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Safeline Warwick
Company Limited by Guarantee
Financial Statements
31 March 2021

COMPANY REGISTRATION NUMBER: 03529271
CHARITY REGISTRATION NUMBER: 1070854

Safeline Warwick
Company Limited by Guarantee
Financial Statements
Year ended 31 March 2021

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Safeline Warwick
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Trustees' Annual Report (Incorporating the Director's Report)
Year ended 31 March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2021.

Chair's report

Welcome to the Safeline Annual Report for 2020/21

It almost goes without saying that the major challenge for Trustees during 2020/21 has been dealing with the impact of Covid 19. Our performance as Trustees is partially determined by the relationships, both formal and informal, we engender with the staff who work so hard to make Safeline successful. To earn their trust and confidence we must engage with them and understand the challenges they face. Only when we have that shared understanding can we discharge our role effectively and with their full support. In more normal times we do this via regular visits to the offices, supporting various events and discussions with staff, either on a group or one to one basis. The restrictions imposed by Covid 19 have made that process much more difficult but throughout the year it has been uppermost in our minds and we have all tried to engage as best we are able in the circumstances.

The most obvious impact has been the suspension of face-to-face meetings. In line with the rest of the country and world, we resorted to 'online' meetings and a 'digital' presence. Board meetings continued on a 'virtual' basis and we were able to hear first-hand from the team, some of the issues they were overcoming on a daily basis. However, 'virtual' meetings are never quite the same as face-to-face ones and we are aware that the personal engagement and relationships are not as strong in these circumstances. The commitment and enthusiasm for Safeline has remained high throughout, and we recognise the importance of fully re-engaging as soon as it is safe to do so. During the year we had six formal 'virtual' Board meetings, all of which were well attended. We continued to address both the routine and specific issues faced by Safeline and to listen first-hand to the experiences of the staff. Our focus on future strategy has been maintained, albeit with the uncertainty of the pandemic and the effect it is having on our operations, it is difficult to look too far ahead as things change rapidly. Nevertheless, we are confident that we have continued to discharge our responsibilities as Trustees, to monitor, challenge and support, through what has been a difficult and unique period in our history.

The same constraints that we faced as Trustees applied many times over to staff and volunteers. Despite this, the response to the challenges of Covid has been exemplary, with staff creating and participating in new and imaginative initiatives to continue not just the services we were offering but devising new approaches and ways to deliver them. Most have had to work from home and adopt an entirely different method of delivering the much-needed services to our clients. Remote working with more emphasis on 'virtual' meetings and telephone and online support for clients became the norm, and our staff adapted magnificently, not only continuing to support clients but expanding the range of services to new and existing clients alike. It's easy to underestimate the difficulty involved, but adopting new working practice is always tricky, and having to do so in a climate where restrictions are necessary to avoid life threatening situations, made it doubly difficult. It is to the credit of everyone, that our staff and volunteers rose to the challenge and delivered, even when the Covid crisis was at its peak. We are justifiably proud of what they have achieved and wish to record our thanks and appreciation to Neil as CEO, his leadership team, and all the staff and volunteers, for their outstanding contributions.

Elsewhere in this report you will read some of the detail of the initiatives adopted and the challenges faced

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through the year, which will give a greater insight into the activities and challenges faced. The 'Lockdowns' and other restrictions, which were necessary for the protection of the population as a whole, had the opposite effect for many vulnerable people who were unable to escape the influence of those who were abusing them. It is not surprising therefore that we experienced an increase in demand for the services we offer. Given the demand and the constraints of the Covid regulations our preferred approach of personal meetings on a face-to-face basis was not going to work and a different approach would be required. We quickly realised that we needed to respond by harnessing the technology available to us, to offer remote services that were easily and quickly accessible. This move towards better utilisation of technology was already part of our long-term strategy and it is ironic that we have Covid to thank for implementing that strategy much sooner and with a high success rate. The learning from this year has been about the value of flexibility, adaptation, innovation, and the importance of having committed staff who are totally engaged in our objective of ensuring that -

"Everyone affected by or at risk of sexual abuse and rape feels supported and empowered"

For Trustees too, it has been a year of learning and consolidation. Our journey to becoming a cohesive, working team has been made more difficult by not being able to meet in a face-to-face situation but it has made us appreciate the value of such gatherings. We are planning a 'strategy and governance' day, as soon as conditions allow, where we can once again meet together, renew our relationships, and discuss the wider issues and implications for our future development, both as an Organisation and as a Board. There is much we can learn for the experiences of this year and we need to be reviewing our governance processes on a regular basis to ensure we are fulfilling our role positively and to the benefit of Safeline and our clients.

Of equal concern has been our inability to engage with the people and activities of Safeline. Whilst not all Trustees are able to free up time in the day to visit the offices or attend a function, we do see it as an important part of our role to have enough Trustees involved in those activities to give the Board visibility with not just the senior staff, but all staff and volunteers. Where it was safe to do so, we have continued to give limited support and are planning more ways to interact when times are more 'normal'.

My report as Chair would not be complete without some reference to fundraising. The good work done by the staff and volunteers could not happen without adequate funding. It would be nice to be working on a 'philanthropic' basis, but the reality is that we are running a business in a very competitive market. Fundraising must always be at the forefront of our thoughts and as an organisation we pride ourselves on the planning and monitoring of our finances. Trustees are fully briefed on finances at all times and at each Board meeting we review not just historical spending but future commitments and risk. Recognising this, we have supported investment in our fundraising team, which has been handsomely rewarded. For the first time, Safeline has exceeded the £1 million mark for income and expenditure during the year. This is a significant milestone, particularly during the pandemic, and congratulations are due to all those involved, staff and the many volunteers and individual contributions we receive.

2020/21 has been a difficult but remarkable year. It would have been easy to put up the shutters and curtailed our activities. Instead, we have expanded, utilised new technology and extended our reach. A remarkable achievement, and our thanks to all involved.

Eric Hogg, Chair, Safeline.

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Reference and administrative details

Registered charity name Safeline Warwick

Charity registration number 1070854

Company registration number 03529271

Principal office and registered office 6 New Street
Warwick
CV34 4RX

The trustees

L Ward
L J Scott OBE
C F Hodges
M E T Davies
E Hogg - Chair
R Jenkinson
B Mistry
S Thurlow

Auditor Edwards Pearson & White (Audit) Limited
Chartered Certified Accountants & statutory auditor
8 Jury Street
Warwick
CV34 4EW

Bankers The Co-operative Bank

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Structure, governance and management

Governing Document:

Safeline was established in 1994. It became a Company Limited by Guarantee on 17th March 1998 and a Registered Charity on 4th August 1998. As a charitable company it has Memorandum and Articles of Association as its governing document. These were amended in 2001 and 2007. On 25th November 2010 these were updated with Trustee names on them. The Memorandum and Articles of Association established Safeline objects and powers.

Recruitment and Appointment of Management Committee:

Trustees of the Charity are also Company Directors and under the company's Articles are known as members of the Board. Under requirements of the Memorandum and Articles, members of the Board serve for an annual period and retire by rotation at each Annual General Meeting.

Safeline's strategic plan details our strategic objectives over a 3-year period. As part of the strategic planning process, we undertake a systematic assessment of the Board's skills and knowledge each year and a needs analysis to identify any requirements for new skills/knowledge, training, or personal development that will support the successful delivery of our strategic plan.

