

# Jersey Women's Refuge Annual Report & Accounts 2010



[jerseywomensrefuge.org](http://jerseywomensrefuge.org)  
0800 7356836

---

## JERSEY WOMEN'S REFUGE ANNUAL REPORT and ACCOUNTS 2010

### **Incorporation**

*The Association was incorporated on 17<sup>th</sup> October 1986, by an Act of the Royal Court under the Laws of Jersey.*

### **Accounts**

*These are the audited accounts of the Association for the Year Ended 31 December 2010. The net **income** for the year of **£131,927** is detailed in the Income and Expenditure Account on page 8.*

### **Principal Activity**

*The principal activity of the Association is to relieve the distress and suffering experienced by women and their children, who have been maltreated by those with whom they have been living.*

**Patron** *Mrs Valerie Ridgway*

### **Members of the Management Committee**

Chairperson	<i>Mrs R Sutherland</i>
Deputy Chair	<i>Vacant</i>
Hon. Treasurer	<i>Mr N Quick</i>
Hon. Secretary	<i>Vacant</i>

Committee	<i>Mrs M Le Gresley</i>
	<i>Mrs J Brotherton</i>
	<i>Miss S Greenwell</i>
	<i>Mrs Ann Sugden</i>
	<i>Mrs Pat Sabey</i>

## PURPOSE AND AIMS OF THE REFUGE

The Refuge offers temporary, safe accommodation to women and children suffering physical, mental, verbal or sexual abuse in the home. There are seven comfortable bedrooms and a separate lounge, kitchen, dining room and laundry room along with playroom facilities. Women are encouraged to continue their normal routine as much as possible, caring for themselves and their children.

Support is given in many ways. Examples are as follows:

- a) Practical guidance to those agencies and individuals who may be able to help, and accompanying women if they need to visit such agencies.
- b) Individual counselling and the organisation of support groups in which women exchange experiences and information, and thus help each other.
- c) Continuing practical help and emotional support when the women have left the Refuge, whether to return home or begin a new life.

Staff and volunteers maintain a 24-hour service, with help, advice or just a listening ear for those who have not reached the point of leaving home. Such women may discuss their situation in absolute confidence at any time.

Our aim is to encourage each woman to look at her situation, realise her strengths and take significant control of her life. This happens gradually; the first and greatest need is just for a safe place, which we provide.

## CHAIRMAN'S REPORT 2010

We began the year well, knowing that the public appeal, for financial support had been successful in raising awareness and encouraging organisations and individuals to make donations and organise fund-raising events. There has been excellent media coverage, which has kept our name to the fore, and brought more financial support. Lorna and I have spoken about the Refuge to a number of organisations. We are aware that, in the current climate, we must not relax our efforts to raise at least £170,000 every year.

We have had several distinguished visitors this year. These visits are important, helping to establish real understanding of our aims and value to the community. In February our patron, Mrs. Valerie Ridgway, came to meet the Outreach staff and hear about their work. As the wife of the Lieutenant-Governor, she has been an influential and practical supporter of the Refuge. In September, Deputy Anne Pryke, Minister for Health and Social Services, and Chief Executive Julie Garbutt visited and were given an overall view of our services and unique position in the island. In December the Bailiff, Mr. Michael Birt, came to hear about our work, and we had a valuable discussion on relevant legal issues.

