



**FEAR  
FREE**

# **BREAKING THE CYCLE OF ABUSE**

**Annual Report and Financial Statements  
Year ended 31 March 2024**

**FEARFREE CHARITY LIMITED**

# **ANNUAL REPORT AND FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2024

Company Registration Number 03360057

Charity Number 1064764

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## INTRODUCTION FROM THE CHAIR



I was delighted to join FearFree as the new Chair in January 2024. I have some very big shoes to fill as Ann Cornelius stepped down after nine years of hard work and service. She, like everyone else I have encountered at FearFree, was laser focused on delivering our mission

to clients of prevention, awareness, safety, support and empowerment for recovery to end the cycle of domestic abuse and sexual violence.

FearFree provides its services and support primarily through commissioning. Demands for services have increased at the same time local authorities have constrained budgets. This makes for a difficult environment for commissioners and contracted charities who are committed to providing excellent statutory services. FearFree could not have the impact it does without the support of commissioners, partners and contractors, and we are grateful for those relationships.

As 2024 comes to a close, our dynamic CEO, Claire Marshall will be leaving FearFree to take on an exciting role. Claire has worked diligently with the Board to focus on the future of FearFree with a specific desire to grow its impact and reach and to take steps for the charity to become more sustainable. This resulted in the implementation of an ambitious forward-looking strategic plan that enables FearFree to focus on its purpose, enables us serve more clients and become more financially resilient. I am delighted to share that we have successfully recruited a new CEO who will be joining us in November to take the reins from Claire.

The Annual Report and Accounts provide an excellent overview of FearFree's progress for the year ending 31st March 2024 under Claire Marshall's leadership. As we move forward, the Board will be focused on working with our new CEO to lead our brilliant team and delivery of our strategy to fulfil our aims.

Like most service delivery charities, FearFree is fully dependent upon its people. I have been greatly impressed by the dedication and compassion of all the staff, volunteers and trustees. At every board meeting, we receive and discuss client experiences. We are completely impressed and proud to hear about the experiences of our clients and the individuals and teams supporting them. The impact of the work is made clearer to trustees, and we learn about the time, effort and dedication of staff, volunteers and partners that result in tangible differences to people's lives. These insights also help us with our discussions and decision making as a Board, ensuring the clients voice and experience is uppermost in our minds and actions.

I am very proud to be associated with FearFree as it delivers on its vision, mission and objectives working from a position of kindness, receptiveness, openness, expertise, pragmatism and robustness. I offer my heart felt thanks to all our staff, volunteers, partners, contractors and trustees for engaging with and supporting FearFree as it assists clients to recover from and stop the cycle of domestic violence.

**Maureen Margrie, CGMA, FCMA**  
**Chair**





# INTRODUCTION FROM THE CEO



As a charity in the midst of a transformation strategy, FearFree is accustomed to change in recent years, however, this last year 2023/24 has seen the biggest changes in its 31 year history as a registered charity.

Demand for FearFree's services is as high as ever and

meeting that demand has been a constant struggle for our staff and our volunteers, who are as committed as ever to serving the urgent and sometimes desperate needs of our clients. The increasing complexity of clients needs and the strains on the health and social care system, mental health partners and of course the criminal justice system has placed a huge responsibility on the charity which has meant difficult conversations with commissioners, who in turn are managing significant budgetary and political constraints. To meet these challenges we are adapting to new ways of working and implementing new systems but the struggle continues and it is only through the ongoing commitment and dedication of our wonderful staff and volunteers that we can support more clients and their families than ever before.

This last year has seen the implementation of two new services. October saw the start of our NHS commissioned Sexual Violence Therapeutic Service in Wiltshire and Swindon and demand for the service was immediate.

April saw the launch of RISE funded by the National Lottery Community Fund. In partnership with wonderful local companies, the service provides coaching and support for people who have experienced abuse to rebuild their confidence through education, training and job opportunities. This fresh start for victims is a vital part of the recovery journey and is inspiring clients and staff alike, seeing clients go on to rebuild their lives, gain their independence and provide for their families and perhaps achieve the dreams they had before abuse and create new plans for the future.

This year has seen significant change at leadership level with several new faces joining FearFree. Jo Hatton is our new Head of People, Training and Development, joining us from the commercial sector, Jo is relishing the challenge of building a new culture at FearFree and developing staff and volunteers to fulfil their potential. Joining us from a church charity, Ian Wakeham is our new Head of Finance and has taken on the challenge of radically upgrading our finance systems to enable the comprehensive financial reporting we now need for our ever-growing charity.

And finally Gemma Vinton joins as Head of Services from Wiltshire Police where she served most recently as their VAWG (Violence Against Women and Girls) specialist. The new team have taken on an array of challenges but are approaching the work with dedication and positivity.

A key ambition for FearFree is to improve its profile and media and this last year has seen a significant increase in coverage thanks to the skills of new Communications Manager, Sioned Johnstone. Weekly radio, TV, print and social coverage has featured the vast array of FearFree services and client stories.

Fundraising may be in its infancy at FearFree but it's been a bumper year, particularly for grant funding for new services and the extraordinary efforts of our brilliant corporate partners. Stonewood Construction, Michelmores lawyers, have done some incredible fundraising. But Hargreaves Lansdown raised an incredible £128,000 last year and extended the partnership for another six months. This is the biggest corporate partnership in the charities history and we will be forever grateful for the wonderful contribution they have made to our work, as with all our partners.

This last year saw the appointment of our new Chair, Maureen Margrie. Maureen has brought her considerable experience of charity and governance to the Board and I'm sure will be a great leader to the Board for this next exciting phase of FearFree's development.

This report brings my own tenure at FearFree to a close as I move on to pastures new. It has been an absolute privilege to lead FearFree through the radical transformation that has been undertaken over the almost four years of my time as CEO. Throughout that time, we have achieved many firsts including starting the professional fundraising operation, implementing a marketing strategy and team, opening our first store and putting in place a fantastic new leadership team. Everything at FearFree has been done through teamwork and it has been a complete pleasure to work with some of the most dedicated, skilled and passionate people in the charity sector and I'm sure the charity will go on to successfully serve many thousands of clients and it's communities for decades to come.

**Claire Marshall,**  
**Chief Executive**

# TRUSTEES' REPORT

## Legal and Administrative Information

<b>Charity Name</b>	FearFree Charity Limited
<b>Charity Registration</b>	1064764
<b>Incorporation</b>	Company Limited by Guarantee registered number 3360057
<b>Registered Office</b>	Oak House Epsom Square White Horse Business Park Trowbridge BA14 0XG

### Our Board of Trustees

Chair	Maureen Margie	CGMA, FCMA
	Ann Cornelius	
	Clare Fielden	MCIPD
	Rebecca Ayres	BSc MA Dipsw
	Cindy Ervine	LLB (Hons)
	Adrian Long	
	Nigel Stevens	
	Tim Jackson	BSC FCA

### Our Senior Management Team

Chief Executive Officer	Claire A Marshall
Head of People, Training and Development	Jo Hatton
Head of Finance	Ian Wakeham
Head of Services	Gemma Vinton
Head of Services	Frankie Duddridge
Head of Services	Lydia Little
Head of Fundraising	Jessica Gay

### Principal Bankers

CAF Bank Limited  
Kings Hill Avenue  
Kings Hill  
West Malling  
Kent ME19 4JQ

### Auditor

Burton Sweet Limited  
The Clock Tower  
5 Farleigh Court  
Old Weston Road  
Flax Bourton  
Bristol BS48 1UR

### Quote from a ITRS Service User:

*"Imagine it was a really rough sea and I was struggling to stay above water, you were there to throw me a lifeline. I will never forget you. I owe so much to you."*

## ABOUT FEARFREE

**FearFree is breaking the cycle of domestic abuse, sexual violence and stalking through a comprehensive range of services operating across the South West.**

From awareness and prevention, through safety and support, to empowerment and recovery, we are here to support our clients through every step of their journey, to build a life free from fear.

Our clients' needs are as diverse as they are unique, we are a provider of trauma informed services personalised to each individual. As a well-loved charity, we provide support completely free of charge and for all sexes, backgrounds and beliefs. We work with victims and their children to understand what is happening to them, to help them feel safe and supported and ultimately take control of their lives and eventual recovery.

We are also specialists in behaviour change programmes for perpetrators or abusers who are willing to work with us to understand and ultimately change their behaviour for the better.

We all know someone who has experienced domestic abuse, sexual violence or stalking but we may not realise it. One in four women have experienced domestic abuse or sexual violence. One in 20 men have experienced sexual violence.

On average, domestic abuse victims experience 50 incidents of abuse before they get effective help – often living in fear for years, as they suffer repeated harassment, coercion, financial control, verbal abuse and physical, sometimes sexual violence.

Just one in six sexual violence victims ever seek help. Many victims of abuse don't report their abuser for fear of reprisals, or in the belief that they'll change. They may have low self-esteem, feel helpless, trapped and economically dependent. They may also be scared that law enforcement and social services won't take their situation seriously.

With 80% of abusers having suffered an abusive past themselves, it's easy to see how domestic abuse and sexual violence becomes a cyclical pattern of behaviour that ruins lives. Through this holistic approach we can change lives, provide hope for the future and give people the opportunity and skills to flourish in their future relationships.

Not just for the short term, not just until the next time. But permanently.

Together, we can break the cycle.



# VISION, PURPOSE AND VALUES

## Vision:

Working for a future where those trapped in a cycle of domestic abuse, sexual violence and stalking can break free and live a life free from fear.

## Purpose:

We will break the cycle of abuse and sexual violence because we will:

- Help build public awareness and support to those affected by abuse to recognise the signs and symptoms of unhealthy behaviours and relationships.
- Give people the confidence to change or leave abusive experiences or relationships behind and help them to find opportunities to rebuild their lives.
- Help abusers and survivors recognise the causes and impacts of their behaviour and support them in their efforts to change for the better.

## Values

We are:

- Kind (generous of spirit).
- Receptive (believing, empathetic).
- Open (welcoming, friendly).
- Expert (applying deep knowledge and know-how).
- Pragmatic (practical, solution-focused).
- Robust (strong, solid, reliable).



### Quote from a FearFree Service User

*"Thank you for helping me see there was hope for me and my children."*



# TRUSTEES' REPORT

## Our purposes and activities

Our charity's purposes are set out in the objects contained in the company's Articles of Association. The main objects include:

- Support adults and children who are experiencing or have experienced domestic abuse, sexual violence and stalking.

The aims of our charity are to work with victims and perpetrators of domestic abuse, sexual violence and stalking and provide support to the families of those affected and work to encourage healthy relationships. Our aims fully reflect the purposes that the charity was set up to further.

