next phase of testing will involve our school and youth user groups, and Google ads will drive the right user group to the site to aid development.

16 Days of Activism Against Gender-Based Violence

This global campaign runs from 25th November each year, the International Day for the Elimination of Violence against Women, to 10th December, Human Rights Day.

We produced a range of online content with the aim of engaging current and new users, all of which linked back to the 16 Days hub page (www.womensaid.org.uk/latest-news/16-days-2016) on our website, where users were asked to sign up to our email updates. We also posted a version of our December fundraising appeal on this page, and we reminded supporters of the appeal several times over the campaign period.

Our key 16 Days social media content was a series of common myths around domestic abuse. We posted a different myth on Twitter and Instagram on each day of the campaign, along with the corresponding reality.

When a user clicked on the image, they were taken to Challenging the Myths (www.womensaid.org.uk/violence-women-girls-challenging-myths/) – a page on our website which expanded on the social media content. We updated the page each day.

Over 16 Days, our website, Twitter and Instagram user engagement rates increased across the board: our website page views grew by nearly 10,000 compared with the same period in the preceding month, and we almost doubled our usual Twitter follower growth rate. In addition to that, during the campaign period we achieved 995.1k impressions on Twitter, compared with 433.8k impressions for the same period in the preceding month. Our retweet, like and reply rates were also much higher than our averages for the preceding month, and we received anecdotal feedback that users found the campaign informative, inspiring, and engaging.

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Football United Against Domestic Violence

Through this 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.

In June, we held a drinks reception at the Premier League headquarters to celebrate the progress of FUADV, ahead of the launch of the UEFA European Championships. Television presenter, athlete and Women's Aid Ambassador Charlie Webster hosted the event, and we welcomed guests from the worlds of football, politics, film and television, and survivors of domestic abuse.

Several Clubs celebrated and publicised their involvement with Women's Aid and FUADV on match days in 2016: Portsmouth FC, Bournemouth FC and Tranmere Rovers FC. We look forward to more clubs joining the campaign in 2017.

Coercive control campaign with 8 Outdoor

A high profile awareness-raising campaign ran over the Christmas period to mark the one year anniversary of the coercive control law - a law Women's Aid campaigned for and helped design over several years. The eye-catching billboards appeared across the country using an optical illusion which made the text appear differently depending on the distance you saw the ad from; changing "I'll love you no matter what" to "You're mine no matter what". It made the point that emotional abuse is hard to see.

Do You See Her

Do You See Her, a powerful short film to raise awareness of domestic abuse and older women, was released in June 2016. It was directed by Paul Andrew Williams (Murdered By My Boyfriend), and starred Anne-Marie Duff (Suffragette, Shameless), Phil Davis (Quadrophenia, Whitechapel) and Tessa Peake-Jones (Only Fools and Horses). Do You See Her shows us that domestic abuse happens to all women of all ages. It was accompanied by the Older Women Toolkit, with practical advice and guidance for older survivors of domestic abuse. Do You See Her secured widespread media attention too.

Women's Aid Comedy Gala

On 15th March 2017, we held Stand Up for Women, our second comedy gala, at Kings Place in London. Over 150 people watched performances from award-winning comedians Sara Pascoe, Felicity Ward, Rachel Parris, Evelyn Mok, Lou Sanders, Mae Martin, Athena Kugblenu, Eleanor Tiernan and Amy Annette. The event gained considerable positive social media feedback, raised funds for Women's Aid, and helped to cement our relationships with a group of high-profile comedians.

Women's March London

CEO Polly Neate was a speaker at the Women's March London in January 2017. This was a huge event, with over 100,000 people attending as part of a global movement to protect women's rights. The Do You See Her film (see above) was shown at the event and Women's Aid was featured in a great deal of national media coverage.

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The Archers

Other notable media activity included our work with long-running Radio 4 series The Archers, in which we worked on the high-profile domestic abuse story. When Helen stabbed Rob, major broadcast coverage included Polly on Newsnight, BBC News and Woman's Hour, along with extensive coverage on 'The Archers Effect' across all media. A blog we secured for Mumsnet in April, written by Survivor Ambassador Mandy, sparked huge national interest, as did the trial week in September. When Helen's trial concluded, Polly participated in an Archers special with Jenni Murray of Woman's Hour and Claire Cohen of the Telegraph, and appeared on BBC Breakfast and the World At One. There was extensive media coverage featuring Women's Aid across every major media outlet. We also attended a special BBC event at the Houses of Parliament, which attracted over 100 MPs, to talk about coercive control and the power of the well-done soap story.

Child First

Child First - our major campaign to end unsafe child contact in domestic abuse cases - continued to be frequently featured in the press throughout the year. Key moments include campaign spokeswoman and domestic abuse survivor Claire Throssell winning a Red Woman of the Year award - 'Difference Maker' - in October. Survivor Zoe Dronfield wrote an impactful blog for Mumsnet about the family courts (linked to the Archers trial week). We worked with journalist Sandra Laville on a major Guardian investigation into the family courts, which made the front page of the paper just before Christmas. This contributed to further intense public and political interest in cross-examination of survivors by perpetrators, with Women's Aid CEO Polly Neate appearing on Woman's Hour. When the Government ordered an emergency review into banning cross-examination in family courts, we secured extensive media coverage, including The Guardian, The Telegraph, and The Times. Polly also appeared on Sky News programme All About Politics and BBC 5 Live's Drivetime. On 24th January 2017, we marked the one-year anniversary of the launch of Child First with a petition hand-in at Downing Street. That morning, Claire Throssell was interviewed by BBC Breakfast. There was widespread regional coverage of the hand-in (print, online, and broadcast), and The i paper streamed the event live on Facebook.

SOS Anniversary September 2016

'As Helen goes to trial in The Archers, refuges for real-life Helens face crisis' – this was a strong example of using the media to protect the national network of specialist domestic abuse support services. Timed to coincide with the start of The Archers trial week in September and the anniversary of our SOS campaign, we secured an exclusive with the Victoria Derbyshire show, and called upon The Sun to reinvigorate our 'Give Me Shelter' campaign.

Other key coverage secured included The Guardian, The Independent, Buzzfeed, The Daily Mail and The Mirror, as well as extensive regional coverage. Two days after going to press, the Leader of the Opposition raised the issue of refuge closures, citing Women's Aid research that a large proportion of refuges are facing funding crises, at Prime Minister's Questions. A great deal more media coverage followed, and on 15th September 2016, the Government announced refuges would be fully exempted until 2019 from the planned welfare reforms.

Coverage of the threat to specialist refuges has been consistently high-level throughout the year. Both the BBC and Channel 4 News have made films about refuges with our members, also featuring the Women's Aid Annual Survey 2016.

Smiles at Christmas - The Sun fundraising campaign

Following on from the 2015 'Give Me Shelter' campaign partnership with The Sun, we were selected as one of four charities for their Christmas fundraising appeal. We were on the front page of The Sun when it launched. There was high-impact coverage over two weeks, featuring many of our case studies, who shared their stories with The Sun to help raise funds.

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Femicide Census

We launched the Femicide Census in partnership with Karen Ingala Smith, which provides detailed tracking and analysis of the 936 women killed by men in England and Wales between 2009 and 2015. The release of the report had wide impact, with pieces focusing on the high number of women killed, and the skew towards older women. Pieces appeared across national and online press including The Sun, BuzzFeed, The Telegraph, The New Statesman and The Daily Mail.

Mind Games campaign

To mark International Women's Day 2017, we partnered with newspapers The i and The London Evening Standard to create "Mind Games", which reveal the hidden signs of domestic abuse, supported by creative agency WCRS. On Tuesday 7th March, the crossword in The i and the word search in The Evening Standard were covertly taken over by Women's Aid. The games looked and worked like any other newspaper puzzle, with one key difference: the answers were words related to emotional abuse. The following day, on International Women's Day, the answers and explanation were revealed. The campaign raised awareness that emotional abuse can be hard to spot but, just like physical violence, it is a crime.

Duchess of Cornwall

In July 2016, The Duchess of Cornwall held a domestic abuse reception at Clarence House, with key journalists, MPs, and domestic abuse organisations attending. Survivors with whom we work to raise awareness of domestic abuse, such as Claire Throssell and Charlotte Kneer, were in attendance alongside our CEO, Polly Neate. On 14th February 2017, The Duchess visited the Women's Aid offices in Bristol to meet more survivors and learn about our work.

Media work to increase public awareness

Raising awareness of domestic abuse is central to our work to overcome the stigma and blame that attach to survivors. During the year we have consistently featured in national, regional and online media, with at least two appearances in national media each month. Women's Aid has featured on national broadcast media, including BBC Breakfast, ITV Tonight, BBC News, Channel 4 News, ITV News, the Victoria Derbyshire show, Sky News, Channel 5 News; in magazines including Stella, Closer, new!, Red, Grazia and Stylist; and on radio programmes including Woman's Hour, 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, The Telegraph, The 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, and have secured more broadcast media appearances than ever before.

Women's Aid National Conference

Our annual National Conference took place at Aston University over 6th and 7th July 2016. 266 professionals from Women's Aid member organisations and others working with and for domestic and sexual abuse survivors from across the UK attended.

Our theme on day one of conference was 'Change that Lasts: Feminism, partnerships and sustainability', and on day two, 'Domestic abuse: a public health epidemic?' Over the two days we shared ideas and best practice, debated policy developments, and gained strength from and supported each other. We also listened to Members' priorities and needs, to ensure that we are genuinely accountable to the Federation.

Feedback from delegates was overwhelmingly affirmative and constructive – 'positive and inspiring', 'exceptionally good value' and 'food for the soul' were just some of the comments in last year's evaluation forms. We look forward to another successful National Conference in 2017.

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Women's Aid website

www.womensaid.org.uk is a vital information service for thousands of survivors, professionals, researchers and members of the public. From 1st April 2016 to 31st March 2017 there were 867,455 sessions made by 601,095 users. In total these users visited 1,830,801 pages. These statistics appear lower than those of the previous year; however, this is because in November 2015, Women's Aid launched its new website and moved the Survivors' Forum to its own site for greater flexibility and security. Visitors to the Survivors' Forum have always accounted for a high number of page views.