Once the Organisation's needs have been identified, we target and recruit Trustees with the suitable skills, using established networks and advertising to attract suitable candidates. The Chair of Trustees is accountable for leading this process with support from the Senior Leadership Team and all other Trustees. Candidates are shortlisted and interviewed. Candidates that are successful in the interview have to meet the full Trustee Board who decide if someone should be confirmed as a Safeline Trustee.

Trustees Induction and Training:

New Trustees are given a detailed Safeline induction by the Chair, other Trustees, the Chief Executive and Safeline staff and are issued with a Trustee Handbook that outlines the vision, mission and values of the organisation as well as what it means to be a trustee with roles and responsibilities highlighted.

Organisational Structure:

Safeline has a provision for a maximum of ten Trustees and the Board meets at least six times a year. Trustees are responsible for the effective governance of the charity, ensuring it achieves its charitable objectives, as well as maintaining high legal and ethical standards in the eyes of its service users, regulatory bodies and the wider community.

Trustees delegate the day-to-day operational management of Safeline to the Chief Executive (Neil Henderson) to ensure anyone supported by the charity receives the best possible support available.

Risk Management:

Trustees regularly review major risks to which the charity is exposed, and the mitigating actions designed to effectively manage these risks. External funding risks are reduced by investing in fundraising resource to grow and diversify its income and increase the proportion of unrestricted funds. Internal risks are minimised by the reviewing and updating internal policies and procedures and ensuring these are consistently deployed and complied with across all aspects of the charity.

Public Benefit Test:

As part of the updated Charities Act 2006 all charities need to promote and show how public benefit is being addressed. All activities are undertaken to further the charity's purposes for the public benefit; Trustees have had regard to the Charity Commission's guidance on public benefit. Safeline aims to protect and support anyone at risk of sexual abuse and support those already affected. Services include free and timely counselling

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(face-to-face, by phone and online), creative therapies, a free telephone and online service, prevention projects and one to one support for vulnerable children and young people, support for anyone wanting to report their abuse to the police and pursue it through the criminal justice process and training for parents and professionals who want to protect people affected by sexual abuse.

Objectives and activities

Safeline's vision is that:

"Everyone affected by or at risk of sexual abuse and rape feels supported and empowered"

Safeline's mission is to provide specialist, tailored free support for anyone affected by or at risk of sexual violence and abuse, that empowers them to make choices about the lives they want and helps prevent abuse.

The charitable objectives are:

- To help prevent sexual abuse, rape, and sexual exploitation and to promote and protect the good health of all survivors throughout England and Wales.
- To provide qualified Counsellors, Psychotherapists, Creative therapists, ISVAs, Early Intervention coordinators, Emotional Support Advisors, and general Support staff to support and advise anyone at risk of or affected by sexual abuse, rape and sexual exploitation throughout England and Wales on how to cope with and move beyond their unwanted sexual experiences.
- To provide evidence based early intervention and therapeutic support services to all survivors of sexual abuse, rape, and sexual exploitation throughout England and Wales.
- To increase awareness and promote understanding of the importance of early intervention initiatives and the effects of sexual abuse on survivors in society through training, education and working in partnership with community organisations and statutory services.
- To provide education, training and awareness raising campaigns around the issue of sexual abuse, rape, and sexual exploitation of people of all ages and backgrounds and continue to learn from our work and respond effectively to new knowledge and identified needs.

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Achievements and performance

2020/21 was dominated by COVID and the multitude of challenges it created for our clients and for us trying to support them. It created extraordinary demands on everyone associated with the charity, but the response of our people was magnificent and it demonstrated how resilient we have become as an organisation over the last 4-5 years. Throughout the pandemic we maintained a general sense of calm, remained in control, and successfully delivered a substantial programme of change that maintained support for our clients throughout the year and helped strengthened the charity.

Covid-19 had a devastating impact on the people we support:

- For people living with the impacts of sexual violence, the situation created by the pandemic, (self-isolation, economic insecurity, lack of community and social support), caused and exacerbated stress and anxiety for survivors, their family, and friends.
- Many men, women, and children found themselves confined to their homes with people who threatened both their emotional and physical health.
- The measures the government took to contain the spread of COVID meant that the face-to-face delivery of our services, both in schools and in our therapy centers had to cease.
- The myriad of protective systems and services designed to detect, prevent, and respond to child sexual violence, were either paused or severely weakened by the pandemic.
- COVID impacted the finances of the charity. An estimated £180,000 of income was put at risk because fundraising events had to be cancelled and the competition for funds became much more intense. Our costs increased, the heightened demand for mental health support staff increased salary costs and the move to home working made sourcing IT equipment more difficult and costly. This threatened our ability to sustain support throughout the year.
- Maintaining staff wellbeing became an even greater priority during the pandemic. Working with clients with increased anxiety and stress, concerns about potentially catching a life-threatening virus, fatigue, and uncertainty, put the mental health of our people at risk.

No one had a predetermined contingency plan to deal with a global pandemic. Our approach was to adopt a set of behaviours and mindsets that prevented us from overreacting to what was happening on a daily basis. We also tried to look beyond the immediate challenges to invest time and effort in building our resilience to protect us against future disruptions and to identify new opportunities that would help strengthen the charity and sustain it long-term.

Sustaining support for our beneficiaries gave us all a common purpose. Everyone embraced the uncertainty of the situation and took responsibility for dealing with it. Our staff remained optimistic but realistic, on top of their day jobs, they generated ideas, devised solutions, and executed them, they were innovative, creative, diligent, collaborative, and caring. Our priorities for dealing with the pandemic were clear:

- Sustain all services and maintain high-quality support for anyone who needed it
- Protect our finances
- Protect our people, both their physical and mental health
- Identify opportunities to strengthen the charity

We successfully delivered against all of these priorities and we have emerged from the pandemic stronger and more resilient. I am sincerely grateful to everyone who has supported Safeline over the last 12-months. This year has been like no other, but the response from our staff, trustees, volunteers, ambassadors, supporters, funders, and our clients, ensured that we responded quickly and effectively to the challenges presented by COVID, and we were able to provide high-quality support to thousands of people at a time when they most needed it. I am truly humbled by what everyone achieved.

Neil Henderson CEO Safeline

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Achievements and performance (continued)

Service Review

Face-to-Face Counselling

The face-to-face counselling service was greatly impacted by COVID:

- All face-to-face support had to cease due to Government social distancing measures.
- The mental health of many clients deteriorated because of COVID
- More victims/survivors needed support.
- The demand for trained/qualified clinical staff increased significantly as organisations tried to respond to the crisis, this made the recruitment and retention of staff more difficult.

We overcame the social distancing restrictions by adapting the service to deliver counselling support remotely, by telephone and online. Doing this safely, securely, and ethically required a significant amount of planning and client communication. At the start of the pandemic, we made the decision to keep accepting referrals from new clients. We increased the hourly rates of our paid counsellors to help retain them within the organisation, this also enabled us to recruit five new experienced counsellors and seven new student counsellors which helped increase our capacity to support both existing and new clients. We were able to make our premises 'COVID secure' which enabled us to maintain a staff presence on site to ensure clients, staff, counsellors had access to timely information/support at all times. The learning gained from doing this helped when lockdown restrictions were relaxed, we were able to recommence face-to-face counselling almost immediately.