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months and assesses the success of each key activity and the benefits they have brought to those groups of people we are established to help. The review also helps us ensure our aims, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set. To enhance this review we produce an Equality Monitoring Report showing demographic and biographical details of the team and service users.

## Public benefit

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity'. Our main objectives for the year continued to be promoting healthy relationships, preventing family crises and relieving the needs of those affected. The strategies we use to meet these objectives include:

- Providing a range of services that promote healthy relationships and prevent family crisis.
- Focusing on encouraging healthy relationships, and the impact on family, friends and the wider community.
- Applying national standards of service delivery.
- Working in partnership with other agencies to ensure the widest range of services is available to best match the needs of the community.
- Promoting awareness of healthy relationships, to reduce the likelihood of young people engaging in harmful behaviour.

Our main activities and the groups we aim to help are described below. Our main charitable activities consist of the services we provide and are demonstrably undertaken purely for public benefit.

Putting these strategies into action we have four major areas of activity which are: domestic abuse outreach work; support for children and young people affected by domestic abuse; programmes for perpetrators to help them change their abusive behaviour; and mentoring/befriending services to help people move on. Our services described below focus very much on the safety of those affected by domestic abuse.

### Quote from a FearFree Service User

*"It's been an amazing experience. I came here with no hope of coming out with anything. Within the first session I was shocked how much I opened up and shared what I did. I would recommend this course to everyone that wants to change the way they see things. I have changed myself and I will continue to change .*

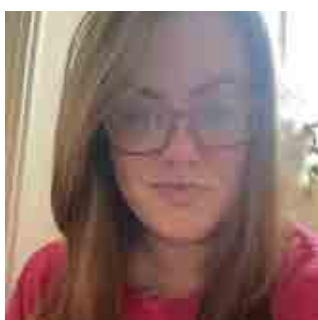
## OUR SERVICE OFFER



**GEMMA VINTON**  
Head of Services



**FRANKIE DUDDRIDGE**  
Head of Services



**LYDIA LITTLE**  
Head of Services

FearFree are proud to offer domestic abuse, sexual violence and stalking support services across the South West. We recognise that whilst all three forms of abuse have distinct characteristics and risks, they remain intrinsically interlinked. Statistics demonstrate that approximately 50% of sexual violence is domestic

in nature (committed by someone that the victim has [or had] an intimate or familial relationship with) and stalking behaviour remains a highly significant risk for domestic homicide. Research tells us that stalking had been a factor in approximately 94% of domestic homicides. FearFree therefore offers a truly unique service through our expertise in all three forms of abuse.

Our ethos is to offer an inclusive and trauma-informed service to anyone who needs it. We are proud to work with victims, survivors, perpetrators, and children / young people impacted by abuse, with the aim of breaking the cycle of abuse. We will work with victims and survivors regardless of when the abuse occurred, or whether it was reported to the police. We continue to receive positive feedback from clients such as:

***"I have felt let down by a lot of support I've reached out for in the past, but not FearFree. I feel you've understood my story. The organisation and delivery of support from the organisation has been unfaultable, I've felt heard and held by everyone I've spoken to."***

FearFree are strong advocates for multi-agency practice, and we are proud to work in a multi-agency framework, recognising that safeguarding is everyone's responsibility. We work closely with statutory and voluntary partners across the South West and are grateful for their insights and support. Our service receives regular feedback from professional partners highlighting our strong working relationships.

## Domestic abuse and stalking services:

FearFree offer domestic abuse services across Wiltshire and Devon, providing support to victims / survivors and children and young people impacted by abuse. Over the last financial year, the services again saw ongoing high referral numbers, and an increased complexity in case presentation, requiring us to adapt our practice to meet demand. Across our victim domestic abuse services, FearFree received a total of 10,564 referrals in the year.

Whilst referral numbers across the service look like they have decreased from the previous year, it is important to remember that in the year prior we had an additional ISVA service that added to these referral numbers and therefore a direct comparison is not possible. Referral numbers for our domestic abuse and stalking services have increased this year. This year saw the introduction of a new service, with Wiltshire and Swindon Sexual Violence Therapeutic Service (WSSV), this only went live mid-year and therefore we anticipate numbers to increase over the coming year.

We are delighted to see an increase in the referrals for those who have harmed, an increase of 36%. However, we acknowledge that the gap between victim referrals and behaviour change referrals remains significant and it continues to be a strategic priority for our service to increase referrals within this area.

Our dedicated, skilled and passionate teams provide trauma informed services, designed to meet the individual needs of each service user. This means support can look different for each individual – and may involve group work, one-to-one support or a brief intervention.

Whilst the domestic abuse services across Wiltshire and Devon are funded differently, they offer broadly similar services – incorporating triage and referral services, high risk intervention, and support for children and young people. The primary aim for the support is to reduce risk and increase safety, enabling individuals to live a life free from fear.

To ensure each individual receives the right support for them, we complete a DASH (Domestic Abuse, Stalking and Harassment) Risk Assessment with each adult victim/survivor at the earliest opportunity. This enables us to greater understand their needs and ensure we put in a place a tailored safety plan for each person. In line with national best practice, the DASH is continually monitored throughout support, and we are delighted that typically we see a reduction in risk as cases progress through our provisions.

FearFree are strong believers in a whole family approach to addressing domestic abuse and therefore we additionally offer support to young people affected by domestic abuse in their own intimate relationships and to children impacted by abuse in their family homes.

This support is tailored to the individual child – utilising creative and play based activities to engage children and young people. For example, our staff have used Minecraft characters to help children understand how to manage anger.

The pictures below relates feelings of anger to being armour-less in the computer game Minecraft, expressing that when you are feeling angry you need tools to help you calm down and feel better, including the tool 'block breathing':



Additionally, we receive ongoing and consistent positive parent feedback such as:

***“M’s mentor was absolutely amazing. She now understands how to deal with her worries and how to cope with feeling anxious”***

We continue to manage and deliver the Devon commissioned domestic abuse and sexual violence services, on behalf of Devon County Council, operating under the banner of the LEESAR Partnership (the LEESAR Partnership includes subcontracting arrangements with specialist organisations providing court IDVAs and therapeutic recovery for domestic abuse).

Our Devon service additionally includes a Health IDVA and Mental Health IDVAs – specialist workers integrated with Devon Partnership Trust and the Royal Devon and Exeter Hospital. We are hugely proud of the specialist work completed by these staff and the impact it has had on particularly complex cases.

In Wiltshire, alongside our domestic abuse support, we additionally provide accommodation services. FearFree were commissioned to deliver these services, known collectively as the Phoenix Service, partnering with GreenSquare Accord and Salisbury Refuge. The Phoenix Service supports men and women, children and families at all risk levels across Wiltshire and adult and child victims of sexual abuse across Wiltshire and Swindon.

Our Wiltshire service is Leading Lights accredited in recognition of its delivery of exceptional domestic abuse services. Leading Lights is the national standard for best practice in this sector.

FearFree are proud to have been at the forefront of delivering stalking services for a number of years, including the Gloucestershire Independent Stalking Advocacy Caseworkers (ISACs) providing a key link between the victim, police, a multi-agency stalking

clinic and the wider Criminal Justice Process. We know that victims who have an ISAC typically receive a better outcome at Court.

We also have an ISAC post in Wiltshire for victims of domestic abuse related stalking which enables us to increase our specialist support across the county and develop new working relationships with the police to tackle this important issue. One client expressed:

***“I could not have coped without your kindness, empathy, and expertise. You have got me through one of the toughest years of my life, there have been times where I just wanted to give up, I felt that I had nothing more to give, but you would always help me focus on what mattered and to feel brave enough to rise again. You women are miracle workers!”***

### The Interpersonal Trauma Response Service

The Interpersonal Trauma Response Service (ITRS) launched in April 2023 as a result of FearFree’s very successful pilot programme using the IRIS model.

ITRS involves partnerships between the Clinical Commissioning Group (CCG), public health and domestic violence and abuse (DVA)/sexual violence (SV) services as well as between Devon County Council and Torbay Unitary Authority. The model consists of a specialist DVA and SV training, support and referral programme for general practices. ITRS provides in-house training for general practice teams (clinicians and administrative staff) and a named practitioner to whom patients could be referred to for support and be seen face-to-face in surgeries if needed.

Our ITRS team offer support to adult victims / survivors of any gender, and additionally can support children over the age of five who have been affected by DVA as well as adult who are concerned about their own abusive behaviours.

***“You got me through the hardest times in my life and now I see truth like never before and even able to feel anger. Thank you for all you did for me, I will never forget you.”***

Training has been completed at GP surgeries across every council district in Devon, Plymouth and Torbay. ITRS have successfully delivered training to 1,316 GP surgery staff this year, which has resulted in 712 adult survivor/victims referrals, 118 children and young person referrals and 27 adults requesting support with their own abusive behaviours (April 2023 – June 2024). Our trainings have been very well received with GPs providing feedback like:

***“Phenomenal - every single clinician, healthcare professional and staff member at a hospital or GP practice should undergo this session - it is eye-opening, informative and very constructive. I felt I had a good understanding of DVSA and how to manage patients and I still learnt a great deal from this fantastic team and seminar.”***

## Recovery and Empowerment

Empowerment and recovery are crucial components in supporting survivors of domestic abuse. Restoring control following domestic abuse, often involving patterns of power and control, helps survivors to regain a sense of control over their lives. Abuse can often erode a survivor's self-esteem, and empowerment focused support reminds clients of their strengths and capabilities, building belief in their ability to live independently and safely. This aspect of our work shifts the focus from merely surviving to thriving, allowing survivors to rebuild their lives on their own terms.

As part of the recovery and empowerment programme at FearFree, we run group courses, a befriending service and are proud to have launched our 'education, training and employment service', Rebuilding Independence Through Support and Empowerment (RISE). FearFree recognises that when a client has survived an abusive relationship or dedicated time to making changes to their own behaviour, the thought of their future can be overwhelming. Our RISE programme offers in person group sessions and 1-2-1 support to help impacted individuals develop skills and confidence to make a fresh start through the most appropriate education, training, and employment opportunities for them. This is a brand new service which launched towards the end of the year, that we are looking forward to seeing flourish (much like its clients!) in the near future.

We are proud to have continued to develop our group work provision over the last year, and now run three established group programmes for victims and survivors:

Rediscovering You – a psychoeducational group for standard risk clients to help to identify and develop self-care needs and understand barriers, triggers and how to feel more in control of emotions and choices.

Empowering You – a group that creates a safe and informed space where anyone impacted by domestic abuse can come together to empower individuals to grow and explore their personal understanding of abuse. Service users who completed Empowering You commented:

***"I just wanted to thank you both once again for a fantastic course, I appreciate all that I've learnt and know it will help immensely for my future in such a positive way."***

***"Thank you and thank you again for such an incredible and eye-opening experience. I also really want to do the other courses you mentioned."***

Journey to Heal - a psychoeducational group for standard to medium risk clients who have experienced sexual violence, with a focus on supporting individuals to understand what has happened to them, the impact of trauma on the brain and empower them to develop coping strategies to manage trauma symptoms.