However, comparing quarter four from the previous year (1st January – 31st March 2016, the first full quarter in which the new site was active) with quarter 4 in 2017, visitors increased by 54% (265,491 sessions in quarter four 2017 vs 172,232 in quarter four 2016).

Women's Aid provides a tailored Members' Area of the website which is currently being updated to include enhanced functions, such as 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 their local areas.

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. To date there have been over 30,000 posts, and we have over 2,000 active users.

The Survivors' Forum now has a range of increased functionality, including chat topic rooms and private messaging between users, and we have introduced a new 'Group' function to provide specialist support for women with different needs. We have a dedicated Online Communities Officer who will be working to update and improve the forum.

Women's Aid Newsletters and Publications

Newsletters

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

- The *Women's Aid Newsletter* focuses on campaigns effecting change in policy and practice. 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 driven by Women's Aid. It currently goes out to 1,499 subscribers.
- The *Together* Supporter Newsletter keeps donors and 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 10,733 subscribers.

Women's Aid also has a monthly e-bulletin exclusively for our full Members, which currently goes to 559 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 contains practical initiatives, research reviews, new strategies, policy developments and national and international news.

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2) LEGISLATION AND POLICY FRAMEWORK STRENGTHENED TO PROTECT SURVIVORS, AND THEIR CHILDREN

Strategic and Policy Development

Throughout 2016/17, 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 2016/17, and we have secured £20 million in additional funding (further to the £13.2 million granted in 2014/15 and 2015/16) for specialist domestic abuse services. Our two major campaigns have achieved significant successes: the SOS campaign, securing important additional funding and exemptions to welfare reforms for refugees; and the Child First campaign, leading to a future legislative change banning perpetrators of domestic abuse from cross-examining victims in the family courts, and a review and refresh of important guidance for Judges. We have also partnered and provided vital profile and experience on highly successful campaigns on the 'Right to Vote' and the Istanbul Convention.

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 reflect beneficiary views, experiences and needs.

Expert advice

In 2016/17 Women's Aid worked with, and provided expert advice to, various high level stakeholder groups through our contributions 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 Victim Satisfaction Survey Advisory Group;
- The Crown Prosecution Service (CPS) VAWG External Consultation Group;
- 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);
- Multi-Agency Safeguarding Hubs and outcomes for domestic abuse cases Task and Finish Group – set up by the Home Office following the publication of the Her Majesty's Inspectorate of Constabulary (HMIC) inquiry report on domestic abuse in 2015;
- Police Regional Leads and Stakeholders for Domestic Abuse Group – set up and chaired by Deputy Chief Constable Louisa Rolfe, the National Police Chiefs Council lead for domestic abuse;
- HMCTS Change Victims and Witnesses Engagement Group;
- Domestic Abuse Statistics Steering Group – set up by the Office for National Statistics (ONS) to review the current domestic abuse statistics they produced and publish and to recommend changes to the statistics in order to address any issues identified; and
- The Advisory Committee on the Ratification of the Istanbul Convention set up by Dr Eilidh Whiteford MP to provide advice on the Private Member's Bill introduced by her to require the United Kingdom to ratify the Council of Europe Convention on preventing and combating violence against women and domestic violence. This Bill received Royal Assent in April 2017.

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In 2016/17 Women's Aid contributed to the following Government, and other, consultations:

- Law Commission Consultation on 13th Programme of Reform
- Family Justice Observatory Call for Evidence – Use of Research Evidence in Family Justice
- Magistrates' Association Consultation on McKenzie Friends
- Children and Social Work Bill Committee
- Bach Commission on Access to Justice
- Work and Pensions Committee Inquiry on Child Maintenance Service
- CPS Consultation on Prosecuting Online Abuse
- Digital Economy Bill Written Evidence
- Women and Equalities Committee EU Equalities Legislation Inquiry
- Sentencing Council Breach Offences Guideline
- Work and Pensions Committee and Communities and Local Government Committee Inquiry into future funding for supported housing
Department for Work and Pensions and Department of Communities and Local Government Inquiry into future funding for supported housing; as part of this, Women's Aid also participated in three (of four) Task and Finish Groups running alongside this consultation
- Ministry of Justice – consultation on domestic violence evidence requirements for legal aid
- Independent Advisory Panel on Deaths in Custody – consultation to ensure the safer care and custody of women
- Equality and Human Rights Commission – measurement framework review consultation
- CPS consultation on Male Victims Statement
- ONS report on Domestic Abuse in England and Wales, year ending March 2016

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

Women's Aid continued to provide the Secretariat for this group through 2016/17 with a high profile Chair – Jess Phillips MP (Labour) and Vice Chair – Maria Miller MP (Conservative).

The group held several significant and influential meetings throughout the year. We launched the report from the APPG Inquiry into Child Contact, Domestic Violence and Family Courts in April 2016 and sent copies of the report to relevant Ministers in the Department for Education and the Ministry of Justice, and to the President of the Family Division, Sir James Munby – from whom we had a very positive response.

In July 2016 we held our AGM and a discussion on welfare reforms and domestic abuse survivors. In September we had a meeting to discuss the implications of Brexit on survivors, services, research and VAWG funding. In October we hosted an expert roundtable discussion on online abuse and we launched the report from this meeting at Twitter HQ in early 2017 with key recommendations for Government and social media platforms.

Campaigns

In 2016/17 Women's Aid continued the highly successful SOS: Save Refugees, Save Lives campaign and Child First: Safe Child Contact Saves Lives campaign with the support of our Campaign Champions. We have also partnered on and supported many other successful campaigns across the sector including from IC Change, Gingerbread and Agenda.

Key campaigning and influencing moments from 2016/17 include:

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SOS: Save Refuges, Save Lives Campaign

- Building on the £13 million already secured by our campaigning, an additional £20 million fund was allocated to domestic abuse services and refuges from the Department of Communities and Local Government, providing 2,200 more bed spaces in refuges and supporting 19,000 more survivors.
- We continued work 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 2015) to highlight the need for a long-term refuge funding model.
- We launched an emergency call to action to exempt refuges from the Government's Local Housing Allowance Cap. We secured an exemption from this policy and the Government's 1% rent reduction policy as a result of SOS awareness-raising on the impact of this policy.
- We secured Government recognition of the unique challenges facing refuges and the need to create a separate funding system for short-term supported housing, distinct from the rest of the supported housing sector.

The campaign and its focus will continue into next year.

Child First: Safe Child Contact Saves Lives

- We secured a dedicated three hour Parliamentary debate on the *Nineteen Child Homicides* report in September 2016, with Claire Throssell's MP, Angela Smith, the Labour MP for Penistone and Stocksbridge, able to tell the story of the killing of Claire's children Jack and Paul.
- Our campaign prompted the Guardian journalist, Sandra Laville, to write an in-depth review, with our help, of the experiences of women in the family courts – specifically focusing on those who had been cross-examined by perpetrators in the court.
- Following our campaign and the Guardian's coverage, the Secretary of State for Justice announced an emergency review into how a bar to this kind of cross-examination can be introduced in the family courts. Latterly, legislation was introduced into the Prison and Courts Bill, with cross party support, to tackle this. Due to the General Election timetable this legislation fell but will be reintroduced.
- As a result of our campaign call for *Practice Direction 12J: Child Arrangement and Contact Order Domestic Violence and Harm* to be properly implemented, this important guidance was reviewed by Mr Justice Cobb. Women's Aid fed into this review and gathered feedback from our Campaign Development Panel and Expert Advisory Group to develop recommendations for improvements. The proposed refreshed version provides a much stronger framework for Judges to adhere to, a clear definition of harm and a much stronger focus on putting the safety of children before the desire of the parent to have contact. This revised guidance is awaiting final sign-off from the Attorney General.
- Women's Aid was invited to provide training to District and Circuit Judges as part of the 'Family Judge Training'. Due to the success of this initial session, Women's Aid have been invited to deliver additional training at the Judicial College.
- After meeting with the Ministry of Justice and Her Majesty's Courts and Tribunal Services (HMCTS), Women's Aid were tasked with reviewing HMCTS training and resources on domestic abuse for family courts staff. We conducted a desk-based review of this work and developed training resources for domestic abuse.

The Right to Vote Campaign

- Women's Aid partnered with survivor campaigner Mehala Osborne on the 'Right to Vote' campaign, calling for all survivors of domestic abuse and those living in refuges to be able to register to vote anonymously to ensure they can participate in the democratic process.
- Women's Aid secured commitment from the Cabinet Office for reform. We have been taking forward work with the Cabinet Office to change the legislation and regulations around anonymous voting.

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Istanbul Convention Campaign

- Women's Aid has partnered with campaign group IC Change as part of the Women Against Violence Europe's (WAVE) Step Up Campaign to call for the Government to ratify the Convention at the earliest possible point. A Private Member's Bill backed by IC Change and Women's Aid for ratification of the convention successfully passed through the House of Commons and the House of Lords.
- This Bill received Royal Assent in April 2017 and the Government must now ratify the Convention as soon as practically possible – and report to Parliament on its progress in doing so.

Other campaigning and public policy work

- Continuing to provide expert advice and lead the debate on online abuse and so-called 'revenge pornography', Women's Aid has been working with Facebook on a new online safety guide for survivors of domestic abuse with launch planned for the summer of 2017.
- 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.
- Women's Aid provided expert advice to the College of Policing's ongoing work on risk assessment recommended in the HMIC review of police response to domestic abuse in 2014. We also supported survivors and Women's Aid Members to comment on proposals for a revised risk assessment process.

International work

Women's Aid is the England Focal Point for WAVE and Hilary Fisher (Director of Research, Policy and Campaigns) is the Vice President of WAVE. Hilary attended the WAVE Advisory Group meeting in Vienna in June 2016 and a WAVE Board meeting in November 2016 as well as regular Skype board meetings.

During the year, we supported the development of WAVE campaign activities, including helping to draft the Campaign Blueprint for the WAVE Step Up campaign, which was launched in May 2016.