Our response ensured that every existing client who wanted to continue receiving counselling support could; 65% of our existing clients chose to access support remotely, the remainder either waited until face-to-face support recommenced or they accessed our Warwickshire helpline for emotional support to help them cope until face-to-face services resumed.

There were 571 new referrals to our face-to-face counselling service during the year.

The mental health and wellbeing of many clients deteriorated due to COVID and as a result, they needed support for longer; because we retained and recruited additional staff, we were able to meet this need. During the year, the number of clients who received support for more than 12-months was 34%, compared to 17% pre-COVID.

The proportion of children and young people accessing face-to-face counselling increased dramatically from October 2020, 63% of all clients were aged 17 and under compared to 46% pre-COVID. Maintaining our art therapies enabled us to respond effectively to this need.

Increasing our capacity to support more people meant that we were able to reduce our waiting times for face-to-face counselling from 12 weeks to 10. Rape Crisis England and Wales, have 41 specialist support agencies, they report that many have waiting lists of 12-months and more, and some centres have had to close their waiting lists to new clients. The increased capacity will also help us respond to any 'spikes' in demand that may arise post-COVID.

We maintained our evaluation frameworks to measure the impact our interventions had on our clients; 98% of clients rated Safeline as 'very good or excellent' at meeting their needs for support. We also captured client feedback, that confirmed clients found our support beneficial.

"Thank you all so much for all the help and support you have given me over the last two-years. I really appreciate everything you have done, especially the help that was still given to me during lockdown. All the help, support, and advice I have been given will never be forgotten! It really has helped me to live a better life"

As well as managing the disruption of COVID, we also found the headroom to strengthen the service to make it more resilient longer-term. For example:

- Adapting our service not only makes us more resilient, but it also gives clients more choice on how they want to access counselling support from Safeline; 50% of clients who accessed remote support during COVID have chosen to continue with it. - We found the capacity to get our counselling service reaccredited against the Male Survivors Partnership quality standards. Independent verification of our services against best practice standards gives our clients confidence in the support they can expect from us. - We recruited a new Clinical Assessments

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Achievements and performance (continued)

and services manager for our Stratford-upon-Avon office, to increase the number of victims/survivors accessing support in that area.

- We adapted our Open College Network (OCN) Accredited Training 'Working with Survivors of Sexual Abuse' to deliver it online. We can now offer our training to a much wider audience. We also achieved 'Direct Claims Status' through OCN which means we no longer need external verification of our courses, evidence of the quality of our internal verification processes and the quality of the training delivery.

Independent Sexual Violence Advisors

Safeline's Independent Sexual Violence Advisers (ISVAs) are critical to providing specialist tailored support to victims/survivors of sexual violence, (aged 3+). They support client's mental and physical health and well-being and if individuals choose to report to the police, support them before, during and after any interaction with the criminal justice system.

As with other services, the mental health of many of our ISVA clients deteriorated because of COVID. However, for those clients that had reported to the police or were being supported through the criminal justice system, many felt 'doubly victimised'. The experience of undergoing investigation, prosecution and court room processes is traumatizing, the added stressors of court delays and being in the criminal justice process for longer, exacerbated the anxiety of many of our clients.

This led to many ISVA clients needing to be supported for longer. For example, the number of contacts per client increased by 46% compared to pre-COVID levels and 29% of victims' court cases were delayed by 12-months which meant the ISVA's have had to support them for longer. The average length of time that clients need support increased from 24-months pre-COVID to 36-months.

We also witnessed a 16% increase in the number of new victims/survivors referring to our service, many referrals were from victims/survivors who had experienced recent abuse; 31% of all new referrals were from children aged 12 and under.

The combination of needing to provide more support to existing clients, for longer and an increase in new cases, increased individual ISVA workloads by 25%.

Safeline invested in a cloud-based IT system in 2015, which enabled our ISVA's to work remotely and maintain support for their clients without disruption.

We secured additional, long-term funding from the Ministry of Justice enabling us to increase the capacity of our ISVA team. This allowed us to maintain high-quality support for all clients, support new clients, have safe/manageable caseloads that balanced the needs of clients and staff, and created headroom to plan/implement service improvements. We also realized the full benefit of our investment in ISVA admin support. All admin tasks were removed from our ISVA's creating more capacity for them to support more clients. We transformed our internal processes which strengthened the service, generated efficiencies, improved effectiveness, and enhanced client experience. We also updated our data capture/reporting systems to improve our capacity planning and monitoring.

Our response ensured that every existing ISVA client continued to receive uninterrupted, high-quality support, 176 new clients were able to access support within 48-hours of referring to us and 95% of all clients rated Safeline as 'very good or excellent' at meeting their needs for support.

" I found myself sharing extremely painful and an intimate series of events, events which have torn me up psychologically, for many decades. Without the help of an ISVA, the process would have been more traumatic, to the point, where I might not have been able to proceed"

"The support I received from the ISVA helped me through the court process. Alongside this, the 1:1 counselling has helped increase my mental health immensely, I could not have got through this without the support from Safeline"

The additional capacity enabled us to plan and implement service enhancements. For example:

- Two new ISVA's were able to undertake and complete their accredited qualification diploma.

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Achievements and performance *(continued)*

- We successfully applied for and achieved Lime Culture's independently accredited Quality Standards for ISVA Services. This kite mark evidences the quality of our services against recognized best practice standards, and gives users confidence in the quality of the Service they are accessing.
- We launched the UK's first ever mobile app to make it quicker and easier for victims, their families and other referral agencies to access ISVA support, its hoped that by improving access, more victims will receive the support they need and deserve.

Prevention/Early Intervention Services

Safeline believes child sexual abuse is preventable and we have developed a comprehensive range of services that provide effective prevention/early intervention support to children already impacted by sexual violence and those most at risk.

Providing support to improve mental health and wellbeing, develop strong social/emotional skills and strong social support networks helps reduce risk factors and increases protective factors in a child's life and empowers them to reach their full potential. We also provide learning and training packages for parents, teachers and other professionals that are critical to keeping children safe.

COVID greatly increased the vulnerability of the children. Being confined to their homes for long-periods of time, increased the threat to their emotional and physical health; all of the children we supported told us their mental health issues during the pandemic became 'much worse'.

Locked down at home, children were spending more time online, often unsupervised; 60% of all children we worked with disclosed they had been approached online by adult strangers offering friendships. Increased numbers of children adopted negative coping strategies; we witnessed increased self-harming, eating disorders and alcohol and drug abuse.

Parents/carers told us that they found it incredibly difficult to cope. Increased childcare responsibilities, juggling work, financial uncertainties, made caring for their children more challenging which increased the risk of physical/emotional/sexual/ domestic abuse and online harm of children. Statutory services that normally detect and support vulnerable children were paused or limited to comply with social distancing measures, this weakened the safeguarding of children and put them more at risk.