Our groups receive extremely positive feedback:

***"I was hesitant at first but found the course helpful, the facilitators were really supportive and understanding."***

***"Excellent experience and very supportive group. I found a lot of value in each session, and it will help me in the future for sure."***

***"Melanie, the facilitator, is absolutely fantastic! There are not enough stars on the scale to rate her knowledge and respectful approach towards other people."***

As strong advocates for the importance of peer support and in recognition of the additional resources, skills and knowledge that volunteers can offer, FearFree are delighted to offer a volunteer befriending service across Wiltshire and Devon.

Our befrienders offer a listening ear, typically through weekly or fortnightly phone calls. Once a relationship has been developed, the sessions gradually shift focus to look at goal setting and moving forward. Our mentoring service is designed to empower individuals and help them move forward in their recovery journey – and is often used as a 'transition' service from the intensive support of an IDVA for example, towards closure.

***"This support has helped me draw a line under last year and all the court activity with my ex and now I'm able to move on."***

All of our volunteers are provided with comprehensive training and support, including supervision. FearFree are particularly proud that many of our volunteers have lived experience, and a significant number are previous service users.

## Domestic Abuse Perpetrator Work

We continue to advocate for the importance of perpetrator interventions and recognise that breaking the cycle requires us to work with everyone impacted by domestic abuse.

Our innovative and trauma-informed perpetrator services, offer a range of interventions, including:

- Integrated Offender Management (IOM) model services, for high-risk perpetrators.
- A 25 week extended Domestic Violence Perpetrator Programme (DVPP) for men who have been abusive in a heterosexual relationship.
- One to one behaviour change support – offering inclusive and accessible services for men and women, alongside younger perpetrators.
- An eight week, perpetrator programme for low-medium risk perpetrators called Choosing Positive Relationships (CPR).
- Situational violence in relationships one-to-one support.



Additionally, this year, saw the launch of our new Forces Intervention Program (FIP), a service offering support adapted to the nuances and complexities of families of serving military personnel and veterans that live or work in Wiltshire. The 25-week course consists of group sessions and 1-2-1 support delivered by specialist advisors, with partners, children and all affected others having access to support. This service offers service personnel and veterans the opportunity to change abusive behaviour.

FearFree recognise that approximately 80% of perpetrators of domestic abuse witnessed abuse as children, and that whilst we never excuse abuse, we seek to understand it, and support people to make changes in recognition of its importance in breaking the cycle of abuse. Our passionate staff provide education, awareness, and practical techniques and strategies to help people change their behaviour.

Following completion of any of our perpetrator interventions, completers are invited to join a Relapse Prevention Group (RPG). Our facilitated groups provide ongoing peer support and challenge, to help perpetrators maintain the changes they have made. Participants are given the opportunity to discuss challenges they have experienced and practice using the tools and techniques they have been taught.

As part of our commitment to a whole family approach to addressing domestic abuse, all Behaviour Change Services additionally offer integrated partner support. The victim, and any new partner or relevant family member, are provided risk focused support to ensure their safety and help measure the impact of our Behaviour Change Services.

FearFree are proud to run perpetrator services across Wiltshire, Devon and Gloucestershire and continue to run our specialist DVPP in Wiltshire.

## Sexual Violence Services

As part of the Devon LEESAR partnership, we subcontract sexual violence recovery with a local specialist organisation.

The Wiltshire & Swindon Sexual Violence (WSSV) Therapeutic Service provides tailored trauma-informed and victim-centred therapeutic support for victims and survivors of sexual violence, regardless of when the abuse occurred or whether it was reported to the police.

Support is available to anyone aged five and over, living in Wiltshire and Swindon. Where children under five have been the victim, support is provided to parents and carers.

The service is distinct from the SARC and the ISVA Service and is focused on supporting victims and survivors to manage their trauma symptoms and move forwards in their recovery journey.

FearFree are proud to offer a range of therapeutic interventions, including counselling, psychoeducational support, group support, peer support through befriending, art therapy, non-directed play therapy for children. All interventions are tailored to the individual needs of the client and can be face-to-face, virtual or by telephone.

Adult counselling tends to last around 12 weeks, with a focus on safety and stabilisation, creating a secure base and restoring control over trauma reactions, as well as reflection and mindfulness, validation of existing coping skills, processing traumatic experiences, restoring reality and challenging distorted perceptions, grieving losses, reconnecting to oneself, others and the world, and restoring autonomy. FearFree also look at post-traumatic growth planning via onward support networks and signposting.

One of our clients who was in our Journey to Heal group programme commented:

***"I found the course thorough, very helpful and it gave me a sense of self and reminded me that I needed to look after myself. So much, in fact, I have quit my job and changed careers to support my mental health."***

***"I never realised how good it was to talk to and with other women who understand everything I have and was feeling, being able to relate made feel less isolated. I just wish there was groups locally that women could go to continue this support outside of the course."***

Children and young people (aged five and above) will have a safe and consistent space via counselling to talk through and overcome their experiences. The sessions are child-centred, age appropriate and focused on the needs of the child or young person, including play based and creative art. Counselling can take place at schools/ children's centres (if appropriate) or in counselling rooms.

We look forward to offering EMDR counselling as the service develops.

Support is available to both adults and children / young people from one of our Sexual Violence Therapeutic Advisors (SVTA) who provide tailored therapeutic support, distinct from counselling. Psychoeducational in nature, the support primarily focuses on safety and stabilisation, helping clients to move forward in their recovery journey.

## The Future

FearFree continue to explore every possible opportunity to provide support to those impacted by domestic abuse, sexual violence and stalking, recognising that breaking the cycle of abuse in a complete and whole family approach is the only way to address the root causes and have the significant impact needed to tackle these pervasive issues.

## CASE STUDIES

### RISE case study: Maryam

Maryam had experienced sexual assault as a child. She is now in her late teens and had reached out to her local GP for support. Her GP referred her to FearFree's Young Person's Interpersonal Trauma Practitioner.

When Maryam met with our Young Person's Practitioner, she told her that she was unhappy with her career and felt like she was wasting her life. The Practitioner identified that she would benefit from two levels of support. Our ITRS team would support Maryam's health and wellbeing and our RISE service would help her to address her career goals.

Maryam met with her RISE coach and in their first sessions they worked to understand her short-and long-term career goals. She expressed a desire to work with people and they worked together to create an action plan of short-term goals to help her achieve this. These goals include doing a further education course and volunteering in the sector.

The cost of the course was a barrier for Maryam. We contacted the college and identified a bursary that she could apply for. We worked with Maryam to complete an application which was successful. We then provided financial support to help Maryam buy suitable clothes for college.

The next goal on the action plan was to start gaining practical experience in the field through volunteering. Working together, Maryam and her coach found an organisation that offered volunteering options and we contacted them to ask about placements. Maryam was invited to interview for a volunteer role. We helped her prepare for the interview by helping her decide on an appropriate outfit, looking at transport options and practicing interview questions and answers. The volunteering role was offered to Maryam, and we worked with the organisation and Maryam to look at her availability and plan her schedule.

Once Maryam had started her new course and was volunteering, we moved onto her next goal which was to find a new job. Her Coach linked in with a local employability provider who is helping to source opportunities for her. To help her secure a new role we have worked with Maryam to develop her CV. We empowered Maryam to use AI software to help her rewrite her CV which has had a positive impact on her confidence and self-esteem. We will continue working with Maryam until all the goals on her action plan have been completed.



### Quote a from a FearFree Service User

*"Over the last 30 years, I've had a lot of counselling and therapies, but your support has been by far the best I have ever received."*

## Housing IDVA case study/issues

I am finding that the more I work with clients around housing support, the more complex cases are getting.

Some of the situations I come across are:

- Clients who feel trapped in privately owned houses with perpetrators that they are wanting to leave or divorce, because they could lose their rights to the property should they leave and have nowhere to live with their children. This is exacerbated by financial abuse, where names are put on or taken off of tenancies or mortgages without the consent of the victim. Leaving them with fewer options to leave and leaving the perpetrator further in control of the situation.
- In some cases, if a client wants to leave, they may not be able to access temporary accommodation as they may not be entitled to benefits due to their share in the marital home. They are often prevented from accessing these shares by the perpetrator sabotaging viewings, delaying court processes, and refusing sales of their house.

- Sometimes with temporary accommodation and Devon home choice bandings, you have to provide so much evidence for there being domestic abuse, or you are not considered a priority. It is often hard to prove domestic abuse because of the nature of it being behind closed doors and not always being physical.
- Blanket policies on domestic abuse can be really restrictive with our clients, sometimes leaving them with few choices to keep themselves safe. The policies and laws around housing and a client's rights when fleeing abuse can be so complex and difficult to understand that there are people who choose not to leave due to this and remain in a place where they feel at risk.

It would be great to have a specialist working with us who understands the law, the impact of domestic abuse on housing and a client's rights, so that we can increase our knowledge and give the best support we can to our clients and advocate for them in complex systems, in order to help them to move forwards in the safest way possible.







**JO HATTON**  
**Head of People, Training and Development**

# OUR PEOPLE AND OUR ORGANISATION

We are thrilled to see the impact that our employees and volunteers have on the work that we do and our clients. People remain at the heart of our mission as we grow and change as an organisation. In 2023 / 2024 we have employed an average of 146 staff which is an increase of 42% since 2022 and 6.5% since 2023. We were also supported by over 50 volunteers.

We believe that people are engaged when they are happy in an organisation, therefore giving our employees, volunteers, and support staff the best working experience and making our charity a great place to work is at the forefront of our minds and efforts.

	Paid staff			Volunteers
	Full time	Part time	Total	
Average staff and volunteer numbers over 2023/24				
Leadership and Trustees	6	-	6	7
Services and Education	57	72	129	33
Fundraising and Marketing	4	-	4	13
Support Services	2	5	7	1
	69	77	146	54



**Quote from a FearFree Service User**

*"I have felt down by a lot of support I've reached out for in the past, but not FearFree. I feel you've understood my story and delivery of support from the organisation has been unfaultable. I've felt heard and held by everyone I've spoken to."*



## Recruiting the best talent in the South West

We know that we already have a great array of talent at FearFree. Our employees are experts in what they do, and we want to continue bringing great talent into our growing charity.

We understand that when it comes to recruitment we have to stay on top of our game in the current, competitive job market. We continuously look for new platforms and ways of advertising our jobs. We also introduced a vacancy review process where we monitor our active vacancies and proactively look for solutions to delays in the recruitment process. Such solutions involve headhunting through our recruitment partners or advertising our roles through new recruitment media.