In June 2016, Hilary Fisher and Women's Aid Research Officer Deirdre Brennan attended an Expert Group Meeting on Femicide, hosted by Christine Chinkin, Director of the Centre for Women, Peace and Security at the LSE and chaired by Dubravka Šimonović, UN Special Rapporteur on Violence Against Women (UNSRVAW), its causes and consequences, to discuss developments in the collection of data and action on femicide. Together with Karen Ingala Smith they presented the Femicide Census, which was welcomed by the UNSRVAW who subsequently included it in her report on femicide to the United Nations General Assembly in October 2016 as an example of good practice.

In March 2017, Hilary Fisher attended the COST Action IS-1206 on femicide across Europe and presented the Femicide Census.

Research

During the year 2016/17 we conducted a wide range of research on domestic abuse service provision and the experiences of women and their children seeking support.

We also used our data from UK Refugees Online (Ukrol), the Annual Survey and other sources to respond to requests for evidence from the Government and other stakeholders throughout the year, and provided advice on a range of external research projects.

Key Women's Aid research projects are listed below, as well as in relation to key projects detailed later in this report.

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Annual Survey

The Women's Aid Annual Survey is the only national survey of the whole range of specialist domestic abuse services in England. We ask questions about the previous financial year and about service use on a Day to Count (for refuge services) and in a Week to Count (for community-based services). 179 services responded.

The survey findings were released in a public report on 24th March 2017, outlining the support needs of women and children in both refuges and community-based services and highlighting the pressures facing domestic abuse services struggling to meet increasingly complex needs in an uncertain and fragmented funding landscape.

Key findings included:

Domestic Abuse Services in 2015/16

- About one in four referrals to refuge services in 2015/16 were declined because of lack of space/capacity to support, and more potential referrals will not have been made to refuges already known to be full.
- Community-based services supported a staggering number of women in 2015/16; the 92 responding services accepted 61,491 referrals.
- About half of the services responding said their biggest challenges in 2015/16 were funding cuts and uncertainties.
- Just over a third of respondents were running an area of their service without dedicated funding in 2015/16.
- On average, services received 45.9% of their funding from local government; however, the proportion of local authority funding varied greatly among services. 10.2% of services received no funding at all from their local authority in 2015/16.

Women and children in the Day and Week to Count, October 2016

- Community-based service users most commonly had needs relating to health, justice, housing and children.
- Women in refuge services most commonly had housing, health and financial needs, and needs relating to their children.
- Nearly two thirds of women in refuge services had children (aged under 18) with them.
- About half of the women using community-based services had children (aged under 18).
- About three quarters of women in refuge services came from a different local authority area.
- Older women were notably absent in the Day and Week to Count: women aged 56 and over made up only 4.4% of community-based service users and only 2.3% of refuge residents. This is despite research that indicates that women of all ages experience domestic abuse.
- A third of women using community-based services and about half of women in refuge services had had the domestic abuse reported to the police.
- Only about one in six survivors in community-based services and about one in five in refuge services had seen a criminal case or sanctions against the perpetrator.

The report was sent to the funder (the Department for Communities and Local Government) and other key stakeholders. BBC Breakfast News reported on the survey with footage filmed at a refuge.

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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. This process ensures that we continue to secure and maintain 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 will be compiled into an annual Changes to Provision report, which will be shared with the funder (DCLG) in May 2017.

The Femicide Census

The Femicide Census was developed by Women's Aid in partnership with Karen Ingala Smith, with support from Freshfields Bruckhaus Deringer and Deloitte LLP. It contains nearly 1,000 cases of women killed by men in England and Wales, since 2009.

The first report from the Femicide Census was published in December 2016, drawing on findings from data collected on cases from 2009 to 2015 inclusive.

Key findings for the period 2009 – 2015:

- The killings of women and girls by men are not isolated incidents. It is known that 936 women were killed by men in England and Wales.
- Most women who are killed are killed by a man known to them. 598 (64%) women were killed by men identified as current or former partners.
- Women are at significant risk at the point of separation from an abusive partner. Of the 200 women known to have been separated before they were killed by their ex-partner or ex-spouse, 152 (76%) were killed within the 12 months following their separation.
- Women of any age can be victims of femicide. 149 women aged over 66 were killed in England and Wales, and 50 of these women (34%) were killed by their partner or spouse. 34 of them (23%) were killed by their sons.
- The most commonly used murder weapon in cases of femicide was a sharp instrument. A sharp instrument was used to kill 426 (45.5%) women, and 290 of those cases were domestic intimate-partner femicides.
- 218 (23.3%) cases of femicide were committed by men not related to their victims e.g. by a friend, colleague, client, co-worker, neighbour, stranger.
- 31 women were killed in sexually motivated attacks. 20 (64%) of these women knew who the perpetrator was; he was an acquaintance or friend. 10 of these women (32%) were killed by a stranger.
- 21 women were known to be involved in prostitution, and 13 (61.9%) of these women were killed by men who had paid them for sex.

This report received wide media attention, including The New Statesman, The Telegraph, Reuters and The Guardian. The report and the findings were referred to several times in Parliament, including during Prime Minister's questions.

The Femicide Census and its data have been presented to a wide range of audiences: The OSCE Gender Section in Vienna, The UNSRVAW, The London Mayor's Office for Policing and Crime, The Crown Prosecution Service, The Home Office, The Police Regional Leads and Stakeholders for Domestic Abuse Group, and at a roundtable event in February 2017 with attendees from the College of Policing, the wider domestic violence and abuse sector, and academic institutions.

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The Femicide Census is an ongoing project and 2016 femicide cases are now being collated, with a report on the findings due in late 2017.

We are extremely grateful to Edie Eligator for her generous support of the Femicide Census. We are also thankful for the generous support of Freshfields Bruckhaus Deringer LLP, who have provided funding and thousands of hours of pro-bono support, and Deloitte LLP, who have provided the database and dedicated, extensive pro-bono support.

Justice, Inequality and Gender-Based Violence Project

In 2016/17, Women's Aid continued its partnership with Bristol University and others on the ESRC-funded Justice, Inequality and Gender-Based Violence Project. So far, the research team has produced a literature review, conducted around 200 interviews with domestic abuse survivors (recruited primarily through the Women's Aid Survivors' Forum), and are in the process of analysing data from the Women's Aid Annual Survey to better comprehend how survivors understand, seek and experience justice.

Child First: a Call to Action One Year On

On the anniversary of the Child First Campaign, we published Child First: a Call to Action One Year On, which highlights our achievements so far and what still needs to be done to keep children safe.

Analysing Women Survivors of Domestic Abuse Experiences of the Family Courts within a Human Rights Context

In 2016/17 we launched a collaborative research project with Dr Shazia Choudhry at Queen Mary University of London. This project will provide a human rights analysis of women survivors' experiences of the family courts, and the granting of child contact to perpetrators of domestic abuse in England. It will build on the previous work within the Child First campaign. Empirical research will be used to examine to what extent human rights arguments have or could have made a difference in cases of child contact involving domestic abuse.

Operation Encompass partnership

In November 2016, Women's Aid launched a national partnership with Operation Encompass to improve local responses to domestic abuse, and to ensure that schools are supporting children and parents experiencing domestic abuse at the earliest possible point. In local areas participating in Operation Encompass, when the police are called to an incident of domestic abuse at a child's home, they must inform a 'key adult' at the child's school before 9am the next morning – or before 9am on the Monday morning if the incident occurs over a weekend. We are working with Operation Encompass and aim to ensure that every police force signs up to this project.

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 2016 to March 2017, the NDVHL dealt with 86,125 calls. This figure includes 7,435 emails. Demand for the service, from both survivors and professionals supporting them, continues to exceed the resources available.

Along with vital practical support and safety planning, the NDVHL team also provides emotional support to women experiencing domestic violence, as well as concerned friends, family and colleagues.

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Particular achievements to note during the last year include:

- More than 14,773 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 14,720 professionals, relatives and friends of survivors were provided with advice and information to enable them to better support survivors.

The NDVHL website received 193,887 visitors this year, an increase of nearly 4% on the previous year.

The NDVHL continues to work in partnership with 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. This year the consortium has agreed the inclusion of Respect as an additional partner going forward.

The Survivors' Forum

The Survivors' Forum is a digital resource supporting women affected by domestic abuse. The Forum enables women to safely share their personal experiences of domestic abuse, and offer support to one another in a safe, specialist-supported environment. Moderation is provided by a trained online moderator. Forum members post messages on a huge range of topics, and the users themselves testify to the value of the service.

"When I found this forum, everything started to make sense, everything became so clear and I realise there's lovely people here gone through same thing, it's given me so much strength to survive. I cannot imagine what kind of place I would be in right now if I didn't find this forum. I find it amazing how powerful it makes us to find people who actually understand what we have been through"

With continued funding we have been able to significantly improve the accessibility, safety and range of options available to survivors of domestic abuse.

Women's Aid continues 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 No Woman Turned Away project

The No Woman Turned Away (NWTa) project was commissioned by the Department of Communities and Local Government (DCLG) from January 2016 to March 2017, to provide additional support to women facing difficulties accessing a refuge space. The work was delivered by Women's Aid and comprised a team of specialist caseworkers supporting women into refuge, alongside dedicated evaluation support to conduct detailed monitoring and analysis of a full year's worth of data on survivors' needs and system response. The findings from this project were shared in a report to DCLG in April 2017, and are due to be published externally in June 2017.

During this time, 404 women were supported by the NWTa caseworkers. Out of the 404 women supported by the NWTa caseworkers, a quarter were accommodated in a suitable refuge space. The support of the NWTa caseworkers was critical in getting these 103 women into a safe refuge. A further 20% stayed with friends and family, 8% stayed put as they did not live with the perpetrator, and 7% were in emergency accommodation.

Thanks to The Department for Communities and Local Government, we are pleased that this valuable project will continue for a further year.

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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.

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.