This heightened vulnerability manifested itself in an increased demand for all of our services:

- The proportion of children, aged twelve and under, contacting Safeline for emotional and practical support following a sexual violence crime increased by 50% from October 2020. Most cases related to recent rapes that occurred during lockdown by trusted adults; two rape victims were aged 4-years.
- 63% of all new referrals to our Face-to-Face counselling service were aged 17 and under, +54% compared to pre-COVID levels.
- Referrals for Prevention/Early Intervention support increased by 43%, for the first-time ever, we have a waiting list with over 40 children on it.
- The number of schools referring highly vulnerable children to our Prevention/Early Intervention services increased by 50%.

Maintaining support for children and young people during the year was a key priority for Safeline.

All our Prevention/Early Intervention services are delivered face-to-face in schools, or through face-to-face external programmes, these had to be quickly adapted so they could be delivered remotely, by telephone and online.

With the support of local/national grant giving bodies, we were able to procure new IT equipment and mobile phones that enabled us to support children remotely in an effective way. The team created new policies, processes, and procedures that enabled us to do this safely and securely.

Schools in Warwickshire closed 23 March 2020, we started providing safe, secure, and effective remote support 30 March 2020. Our response ensured that we were able to maintain support to all the children we were working with throughout the year at a time when most other protective systems and services in Warwickshire had paused to comply with social distancing measures. In total we supported 265 highly vulnerable children during the pandemic, 165 in primary schools, and 100 in secondary. We also provided online training/education to 150 parents to help them

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Achievements and performance (continued)

better support and protect their children. We continued to accept new referrals for support, referrals increased by 43% during the year.

Our evaluation framework highlighted that we delivered effective outcomes for the children we supported.

- 100% of children reported improved mental health and wellbeing and reduced risk ratings
- 100% of children stated they knew more about the risks associated with sexual violence and where they could get support.
- Teachers saw improvements in academic achievement, social interactions and reduced anti-social behaviours in school

We also captured feedback from children that confirmed that they found our interventions beneficial:

"At first, I was nervous to talk but then I realised if I don't it won't help anyone so I did, and it was the solution to my problem. Over the past few weeks, I have learnt a lot about my anger, my violence and swearing. Most importantly I have for once been able to say to my head 'NO' and walk away from the situation/problem and it feels good because I do not get into trouble and that has changed my reputation from a bad one to a good one which has been better not just for me but everyone around me. I really want to thank what has happened over the last few weeks and what I have learnt, without this I don't know where I would be probably in trouble or excluded but this has stopped most of my problems I have had at school and showed me what a good place school can be".

During the pandemic, other agencies adapted their services to provide online support for children. However, a report published by the Early Intervention Foundation (EIF), published April 2020, found that moving from face-to-face to remote support resulted in many vulnerable children receiving less effective support.

Few of the online interventions continued with direct practitioner input, few focused on children's mental health and wellbeing, most moved to self-guided/unguided content which resulted in a high percentage of participants dropping out. They also, felt self-guided content undermined effective evaluation, (no practitioner input/observation).

Safeline's remote support continued with trained practitioner involvement, (one-to-one and groups), it was focused on improving the mental health and wellbeing of children and we maintained all of monitoring/evaluation/safeguarding frameworks.

As well as managing the impact of COVID, the team also implemented several initiatives to improve our prevention/early intervention offering:

- Adapting our services to deliver them remotely means we can now offer them to a much wider audience anywhere in the UK.
- We commenced original research on victim blaming in schools and universities which we will use to influence national/local policy and practice.
- In response to the " Everyone's invited " campaign we produced a short teacher training intervention, that we delivered in Warwickshire schools to help them better respond to disclosures of sexual violence.
- Because of lockdown, we raised awareness about our 'Safeline Young People' Instagram account which provides useful information and resources to a wide audience about how children can be kept safe. Followers of the account increased from 1,500 to 7,000,+367%.

Remote Support Services

Telephone and Online Services

Safeline's has been providing independently accredited, best practice remote support since 2015 and our investment in this type of support paid huge dividends over the last 12-months. Our two national services, the national male survivor helpline and online support service and our national telephone and online counselling service as well as our Warwickshire Helpline, proved to be 'COVID proof' and continued uninterrupted throughout the pandemic.

The demand for remote support, (telephone and online), increased substantially because COVID exacerbated the mental health problems of many victims/survivors and face-to-face services had to cease to comply with

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Achievements and performance *(continued)*

social distancing measures; this limited support options for victims/survivors and Safeline was able to fill this void.

The Ministry of Justice and the Home Office fund our national services, and they provided vital additional funding to help us increase the capacity of both services and to guarantee continuity of service.

National Male Survivor Helpline and Online Support Service

Support from the Ministry of Justice, (MoJ), enabled us to implement several service enhancements that guaranteed support was available to users throughout the year. Most importantly, we invested in a new Virtual Call Centre facility, (VCC) which strengthened the service in several ways:

- VCC enabled all service staff to work remotely which helped guarantee continuity of service. Since 2015, Safeline has always had this capability but we remained office based because the nature of our work required the team to support one another in moments of crisis. VCC has an inbuilt team chat option which better connects the team, so we were able to adopt remote working because we could do it safely, securely, and effectively.
- Remote working means we can now recruit staff anywhere in the UK, increasing our pool of available talent.
- VCC has sophisticated training and service monitoring features helping us to continually develop our people to deliver higher-quality support - It enabled the introduction of a new live chat service allowing us to support victims/survivors who want support in this way.
- VCC has an integrated post call survey feedback facility which makes it easier for service users to provide feedback about the service which drives improvements.
- Strategically, because the service is working remotely, the 'cost to serve' per client decreased by 25% (reduced overhead charges) and the space released by team means we now have the capacity within our existing building to accommodate further increases in staff.

The continued availability of this service throughout the year, proved to be a lifeline for hundreds of male survivors of sexual violence, their friends, families, and carers.

Contacts to the service, grew by an average of 140% compared to pre-COVID levels. Most of the increase was from male victims/survivors who were using the service for the first time. Many told us that COVID had given them the time to reflect on and disclose the abuse and to access support.

As well as supporting increased numbers, we also maintained high-quality support. Our evaluation framework revealed that:

- 73% of users felt better after contact with the service
 - 89% said they rated the service as very good
 - 98.5% said they would recommend the service to others
- Client comments confirmed the value of the service:

"The support is extremely sensitive to the problems that involve the sexual assault of men and boys"

"Easier to talk, rather than face-to-face"

"I called on two occasions and both times felt held and heard, understood, and believed"

"The person on the end of the phone was really sympathetic, understanding and kind. He gave me information that was really helpful"

During the year we commenced planning the extension of the service opening hours. Our analysis of user data highlighted that a considerable number of people were contacting the service when it was closed indicating that the current opening times weren't convenient for some victims/survivors. The MoJ, supported our analysis and have provided funding to extend opening times. The new opening times are scheduled to commence August 2021.

Safeline Warwick
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report) (continued)
Year ended 31 March 2021

Achievements and performance (continued)

National Telephone and Online Counselling Service

The Home Office fund Safeline's national telephone and online counselling service which provides free, long-term specialist support to adults aged 18 and over who have experienced childhood sexual abuse (CSA).

This service continued, uninterrupted throughout the pandemic. In total we supported 348 clients during the year, (+62% on the previous year), 86% of these clients were new to the service. This increase was driven by increased awareness of the service and the COVID enforced closure of face-to-face counselling services.