This year we also introduced new ways of sourcing talent and tools that will help us achieve our recruitment goals. One of those tools is a LinkedIn recruiters license that opened the door for more targeted recruitment. We can now connect with and interview candidates that apply for our roles through one of the most popular professional networks. We are also able to target new talent that have not yet heard about our fantastic charity.

To give ourselves some space for innovation and keep up with the newest recruitment trends, we are bringing a HR Advisor on board who will act as the main point of contact for all hiring managers and work with the Head of People, Training & Development on new, improved recruitment strategy. They will also provide guidance to our manager and training on recruitment related topics.

## Looking after our employees' wellbeing

We care about our employees' wellbeing. Their happiness and success continue to be one of our main priorities. In addition to a generous holiday entitlement of 28 days per year, increasing with employees' length of service, we offer flexibility around working hours to employees that need it due to changing personal circumstances. It's important for us to support them and minimise any pressure that they may be under. In our charity, most flexible working requests are considered favourably and are responded to promptly.

In addition, all employees and volunteers have access to our Employee Assistance Programme counselling helpline, and our HR team and managers make an active effort to remind them that this benefit is available to them. The EAP trained counsellors are free for calls 24/7, 365 days per year at no cost to our staff or volunteers.

We understand that all employers should foster a compassionate culture and empower their people to take steps to proactively manage their health. We as an employer, also have a role to play in helping staff with long-term health conditions getting the best support at FearFree for their health. We work with an occupational health provider to ensure that every employee with a long-term condition receives appropriate support underpinned by advice from trained medical occupational health clinicians. We make accommodations following those referrals, put wellbeing plans in place and support employees through regular contact with them from their line managers and HR.

### Quote from a Professional Partner

*"FearFree as an organisation provide outstanding support to individuals involved in Domestic Abuse, and we feel very lucky to have them supporting us in the area. Having a dedicated military IDVA role which provides continuity is priceless in our transient community."*

## Giving our employees an opportunity to learn and develop

We understand from research produced by Towards Maturity supported by the CIPD that the ability for organisations to successfully evolve is determined by the capability of their staff. Transformation of any organisation is linked to the transformation of individuals and will only take place if learning is at its core. We recognise that our charity is growing and evolving and that we need to be proactive in our efforts to ensure successful transformation of our talent.

We understand that clarity on our employees' skills and competencies is imperative for our organisation to flourish. FearFree employees need to know what their path to success at FearFree looks like. For that reason, we created a competency matrix for our service teams. The new competencies will open discussions between managers and employees about their professional development at FearFree. They will also provide clarity on pay progression for our staff.

In addition to that following one of our bi-yearly staff away days and discussions with employees, we recognised that many members of staff are looking for further development. To support professional development conversations between managers and employees, we introduced a professional development plan review process. This process gives employees an opportunity to track their own progression and feel in charge of their own success at our charity.

We know that our managers play a key role in the development of our employees and in their success at FearFree. Our aim is to give managers the right tools to help our employees succeed in their roles. To help facilitate that during and post the onboarding period we trained our managers on setting smart goals. The smart goals provide focus and helped many of our employees successfully complete their probation periods.

We are always on a lookout for the right training opportunities and courses for our organisation and listen to employees' feedback. We introduced a new shorter, less laborious version of one of our mandatory training courses (health and safety) based on feedback from new starters and our neurodiverse employees. Any training completed by our employees needs to be effective, user friendly, inclusive to all and should not feel like a chore. We want for all our new starters to have a positive onboarding experience.

## Compensation and retention

We understand that there is a direct link between higher pay and higher employee retention rates. Retaining and motivating employees is imperative to FearFree's sustainability and success. One of the activities that we undertake at FearFree to support employee retention efforts are annual salary review. We undertook such a review this year in conjunction with a comprehensive salary market research in the charity sector. After a careful review of our budgets and recognising how important it is to offer competitive salaries to new and current members of staff, we increased our salary levels by 4%. This increase alongside our continuous commitment to Real Living Wage brought our salaries in line with current market rates.

## Volunteers at FearFree

Volunteers continue making a significant and essential contribution to the work of FearFree. In the past year over 54 volunteers in a range of roles, including as part of our Befriender Service, events and core functions e.g. administration. We were preparing this year for an increase to this number due to our new charity retail strategy and pending new volunteering strategy that will be led by our new HR Advisor.

To lay the foundations for growth, a significant amount of work has begun in development of a new volunteer platform, Salesforce, to improve the volunteer onboarding experience and manage volunteer data across FearFree.

We also introduced non-service staff training for volunteers. This will provide them with essential knowledge about our services and equip them with skills needed to best support our organisation.

### Quote from a FearFree Volunteer

*"To be a cheerleader and say, Great well done, that's fantastic can have a big affect on someone who isn't used to hearing how great they are."*

## Our plans for 2024/25 – putting our people first

We have great plans for 2024/25. To ensure that people at FearFree are treated fairly during any recruitment process, and have a great experience from day one, we will review our recruitment and interview processes. We are also going to work with the FearFree marketing team to enhance promotion of our employer brand through social media. Our pay and reward levels will help attract the best talent in the sector and continue our efforts to make FearFree a charity of candidates' choice.

To bring more volunteers on board to meet service demands we will introduce a new volunteering strategy, to give our current and future volunteers the opportunity to feel part of our organisation. We will introduce a volunteer recruitment processes, work with our marketing department on volunteer recruitment campaigns, and enhance our volunteer training package.

Our aim is to focus on Equity, Diversity and Inclusion through enhancing employees' knowledge through training about EDI and reviewing current policies.

We will introduce a wellbeing committee to gain employees' perspective on the wellbeing support that we currently offer at FearFree. We will listen to their suggestions and work with them to create a strong wellbeing strategy.





**Quote from a FearFree Service User**

*"This is a charity close to our hearts. Me and my children fled domestic abuse. We experienced first- hand how much of a difference the support and care of FearFree made to our healing journey. Words cannot describe how extremely hard and tough those first months were. As a family we have set ourselves a goal this year, to raise money and awareness for FearFree whilst having fun as a family."*



# FEARFREE FUNDRAISING



**JESSICA GAY**  
Head of Fundraising

## Reflecting on a year of growth and impact: 2023/2024

As we reflect on 2023/2024, we are proud to share that it marked our first full year of fundraising after over 30 years of operation. Despite being a small team—just two, expanding to three in July 2023—we are thrilled with the successes, learnings, and growth we've achieved this year.

## Grants and trusts successes

One of our major achievements came from our Grants and Trusts efforts. In an environment where grant funders are facing immense pressure due to reduced funds and increased applications, we were able to secure several six-figure bids to launch game-changing services for those we support. This success is a testament to the passion and fortitude of our frontline workers, a deep understanding of our clients' needs and of the gaps in nationwide service provision.

Among these successful bids is our new RISE programme, funded by The National Lottery Community Fund. Launched in April 2024, RISE is designed to support children (aged 15 and above) and adults impacted by abuse in accessing meaningful education, employment, and training. This programme will also see us partner with businesses and educational institutes to provide crucial back-to-work training and educational skills.

What makes RISE particularly special is the accompanying evaluation study funded by The National Lottery Community Fund. This study will allow us to gather data over the next three years to demonstrate the transformative power of education, training, and employment for those who have been impacted by abuse. Our goal is to share these findings nationally, convincing partners and charities across the country of the importance of breaking the cycle of abuse through such interventions.

## Corporate partnerships and community engagement

Beyond grants, our team worked tirelessly to support our corporate partners and deliver meaningful impact. We continued our interactive Lunch and Learn series, both in person and online, helping businesses understand abuse and how to support colleagues, friends, and loved ones. These sessions have been crucial in breaking down stigmas and educating the public on the multifaceted challenges our clients face, including housing, mental health, and financial issues.

Our valued corporate partner, Michelmores, remarked on the impact of our knowledge sessions:

*"FearFree's knowledge sessions have armed us with a thorough awareness of the charity's work and the importance of supporting FearFree. We never know who might need their support, so it's crucial to enable them to continue their vital services."*

We also celebrated an extended partnership with Hargreaves Lansdown, which began as a 12 month collaboration and was extended to 18 months due to the fruitful outcomes for both parties. Here's what Hargreaves Lansdown had to say about our partnership:

### Case Study: Hargreaves Lansdown

*"In March 2023, the HL Foundation embarked on a meaningful partnership with FearFree, focused on breaking the cycle of domestic abuse, sexual violence, and stalking across the South West. This collaboration, driven by a shared vision of creating safer communities, has resulted in substantial financial support and innovative infrastructural enhancements for FearFree."*

## Financial contributions and impact

Between March and December 2023, the HL foundation donated over £128,000 to FearFree, with further support anticipated. This funding has been instrumental in scaling FearFree's work, enabling them to make a transformative difference in countless lives.

### Quote from a FearFree Service User

*"At the start I felt lost and I didn't know what was going on inside my head. Now I feel empowered and have so much more clarity. It was so great to be heard, be seen, and have my feelings validated."*



#### Quote from a FearFree Service User

*"I could not have coped without your kindness, empathy, and expertise. You have got me through one of the toughest years of my life, there have been times where I just wanted to give up. I felt that I had nothing more to give, but you would always help me focus on what mattered and to feel brave enough to rise again!"*

## Technological advancements

Understanding the importance of efficient operations, the HL Foundation also invested in technological advancements for FearFree, setting up a new SharePoint intranet facility. This centralised system has streamlined collaboration, allowing their staff to focus more on delivering essential support services.

## Transformative outcomes

Our partnership with FearFree has led to:

- **Empowerment and Safety:** Thousands of victims have received support to rebuild their lives, free from fear.
- **Sustained Recovery:** Tailored services have helped victims not just survive but thrive.
- **Community Awareness and Prevention:** Increased education efforts are creating informed communities that can identify and prevent abuse.

The partnership between the HL Foundation and FearFree showcases the significant difference that strategic financial support and technological innovation can make in empowering a charity to achieve its mission.

***"Our partnership has been one of collaboration which has brought hope, safety, and empowerment to thousands, underscoring our commitment to fostering lasting positive change in our communities."***

The HL Foundation has submitted our partnership for the Best Charity Partnership of the Year at the MoneyAge Awards 2024.

We've been incredibly fortunate to receive support from businesses of all sizes, including our local partners like Octavian and Oakridge Recruitment, who participated in our sports-themed sweepstake. We're also grateful to partners like The Works and Zurich Community Trust, who donated hand creams for our recovery work with survivors and creative resources, books, and toys for the children and young people we support.

Every contribution, big or small, has made a significant impact on the lives of those we help, and we couldn't do it without the generosity of all our partners.