In addition to providing valuable information on local services provision, Ukrol continues to provide national and local helplines and local domestic abuse service providers with access to detailed information on local provision throughout the UK, and vacancies available in refuges. Our evaluation showed that 98.4% of users in England strongly agreed that Ukrol has improved accessibility to services for women and children experiencing domestic abuse. One respondent noted that *"I can't really imagine how it would be possible to do my job or most direct service jobs within the sector without these essential resources."*

3) MORE EFFECTIVE STATE, PRIVATE AND SPECIALIST SECTOR RESPONSES TO DV AND ABUSE

Specialist Service Development and Support

Women's Aid continued to develop its services to members throughout 2016 and early 2017, consolidating our 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 sustainability support to commissioners and to individual organisations and local Violence Against Women and Girls partnerships and consortia to strengthen their long-term quality and sustainability. Most of this work has continued to be delivered by the Imkaan and Women's Aid Sustainability Partnership.

The Sustainability Partnership Team has provided direct support with sustainability and funding issues to 87 specialist domestic abuse organisations, including targeted support offered to 24 organisations with unique specialisms in working with BME, LBT and disabled survivors. Much of this work involved support with local authority and Police and Crime Commissioners' commissioning processes. Some of it involved supporting successful bids and occasionally winning back contracts for independent local providers that had previously been lost to larger, more generic, organisations. The partnership has also supported organisations in crisis when contracts were lost. The partnership team also worked intensively with 13 local VAWG partnerships or consortia, three of which were BME partnerships.

The Partnership worked with 75 local commissioners to develop their expertise in commissioning quality domestic violence services. It contributed to the Lloyds Bank Foundation and Home Office 'VAWG Commissioning Toolkit' launched in January 2017, by facilitating regional workshops and helping to develop the toolkit itself. The team also supported Members involved in a feasibility study on Social Investment Bonds as a funding model.

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In November 2016, the Imkaan and Women's Aid Sustainability Team responded to an urgent situation for the independent specialist women's domestic violence sector when the government launched its latest bidding process for two years' funding of £20million for domestic abuse services, in response to Women's Aid's SOS campaign. The process had a very tight deadline of 16th December 2017. The criteria for assessing bids used by the government were a short version of the Women's Aid National Quality Standards. The team was involved in a total of 19 bids. All were successful and totalled over £4.5 million in funding to support survivors across the country. We also supported Members involved in bids to the government's VAWG Transformation Fund, the Police Transformation Fund and the Tampon Tax Fund, all in the latter half of 2016/17.

Women's Aid National Quality Standards

During the year, five Quality Assessment Panels sat, reviewing a total of 22 applications, of which 18 were awarded the Women's Aid Quality Mark, and four were referred to the sustainability team for further support and service improvement to enable them to meet the standards. A further 17 organisations are currently being supported to prepare for assessment, are being assessed, or are implementing quality improvement plans following a deferred application.

The Sustainability Team has also participated in producing the VAWG Sector Shared Core Standards in partnership with Quality Standards Leads in Imkaan, Rape Crisis England and Wales, Respect, SafeLives, and researchers from the Child and Woman Abuse Studies Unit (CWASU) at London Metropolitan University. These Standards were launched in January 2017 with the Lloyds Bank Foundation and Home Office VAWG Commissioning Toolkit.

On Track - Outcomes Measurement System

Women's Aid has continued to roll out On Track, the Women's Aid outcomes measurement system developed with beneficiary groups including survivors and local specialist services. Following rigorous piloting with 12 services in the previous year, the system was officially launched in April 2016. Since then the number of services using the system has increased by more than 100%, with a total of 34 services by the end of March 2017, and more in the process of signing up.

During 2016/17, we also worked with the IT provider IT Works to develop a national portal to receive and analyse data from participating sites. This will be completed by early 2017/18, and will provide a crucial and unique source of national data.

We would like to thank our IT partners IT Works for their hard work and continued support, which has helped initiate a step change across the country for local specialist domestic abuse services in building sophisticated outcomes measurement work into their everyday case management systems.

Women's Aid Regional Network Meetings

The Membership team sustained seven Regional Networks of Women's Aid members in London, the South East, the South West, the East Midlands, the West Midlands, the North East and the North West.

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 called Change that Lasts.

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. The Change that Lasts approach 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.

(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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There are three 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.
- People that have reach within their communities are trained as ask me ambassadors.
- Spaces for action reflect the culture, diversity and identity of an area, identified by local women.

2. The Trusted Professional role

- A professional that the survivor already trusts or from an agency she trusts.
- Builds on the best examples of models such as Troubled Families.
- Provides a holistic response based on the needs and resilience of survivors and coordinates support, referring to dedicated domestic abuse support where needed.

3. Expert Support

- Targeted for the dedicated domestic abuse services that are already often engaged for longer periods with survivors than other agencies.
- Builds on examples of good practice evident within our network of local services.
- Particularly beneficial for the survivors with the most severe and complex needs.
- Trauma-informed, and builds on the strengths and resources available to the survivor.

The first Change that Lasts pilots began in 2016/17 in different local areas and within different sectors, with a strong evaluation element so that the true impact of the approach can be tested and evidenced. Funded pilots are operational until June 2021. Further areas are exploring a roll-out of Change that Lasts in their region, and conversations are ongoing as the programme gains momentum. Early evidence is emerging of high quality, replicable practice.

In 2016/17, we developed evaluation frameworks and tools for the ask me and Trusted Professional work being carried out with funding from the Home Office, Comic Relief and Public Health England. Initial findings from the ask me pilots show that ask me ambassadors have already been active in their communities, supporting survivors, raising awareness of domestic abuse, and supporting local domestic abuse services. Both ambassadors and local domestic abuse services have provided very positive feedback about the training sessions. Interestingly, many of those participating in the scheme are domestic abuse survivors, and have disclosed abuse as part of the process of becoming ambassadors.

Survivor consultations have also reinforced the value of the scheme, as the below quotes from survivors illustrate.

"There is no response from the community. Domestic abuse is just not talked about."

"Most community spaces are blocked off to me - he (the perpetrator) manipulates people so that they disbelieve or judge me. I have found that I need proof in order to be believed and am not taken seriously unless I provide evidence. I feel isolated because he controls all of the community spaces and I have access to none."

In 2016/17, we worked in partnership with SafeLives to launch our joint Big Lottery-funded programme, A Roadmap for System Change. The external evaluation of this project will be carried out by a team of academic evaluators led by Professor Nicky Stanley at the University of Central Lancashire (UCLAN), who were appointed in March 2017.

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Children and Young People's Work

ICAP Safer Futures Project

The ICAP Safer Futures project ran from July 2014 to March 2017 and engaged with schools across England to improve education for children and young people about domestic violence. Building networks between local schools, specialist domestic violence services and local authorities, the project aimed to ensure that healthy relationships education is delivered responsibly and effectively across the country.

Since 2014, the project has delivered 38 Safer Futures workshops across England, attended by 663 professionals working with young people. The workshops consisted of scoping existing work in schools, identifying gaps, building networks, briefing on educational resources and good practice, and recruiting Women's Aid Schools Advocates. All of the professionals (whether they choose to become Schools Advocates or not) discover how to better engage with schools, and learn good practice in delivering prevention work.

Due to interest in the work focusing on online abuse and how it affects young people, we tailored a training workshop this year, which we offered to existing Women's Aid Schools Advocates on how to explore this difficult area with young people.

The National Schools Engagement Officer has been involved in a number of presentations and conferences to highlight the work of Safer Future across England; for example, a youth conference in London with over 1,500 attendees, and training for over 40 senior OFSTED staff on children living with domestic abuse.

We have made amendments to the Expect Respect Toolkit, to include a new section on online behaviours, as well as activities that explore this area, using the Love Don't Feel Bad website launched on Valentine's Day 2016. New amendments include activities on coercive control and additional information on FGM and forced marriage.

We have begun work to ensure that On Track and the Women's Aid National Quality Standards (see above) reflect the ways in which professionals work with and monitor information on children in their care, and that children's voices are heard during assessments as organisations are being accredited.

Several partnerships are also underway; with Bright Horizons, to create play spaces for children and young people in refuge, as well as packs that can be taken out to other venues; with Essential Safeguarding, who have broken down the activities in the Expect Respect toolkit into smaller, digestible pieces, focusing on preschool children and their mothers, and creating training materials for teachers and professionals working with under-fives.

Women's Aid has also supported the campaigning work to make sex and relationship education compulsory in the UK, which the government has promised to do. The coming year will see further consultations on this issue as we begin to shape what this provision will look like, and ensure it is appropriately handled.

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, bespoke training that can be tailored to individual or organisational needs, and consultancy.

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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, 40 students were successful in completing the National Certificate and were registered with the title Domestic Abuse Prevention Advocate (DAPA), which is also approved by the Home Office to practise as an IDVA (Independent Domestic Violence Advocate). 10 students were also successful in completing the National Award, and these were either new starters in the sector or volunteers.

In total, there are now 350 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 2016/17 included:

- Bristol City Council and Somerset Council

Bristol City Council and Somerset Council funded the training of 163 staff for Domestic Violence in the Workplace. Managers and HR staff were trained in the dynamics of an abusive relationship, the new offence of controlling and/or coercive behaviour, and how living with domestic abuse impacts on survivors and their work experience. They were given draft domestic violence policies, and trained on how to implement a new policy and/or procedures effectively to support their staff.

- Middlesex Hospital

65 A&E clinical and non-clinical staff were trained in the dynamics of an abusive relationship, how coercion can be used by perpetrators in a hospital setting, and how to respond effectively to survivors of domestic abuse.

- 7th Day Adventist Church

16 members of the church were trained in the dynamics of an abusive relationship and the new offence of controlling and/or coercive behaviour. These were female members of the Church, including the Pastor and her seniors. The training will enable them to better respond to their community in cases of domestic abuse.

- Burnt Tree Children's Centre, Spurgeon's Children's Centre

26 staff were trained across the two centres in how to facilitate the Northern Ireland Women's Aid programme, 'You and Me Mum'.

- Action for Children

112 Action for Children staff were trained in several locations across the country in domestic abuse and teenage relationships.