The detrimental impact of COVID on the mental health of many victims/survivors of sexual violence, led to many clients needing counselling for longer. In 2018, each client received on average 19 sessions of counselling, that increased to 25 during the pandemic, +32%. This impacted our ability to support more new clients during the year and resulted in a waiting list for support of 4 months.

Our evaluation framework clearly demonstrates that this service delivers improvements in the mental health and wellbeing of our clients. Safeline uses the Warwick and Edinburgh Mental Wellbeing Scale2, (WEMWBS), to measure the effectiveness of our interventions. A meaningful change in mental health and wellbeing ranges from 3 to 8 WEMWBS points difference 'before' and 'after' counselling, the current average points change for our clients in the year was 11.4.

Client feedback also confirmed the effectiveness of this service. In response to the questionnaire questions:

"How do you rate the service you received at Safeline" Clients marked it 9.8 out of 10

"Would you recommend the service" 100% of clients said they would recommend it.

Client comments received:

"It is an amazing service that truly changed my life. Great support and communication throughout. Excellent counsellor".

"Found your service first class and was helpful in my dark days and for that I thank you"

"I can go outside without being terrified, I am no longer having panic attacks, I am no longer having vivid flashbacks and I feel more in control and confident"

Safeline's Warwickshire Helpline

This service is for anyone living in Warwickshire affected by sexual violence and those that support them such as friends and family. As with our two national services, demand for this service increased exponentially throughout the pandemic. We received over 5,000 contacts to the service, +49% on pre-COVID levels and 98% fed back that they would recommend it to other.

Operations

Our back-office operational team were critical in helping to sustain support throughout the year, none of what has been achieved, would have been possible without their input and support. They played a pivotal role in protecting and growing the finances of the charity over the last 12-months and because government measures to contain the spread of COVID meant that all face-to-face services had to cease, worked with our service leads to quickly implement effective solutions that ensured no one went unsupported.

Safeline Warwick
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report) *(continued)*
Year ended 31 March 2021

Achievements and performance *(continued)*

Key achievements included:

- An ongoing programme of COVID risk assessments and action planning that enabled us to keep our clients, staff, and volunteers safe throughout the pandemic and maintain the effective operation of the charity
- Prompt procurement of a wide range of resources, during a period of high demand, (including IT equipment), that enabled us to adapt our services quickly and minimize disruption to support.
- Implemented new policies and procedures for new ways of working which ensured compliance with laws/regulations, ethical/safe practice for clients, protected our staff, guided decision-making, and streamlined internal processes.
- Successfully recruited new staff during a difficult recruitment period, to help sustain/increase capacity to support.
- Reviewed and updated our retention strategy to help retain experienced staff within the organisation, critical to sustaining support throughout the pandemic.
- Produced detailed budgets to support 20 bids for new funding, each one was successful and resulted in income growth of 38%.
- Implemented an effective financial recovery plan that reduced/delayed expenditure and enabled us to avoid having to use unrestricted reserves to keep operating during the year.
- As part of our financial planning process, created a balanced budget for the 2021/22 financial year that will sustain all existing services at their current levels.
- Continued to plan the development and implementation of a new data capture and reporting system that will 'go live' December 2021. This will enable real-time reporting and help us respond more quickly to client need.

Development/Fundraising

Income is critical to the financial resilience, sustainability, and development of the charity. Our ambition this year was to further grow and diversify our sources of income and increase multi-year funding and the proportion of unrestricted income. Specifically, 2021 was the year that we had planned to reach out more to community supporters to increase participation in challenge events, 3rd party fundraising, and increase our regular and legacy giving.

COVID-19 changed those plans and generated a huge amount of financial risk. All planned fundraising events had to be cancelled and many grant giving bodies had less funds to distribute and the competition for those funds was intense.

Our response was to communicate with our supporters and stakeholders (national and local) the increased need created by COVID and how Safeline was able to continue safely supporting all of our existing clients and accepting referrals from new ones. The relationships that developed and our clarity of purpose led to unprecedented success in funding applications to replace lost income and gave Safeline the opportunity to build on its robust digital infrastructure by investing in equipment to enable our staff to work confidentially, securely, and effectively to meet the increased demand for support.

The additional and timely financial support provided by central Government, (Ministry of Justice and the Home Office), was critical in helping Safeline sustain support for hundreds of victims/survivors of sexual violence. We submitted several bids for funds that were supported which enabled us build resilience and capacity within the organisation. Warwickshire Police and Crime Commissionaire also provided support.

We are very grateful to the local and national organisations who contacted Safeline to see how they could help including Warwick Rotary, Warwick Lions, The charity of Thomas Oken and Nicholas Eyffler and the 7 Stars Foundation. We are also very grateful to the Clothworkers Foundation, Charities Aid Foundation, the Julia and Hans Rausing Trust, Heart of England Community Foundation, the National Lottery Community Fund, the Rank Foundation, and others for their COVID grants.

The funding received from all our COVID funders ensured that no staff were furloughed, we didn't have to draw on our unrestricted reserves to keep operating during the pandemic which would have weakened the charity and we were able to adapt our face-to-face services so they could be delivered remotely, by telephone and online.

It was heartwarming to continue to receive support from many individuals, corporates, and trusts/foundations who recognized the need for our services and donated towards our regular core costs.

COVID may have made daily life difficult but the recognition of the importance of our work led to individual fundraisers trying very hard to help including some extremely young people: A teenager baked cakes and delivered them within her local community. A 9-year-old ran a marathon over 5 days and another 9-year-old did

Safeline Warwick
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report) *(continued)*
Year ended 31 March 2021

Achievements and performance *(continued)*

a cycle challenge to ensure that we could develop the "No Racism Here" programme as part of our Prevention/Early Intervention work. Although many organized challenge events were postponed to 2021, some of our supporters created their own virtual challenges and our fundraising team themselves participated in a virtual challenge (Steps4Safeline) walking the distance between Truro and Aberdeen representing points of our most southerly and northerly donors in the UK.

We are incredibly grateful to all our individual givers who despite the pressures of COVID continued to support Safeline. Some increased the frequency or amounts of their donations; others made additional ad hoc contributions or became regular givers. Digital media led to new connections including developing our partnerships with tattoo artists and their networks. We have invested more of our time in developing our social media and this has led to increased donations particularly from Facebook but also Instagram and different crowdfunding platforms. We will continue to develop our social media and digital skills in the new year.

The Development team also implemented a number of new initiatives during the last 12-months to make our income streams more resilient and sustainable longer-term. Key initiatives included:

- Recruiting an additional development coordinator, to help sustain and grow existing supporters and grow new ones
- Recruiting more Safeline ambassadors to help raise awareness about the charity, generate more supporters, and organize their own fundraising events
- Securing pro-bono resource from a corporate supporters talent pool to help us create a new social media strategy to help generate increased loyal followers and supporters.
- Redesigning our website to make it easier and quicker for victims/survivors to access support, information, and advice, but also to make it easier for any prospective supporters to donate to us.

Strengthening the Sector

As well as strengthening Safeline, we continued to play a significant role in helping to strengthen the sector by disseminating knowledge gained from working with tens of thousands of survivors and sharing our experience of operating two national support services.

Safeline was invited to join the Ministry of Justice led, Silver Command group. The group was created to ensure that vital support services for victims/survivors of sexual violence continued to function effectively throughout the pandemic. The collective knowledge and experience of the members was able to exert influence ensuring victims/survivors got the support they needed. The group reports directly to Gold Command in the cabinet office and it will continue to meet weekly in 2021/22.