## Community support

We want to extend our deepest thanks to our growing community of supporters. Whether through personal events, our skydive, or running events, your support has been invaluable. While we have come a long way, our mission continues, and we can only achieve it with your continued support.

Together, we can ensure that adults, children, and families break free from abuse and rebuild their lives—not just temporarily, but permanently.

Thank You

### Quote from a FearFree Service User

*"You have been one of the only people I can trust and have been there for me throughout this."*



## ACTIVITY IN 2023-2024

Whilst referral numbers across the service look like they have decreased, it is important to remember that in the year prior we had an additional Independent Sexual Violence Advisors (ISVA) service that added to these referral numbers and therefore a direct comparison is not possible. Therefore, with 10,564 referrals for victims this year, a decrease of 744, it is evident that referral numbers for our domestic abuse and stalking services have increased this year. This year saw the introduction of a new service, with Wiltshire and Swindon Sexual Violence Therapeutic Service (WSSV), this only went live mid-year and therefore we anticipate numbers to increase over the coming year.

We are delighted to see an increase in the referrals for those who have harmed, an increase of 36%. However, we acknowledge that the gap between victim referrals and behaviour change referrals remains significant and it continues to be a strategic priority for our service to increase referrals within this area.

Service	Victim referrals (including CYP)	Behaviour Change Referrals	Total referrals
DAPP	24	57	81
Devon	5,722	113	5,835
FIP	15	10	25
ISAC	139	N/A	139
ITRS	602	18	620
PRG	64	211	275
Wiltshire	3,488	126	3,614
WSSV	510	N/A	510
RISE	N/A*	N/A	N/A
Total across FearFree			11,099

\*This is a new service and figures are not yet available.

### Referrals by year

	2022	2023	2024
Services	13,384	11,152	10,425
Behaviour Change	308	393	535
Stalking	187	156	139

Please note: The figures presented are not directly comparable, as the size and scope of service contracts has changed over the years.

### Quote from a FearFree Behaviour Change Service User

*"I have been treated kindly and with no judgement at all. The course has helped me to handle pressure and use my timeout plan when I feel low. It's been life changing, I'm so grateful for the support."*



# STRATEGIC REVIEW 2023/2024

As the charity entered year two of its four year strategic plan, progress has been made on the charity's primary aims:

- Offer a quality and comprehensive personalised service to our clients.
- Improving access to our services and organisation.
- Supporting our people to flourish.
- Achieve sustainability through investing in the full spectrum of commercial and voluntary income streams.
- Build awareness of abuse and help educate our sector, colleagues, partners and public.
- Develop an accessible brand that speaks to clients, partners and public about abuse.

## What progress has been made is 2023/24 against primary objectives:

- The brand has been further developed this last year, enhanced by extensive media coverage, enabling FearFree to become the voice of the South West, reaching greater audiences than ever before.
- We extended our service offer with three new contracts, ranging from therapeutic support for sexual violence victims, a new service for military abuse support and a new grant funded service to support clients in recovery, supporting them into training, education and employment.
- The website, HR and finance systems are being upgraded this year rather than last due to single person dependency challenges in those departments.
- The commitment to our people continues with a modest pay award for some employees but it is the largest ever for FearFree. In addition, we are dedicated to flexible working with hybrid working and supporting an increasingly diverse workforce to give their best.

## Objectives for 2024/25:

### Service quality

Continue to expand our service portfolio for clients through fighting for new contracts in the South West.

### Reach

Implement Single Point of Access to streamline access and triage of services.

### Sustainability

Fully implement our trading strategy with the opening of our first stores.

### Influence

Further develop digital footprint to increase awareness of abuse issues and access.

## Quote from a Quote from FearFree Service User

*"Phenomenal - every single clinician, healthcare professional and staff member at a hospital or GP practice should undergo this session - it is eye-opening, informative and very constructive. I felt I had a good understanding of domestic abuse and sexual violence and how to manage patients and I still learnt a great deal from this fantastic team and seminar."*

## REVIEW OF FINANCIAL RESULTS



**IAN WAKEHAM**  
**Head of Finance**

Our principle funding sources come from local authorities and other statutory bodies such as the Police Commissioners to fulfil the statutory contract our work to support adults and children who are experiencing or have experienced domestic abuse, sexual violence and stalking. This also includes work programmes to facilitate behaviour change in perpetrators. Throughout the year, we have focused on a number of fundraising activities and other grants in order to be less reliant on statutory contract funding.

The total income grew during the year from £4.4m (revised) to £4.5m, and increase of £26k, an increase in 0.6% (2023: 26.61%, revised). A detailed analysis of income is shown in the Statements of Financial Activity (SoFA) on notes 2 and 3 of the financial statements.

Total spending on charitable activities was £4.5m (2023: £4.3m).

Overall, expenditure exceeded income resulting in a deficit of £8k (2023: £133k, restated).

The amount spent on salaries and staff costs including NI and pension was £3.1m (2023: £3.1m) an increase on the previous year of £58k. Staff costs are 70% (2023: 71%) of the organisation's charitable spend.

Further analysis of charitable expenditure showing the operational activities undertaken by FearFree charity are given in the SOFA and in notes 4 to 8 of the financial statements.

Income for the year of £4.5m included £0.7m of restricted funds (2023: £4.4m, £0.8m). Of the £715k of funds retained at the year end, £565k were restricted and none were designated (2023: Total £723k, restricted £426k, non designated).

Further analysis of restricted and unrestricted funds is shown in the SOFA and notes 15 and 17 of the financial statements. Income and expenditure are managed through stringent financial controls. Income has continued to grow with new contracts and contract variations. As such, we hold an appropriate amount of deferred income which is used to generate a small amount in interest. Movements are shown in note 15 of the financial statements.

## Fundraising

The Charity is registered with the fundraising regulator. Under the fundraising code of practice legislation, the following approach is taken by the Charity;

The Charity does not utilise any external agencies or commercial participators to conduct fundraising activities or act on the Charities behalf.

During the course of this year there has been no failures to adhere to fundraising standards or complaints received regarding fundraising activities.

All funds raised are for the sole use of FearFree charity in delivering its charitable benefit. We may allocate the funds to a specific project or piece of work with the agreement of the donor.

Unsolicited donations or small donations with no restricted purpose will be allocated to our general funds.

## Accreditation

FearFree charity has maintained national recognition for the quality of its governance, management and service delivery. Accreditation includes: Cyber Essentials Plus, Data Security Protection Toolkit, Safe Lives – Leading Lights, Respect Perpetrator Programme Standard, NCVO Investing in Volunteers and Lime Culture Male ISVA Sexual Violence accreditation. We are also Living Wage Employers and an Accredited Disability Confident employer.

## Investment power and policy

Investments are made in accordance with the charity's Articles of Association and Investment Policy. Having considered the available options the Trustees decided to invest in commercial common investments funds (high interest bank accounts and short term deposit accounts).

The Trustees consider the overall return on investments and deposits to be disappointing.

## Reserves policy and going concern

Reserves are needed to cover unforeseen costs like redundancy payments should a service not be funded or temporary funding of services while new funds are sought, and to cover unplanned emergencies and other unforeseen expenditure. The trustees consider the ideal level of reserves to be £250k, and review this on a regular basis. The charity held free\* reserves of £79k, on 31 March 2024 (2003: £196k restated). The board continues to review approved budgets to work towards the free reserves policy noting we would temporarily fall below the reserve policy to allow investment for future growth and sustainability. The board established controls and mitigation measures

to replenish these reserves in a timely manner back to our policy level. These include a combination of close monitoring of reserve and cash positions, cost control measures and additional income streams.

\*Free reserves = unrestricted reserves, less the net book value of any fixed assets.

## Structure, governance and management

### Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 25 April 1997 and registered as a charity on 9 October 1997, having previously been registered as the Single Parent Family Association in 1993. The company was established under a Memorandum of Association that established the objects and powers of the charitable company and is governed under its Articles of Association. The memorandum and Articles of Association were reviewed in 2013 and redrawn to conform to the Charity Commission template. The Trustees undertook a review of the charity's Objects and recommended a minor amendment, which was approved in January 2017. The Articles and constitution were reviewed and have been submitted to the Charity Commission in August 2023 under the charity's new name FearFree.

### Appointment of Trustees

Trustees are appointed by the members at the Annual General Meeting of the charity. Under the Articles, Trustees who have completed their term of office must retire at the Annual General Meeting unless an extension is agreed by the full Board of Trustees.

Potential new trustees are identified from a variety of sources including external recruitment, personal recommendations by members or the current trustees. Selection for appointment is based solely on the contribution it is believed the individual is likely to make to the development and delivery of the charity's objectives.

The Board embraces diversity in its broadest sense, believing that a wide range of experience, background, perspective, skills and knowledge combine to contribute towards a high performing, effective Board, which is better able to support and direct the charity.

In addition, the Board ensure a proportion of Trustees have lived experience of domestic abuse, sexual violence and stalking to provide context to Board decision making and best represent the views of service users.

Prospective trustees are interviewed by a panel which includes the Chair and Chief Executive Officer before

their appointment is ratified by the Board of Trustees. Pre-appointment vetting checks are conducted against the Disqualified Directors Register and the Individual Insolvency Register, plus a vetting process is carried out.

New trustees are provided with a comprehensive induction including; details of the management structure, financial performance and the constitution and governance framework for the charity. Trustees are expected to undertake statutory and mandatory training, Board development training and encouraged to attend internal and external events and spend time with staff delivering front line services.

The charity's trustees are also directors of the company for the purposes of company law. Trustee indemnity insurance is provided for the benefit of the trustees.

### Board Effectiveness

The Board of Trustees review its own effectiveness through an annual review in accordance with the Charity Commission Governance Code. The Board also undertakes development reviews at annual Board away days and the Chair conducts annual reviews with each individual trustee.

### Trustee Remuneration

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or executive leader of the charity, with a production company, contracted actor, performer or exhibitor must be disclosed to the full Board of Trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

The Board of Trustees, and the Executive Leadership Team comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. Details of trustees' expenses and related party transactions are disclosed in the accounts.

### Corporate Governance and Internal Control

The charity is governed by the Board of Trustees which is responsible for establishing appropriate corporate governance and internal control. This is achieved by the Board establishing strategic, financial and governance plans, setting policies, agreeing the operations plan and monitoring progress against the same. The Board meets regularly throughout the year. Overall responsibility for the day to day management of the organisation is delegated by the Board to the Chief Executive Officer.

## Charity Governance

Responsibility for the governance structure of the organisation is split between the Board of Trustees, four committees and the Executive Leadership Team. The make-up and responsibilities of these committees are described below. Trustees are encouraged to attend meetings of any of these committees and working groups where appropriate to their roles and interests.