- Knowsley Housing Trust

14 staff, a mixture of House Officers and Housing Managers, were trained in vicarious trauma. They were taught how to recognise signs of vicarious trauma, how to respond effectively, and how to use managerial processes to ensure as far as possible the welfare of their staff.

- Stop Abuse for Everyone

10 staff at the project who specifically worked with children were trained to facilitate the Northern Ireland Women's Aid Helping Hands Programme. They were also taught how to use the manual effectively in groups and in 1:1 work with children.

- The National Training Centre was also invited by the MoJ to deliver a professional development session for Judges who operate in the Family Courts on the new legislation of controlling and/or coercive behaviour. It was delivered in London and due to its success we have been invited to deliver a second session in the Midlands in 2017.

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Women's Aid Training Activities

- Devon and Cornwall Police

The training for Devon and Cornwall Police started on 16th March 2016 and finished on 14th June 2016. It specifically concentrated on the new offence of controlling and/or coercive behaviour, and more than 3,000 police staff, ranging from front desk, call-takers, and response officers, were trained. The training was well received. Importantly, an evaluation of the impact of the training for survivors will be carried out in May/June 2017.

As a Devon and Cornwall Police partner, Dorset Police received the same training detailed above.

- 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 140 professionals were trained to facilitate various programmes throughout the year. The National Training Centre would like to thank Northern Ireland Women's Aid for giving us permission to deliver their Helping Hands and You and Me Mum Programmes in England, and for their continued support throughout the year.

Survivor Focus Groups

Due to the success of the ongoing survivor focus groups that Women's Aid facilitates for Her Majesty's Inspectorate of Constabulary (HMIC), the Women's Aid National Training Centre was asked to support with further inspections of forces during the year. Survivor focus groups were run in four police force areas and will form part of the 2017 report. The National Training Centre also arranged and facilitated survivor focus groups for the Ministry of Justice, in order to gain a better understanding of survivors' experiences and difficulties when accessing Legal Aid.

- College of Policing

The National Training Centre was involved in a further delivery of the College of Policing Domestic Abuse Matters programme in Humberside.

Several of the Women's Aid National Training Centre staff are associate trainers for the College of Policing and therefore in a position to deliver domestic abuse-related training on their behalf.

- Kering Foundation

Women's Aid continue our partnership work with the Kering Foundation, and this includes training for their corporate partners in the UK to address domestic abuse in the workplace. We delivered the training in London and Manchester. A second programme has been developed for domestic abuse champions within the workplace, and we have successfully delivered this training twice. We have been asked to deliver a Train the Trainer programme for other Kering trainers across Europe, and this will take place in Paris during 2017.

- Research in Practice for Adults (RiPFA)

The National Training Centre partnered with RiPFA and the Department of Health to deliver a Train the Trainer course for Social Worker trainers working with people with care and support needs.

The training was specifically designed to give social workers a greater understanding of controlling and coercive behaviour within an abusive relationship, and how to respond more safely and effectively.

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MAINTAINING THE CHARITY AS FIT FOR PURPOSE

In 2016/17 we continued to invest in transformational change for Women's Aid. This included investment in On Track, communications, and 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 25. This investment has been worthwhile and attracted new grant funders for 2016/17 onwards, including a substantial £1 million grant from the Treasury (Tampon Tax) received at the end of 2015/16. Our Members have continued to face challenging times, particularly in terms of funding and commissioning, 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

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. Our charitable activities all aim to deliver on the four key strategic outcomes, which are:

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

These outcomes are underpinned by a series of departmental business plans, which ensure that we focus limited resources where they are best placed to deliver on them. The Women's Aid Theory of Change is available on request and business plans are shared with funders and other key stakeholders.

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 both the annual business planning and three-year strategic planning cycles. In particular, the Trustees have considered how planned activities will contribute to the aims and objectives that have been set and ensured that this is clearly articulated both internally and externally, and appropriately documented and shared.

KEY CHARITABLE OBJECTIVES FOR 2017/18

During 2017/18, Women's Aid will deliver on the following charitable objectives in line with the refreshed objectives and business plan for the year ahead:

1. Change that Lasts is embedded in Women's Aid, Member services, commissioning and VAWG strategies

- Documented framework for community, agency and specialist responses to domestic abuse
- Documented framework for work with perpetrators and for specialist work with children and young people in a Change that Lasts context
- Communications and campaigns strategy supporting Change that Lasts
- Survivors feel valued and their views, needs and wishes are at the heart of our work
- Both direct and membership services use digital technology to improve customer service and maximise data collection

Women's Aid Federation of England

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2. Women's Aid is a strong, sustainable federation that leads on domestic abuse

- Services are commissioned to Change that Lasts Trauma-Informed Quality and Outcomes Framework
- Members' long-term sustainability is strengthened as part of a strong, supportive federation
- Members act as Centres of Expertise across England, informing and supporting Change that Lasts in their localities
- Services are skilled up to use the National Quality Standards process and On Track outcomes data for continuous learning and development
- Members use Women's Aid branding, publicly demonstrating membership, and Change that Lasts is embedded across the federation
- Coordinated fundraising and campaigning across the federation that benefits both Members and Women's Aid
- Women's Aid research is used to maximise the benefit of our activities for survivors and Members

3. Women's Aid has enhanced influence and campaigning presence addressing the root causes of domestic abuse

- Active campaigners and supporters including Campaign Champions and Members who understand the value of our work, 'buy in' to our campaigns, and support and understand Change that Lasts
- Women's Aid increases awareness of gender inequality, sexism and domestic abuse and solution-focused responses
- SOS – Save Refuges, Save Lives campaign achieves key aims around sustainable funding and welfare reforms
- Child First campaign achieves key aims around safe family court estate and policy framework
- Diverse voices are reflected throughout our work

4. Women's Aid is a strong organisation with fulfilled people, a sustainable workplace and funds maximised

- Communications systems that provide feedback and learning for continuous development
- Flexible and agile culture to respond to changes and challenges
- IT, HR and finance systems processes that reflect and support an organisation of our size and complexity
- Grow our income so that it is 50/50 unrestricted / restricted

Women's Aid is committed to undertaking the above activities to the best of our ability and subject to the availability of appropriate funding.

FINANCIAL REVIEW 2016/17

The charity's total income amounted to £3,492,147 (2016: £3,508,798). This includes a valuation for generously donated services and facilities of £129,440 (2016: £183,791) – see note 2 of the accounts for more information. Underlying income excluding donated services and facilities was £3,362,707 (2016: £3,325,007). We are pleased to report that the improved income levels of 2014 – 2016 continued into 2016/17 with the first year of a significant five year strategic grant towards our Change that Lasts programme and the Roadmap for System Change partnership with SafeLives, from the Big Lottery Fund.

Total expenditure for the year amounted to £3,800,593 (2016: £2,716,967). Underlying expenditure excluding the value of donated services was £3,671,153 (2016: £2,533,176).

Women's Aid Federation of England

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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 2016/17 of £696,914, to be funded largely by £695,721 restricted funds brought forward for specific project activity. The charity's performance during the year resulted in an actual net deficit of £308,446 made up of restricted funds deficit £240,171 and unrestricted funds deficit £68,275. The unrestricted reserves were used to fund additional costs for staff maternity leave, investment in the National Training Centre, and some reductions in events and earned income compared to budget. Overheads were kept within budget and full cost recovery performance was improved.

Principal funding sources and activities

Women's Aid continued to benefit from a wide range of funding sources during 2016/17 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
Big Lottery Fund	22%	Change That Lasts pilots as part of Roadmap for System Change partnership with SafeLives
Lloyds Bank Foundation	5%	Sustaining Specialist Services
Home Office	9%	National Domestic Violence Helpline (run in partnership with Refuge)
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

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 64% of total income:

Change That Lasts	30%
Freephone 24-hour National Domestic Violence Helpline	16%
Sustainable Services Project	9%
Ukrol	6%
No Woman Turned Away	4%

A further 12% 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 58% of total expenditure. In addition, several projects and core activities were supported by restricted funds brought forward and unrestricted reserves in 2015/16, as set out in note 17.

Women's Aid Federation of England

Trustees' Report

Fundraising Performance

2016 continued to be a difficult year for fundraising; the general public's trust in fundraising continued to be rebuilt after unprecedented scrutiny from the media. At the end of 2016 the previous Fundraising Regulator (The Fundraising Standards Board), with which we were registered, closed, and new fundraising regulations came into force on 1st November 2016. Women's Aid has contributed to the consultation around the Fundraising Preference Service and continues to give input on ACEVO and NCVO consultations relating to fundraising and wider charity data management. Navigating the changes to both data protection and fundraising regulations has been a challenge to our relatively small team, and given that a high proportion of our membership will find this equally challenging, we have been providing updates through our membership team and will be lending further support in 2017/18.

Within the challenging fundraising environment, we have noted growth in some of our public facing fundraising activity, and across all of our fundraised income streams we generated over £3,489,002 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 domestic abuse.

In recent years, thanks to increased investment in resource from the Board of Trustees, Women's Aid has secured an increased level of statutory, corporate and trust funding. We acknowledged in our previous report that we now need to increase our income from individuals, predominantly as unrestricted donations, which enable the charity to respond quickly to opportunities to improve provision or practice which would take many months for a funder to be able to support. As such, in 2016/17, we will be launching a new digital campaign on social media, testing our audiences and messages, in order to continue to increase our regular gifts from the general public and make Women's Aid a sustainable organisation well into the future.

We are also in the planning stage of a major new fundraising proposition for the coming year to increase our regular unrestricted gifts and other unrestricted income.

We would like to thank the large numbers of individuals who have loyally supported our work through making regular donations, responding to appeals, taking part in sponsored challenges, organising events, and speaking out on their own social media and within their networks about the importance of challenging domestic abuse.

Community

We wish to thank our committed Women's Aid runners – #TeamWomensAid – for their contribution to us this past year. Demand for our places in the following events continues to grow:

- Bath Half Marathon
- London Marathon
- British 10k
- Great North Run
- Royal Parks Half Marathon

We also want to thank the growing number of fundraisers who organise and participate in their own events and challenges to raise funds for us. We have a range of community supporters, from those hosting dinner parties using our Donate Your Plate resources, to those skydiving and climbing Mount Kilimanjaro.