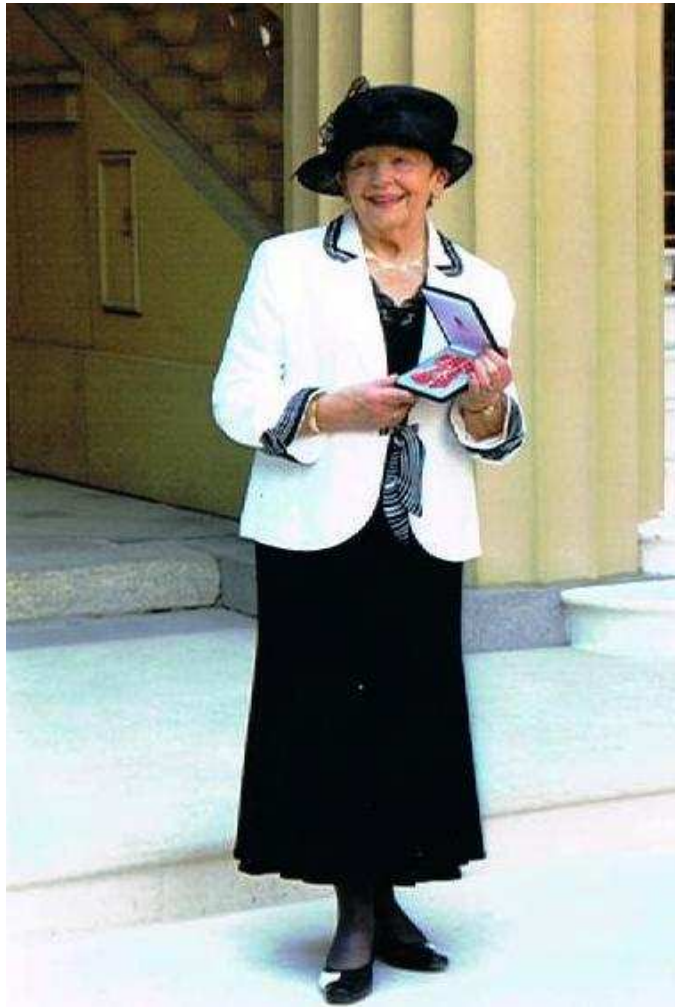
This has been a busy year at the Refuge, which is often full. Tribute must be paid to Lorna, the staff and volunteers, who help so many women and children. The service has been developed through the Life and Free to be Mum courses, supporting survivors of domestic violence.

In November we were delighted to hear that H.R.H. The Princess Royal is to visit the Refuge on May 3rd, 2011.

In May 2010 I had the great honour of being awarded the MBE by Prince Charles, at Buckingham Palace. It was for services to victims of domestic violence. I regard this award as the result of the tremendous support I have had over the years, from the many people who understand the need for our services, and I am deeply grateful.

Finally, I thank the members of the Management Committee for their continued support and encouragement.

**Rozelle Sutherland, MBE  
Chairman,  
Jersey Women's Refuge Management Committee**



Chairman of Jersey Women's Refuge Management Committee  
Mrs Rozelle Sutherland, MBE  
Receives her award at Buckingham Palace  
21<sup>st</sup> May 2010

## MANAGER'S REPORT 2010

The Refuge and Outreach service had a total of 1762 contacts during 2010, with 62 women and 38 children admitted our 24 hour safe accommodation.

As our clients try to make some very difficult decisions in what is a complex time for themselves and their families, we have come to regard it essential for their welfare that we are able to offer the specialist support of qualified counsellors. Our experience is that dealing with some of the common effects of abuse, such as stress, anxiety, depression, panic attacks, post traumatic stress, is a matter of urgency and so I am delighted to report that in 2010 two staff members have qualified as HG psychotherapists and can offer immediate counselling to our clients.

An on-going problem for our clients has been in protecting themselves and their children post separation where access arrangements can be difficult and often used as a way for the perpetrator to continue to abuse and control. The Refuge has responded by creating '**Free To Be Mum**' a new ten week programme which explores ways to reduce the impact of the abusive behaviour and the effects this can have, as well as identifying individual needs, resources and strategies to cope. The pilot programme has proved very beneficial and it will continue to evolve in response to our clients needs.

The Outreach department continues to be a vital part of our overall service and has three distinct elements, offering **practical and emotional support** to women in the community, providing **education** through workshops for professionals and information talks and **raising awareness**.

The Refuge is proactively involved in the Jersey Domestic Violence Forum annual awareness campaign. 2010 emulated the very successful national Women's Aid 'Real Man' campaign, promoting the idea that a 'Real Man' does not hit, abuse or control and that domestic violence is never acceptable. Posters and banners were created to encourage men in the community to go on-line and show their support by signing the '100% MAN'ifesto. Visits to the Refuge website [www.jerseywomensrefuge.org](http://www.jerseywomensrefuge.org) more than doubled from 1,554 in 2009 to 3,501 in 2010, with 933 of those viewing the manifesto.