### Board of Trustees

The Board holds a quarterly reporting meeting and specific meetings to review and develop strategy, for Governance and Board development and holds responsibility for reviewing organisational and service effectiveness.

The main duties of the Board of Trustees are:

- Ensure that the organisational strategy is delivered.
- Have overall responsibility for the service elements of the organisational strategy, agree priorities and monitor progress against key quality indicators.
- Review primary reports, escalations and risks escalated from the Board sub committees.
- Receive assurance that all FearFree services are performing effectively.

### Executive Leadership Team

The Executive Leadership Team (ELT) is responsible for delivering the strategic plan and the operations plan, keeping the board fully informed of risk and opportunities that may affect the organisation.

ELT meets monthly and is chaired by the Chief Executive Officer.

### People Committee

This committee is responsible for governance of human resources including regulation and compliance, the charities staffing structure and policies, volunteering strategies and trustee selection and development. The committee meets four times a year with additional meetings as required by the Board.

The main duties of the Committee are to:

- Maintain a strong awareness of the latest employment legislation and ensure the organisations policies reflect contemporary practice and manage organisational risk.

- Review matters affecting staff performance or satisfaction and make recommendations as to remedial actions.
- Ensure new organisational development strategies and interventions are well planned and support the development of a positive organisational culture.
- Use monitoring systems to evaluate progress and regular agreed intervals and recommend actions.

### Remuneration Committee

This committee is responsible for ensuring that the remuneration arrangements support the strategic aims of the organisation. The committee has the same membership as the People Committee and meets once or twice a year.

The main responsibilities of the Committee are to:

- Formulate and monitor the organisation's Remuneration Policy.
- Review the organisation's salary banding process, related remuneration and reward packages against agreed independent market benchmarking tools and ensure FearFree salary and reward packages are equitable, fair and remain competitive.
- Approve the annual cost of living salary increase for all staff considering rates of inflation and known social care, charity sector and commercial benchmarking in the given year.
- Determine the remuneration and reward package of the Chief Executive Officer.

### Finance and Income Generation Committee

The Finance and Income Generation Committee is responsible for close monitoring of the financial viability of the charity and its assets, establishing financial policies, overseeing the financial audit and providing assurance to the Board of Trustees the charity has adequate and compliant financial controls. It also receives and monitors reports on income generating functions of the charity. The committee meets six times a year and on other occasions as required to deal with specific matters raised by the Board.

## Quote from a professional partner:

*"I think we need a direct line to each other; I wouldn't have been able to work this case without you, the multi-agency work has been vital."*



The main duties of the Committee are to:

- Recommend the Reserves Policy and other relevant financial policies to the Board of Trustees and reviewing the use of reserves.
- Recommend approval of the financial plan and ensure budget achievement is realistic and proportionate to investment.
- Review the quarterly forecast to ensure projections are reasonable and fall within the trustees reserves policy.
- Maintain a strong awareness of the latest legislation and practices affecting or related to income generation and report to the Committee.
- Identify areas of risk and/or development opportunity and agree monitoring mechanisms.
- Utilise monitoring systems to evaluate progress against the Income Generation Strategy at regular agreed intervals and recommend actions to mitigate risk as appropriate.

### **Risk and Audit Committee**

This committee meets four times a year and is responsible for oversight of regulation and compliance, the charity's risk management, health and safety, estates and environment, quality and audit management.

The main duties of the Committee are to:

- Maintain a strong awareness of the latest legislation and practices affecting or related to our work, environment and workforce and report to the Board of Trustees.
- Identify areas of risk and/or development and agree priorities and monitoring mechanisms.
- Utilise monitoring systems to evaluate progress and regular agreed intervals and recommend actions to mitigate risk as appropriate.

### **Quote from a FearFree Service User**

*"I was made to feel like a person not just a number on a list. I would like to thank you for all you did. I was treated with kindness and respect."*

## Risk Management

FearFree has a comprehensive structure of controls to co-ordinate and manage risk within the organisation. This consists of lines of accountability through which issues of risk can be debated and the effectiveness of the organisations risk management arrangements assured.

The Chief Executive Officer, Executive Leadership Team and trustees use a risk register to regularly assess the risks and uncertainties that the charity is exposed to which helps the Executive Leadership Team to identify, monitor, record, and manage risk on an operational and strategic basis. The risk register is a live document that is regularly reviewed and updated by the Chief Executive Officer and Executive Leadership Team. All risks have a owner from the Executive Leadership Team who report on their areas of responsibility to the Risk and Audit Committee at quarterly intervals. Significant risks are escalated to the trustees for review. Sub-committees of the Board of Trustees have delegated responsibility to keep those risks specific to them under review and escalate to the Board where necessary.

The following risks have been identified as the most prominent factors facing the charity during the course of 2023/24.

RISK ONE	RISK TWO	RISK THREE
<b>Risk of loss of service contracts either through tender processes or poor performance.</b>	<b>Service capacity challenges due to overwhelming referrals and or staff recruitment challenges.</b>	<b>Voluntary income not meeting growth expectations.</b>
MITIGATION	MITIGATION	MITIGATION
Whilst contract tenders are by nature competitive and unpredictable, each opportunity is assessed for its strategic fit, its contribution or draw on core infrastructure and its potential to serve the local population effectively and cost effectiveness.  FearFree work closely with local commissioners to assess and maintain service effectiveness and to best understand how to serve the needs of the local population and partners.	FearFree work closely with commissioners and partners to ensure referrals are appropriate and manageable and continually try to innovate and create new ways to support large volumes of clients whilst maintaining quality service delivery. FearFree has a new recruitment strategy and enhanced benefits and wellbeing initiatives in order to recruit and retain the best staff despite sector recruitment challenges.	FearFree is at the very beginning of its income growth journey and therefore all new income is hard to predict. Thus, all budget projections are very conservative, investment is modest and new streams are being added to the portfolio gradually each year.  Governance oversight is provided by the Finance and Income Generation Committee.

## Statement of trustees' responsibilities

The trustees (who are also directors of FearFree Charity Limited for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgments and accounting 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 disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

On behalf of the Board

**Maureen Margrie**

**Date**





## List of special thanks

### Commissioners and Grant Funders

Wiltshire Council  
 Wiltshire Office of the Police and Crime Commissioner  
 Wiltshire Probation  
 Gloucestershire County Council  
 Gloucestershire Office of the Police and Crime Commissioner  
 Armed Forces Covenant Fund Trust  
 The National Lottery Community Fund  
 NHS Bath and North East Somerset Swindon & Wiltshire Integrated Care Board  
 Interpersonal Trauma & Violence Team, Safeguarding Directorate, Devon Integrated Care Board  
 Devon County Council  
 Victim Support Devon & Cornwall  
 Royal Devon and Exeter Hospital Safeguarding Team  
 Nationwide Community Grants  
 University of Bristol  
 Devon Partnership NHS Trust  
 All at the Church of England

### Our Ambassadors

Ariana Watling  
 Sarah Jepson

### Fundraising

B&Q Foundation  
 Battens Solicitors  
 Bradford on Avon Co-op  
 Chippenham Town Council  
 Clear Vision Accountancy  
 Crossing Pathways project, funded by the Home Office  
 Devizes Town Council  
 Exeter Chiefs Foundation  
 Exeter Masons  
 Excalibur Communications  
 Gibbons Family Foundation  
 Goughs Solicitors  
 Hargreaves Lansdown  
 Hot Pod Yoga  
 Jamieson- Bystock Trust  
 Melksham Without Parish Council  
 Michelmores  
 National Grid  
 Nationwide Foundation  
 NHS England Southwest, Workforce Training and Education Fund  
 North Devon Councillor Grants  
 Operation Christmas Hamper  
 Pen Carrie  
 Persimmon Charitable Trust  
 Salisbury Soroptimists  
 Spin Dance Fitness  
 St Edmunds and St Mary Major Charity  
 St James Trust  
 Stonewood Group  
 Tesco  
 The Armed Forces Covenant Fund Trust  
 The National Lottery Community Fund  
 The Works  
 Trowbridge Council  
 University of Exeter  
 Wadworths  
 Waitrose  
 Warminster Town Council  
 Westbury United Reformed Church  
 Wiltshire Community Foundation  
 Wiltshire Council HSF4 Fund  
 Zurich Community Trust



# INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF FEARFREE CHARITY LIMITED

## Opinion

We have audited the financial statements of FearFree Charity Limited (the "Charity") for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the Charity's affairs as at 31 March 2024 and of its income and expenditure for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

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

## Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

## Other information

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

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

We have nothing to report in this regard.



## Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The directors' report has been prepared in accordance with applicable law requirements.

## Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

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

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us;
- The financial statements are not in agreement with the accounting records and returns;
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not obtained all the information and explanations necessary for the purposes of our audit; or
- The trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

## Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

## Auditor's responsibilities for the audit of the financial statements

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- We identified the laws and regulations applicable to the charity through discussions with those charged with governance and other management, and from our knowledge and experience of the sector;
- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, pensions, environmental and health and safety legislation; and
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, inspecting legal correspondence and remaining alert during the audit for any indications of non-compliance.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of those charged with governance



- and other management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- Discussing amongst the engagement team the risks of fraud;
  - Gaining an understanding of the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations;
  - Testing journal entries to identify unusual transactions;
  - Assessing whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
  - Investigating the rationale behind significant or unusual transactions.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council’s website at [www.frc.org.uk/auditors/audit-assurance-ethics/auditors-responsibilities-for-the-audit](http://www.frc.org.uk/auditors/audit-assurance-ethics/auditors-responsibilities-for-the-audit). This description forms part of our auditor’s report.

Use of our report

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

Joshua Kingston ACA (Senior Statutory Auditor)

For and on behalf of Burton Sweet Limited  
Statutory Auditor  
The Clock Tower  
5 Farleigh Court  
Old Weston Road  
Flax Bourton  
Bristol  
BS48 1UR

Date: .....



# STATEMENT OF FINANCIAL ACTIVITIES (INCLUDES INCOME AND EXPENDITURE ACCOUNT) YEAR ENDED 31 MARCH 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £ (Restated)
<b>Income from:</b>					
Donations and grants	2	221,744	563,391	785,135	645,656
Charitable activities	3	3,546,551	117,164	3,663,715	3,779,730
Investments		10,058	-	10,058	7,360
<b>Total income</b>		3,778,353	680,555	4,458,908	4,432,746
<b>Expenditure on:</b>					
Raising funds	4	114,690	-	114,690	2,993
Charitable activities	5	3,835,860	516,041	4,351,901	4,297,041
<b>Total expenditure</b>		3,950,550	516,041	4,466,591	4,300,034
<b>Net income/ (expenditure)</b>	7	(172,197)	164,514	(7,683)	132,712
Transfers between funds	15	25,182	(25,182)	-	-
<b>Net movement in funds</b>		(147,015)	139,332	(7,683)	132,712
<b>Total funds at the start of the year (as previously stated)</b>		364,943	60,458	425,401	590,439
Prior year adjustment	22	(67,555)	365,305	297,750	-
<b>Total funds at start of year (restated)</b>	15	297,388	425,763	723,151	590,439
<b>Total funds at end of year</b>	15	150,373	565,095	715,468	723,151

The charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.