On 26 June 2020, Safeline was invited to attend the government's first Hidden Harms virtual summit. hosted by the Prime Minister. The summit was attended by over 70 representatives from across government, the NHS, law enforcement, charities, and frontline services, as well as survivors of hidden harms. The summit was an opportunity to share emerging best practice at local and national level.

During the year, we hosted Alex Chalk, QC MP, and Parliamentary Under-Secretary of State at the Ministry of Justice. Alex wanted to visit a specialist support agency providing a wide range of services, to better understand the challenges we face in delivering effective services for victims/survivors of sexual violence and to identify opportunities to improve support.

Safeline was actively involved in the Violence against Women and Girls call for evidence. This call for evidence was opened to collect views from those with lived experience of crimes considered as violence against women and girls.

We were actively engaged in developing the Ministry of Justices sexual violence awareness campaign in April 2020. We helped shape the key messages for victims/survivors and had weekly meetings with the MoJ to monitor the impact the campaign had on people affected by sexual violence. Two Safeline services users were interviewed by national newspapers about their experiences and how support helped them.

Safeline continues to be an active member of the Male Survivors Partnership, (MSP), a membership agency for charities that support male survivors of sexual violence. The CEO of Safeline is chair of MSP which provides numerous opportunities to connect with key national stakeholders.

Safeline Warwick
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report) (continued)
Year ended 31 March 2021

Financial review

Income for the 2020/21 financial year was £1,356,674, compared to £980,994 the previous year, an increase of £375,680, (+39.2%). This is the highest level of income ever secured in a single year and it is the first-time income has ever exceeded one million pounds and it maintains our excellent track-record of growing income to sustain and develop the activities of the charity.

Charitable expenditure for the year was £1,077,113, compared to £929,813, the previous year; an increase of £147,300, (+16%). Again, the highest level of charitable expenditure the charity has ever incurred, it is the first-time expenditure has ever exceeded one million pounds. The increased expenditure was critical in helping us to sustain support for anyone who needed it last year.

Income exceeded expenditure for the year ending 31 March 2021 by £279,561. Total funds carried forward now stands at £735,553 compared to £455,993 in 2019/20, (+61%). Restricted funds increased from £313,825 to £523,233, an increase of £209,408, and Unrestricted funds increased from £142,168 to £212,320, an increase of £70,152.

Whilst the level of reserves, both restricted and unrestricted, being carried forward looks to have improved significantly, most of these are needed to fund activities in the 2021/22 financial year. For example, a proportion of reserves relates to COVID funding that was received in 2020/21 that was always scheduled to be expended in 2021/22. In addition, the measures taken by the government to contain the spread of COVID resulted in delays to planned expenditure, these funds are being carried forward and will be spent when government guidelines are relaxed and we can deliver the services they were intended for.

Overall Financial Health

Safeline's overall financial health is good having delivered a healthy surplus in 2020/21 of £279,561. Generating increased income meant we avoided having to use our unrestricted reserves to keep the charity operating, a key objective during the year. Unrestricted reserves actually grew from £142,168 in 2019/20 to £212,320 an increase of £70,152. Our cash position remains strong, cash in bank increased from £378,756 to £625,824 an increase of £247,068.

Despite our healthy financial position however, a considerable amount of risk still remains within the sector.

COVID's impact means that the future of charitable funding remains unclear, e.g., many grant giving bodies have less funds to distribute and there is greater competition for whatever funds are available. A £20m fund managed by the Charities Aid Foundation received over 3,300 submissions totalling £130m. Government debt is at an all-time high, this may impact funding for the sector and the proportion of people giving money to charity continues to decline.

COVID also led to a significant increase in our costs. The demand for trained therapists and youth support workers increased dramatically as organizations tried to respond to the devastating impact of the pandemic. In the last 6-months, Safeline has had to increase the salaries of several staff to retain them within the charity. Other costs have also increased because of the pandemic and supply chain issues.

All of this comes at a time when demand for our services is forecast to grow to record levels. We are currently exploring where we can further strengthen our already robust financial planning and control processes to manage this risk.

Safeline Warwick
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report) (continued)
Year ended 31 March 2021

Financial review (continued)

Reserves

Reserves are a critical part of Safeline's financial management and Trustees have adopted a policy that strikes a balance between tying up money unnecessarily, which limits the number of people we can support, and not having sufficient funds, which affects our ability to meet our liabilities in the event of a financial crisis.

It is good financial governance practice that any level of reserves should reflect the individual circumstances of the charity. In determining the level of reserves for Safeline, Trustees considered the following factors:

1. Limited liabilities: The level of financial exposure in the event of insolvency or a major funding reduction has increased because we employ more staff and the cost of employment has increased. In 2019, Safeline employed 20 staff, that has increased to 30 in 2021 and the cost of employment has also increased. This has several consequences:

- Recruiting staff has become more challenging and we have had to increase pay rates to attract new people
- To retain existing staff, we have had to increase several salaries because their rates of pay were below similar type roles in our geographic area. The upward pressure on salaries will continue into 2021/22.
- The cost of living, is increasing at an accelerated rate, inflation has substantially reduced the disposable income of our staff which makes it more challenging for them to meet their financial commitments. This creates risk in our ability to retain them, so we are planning a cost of living increase in 2021/22 which will further increase payroll costs. Given this situation, we have reviewed what our financial exposure might be in the event of a crisis and have increased it from the 2019/20 level of £100,000 to £150,000.

2. Cash flow: Safeline has always had a very good working capital position because a significant proportion of our income is received in advance of any expenditure and robust procedures exist to manage cash; there are few troughs in the charity's cash flow.

3. The nature of the funds: Considerations here include the source of funding, length of funding, how secure it is, and the level of unrestricted funds which can be spent on any purpose of the charity or used as reserves. The amount of long-term funding has increased over the last 2-3 years.

4. Future spending plans: The need to fund unfunded posts, potential new services

5. Financial controls: How effective are the internal financial controls?

This approach to managing reserves has been very effective for several years now and based on consideration of all the above factors, Trustees believe there should be a minimum level of reserves of at least £150,000. Our current level of unrestricted reserves is £212,320.

Safeline Warwick
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report) *(continued)*
Year ended 31 March 2021

Plans for future periods

Plans for future periods

We anticipate that the full impact of COVID has yet to emerge and our primary objective over the next 12-months is to secure as much funding as we can to build capacity to support as many people as possible and deliver effective outcomes for them.

Longer-term, the Board have agreed a set of strategic goals that will direct our activities over the next 3 to 5 years. These include:

- Protecting and supporting 25,000 people by 2025 who have been affected by or are at risk from sexual violence
- Generating £2.0m of sustainable income by 2025 from a diverse range of sources to provide the necessary resources to support our ambitions.
- Attracting, engaging, developing, motivating, and retaining our staff and volunteers to help us deliver our aims and objectives.
- Ensuring equitable access and equitable outcomes for all victims/survivors of sexual violence- Become a recognized provider of Prevention and Early Intervention services throughout England and Wales
- Collaborating with trusted, like-minded organizations who can help add value to the people Safeline supports by improving/expanding our value propositions, develop/strengthen propositions, or help us be more efficient.
- Have a strong brand reputation that positions Safeline as a leader in its field and builds loyalty amongst our users and supporters.