Special thanks are also extended to our corporate supporters, particularly our longstanding supporter 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 to set up the Love Don't Feel Bad website, a specialist resource for young women with information about coercive control, and launched with a survey of 2,000 young women aged between 16 and 24 years old.

Women's Aid Federation of England

Trustees' Report

We would also like to thank the corporate partners who have continued to support our work this year:

- The Royal College of Midwives, for their continued support over the year, including a London to Paris cycling challenge led by their CEO Cathy Warwick.
- Ecorys, who selected Women's Aid for their charity of the year partnership for 2016, with our case for support winning over 50% of the staff votes. Ecorys staff have been involved in numerous fundraising and challenge events to raise vital funds for Women's Aid.
- Duncan Lewis continue to support Women's Aid, including offering advice for our Child First campaign and providing free legal workshops for Members.
- Resourcing Group Futures, a Women's Aid corporate partner, and sponsors of the Women's Aid National Conference 2016.
- Natural Light continue to support our work by donating a percentage of their product sales.

Women's Aid relies on income from Trust and Statutory sources, and is proud to work in partnership with the following funders to achieve our mission:

- The Big Lottery Fund is generously supporting our joint initiative with SafeLives until 2021, helping to transform responses to domestic abuse through our Shared Roadmap for System Change.
 - Comic Relief continues to support our work by funding the Women's Aid ask me scheme, part of the Change that Lasts initiative.
 - The Lloyds Bank Foundation for England and Wales has continued to support our Sustainability Partnership with Imkaan, to ensure the quality and sustainability of specialist and dedicated domestic abuse services.
 - 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 Eveson Charitable Trust, Mrs Wingfield Charitable Trust, The Boltini Trust, The John and Ruth Howard Charitable Trust, The Pilkington Charities Fund, P&C Hickinbotham Charitable Trust, The February Foundation, DCR Allen Charitable Trust, The Souter Charitable Trust, Rhododendron Trust, Rowley Trust and Casa Stella.
 - The Department for Communities and Local Government continued its commitment to UK Refuges Online and the No Woman Turned Away project, supporting women to access local services and refuge provision.
 - We are delighted to continue our partnership with the Kering Foundation to prevent and combat domestic abuse through training for domestic abuse professionals across the country.
 - 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.
 - The City Bridge Trust and Mayor's Office for Police and Crime have supported work scoping the feasibility of social investment to improve the sustainability of the domestic abuse sector.
 - Generous support from the Sylvia Adams Charitable Trust has enabled us to ensure the quality of children's support services run by local domestic abuse organisations.
- We are especially grateful to the Esmée Fairbairn Foundation, EF and MG Hall Charitable Trust, Helianthus Charitable Trust, Michael and Anna Wix Charitable Trust, S and R Charitable Trust, The Balney Charitable Trust, Spencer Charitable Trust, Edward S Smyth Trust, The No Way Trust, Ian Mactaggart Trust, Thomas Sivewright Catto Charitable Trust, The Hiscox Foundation, The Jusaca Charitable Trust, Mrs Wingfield Charitable Trust, Madeline Mabey Trust and The Basil Samuel Charitable Trust for their support of our core costs, enabling us to direct funds where they are most needed to support women and children affected by domestic abuse.

Women's Aid Federation of England

Trustees' Report

Stewardship

Our Christmas appeal, which landed in November 2016, and was supported by our online resources, exceeded its expected income to be one of our most successful Christmas appeals to date. Our *Together* supporter newsletters continue to be popular. Two such newsletters were mailed to our warm supporters last year, accompanied by an integrated e-newsletter appeal, bringing in over £10,000 of unrestricted funds.

Supporters continue to enjoy donating alongside online purchases with Give as You Live, and can also recycle goods to help raise critical funds.

Database updates

Women's Aid has continued to embed the Raiser's Edge database into the organisation through process development and staff training. We are now using Raiser's Edge to manage our donor, fundraiser and trusts and foundations data in addition to membership and events. We have integrated the database with our website and are able to take payments and bookings online. We are continuing to invest resources to improve efficiency and provide the best customer service for our supporters.

Legacies

Women's Aid continues to benefit from the kindness and generosity of individuals who have bequeathed us gifts in their wills. Their gifts have helped us to achieve many of the successes detailed in this report, the impacts of which will be felt for years to come.

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 85 full and part-time staff (including bank staff) and no volunteers.

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 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.

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 review and approval sought at the Board's 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 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 which are then shared with partners accordingly.

Women's Aid Federation of England

Trustees' Report

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 179 full Members providing 270 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 UK Refuges Online (Ukrol) database (now renamed Routes to Support). 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.

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 deposit accounts during 2016/17 have continued to be low but secure. Income earned from investments amounted to £3,145 (2015: £1,874).

Women's Aid Federation of England

Trustees' Report

Reserves

The total balance of funds at 31st March 2017 amounts to £1,686,964 (2016: 1,995,410). This includes £1,183,969 of restricted funds (2016: £1,424,140). The balance of unrestricted funds at 31st March 2016 was £502,995 (2016: £571,270). Of these unrestricted funds, free reserves (calculated as total unrestricted funds, less designated funds and tangible fixed assets) amounted to £482,995 (2015: £481,275).

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

Our established Reserves Policy including its target of holding at least 12 months' running costs in free reserves is currently under review by the incoming treasurers, as the board agreed it is excessive. In 2016/17 and the previous two years, free reserves (i.e. funds not designated for other purposes) were sufficient to fund between four and five months' general running costs and unfunded project work.

The current level of free reserves of £482,995 would be sufficient to support general running costs and unfunded project work for four months (2016: five months) based on the approved budget for 2017/18 and secured grants and other income. £20,000 unrestricted reserves is designated for expenditure on the Femicide Census in 2017/18.

As noted above, the minimum and optimum level of free reserves required by the reserves policy will be reassessed, during the first quarter of the next financial year. 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. As noted on page 5 under Risk Management, 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.

Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the Charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

The annual report was approved by the trustees of the Charity on 12/6/17 and signed on its behalf by:


.....
Beverley Pass
Trustee


.....
Kathryn Awe-Cunningham
Trustee

Women's Aid Federation of England

Statement of Trustees' Responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and 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 adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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.

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.

Approved by the trustees of the Charity on 12/6/17 and signed on its behalf by:


.....
Beverley Pass
Trustee


.....
Kathryn Awe-Cunningham
Trustee

Women's Aid Federation of England

Independent Auditors' Report to the Members 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 2017, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)).

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees 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 Statement of Trustees' Responsibilities (set out on page 33), 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. 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 the 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 2017 and of its results for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

Women's Aid Federation of England

Independent Auditors' Report to the Members of Women's Aid Federation of England

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

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David Jacobs (Senior Statutory Auditor)

For and on behalf of Milsted Langdon LLP, Statutory Auditor

One Redcliff Street
Bristol
BS1 6NP

Date: 22/6/17

Women's Aid Federation of England

Statement of Financial Activities for the Year Ended 31 March 2017 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2017 £	Total 2016 £
Income and Endowments from:					
Donations and legacies	2	569,574	116,345	685,919	686,202
Charitable activities	3	482,585	2,320,498	2,803,083	2,820,722
Investment income	4	3,145	-	3,145	1,874
Total Income		<u>1,055,304</u>	<u>2,436,843</u>	<u>3,492,147</u>	<u>3,508,798</u>
Expenditure on:					
Raising funds	6	(324,398)	-	(324,398)	(377,110)
Charitable activities	7	(840,221)	(2,635,974)	(3,476,195)	(2,339,857)
Total Expenditure		<u>(1,164,619)</u>	<u>(2,635,974)</u>	<u>(3,800,593)</u>	<u>(2,716,967)</u>
Net (expenditure)/income		(109,315)	(199,131)	(308,446)	791,831
Transfers between funds		41,040	(41,040)	-	-
Net movement in funds		(68,275)	(240,171)	(308,446)	791,831
Reconciliation of funds					
Total funds brought forward		<u>571,270</u>	<u>1,424,140</u>	<u>1,995,410</u>	<u>1,203,579</u>
Total funds carried forward	20	<u>502,995</u>	<u>1,183,969</u>	<u>1,686,964</u>	<u>1,995,410</u>

All of the Charity's activities derive from continuing operations during the above two periods.
The funds breakdown for 2016 is shown in note 20.


Women's Aid Federation of England

(Registration number: 03171880 (England and Wales))

Balance Sheet as at 31 March 2017

	Note	2017 £	2016 £
Current assets			
Stocks	14	7,788	13,098
Debtors	15	388,248	1,515,315
Cash at bank and in hand		<u>1,557,774</u>	<u>612,490</u>
		1,953,810	2,140,903
Creditors: Amounts falling due within one year	16	<u>(266,846)</u>	<u>(145,493)</u>
Net assets		<u>1,686,964</u>	<u>1,995,410</u>
Funds of the Charity:			
Restricted income funds		1,183,969	1,424,140
Unrestricted income funds			
Unrestricted income funds		<u>502,995</u>	<u>571,270</u>
Total funds	20	<u>1,686,964</u>	<u>1,995,410</u>

The financial statements on pages 36 to 57 were approved by the trustees, and authorised for issue on 12/6/17 and signed on their behalf by:


 Beverley Pass
 Trustee


 Kathryn Awe-Cunningham
 Trustee

Women's Aid Federation of England

Statement of Cash Flows for the Year Ended 31 March 2017

	Note	2017 £	2016 £
Cash flows from operating activities			
Net cash (expenditure)/income		(308,446)	791,831
Adjustments to cash flows from non-cash items			
Depreciation	6	-	26,171
		(308,446)	818,002
Working capital adjustments			
Decrease in stocks	14	5,310	1,071
Decrease/(increase) in debtors	15	1,127,067	(1,013,229)
Increase/(decrease) in creditors	16	132,402	(103,480)
(Decrease)/increase in deferred income		(11,049)	23,657
Net cash flows from operating activities		<u>945,284</u>	<u>(273,979)</u>
Net increase/(decrease) in cash and cash equivalents		945,284	(273,979)
Cash and cash equivalents at 1 April		<u>612,490</u>	<u>886,469</u>
Cash and cash equivalents at 31 March		<u><u>1,557,774</u></u>	<u><u>612,490</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

1 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

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 applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Women's Aid Federation of England meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Transition to FRS 102

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 a restatement of comparative items was required. No restatements are required as a result of the transition to FRS 102. The date of transition to FRS 102 was 1 April 2015.