See note 16 for fund-accounting comparative figures.

The notes on pages 42 to 53 form part of these financial statements.

# BALANCE SHEET AS AT 31 MARCH 2024

Company number: 03360057

	Note	2024 £	2023 £
<b>Fixed assets</b>			
Intangible assets	9	41,490	41,220
Tangible assets	10	29,532	60,613
		71,022	101,833
<b>Current assets</b>			
Debtors	11	819,700	947,888
Cash at bank and in hand		275,396	64,584
Short-term investments		88,273	137,895
		1,183,369	1,150,367
<b>Liabilities</b>			
Creditors: amounts falling due within one year	12	(518,923)	(509,049)
<b>Net current assets</b>		664,446	641,318
Provisions for liabilities	13	(20,000)	(20,000)
<b>Net assets</b>		715,468	723,151
<b>Funds</b>			
<b>Restricted funds</b>	17	565,095	425,763
<b>Unrestricted funds</b>	17	150,373	297,388
		715,468	723,151

These financial statements have been prepared in accordance with the special provision for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102 (FRS102).

The financial statements were approved by the Trustees on **20 November 2024** and are signed on their behalf:

.....  
**Maureen Margrie, Chair of the Board of Trustees**

*The notes on pages 42 to 53 form part of these financial statements.*



# CASHFLOW STATEMENT

## YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £ (Restated)
Net cash (outflow)/inflow from operating activities	20	161,932	(822,154)
Non-operational cash flows:			
Payments for intangible fixed assets		(10,800)	(43,200)
Payments for tangible fixed assets		-	(28,482)
Investment income		10,058	7,360
		(742)	(64,322)
Net cash (outflow)/inflow for the year	21	161,190	(886,476)

### Cashflow Restrictions

Charity law prohibits the use of net cash inflows of any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

# NOTES TO THE FINANCIAL STATEMENTS

## 1 Accounting policies

### BASIS OF PREPARATION

The financial statements have been prepared in accordance with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), and the Companies Act 2006.

FearFree Charity meets the definition of a public entity under FRS102.

The trustees have considered all available information to assess the going concern status of the charity. Particular attention has been paid to the reserves and cash position of the charity along with regular monitoring of the financial reports, budgets and future forecasting. The trustees consider that there are no material uncertainties affecting the ability of the charity to continue as a going concern.

### INCOME

Income from donations is included income when these are receivable, except as follows:

I. When donors specify that donations given to the charity must be used in future accounting periods, the income is deferred until those periods;

II. When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-condition have been met.

Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

### EXPENDITURE

Expenditure is recognised on an accruals basis in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Raising funds expenditure include those costs incurred in seeking voluntary contributions costs of goods sold and other costs which include the costs of running a participating in fundraising events and collections and cost of goods purchased for resale.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. Governance costs are included within support costs.

### ALLOCATION AND APPORTIONMENT COSTS

Certain expenditure is directly attributable to specific activities and this has been included in those cost categories. Other costs, which are attributable to more than one category, are apportioned across cost categories on the basis of an assessment of workload carried out from time to time. Overhead support costs have been apportioned between charitable activities on a basis consistent with the use of resources.

### PENSION

The charity contributes to defined contribution pension schemes. Contributions payable to the charity's pension schemes are charged to the Statement of Financial Activities in the period to which they relate.

### INTANGIBLE FIXED ASSETS

Amortisation is provided on intangible assets so as to write off the cost, less any estimated residual value, over their useful life as follows:

Amortisation is provided on the following basis:  
Website development - straight line over five years

### TANGIBLE FIXED ASSETS

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible asset into its intended working condition should be included in the measurement cost. Capital items with purchase price of more than £1,000 are included within fixed assets.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives:

Depreciation is provided on the following basis:

Fixtures and fittings - straight line over five years  
Computer equipment - straight line over three years

### DEBTORS

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1 Accounting policies (continued)

CASH AT BANK AND IN HAND

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

CREDITORS

Creditors and provisions are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable of a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Creditors are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect

of the time value of money is material, the provision is based on the present value of those amounts, discounted and the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

FUND ACCOUNTING

Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds form part of unrestricted funds and have been identified as being for particular purposes by the trustees. They are not restricted and can be transferred to general funds at any time at the discretion of the trustees.

Further explanation of the nature and purpose of each fund is included in note 15 of the financial statements.

2 Income from: donations and grants

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Corporate fundraising	147,164	-	147,164
Community fundraising	39,239	-	39,239
Grants and Trusts	6,035	563,391	569,426
Individual giving	7,827	-	7,827
Gift Aid	2,877	-	2,877
Other	18,602	-	18,602
	221,744	563,391	785,135

Prior year comparatives	Unrestricted Funds £	Restricted Funds £ (Restated)	Total Funds 2023 £ (Restated)
Corporate fundraising	7,880	-	7,880
Community fundraising	13,004	-	13,004
Grants and Trusts	268,469	348,622	617,091
Individual giving	6,107	-	6,107
Gift Aid	606	-	606
Other	968	-	968
	297,034	348,622	645,656

The charity benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

### 3 Income from: charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Public sector funding - core service delivery	3,546,551	117,164	3,663,715
	3,546,551	117,164	3,663,715
<b>Prior year comparatives</b>	<b>Unrestricted Funds £ (Restated)</b>	<b>Restricted Funds £ (Restated)</b>	<b>Total Funds 2023 £</b>
Public sector funding - core service delivery	3,602,986	176,744	3,779,730
	3,602,986	176,744	3,779,730

Income from public sector funding comprises of performance related grants and service level agreements made by local authorities to fund the charity's activities.

### 4 Expenditure on: raising funds

	2024 £	2023 £
Fundraising costs	8,561	2,993
Staff and volunteer costs	106,129	-
	114,690	2,993

### 5 Expenditure on: charitable activities

	Activities undertaken directly £	Support costs (Note 6) £	Total 2024 £
Provision of contracted services	3,641,460	710,441	4,351,901
	3,641,460	710,441	4,351,901
<b>Prior year comparatives</b>	<b>Activities undertaken directly £</b>	<b>Support costs (Note 5) £</b>	<b>Total 2023 £</b>
Provision of contracted services	3,718,549	578,492	4,297,041
	3,718,549	578,492	4,297,041



## 6 Support costs

	Total Funds 2024 £	Total Funds 2023 £
Staff and volunteer costs	263,731	250,118
Office costs	198,340	143,154
Premises costs	178,270	140,054
Finance costs	388	651
Marketing and advertising	23,488	7,557
Governance costs	47,385	25,269
Loss on disposal of fixed assets	-	1,969
Bad debt	(1,161)	9,720
	710,441	578,492

## 7 Net income/ (expenditure) for the year

	2024 £	2023 £
Auditor fees :		
- Audit	15,120	13,515
- Accounts preparation	2,880	2,577
- Prior year over/under provision	7,410	(725)
Depreciation	31,081	26,868
Amortisation	10,530	1,980
Trustees' remuneration	-	-
Reimbursement of Trustees' travel expenses (zero Trustees, 2023: one Trustee)	-	123

## 8 Staff costs and numbers

The aggregate payroll costs were:

	2024 £	2023 £
Wages and salaries	2,783,971	2,713,676
Social security costs	231,625	228,321
Contribution to defined contribution pension scheme	91,403	88,371
Redundancy costs	3,023	21,240
	3,110,022	3,051,608

The average number of persons employed by the company (headcount) during the year was 134 (2023: 133).

One (2023: One) employee received benefits (excluding employer's national insurance contributions and employer pension costs) of between £80,000- £90,000.

The key management personnel of the charity are listed on page 4.

The total amount of employee benefits (including employer's national insurance contributions and employer pension contributions) received by key management personnel for their services to the charity was £335,457 (2023: £272,053)

## 9 Intangible fixed assets

	Website development £	Total £
<b>Cost</b>		
At 1 April 2023	43,200	43,200
Additions	10,800	10,800
At 31 March 2024	54,000	54,000
<b>Amortisation</b>		
At 1 April 2023	1,980	1,980
Charge for the year	10,530	10,530
At 31 March 2024	12,510	12,510
<b>Net Book Value</b>		
At 31 March 2024	41,490	41,490
At 31 March 2023	41,220	41,220

## 10 Tangible fixed assets

	Fixtures, fittings and equipment £	Total £
<b>Cost</b>		
At 1 April 2023	95,870	95,870
At 31 March 2024	95,870	95,870
<b>Depreciation</b>		
At 1 April 2023	35,257	35,257
Charge for the year	31,081	31,081
At 31 March 2024	66,338	66,338
<b>Net Book Value</b>		
At 31 March 2024	29,532	29,532
At 31 March 2023	60,613	60,613

## 11 Debtors

	2024 £	2023 £ (Restated)
Trade debtors	183,353	594,278
Other debtors	6,482	13,517
Prepayments and accrued income	629,865	340,093
	819,700	947,888

## 12 Creditors

	2024 £	2023 £
Trade creditors	128,298	148,732
Taxation and social security	55,691	49,502
Other creditors	16,924	16,734
Accruals and deferred income	318,010	294,081
	518,923	509,049

Included above is deferred income from grants and contracts.