Delivering these strategic goals will ensure that Safeline continues to deliver effective outcomes for many more people affected by sexual violence.

Qualifying indemnity provision

During the year the Charity took out Trustees Indemnity insurance.

Safeline Warwick
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report) (continued)
Year ended 31 March 2021

Trustees' responsibilities statement

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

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, 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 applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 10 December 2021 and signed on behalf of the board of trustees by:

DocuSigned by:

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E Hogg - Chair
Trustee

Safeline Warwick
Company Limited by Guarantee
Independent Auditor's Report to the Members of Safeline Warwick
Year ended 31 March 2021

Opinion

We have audited the financial statements of Safeline Warwick (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 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 trustees' 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 trustees with respect to going concern are described in the relevant sections of this report.

Other information

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

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

We have nothing to report in this regard.

Safeline Warwick

Company Limited by Guarantee

Independent Auditor's Report to the Members of Safeline Warwick *(continued)*

Year ended 31 March 2021

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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' 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; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to 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 (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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.

Safeline Warwick
Company Limited by Guarantee
Independent Auditor's Report to the Members of Safeline Warwick *(continued)*
Year ended 31 March 2021

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our assessment focused on key laws and regulations the charity has to comply with and areas of the financial statements we assessed as being more susceptible to misstatement. These key laws and regulations included but were not limited to compliance with the Companies Act 2006, United Kingdom Generally Accepted Accounting Practice, Charities SORP and relevant tax legislation.

We are not responsible for preventing irregularities. Our approach to detect irregularity included, but was not limited to, the following:

1. An understanding of the legal and regulatory framework applicable to the charity and how the charity is complying. 2. Obtaining an understanding of the charity's policies and procedures and how the charity has complied with these, through discussions and sample testing. 3. An understanding of the charity's risk assessment process, including the risk of fraud. 4. Performing audit work over the risk of management override of controls, including testing of journal entries for appropriateness.

Whilst considering how our audit work addressed the detection of irregularities, we also consider the likelihood of detection based on our approach. Irregularities from fraud are inherently more difficult to detect than those arising from error.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. Also the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

Safeline Warwick

Company Limited by Guarantee

Independent Auditor's Report to the Members of Safeline Warwick *(continued)*

Year ended 31 March 2021

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

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

Comparatives

The comparative figures have not been audited.

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 to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:


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Jonathan Cousins (Senior Statutory Auditor)

For and on behalf of
Edwards Pearson & White (Audit) Limited
Chartered Certified Accountants & statutory auditor
8 Jury Street
Warwick
CV34 4EW

13 December 2021

Safeline Warwick
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)
Year ended 31 March 2021

		Unrestricted funds £	2021 Restricted funds £	Total funds £	2020 Total funds £
Income and endowments	Note				
Donations and legacies	5	118,086	1,202,068	1,320,154	912,817
Other trading activities	6	30,129	1,503	31,631	64,990
Investment income	7	1,551	–	1,551	1,674
Other income	8	3,338	–	3,338	1,513
Total income		<u>153,104</u>	<u>1,203,571</u>	<u>1,356,674</u>	<u>980,994</u>
Expenditure					
Expenditure on raising funds:					
Costs of raising donations and legacies	9	2,440	5,585	8,025	9,867
Expenditure on charitable activities	10,11	80,512	988,578	1,069,088	919,946
Total expenditure		<u>82,952</u>	<u>994,163</u>	<u>1,077,113</u>	<u>929,813</u>
Net income and net movement in funds		<u>70,152</u>	<u>209,408</u>	<u>279,561</u>	<u>51,181</u>
Reconciliation of funds					
Total funds brought forward		142,168	313,825	455,993	404,812
Total funds carried forward		<u>212,320</u>	<u>523,233</u>	<u>735,553</u>	<u>455,993</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 26 to 34 form part of these financial statements.

Safeline Warwick
Company Limited by Guarantee
Statement of Financial Position
31 March 2021

	Note	2021 £	£	2020 £
Fixed assets				
Tangible fixed assets	17		31,969	27,450
Current assets				
Debtors	18	109,641		75,436
Cash at bank and in hand		<u>636,725</u>		<u>378,756</u>
		746,366		454,192
Creditors: amounts falling due within one year	19	<u>42,781</u>		25,649
Net current assets			<u>703,585</u>	<u>428,543</u>
Total assets less current liabilities			<u>735,554</u>	<u>455,993</u>
Net assets			<u>735,554</u>	<u>455,993</u>
Funds of the charity				
Restricted funds			523,233	313,825
Unrestricted funds			<u>212,320</u>	<u>142,168</u>
Total charity funds	21		<u>735,553</u>	<u>455,993</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 10 December 2021, and are signed on behalf of the board by:

DocuSigned by:

 88CE9AC7391F49D...

E Hogg - Chair
 Trustee

The notes on pages 26 to 34 form part of these financial statements.

Safeline Warwick
Company Limited by Guarantee
Statement of Cash Flows
Year ended 31 March 2021

	2021 £	2020 £
Cash flows from operating activities		
Net income	279,561	51,181
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	11,337	8,333
Dividends, interest and rents from investments	(1,551)	(1,674)
Accrued expenses/(income)	6,139	(451)
<i>Changes in:</i>		
Trade and other debtors	(34,205)	(25,951)
Trade and other creditors	10,993	2,588
Cash generated from operations	<u>272,274</u>	<u>34,026</u>
Net cash from operating activities	<u>272,274</u>	<u>34,026</u>
Cash flows from investing activities		
Dividends, interest and rents from investments	1,551	1,674
Purchase of tangible assets	(15,856)	(12,663)
Net cash used in investing activities	<u>(14,305)</u>	<u>(10,989)</u>
Net increase in cash and cash equivalents	257,969	23,037
Cash and cash equivalents at beginning of year	378,756	355,719
Cash and cash equivalents at end of year	<u>636,725</u>	<u>378,756</u>

The notes on pages 26 to 34 form part of these financial statements.

Safeline Warwick
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021

1. General information

The charity is a public benefit entity and a private company limited by guarantee, company number 03529271, incorporated and registered in England and Wales and a registered charity, charity number 1070854, in England and Wales. The address of the registered office and principal place of business is 6 New Street, Warwick, CV34 4RX.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through profit or loss.

The financial statements are prepared in sterling, which is the functional currency of the company and rounded to the nearest £.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

No significant judgements have had to be made in preparing these financial statements.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Safeline Warwick
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2021

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- 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.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Safeline Warwick
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2021

3. Accounting policies *(continued)*

Tangible assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Leasehold Property Improvements	-	10% straight line
Fixtures & Fittings	-	15% reducing balance
Equipment	-	25% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

The company only has basic financial instruments.

- Financial assets

Financial assets comprise items such as cash at bank and in hand, trade and other debtors. These are initially recorded at cost on the date they originate. The company considers evidence of impairment for all individual elements comprising financial assets and any subsequent impairment is recognised in profit or loss.

- Financial liabilities

Financial liabilities comprise items such as corporation and other taxes, bank and bank loans, accruals and trade and other creditors. These are initially recorded at cost on the date they originate, net of transaction costs where applicable. The company considers evidence of impairment for all individual elements comprising financial liabilities and any subsequent impairment is recognised in profit or loss.