Income and endowments

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the Charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the Charity before the Charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the Charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the Charity.

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the Charity has unconditional entitlement.

Donated services and facilities

Where services or facilities are provided to the Charity as a donation that would normally be purchased from our suppliers, this benefit is included in the financial statements at its fair value unless its fair value cannot be reliably measured, then at the cost to the donor or the resale value of goods that are to be sold.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage. The apportionment of support costs is as follows:

Cost of generating funds 9%
Charitable activities 91%

Governance costs

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustee's meetings and reimbursed expenses.

Taxation

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

Depreciation and amortisation

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:

Asset class	Depreciation method and rate
Office refurbishment	17 months straight line basis
Equipment	25% and 33.3% straight line basis

Stock

Stock is valued at the lower of cost and estimated selling price less costs to complete and sell, after due regard for obsolete and slow moving stocks. Cost is determined using the first-in, first-out (FIFO).

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the Charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Foreign exchange

Transactions in foreign currencies are recorded at the rate of exchange at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies at the balance sheet date are reported at the rates of exchange prevailing at that date.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustee's discretion in furtherance of the objectives of the Charity.

Designated funds are unrestricted resources set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

Hire purchase and finance leases

Leases in which substantially all the risks and rewards of ownership are retained by the lessor are classified as operating leases. Rentals payable under operating leases are charged in the Statement of Financial Activities on a straight line basis over the lease term.

Pensions and other post retirement obligations

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the Company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

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

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the Charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the Charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the Charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

2 Income from donations and legacies

	Unrestricted funds	Restricted funds	Total 2017	Total 2016
	General £	£	£	£
Donations and legacies;				
Donations from individuals	446,469	41,315	487,784	323,849
Legacies	67,695	1,000	68,695	178,562
Donated services and facilities	55,410	74,030	129,440	183,791
	569,574	116,345	685,919	686,202

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 2017

3 Income from charitable activities

	Unrestricted funds		Total 2017 £	Total 2016 £
	General £	Restricted funds £		
Home Office	-	270,000	270,000	1,250,000
Avon Cosmetics UK Ltd	-	58,384	58,384	77,257
Comic Relief	-	97,920	97,920	98,966
Department for Communities and Local Government	-	281,000	281,000	281,000
London Councils	-	250,038	250,038	250,038
Esmee Fairbairn Foundation	50,000	-	50,000	50,000
Lloyds Bank Foundation	-	324,563	324,563	182,067
The Roddick Foundation	-	77,991	77,991	65,000
Lankelly Chase Foundation	-	9,597	9,597	15,000
Big Lottery Fund	-	778,590	778,590	12,500
Kering Foundation	-	-	-	15,759
Public Health England	-	-	-	70,000
Treebeard	-	-	-	10,000
Women's Foundation	-	-	-	25,000
The Sylvia Adams Charitable Trust	-	50,000	50,000	-
Freshfields Bruckhaus Deringer	-	9,988	9,988	-
Resourcing Group	4,000	-	4,000	-
MOPAC	-	19,000	19,000	-
The City Bridge Trust	-	50,000	50,000	-
Other small grants & contracts	24,205	17,450	41,655	33,896
Primary purpose trading	404,380	25,977	430,357	384,239
	<u>482,585</u>	<u>2,320,498</u>	<u>2,803,083</u>	<u>2,820,722</u>

4 Investment income

	Unrestricted funds		Total 2017 £	Total 2016 £
	General £			
Other investment income			<u>3,145</u>	<u>1,874</u>

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

5 Grants received and distributed

In accordance with Section 37 of the Local Government Act 1989, £79,472 (2016 - £78,816) of the grant from London Councils of £250,038 was used in respect of the period 1 April 2016 to 31 March 2017 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		WGN		RASACS		2017	2016
	Lead Partner	Delivery Partner	Lead Partner	Delivery Partner	Lead Partner	Delivery Partner	Lead Partner	Delivery Partner	Total	Total
	£	£	£	£	£	£	£	£	£	£
Grant Allocated	79,472	59,682	60,386		50,498		250,038		250,038	
Staff Costs	49,919	41,080	50,322		40,585		181,906		181,063	
Other Costs	29,553	18,602	10,064		9,913		68,132		68,975	
	79,472	59,682	60,386		50,498		250,038		250,038	

6 Expenditure on raising funds

a) Costs of generating donations and legacies

	Note	Unrestricted funds		Total	Total
		General		2017	2016
		£		£	£
Employment costs		187,734		187,734	176,253
Production of resources		13,864		13,864	30,323
Premises and office costs		25,157		25,157	33,438
Training, conference & events		6,813		6,813	3,951
Other costs		16,423		16,423	26,717
Promotion & advertising		27,928		27,928	35,002
Consultancy		12,671		12,671	1,624
Depreciation		-		-	2,962
Allocated support costs	8	33,808		33,808	66,840
		324,398		324,398	377,110
		Allocated support costs (note 8)		Total	Total
	Direct costs	£	£	2017	2016
Costs of generating donations and legacies		290,590	33,808	324,398	377,110

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

7 Expenditure on charitable activities

	Activity undertaken directly £	Grant funding of activity £	Activity support costs (note 8) £	Total 2017 £	Total 2016 £
Grants	-	592,401	-	592,401	231,132
Employment costs	1,597,139	-	313,589	1,910,728	1,324,277
Production of resources	12,619	-	-	12,619	4,108
Premises and office costs	210,318	-	2,423	212,741	173,405
Helpline operating costs	30,240	-	-	30,240	34,948
Training, conference and events	104,938	-	395	105,333	80,254
Other costs	130,986	-	29,713	160,699	136,673
Donated services & facilities	118,708	-	9,802	128,510	183,465
Promotion & advertising	45,676	-	-	45,676	12,203
Audit & accountancy costs	19,019	-	-	19,019	15,684
Consultancy	257,836	-	393	258,229	121,508
Depreciation	-	-	-	-	22,200
	<u>2,527,479</u>	<u>592,401</u>	<u>356,315</u>	<u>3,476,195</u>	<u>2,339,857</u>

£840,221 (2016 - £1,077,313) of the above expenditure was attributable to unrestricted funds and £2,635,974 (2016 - £1,262,544) to restricted funds.

Included within the expenditure analysed above are governance costs of £57,290 (2016 - £48,635) which relate directly to charitable activities. See **note 8** for further details.

Donated services & facilities expenditure during the year totals £129,440 (2016 - £183,791). £930 (2016 - £326) of this balance relates to support costs allocated to costs of generating donations and legacies within note 6.

	2017 £	2016 £
Freshfields - Policy support (legal pro-bono)	104,320	156,027
Freshfields - Non legal pro-bono	-	705
Freshfields - Rooms & conferences	2,420	1,438
Google Adwords	17,450	7,621
Deloitte - Policy support (legal pro-bono)	5,250	-
Tandem support website development	-	18,000
	<u>129,440</u>	<u>183,791</u>

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

8 Analysis of governance and support costs

Support costs allocated to raising funds

	Basis of allocation	Staff costs £	Administration costs £	Premises costs including depreciation £	Other support costs £	Total 2017 £	Total 2016 £
Costs of generating donations and legacies	A	29,792	967	230	2,819	33,808	66,840

Support costs allocated to charitable activities

	Basis of allocation	Staff costs £	Administration costs £	Premises costs including depreciation £	Other support costs £	Total 2017 £	Total 2016 £
Charitable activities	A	313,984	10,195	2,423	29,713	356,315	373,096

Basis of allocation

Reference Method of allocation

A Support costs are apportioned across the main activities of the charity on the basis of total staff time spent on each of these during the year.

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

Governance costs

	Unrestricted funds	Total 2017	Total 2016
	General	£	£
	£	£	£
Staff costs			
Wages and salaries	21,915	21,915	23,708
Audit fees			
Audit of the financial statements	11,970	11,970	11,280
Other fees paid to auditors	2,429	2,429	-
Premises and office costs	359	359	2,278
Other governance costs	20,617	20,617	11,369
	57,290	57,290	48,635
	57,290	57,290	48,635

9 Net incoming/outgoing resources

Net (outgoing)/incoming resources for the year include:

	2017	2016
	£	£
Audit fees	11,970	11,280
Other non-audit services	7,049	4,404
Depreciation of fixed assets	-	26,171
	19,019	41,855
	19,019	41,855

10 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

During the year Trustees were reimbursed expenses of £6,943 (2016 - £4,750). Trustees' expenses represents the reimbursement of travel costs to 8 (2016 - 9) members relating to attendance at meetings of Trustees.

During the year £838 (2016 - £906) was paid in respect of Trustees' indemnity insurance.

11 Staff costs

The aggregate payroll costs were as follows:

	2017	2016
	£	£
Staff costs during the year were:		
Wages and salaries	1,865,519	1,367,153
Social security costs	146,370	121,196
Pension costs	116,327	68,612
	2,128,216	1,556,961
	2,128,216	1,556,961

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

The monthly average number of persons (including senior management team) employed by the Charity during the year expressed as full time equivalents was as follows:

	2017	2016
	No	No
Charitable activities	48	30
Fundraising	6	6
Support	8	8
	<u>62</u>	<u>44</u>

Contributions to the employee pension schemes for the year totalled £116,327 (2016 - £68,612).

The number of employees whose emoluments fell within the following bands was:

	2017	2016
	No	No
£80,001 - £90,000	<u>1</u>	<u>1</u>

The total employee benefits of the key management personnel of the Charity were £252,226 (2016 - £249,572).