	2024 £	2023 £
Deferred income balance at start of period	227,337	682,992
Amount released to income	(227,337)	(682,992)
Amount deferred in the period	253,872	227,337
Deferred income balance at end of period	253,872	227,337

## 13 Provisions for liabilities and charges

	2024 £	2023 £
Dilapidation of leased buildings	20,000	20,000
	20,000	20,000

## 14 Operating lease commitments

At 31 March 2024 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024 £	2023 £
<b>Amounts payable:</b>		
Within one year	56,559	67,722
Within two and five year	105,975	190,688
	162,534	258,410

## 15 Movement between funds

	At 1 April 2023 £ (Restated)	Income £	Expenditure £	Transfers £	At 31 March 2024 £
<b>Restricted funds</b>					
Standing Together Against Domestic Abuse	14,757	-	-	-	14,757
OPCC Gloucestershire	18,401	-	-	(18,401)	-
Community First	3,788	4,323	(3,062)	-	5,049
The Noel Buxton Trust	8,714	-	-	-	8,714
DHSE Best Start	337	-	(2,556)	2,219	-
Chippenham Boroughlands	4,252	-	-	-	4,252
Alarms Gloucestershire	10,209	1,000	(819)	-	10,390
Military DVPP Programme	297,750	-	(46,452)	-	251,298
Gloucestershire Volunteer	-	7,500	(1,096)	-	6,404
OPCC Devon	-	308,235	(242,178)	-	66,057
Community Fund: RISE	-	-	(376)	-	(376)
Salisbury NHS Trust	-	55,000	-	-	55,000
Safer Accommodation	-	5,000	-	-	5,000
Housing IDVA	-	59,984	(2,218)	-	57,766
GTU03 (R) GCC PRG	-	90,000	(62,874)	(9,000)	18,126
GTU04 Glos PRG (R) - CC/OPCC Additional Funding	-	15,041	(15,041)	-	-
GTU10 (R) - GC PRG Awareness Raising Fund	-				
WIL110 (R) MoJ Wiltshire Police Funding	67,555	134,472	(139,369)		62,658
	425,763	680,555	(516,041)	(25,182)	565,095
<b>Unrestricted funds</b>					
General funds	234,806	3,778,353	(3,919,469)	27,151	120,841
Fixed asset reserve	62,582	-	(31,081)	(1,969)	29,532
	297,388	3,778,353	(3,950,550)	25,182	150,373
<b>Total funds</b>	723,151	4,458,908	(4,466,591)	-	715,468



## 15 Movement between funds (continued)

Prior year comparatives	At 1 April 2022 £ (Restated)	Income £ (Restated)	Expenditure £ (Restated)	Transfers £ (Restated)	At 31 March 2023 £ (Restated)
<b>Restricted funds</b>					
Standing Together Against Domestic Abuse	16,672	36,227	(38,142)	-	14,757
OPCC Gloucestershire	12,957	59,222	(53,778)	-	18,401
Community First	-	68,379	(64,591)	-	3,788
The Noel Buxton Trust	8,714	-	-	-	8,714
DHSE Best Start	2,644	240,857	(243,164)	-	337
Chippenham Boroughlands	4,252	-	-	-	4,252
Alarms Gloucestershire	-	12,916	(2,707)	-	10,209
Military DVPP Programme	-	297,750	-	-	297,750
WIL110 (R) MoJ Wiltshire Police Funding	77,600	50,872	(60,917)	-	67,555
	122,839	766,223	(463,299)	-	425,763
<b>Unrestricted funds</b>					
General funds	406,632	3,666,523	(3,809,867)	(28,482)	234,806
Fixed asset reserve	60,968	-	(26,868)	28,482	62,582
	467,600	3,666,523	(3,836,735)	-	297,388
<b>Total funds</b>	590,439	4,432,746	(4,300,034)	-	723,151

### FIXED ASSET RESERVE

The net book value of fixed assets is shown in a separate designated fund. Transfers between this and general funds represent fixed asset additions and disposals.

### STANDING TOGETHER AGAINST DOMESTIC ABUSE

Provision of a full time hospital based IDVA at the Royal Devon and Exeter hospital.

### OPCC GLOUCESTERSHIRE

Employment of one full time Independent Stalking Advocacy Caseworker (ISAC) for Gloucestershire to focus on high risk cases.

### COMMUNITY FIRST

National Lottery funded partnering with Community First to deliver a Building Better Opportunities programme to enable clients to get back into employment or training post recovery.

### THE NOEL BUXTON TRUST

Funding for The Elephant In The Room project for children.

### DHSE BEST START

Department of Health and Social Care, Health and Wellbeing Fund to provide the Best Start project in Devon improving access to perinatal services through the provision of community navigators and community champions.

### CHIPPENHAM BOROUGH LANDS COMMUNITY TRUST

Welfare support for individual clients residing within the parish of Chippenham and have done so for two years.

### ALARMS GLOUCESTERSHIRE

Funding, provided from the Safer Streets funding, for the provision of personal safety alarms for victims and potential victims of abuse.

### MILITARY DVPP PROGRAMME

Funded by the Armed Forces Covenant Trust, this is a Behaviour Change programme, focussing on clients who are military or former military personnel.

### GLOUCESTERSHIRE VOLUNTEER

Funded by Gloucester County Council, this grant is for the employment of a part-time Volunteer Co-ordinator.

## 15 Movement between funds (continued)

### OPCC DEVON

Funded by the Police and Crime Commissioner for Devon and Cornwall through partners Victim Support, this fund supports survivors of domestic abuse and sexual violence.

### COMMUNITY FUND: RISE

Funded by the National Lottery for the South West region, this a programme which seeks to empower people impacted by domestic abuse into employment, education, training or volunteering opportunities.

### SALISBURY NHS TRUST

Crossing Pathways funding, this fund seeks to provides a Health IDVA within Salisbury NHS trust to support early intervention and improved victim safety, and to raise awareness of domestic abuse across clinical services.

### SAFER ACCOMMODATION

Funded by Devon County Council this fund enables the recruitment of a trained domestic abuse housing specialist to ensure victims can access and maintain safe and suitable housing as they rebuild their lives.

### HOUSING IDVA

Funded by Nationwide Building Society, this fund enables the recruitment of a trained domestic abuse housing specialist within the Devon area, to ensure victims can access and maintain safe and suitable housing as they rebuild their lives.

### GLOUCESTERSHIRE OPCC

Operated through Gloucestershire County Council from Gloucester Office of the Police Crime Commission, this fund related to the provision of specialist services for addressing perpetrator behaviour within the country. Transfer between funds of £9,000 represents the apportionment of core costs.

### GLOUCESTERSHIRE PRG AWARENESS RAISING

Funded by Gloucester County Council, this fund relates to increasing awareness of perpetrator behaviours within the county.

### WILTSHIRE MOJ

Funded by Wiltshire Office of Police Crime Commission, but managed via Wiltshire County Council as an extension to their contract, this fund enables the recruitment of a trained domestic abuse specialist to support adults and children within Wiltshire who are abused victims.

## 16 Prior year fund comparatives for the Statement of Financial Activities

	Unrestricted Funds £ (Restated)	Restricted Funds £ (Restated)	Total Funds 2022 £ (Restated)
<b>Income from:</b>			
Donations and grants	56,177	589,479	645,656
Charitable activities	3,602,986	176,744	3,779,730
Investments	7,360	-	7,360
<b>Total income</b>	<b>3,666,523</b>	<b>766,223</b>	<b>4,432,746</b>
<b>Expenditure on:</b>			
Raising funds	2,993	-	2,993
Charitable activities	3,833,742	463,299	4,297,041
<b>Total expenditure</b>	<b>3,836,735</b>	<b>463,299</b>	<b>4,300,034</b>
<b>Net income/ (expenditure)</b>	<b>(170,212)</b>	<b>302,924</b>	<b>132,712</b>
Transfers between funds	-	-	-
<b>Net movement between funds</b>	<b>(170,212)</b>	<b>302,924</b>	<b>132,712</b>
<b>Total funds at start of year</b>	<b>467,600</b>	<b>122,839</b>	<b>590,439</b>
<b>Total funds at end of year</b>	<b>297,388</b>	<b>425,763</b>	<b>723,151</b>

## 17 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Intangible fixed assets	41,490	-	41,490
Tangible fixed assets	29,532	-	29,532
Other net current assets	79,351	565,095	644,446
	150,373	565,095	715,468

Prior year comparatives	Unrestricted Funds £ (Restated)	Restricted Funds £ (Restated)	Total Funds 2023 £ (Restated)
Intangible fixed assets	41,220	-	41,220
Tangible fixed assets	60,613	-	60,613
Other net current assets	195,555	425,763	621,318
	297,388	425,763	723,151

## 18 Related party transactions

There are no related party transactions in the current or prior year apart from those already disclosed throughout the report.

## 19 Control

The Charity is controlled jointly by the Trustees, there is no controlling party.

## 20 Reconciliation of net movement in funds to net cash inflow from operating activities

	2024 £	2023 £ (Restated)
Statement of Financial Activities: Net movement in funds	(7,683)	132,712
Investment income	(10,058)	(7,360)
Loss on disposal of fixed assets	-	1,969
Amortisation	10,530	1,980
Depreciation	31,081	26,868
Increase / (decrease) in creditors: current liabilities	9,874	(481,532)
Increase in provisions for liabilities	-	12,214
Decrease / (increase) in debtors	128,188	(509,005)
Net cash inflow / (outflow) from operating activities	161,932	(822,154)

## 21 Analysis of changes in cash during the year

	2024 £	2023 £	Change £
Cash at bank and in hand	275,396	64,584	210,812
Short-term investments	88,273	137,895	(49,622)
	363,669	202,479	161,190

	2023 £	2022 £	Change £
Cash at bank and in hand	64,584	741,132	(676,548)
Short-term investments	137,895	347,823	(209,928)
	202,479	1,088,955	(886,476)

## 22 Prior year restatement

The following restatements are required due to errors in the recognition of income and classification of funds. The change in treatment affected three grants and one service contract in the prior year.

The impact of the above changes are shown below:

Analysis by net assets	2023 As previously stated £	Adjustment £	2023 Restated amounts £
Intangible assets	41,220	-	41,220
Tangible assets	60,613	-	60,613
Debtors	650,138	297,750	947,888
Cash at bank and in hand	64,584	-	64,584
Short term deposits	137,895	-	137,895
Creditors < 1 year	(509,049)	-	(509,049)
Provisions for liabilities	(20,000)	-	(20,000)
<b>Total net assets</b>	<b>425,401</b>	<b>297,750</b>	<b>723,151</b>

Accrued income is the debtor affected.



## 22 Prior year restatement (*continued*)

Fund totals at year-end	2023 As previously stated £	2022 Adjustment £	2023 Adjustment £	2023 Restated amounts £
Restricted funds	60,458	58,040	307,265	425,763
Unrestricted funds	364,943	(58,040)	(9,515)	297,388
	425,401	-	297,750	723,151

The 2022 adjustment is a 2023 opening balance reclassification of funds.

Income and Expenditure	2023 As previously stated £	2023 Adjustment £	2023 Restated amounts £
Income from donations and grants - restricted	(240,857)	(348,622)	(589,479)
Income from charitable activities - restricted	(232,533)	55,789	(176,744)
Income from charitable activities - unrestricted	(3,598,069)	(4,917)	(3,602,986)
Charitable activity expenditure - restricted	519,606	(56,307)	463,299
Charitable activity expenditure - unrestricted	3,777,435	56,307	3,833,742
Transfers between funds - restricted	(41,875)	41,875	-
Transfers between funds - unrestricted	41,875	(41,875)	-
		(297,750)	

## 23 Post balance sheet events

Funding was awarded to the charity from The National Lottery Fund, restricted towards a post year project that is not able to be recognised as income in the year. The amount awarded was £706,659 for the three year project, to fund The Education and Employment Programme.