Safeline Warwick
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2021

3. Accounting policies *(continued)*

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The company is limited by guarantee.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Donations and Regular Givers	20,897	–	20,897
Contract Income	–	49,932	49,932
CAF Income	20,730	–	20,730
Non Statutory Grants	13,809	426,193	440,002
Statutory Funding - Ministry of Justice	–	463,254	463,254
Other Statutory Funding	25,000	240,689	265,689
Young People Project (PCC)	–	–	–
Corporate Funding	37,650	–	37,650
Gifts in Kind	–	22,000	22,000
	<u>118,086</u>	<u>1,202,068</u>	<u>1,320,154</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Donations			
Donations and Regular Givers	58,499	2,000	60,499
Contract Income	–	39,329	39,329
CAF Income	42,075	–	42,075
Non Statutory Grants	32,800	229,139	261,939
Statutory Funding - Ministry of Justice	–	291,080	291,080
Other Statutory Funding	25,000	132,710	157,710
Young People Project (PCC)	–	3,017	3,017
Corporate Funding	33,168	–	33,168
Gifts in Kind	–	24,000	24,000
	<u>191,542</u>	<u>721,275</u>	<u>912,817</u>

Safeline Warwick
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2021

6. Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Fundraising income	26,489	1,503	27,991
Training	3,640	–	3,640
	<u>30,129</u>	<u>1,503</u>	<u>31,631</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Fundraising income	56,275	1,896	58,170
Training	6,820	–	6,820
	<u>63,095</u>	<u>1,896</u>	<u>64,990</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest	<u>1,551</u>	<u>1,551</u>	<u>1,674</u>	<u>1,674</u>

8. Other income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Gift Aid	<u>3,338</u>	<u>3,338</u>	<u>1,513</u>	<u>1,513</u>

9. Costs of raising donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Costs of raising donations and legacies - Donations	<u>2,440</u>	<u>5,585</u>	<u>8,025</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Costs of raising donations and legacies - Donations	<u>9,867</u>	<u>–</u>	<u>9,867</u>

Safeline Warwick
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2021

10. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Charitable Activities	51,175	855,642	906,817
Support costs	29,337	132,936	162,271
	<u>80,512</u>	<u>988,578</u>	<u>1,069,088</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Charitable Activities	221,378	604,653	826,030
Support costs	17,440	76,476	93,916
	<u>238,818</u>	<u>681,129</u>	<u>919,946</u>

11. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2021 £	Total fund 2020 £
Charitable Activities	<u>906,817</u>	<u>162,271</u>	<u>1,069,088</u>	<u>919,946</u>

12. Analysis of support costs

	Charity Support Costs £	Audit Fee £	Other Accountancy Costs £	Total 2021 £	Total 2020 £
Staff costs	85,784	–	–	85,784	65,536
Premises	16,758	–	–	16,758	12,818
Communications and IT	9,681	–	–	9,681	6,369
Finance costs	–	5,400	5,520	10,920	–
Professional Fees	40,808	–	–	40,808	9,193
	<u>153,031</u>	<u>5,400</u>	<u>5,520</u>	<u>163,951</u>	<u>93,916</u>

13. Net income

Net income is stated after charging/(crediting):

	2021 £	2020 £
Depreciation of tangible fixed assets	<u>11,337</u>	<u>8,333</u>

14. Independent examination fees

	2021 £	2020 £
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>–</u>	<u>1,440</u>

Safeline Warwick
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2021

15. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and salaries	602,372	512,308
Social security costs	51,187	39,821
Employer contributions to pension plans	20,067	15,438
	<u>673,626</u>	<u>567,567</u>

The average head count of employees during the year was 28 (2020: 24). The average number of full-time equivalent employees during the year is analysed as follows:

	2021	2020
	No.	No.
Number of staff	<u>12</u>	<u>18</u>

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

16. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the Trustees.

No expenses were paid to Trustees during the year.

17. Tangible fixed assets

	Long leasehold property £	Fixtures and fittings £	Equipment £	Total £
Cost				
At 1 April 2020	29,281	24,064	37,961	91,306
Additions	—	—	15,856	15,856
At 31 March 2021	<u>29,281</u>	<u>24,064</u>	<u>53,817</u>	<u>107,162</u>
Depreciation				
At 1 April 2020	18,466	17,273	28,117	63,856
Charge for the year	2,928	1,018	7,391	11,337
At 31 March 2021	<u>21,394</u>	<u>18,291</u>	<u>35,508</u>	<u>75,193</u>
Carrying amount				
At 31 March 2021	<u>7,887</u>	<u>5,773</u>	<u>18,309</u>	<u>31,969</u>
At 31 March 2020	<u>10,815</u>	<u>6,791</u>	<u>9,844</u>	<u>27,450</u>

Safeline Warwick
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2021

18. Debtors

	2021	2020
	£	£
Prepayments and accrued income	8,649	7,722
Other debtors	100,992	67,714
	<u>109,641</u>	<u>75,436</u>

19. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	14,858	6,471
Accruals and deferred income	13,674	7,535
Social security and other taxes	14,249	11,643
	<u>42,781</u>	<u>25,649</u>

20. Pensions and other post retirement benefits**Defined contribution plans**

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £20,067 (2020: £15,438).

21. Analysis of charitable funds**Unrestricted funds**

	At 1 April 2020	Income	Expenditure	At 31 March 2021
	£	£	£	£
General funds	<u>142,168</u>	<u>153,104</u>	<u>(82,952)</u>	<u>212,320</u>

	At 1 April 2019	Income	Expenditure	At 31 March 2020
	£	£	£	£
General funds	<u>133,029</u>	<u>257,824</u>	<u>(248,685)</u>	<u>142,168</u>

Restricted funds

	At 1 April 2020	Income	Expenditure	At 31 March 2021
	£	£	£	£
Restricted Fund	<u>313,825</u>	<u>1,203,571</u>	<u>(994,163)</u>	<u>523,233</u>

	At 1 April 2019	Income	Expenditure	At 31 March 2020
	£	£	£	£
Restricted Fund	<u>271,783</u>	<u>723,171</u>	<u>(681,129)</u>	<u>313,825</u>

Safeline Warwick
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 31 March 2021

22. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	31,969	–	31,969
Current assets	193,290	553,076	746,366
Creditors less than 1 year	(12,939)	(29,843)	(42,782)
Net assets	<u>212,320</u>	<u>523,233</u>	<u>735,553</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Tangible fixed assets	27,450	–	27,450
Current assets	126,827	327,364	454,191
Creditors less than 1 year	(12,109)	(13,539)	(25,648)
Net assets	<u>142,168</u>	<u>313,825</u>	<u>455,993</u>

23. Analysis of changes in net debt

	At 1 Apr 2020 £	Cash flows £	At 31 Mar 2021 £
Cash at bank and in hand	378,756	257,969	636,725

24. Operating lease commitments

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

	2021 £	2020 £
Not later than 1 year	18,750	18,750
Later than 1 year and not later than 5 years	10,313	29,063
	<u>29,063</u>	<u>47,813</u>

25. Related parties

The Trustees consider that there is no controlling party.

There were no related party transactions in the year.