12 Auditors' remuneration

	2017	2016
	£	£
Audit of the financial statements	<u>11,970</u>	<u>11,280</u>
Other fees to auditors		
All other non-audit services	<u>7,049</u>	<u>4,404</u>

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

13 Taxation

The Charity is a registered charity and is therefore exempt from taxation.

14 Stock

	2017	2016
	£	£
Stocks	<u>7,788</u>	<u>13,098</u>

Stocks held at the year end include leaflets, publications, t-shirts and other branded accessories.

15 Debtors

	2017	2016
	£	£
Trade debtors	113,499	111,988
Tax on Gift Aid donations	7,292	13,362
Prepayments	49,033	41,684
Accrued income	7,276	239,857
Other debtors	11,515	8,428
Grants due at year end	<u>199,633</u>	<u>1,099,996</u>
	<u>388,248</u>	<u>1,515,315</u>

16 Creditors: amounts falling due within one year

	2017	2016
	£	£
Trade creditors	139,983	58,627
Other taxation and social security	6,845	2,284
Other creditors	9,972	698
Grants owed at year end	42,643	-
Accruals	17,081	22,513
Deferred income	<u>50,322</u>	<u>61,371</u>
	<u>266,846</u>	<u>145,493</u>
		2017
		£
Deferred income at 1 April 2016		61,371
Resources deferred in the period		50,322
Amounts released from previous periods		<u>(61,371)</u>
Deferred income at 31 March 2017		<u>50,322</u>

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

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

17 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2017 £	2016 £
Land and buildings		
Between one and five years	<u>208,725</u>	<u>356,832</u>
Other		
Within one year	2,743	-
Between one and five years	<u>40,511</u>	<u>61,125</u>
	<u>43,254</u>	<u>61,125</u>

18 Pension and other schemes

Defined contribution pension scheme

The Charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the Charity to the scheme and amounted to £116,327 (2016 - £68,612).

Staff members are automatically enrolled in the pension scheme after three months service.

19 Charity status

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

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

20 Funds

	Balance at 1 April 2016 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2017 £
Unrestricted funds					
<i>Unrestricted general funds</i>					
General fund	481,270	1,055,304	(1,164,619)	111,040	482,995
<i>Unrestricted designated funds</i>					
Designated fundraising investment fund	90,000	-	-	(90,000)	-
Designated Femicide Census fund	-	-	-	20,000	20,000
	<u>90,000</u>	<u>-</u>	<u>-</u>	<u>(70,000)</u>	<u>20,000</u>
Total unrestricted funds	<u>571,270</u>	<u>1,055,304</u>	<u>(1,164,619)</u>	<u>41,040</u>	<u>502,995</u>
Restricted funds					
Change That Lasts - Initial Research pilots	6,250	9,597	(15,847)	-	-
Change That Lasts - PHE funded pilots	28,774	-	(28,774)	-	-
Change That Lasts - BLF funded pilots	-	778,590	(574,620)	-	203,970
Change That Lasts - Sooner The Better/Ask Me	195,339	47,920	(116,252)	-	127,007
Change That Lasts - Sooner The Better/Trusted Professional	804,661	-	(173,436)	-	631,225
Research On Track	-	68,911	(70,663)	1,752	-
Campaigning & Participation	11,140	77,991	(75,021)	-	14,110
Femicide Census	-	120,154	(96,112)	-	24,042
Children & Young people's programme	47,970	50,000	(63,270)	-	34,700
Older Women	9,694	-	(136)	(9,558)	-
National Domestic Violence Helpline	26,824	567,487	(555,908)	(1,465)	36,938
UKRefugesonline	23,993	187,099	(153,826)	(31,769)	25,497
Capacity Building Project	56,109	325,844	(346,232)	-	35,721
Survivors' Forum	127,320	2,000	(83,939)	-	45,381
Survivors Participation Panels	12,766	1,250	(8,638)	-	5,378
No Woman Turned Away	73,300	131,000	(204,300)	-	-
Social Investment Project	-	69,000	(69,000)	-	-
Total restricted funds	<u>1,424,140</u>	<u>2,436,843</u>	<u>(2,635,974)</u>	<u>(41,040)</u>	<u>1,183,969</u>
Total funds	<u>1,995,410</u>	<u>3,492,147</u>	<u>(3,800,593)</u>	<u>-</u>	<u>1,686,964</u>

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

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

National Learning & Development Centre	£277,789
Policy Development	£73,793
Public Awareness	£326,299

	Balance at 1 April 2015 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2016 £
Unrestricted funds					
<i>Unrestricted general funds</i>					
General fund	830,252	1,083,318	(1,454,423)	22,123	481,270
<i>Unrestricted designated funds</i>					
Designated fundraising investment fund	-	-	-	90,000	90,000
Total unrestricted funds	<u>830,252</u>	<u>1,083,318</u>	<u>(1,454,423)</u>	<u>112,123</u>	<u>571,270</u>
Restricted funds					
Change That Lasts	-	1,097,500	(44,638)	(17,838)	1,035,024
Campaigning & Participation	8,333	65,001	(62,194)	-	11,140
Femicide Census	-	10,000	(10,000)	-	-
Children & Young people's programme	90,121	2,970	(45,121)	-	47,970
Older Women	25,694	-	-	(16,000)	9,694
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
Capacity Building Project	36,067	247,783	(222,181)	(5,560)	56,109
Survivors' Forum	100,269	93,017	(65,966)	-	127,320
Survivors Participation Panels	-	25,000	(14,325)	2,091	12,766
No Woman Turned Away	-	131,000	(57,700)	-	73,300
National Training Centre Bursaries	19,248	-	-	(19,248)	-
Restricted Reserve for Project Work	55,568	-	-	(55,568)	-
Football United	-	3,500	(3,500)	-	-
Coercive Control	-	20,000	(20,000)	-	-
Impact Readiness Fund	7,100	-	(7,100)	-	-
Total restricted funds	<u>373,327</u>	<u>2,425,480</u>	<u>(1,262,544)</u>	<u>(112,123)</u>	<u>1,424,140</u>
Total funds	<u><u>1,203,579</u></u>	<u><u>3,508,798</u></u>	<u><u>(2,716,967)</u></u>	<u><u>-</u></u>	<u><u>1,995,410</u></u>

Women's Aid Federation of England

Notes to the Financial Statements for the Year Ended 31 March 2017

PURPOSES OF UNRESTRICTED FUNDS

General funds

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

Designated Femicide Census fund

Designated fund for Femicide Census in 17/18 as approved by the Board of Trustees.

PURPOSES OF RESTRICTED FUNDS

Older Women

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

Children & Young People's Programme (CYP)

CYP policy and practice support, funded by ICAP and Sylvia Adams Trust

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 (Routes To Support)

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.

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 message board for survivors of domestic and sexual violence.

Change that Lasts

Change That Lasts (CTL) is a strategic programme piloting our strengths and needs-led approach within different settings with a range of funding and operational partners. Projects include BLF funded pilots of CTL, Home Office funding of 'Sooner The Better' and its 'Trusted Professional ' scheme, and piloting the 'Ask Me' scheme with Welsh Women's Aid funded by Comic Relief and the Home Office.

Campaigning & Participation

Campaigns to improve the protection of survivors and children.

No Woman Turned Away

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

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Notes to the Financial Statements for the Year Ended 31 March 2017

Femicide Census

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

Survivors Participation Panel

An initiative engaging survivor's expertise in shaping policy and practice funded by The Women's Foundation.

Social Investment Project

A project to develop our understanding of social investment as a tool to deliver Change that Lasts across the country, evidencing service value and impact and preserving the unique, national network of specialist support to survivors of domestic abuse

Research On Track

Women's Aid's case management and outcomes monitoring system: a national framework to produce powerful data around domestic abuse and support services.

The transfers between funds were as follows:

- £9,558 from funded project Older Women to our unrestricted funds for contribution to 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.
 - £12,465 transferred from the National Domestic Violence Helpline to UKRefugesOnline for development and maintenance of UKROL received from London Councils.
- Historically restricted income recognised in respect of the UKROL project includes an element of unrestricted income. From 1 April 2017, the unrestricted element of the income will be recognised in a designated fund as part of the unrestricted funds. At 31 March 2017 a transfer of £33,233 has been made in respect of this income of which £9,240 relates to the year to 31 March 2017 and £23,993 relates to the cumulative income as at 1 April 2016.
- £1,752 transferred from unrestricted funds to fund On Track deficit.
 - £90,000 transferred from designated fund for fundraising investment in donor acquisition to unrestricted general funds as approved by the Board of Trustees.
 - £20,000 transferred from the unrestricted general fund to create a designated fund for Femicide Census as approved by the Board of Trustees.

21 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total funds
	General funds	Designated funds	
	£	£	£
Current assets	629,252	20,000	1,953,810
Current liabilities	(146,257)	-	(266,846)
Total net assets	<u>482,995</u>	<u>20,000</u>	<u>1,686,964</u>

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22 Analysis of net funds

	At 1 April 2016 £	Cash flow £	At 31 March 2017 £
Cash at bank and in hand	612,490	945,284	1,557,774
Net debt	612,490	945,284	1,557,774

23 Related party transactions

Related parties

Women's Aid worked in partnership with Refuge to deliver the Freephone 24 Hour National Domestic Violence Helpline service; Refuge is also a member of 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.

Five 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:

	2017 £	2016 £
Staying Put	950	450
Staffordshire Women's Aid	200	850
Solace Women's Aid	1,150	600
Rise	800	600
My Sister Place	1,300	-
	4,400	2,500

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

	2017	2016
	£	£
Staffordshire Women's Aid	264	1,013
My Sister's Place	319	1,096
Staying Put	842	295
Rise	267	159
The Haven Wolverhampton	602	-
Solace Women's Aid	-	86
	2,294	2,649
	2,294	2,649

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

	2017	2016
	£	£
Leeds Women's Aid	902	742
Rise	1,695	1,682
Staffordshire Women's Aid	1,710	13,663
Staying Put	2,465	290
Solace Women's Aid	6,681	3,474
My Sister's Place	2,260	1,095
The Haven Wolverhampton	245	-
	15,958	20,946
	15,958	20,946