As part of our desire to evaluate and continuously improve our service, all women who stay at the Refuge are asked to complete satisfaction forms upon leaving. 100% of the residents who completed the survey stated they would recommend our service to others. When asked how the staff/volunteers could improve the service all of the comments received were positive. Here are just a few examples, "They couldn't improve – it is fantastic" "They do an excellent job" "No improvement needed" "Staff were great" "Good listeners, non-judgemental and excellent team work"

On that very positive note, I would like to thank all of the team at the Refuge: our dedicated staff, volunteers and our Management Committee, for their help and guidance during 2010.

**Lorna Kearney**  
**Manager, Jersey Women's Refuge**

---

## REFUGE IN NUMBERS

1	24 hour SAFE HOUSE and HELPLINE
5	RESIDENTIAL staff
1	OUTREACH Service
2	OUTREACH staff
2	Qualified COUNSELLORS
35	VOLUNTEERS
1,762	TOTAL CONTACTS in 2010
62	WOMEN given REFUGE
38	CHILDREN given REFUGE
33	POLICE REFERRALS
7	HONORARY Members of Refuge Management Committee
14	EDUCATIONAL WORKSHOPS/PRESENTATIONS delivered
22	Guided SUPPORT GROUPS delivered
3,501	VISITORS to our WEBSITE
468	FACEBOOK fans

## HONORARY TREASURER'S REPORT 2010

I am able to report for the year ended 31<sup>st</sup> December 2010, the Jersey Women's Refuge has shown a net income of £131,927 as seen on page (7). Following our public appeal in late 2009 we continued to receive a steady stream of donations throughout 2010.

As a result of the generosity of the public and many organisations the Refuge now holds reserves amounting to three months expenditure.

Despite the generosity shown to us we remain dependent upon one-off donations and as a result have little ability to plan for the future. Our Outreach service depends entirely upon donations, receiving no regular grant from any source.

Aside from donations we have little fund raising resource and are entirely dependent upon the efforts of management and staff to perpetuate our regular fund raising events. The commitment of the staff, over and above their paid duties should not go unmentioned.

**Nigel Quick**  
**Honorary Treasurer**

**INCOME AND EXPENDITURE 2010**

	Note	<u>2010</u>	<u>2009</u>
		£	£
<b>INCOME</b>			
Donations		245,314	148,704
Fund Raising (net)	2	8,174	16,531
Accommodation		4,876	4,692
Parish Grants		5,145	4,775
States of Jersey Grant		199,380	194,513
Bank Deposit Interest		26	44
Sundries		312	1,589
		<u>463,227</u>	<u>370,848</u>
<b>EXPENDITURE</b>			
Administration:			
Salaries		280,581	276,538
Outreach – Expenses (net)	3	10,122	12,576
Insurance		1,913	2,021
Telephone & Postage		2,894	2,877
Legal & Assoc. Costs		0	18,049
Printing & Stationery		2,460	1,500
Training		7,100	13,457
Advertising		9,261	5,168
Website		880	960
Sundry Expenses (incl. Travel & Taxis)		3,262	1,413
		<u>318,473</u>	<u>334,559</u>
Establishment:			
Television Licence & Admin		325	1,140
Provisions		843	792
Heat & Light & Water		7,305	5,882
Repairs & Renewals		1,063	2,217
Cleaning		931	1,451
Refurbishment		2,360	3,961
		<u>12,827</u>	<u>15,443</u>
		331,300	350,002
<b>NET OPERATING INCOME</b>			
<b>FOR THE YEAR</b>			
		<u>131,927</u>	<u>20,846</u>

**JERSEY WOMEN'S REFUGE  
BALANCE SHEET FOR THE YEAR ENDED 31ST DECEMBER 2010**

		<u>2010</u>		<u>2009</u>
	£	£	£	£
<b>CURRENT ASSETS</b>				
Debtors & Prepayments	746		712	
Cash at Bank	278,754		147,686	
Cash in hand	100		100	
	279,600		148,498	
<b>CREDITORS</b>				
Sundry Creditors & Accruals		9,601		10,426
<b>NET CURRENT ASSETS</b>		269,999		138,072
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		£269,999		£138,072
<b>ACCUMULATED FUND</b>		£269,999		£138,072

Approved by the committee

Chairman

*Rozelle Sutherland*

Honorary  
Treasurer

*N. Quirk*

The notes on page 11 form part of these Accounts

**BANK BALANCES:**

Current	233,503
Savings	37,506
Fund Raising	7,745
<b>TOTAL</b>	<b>278,754</b>

---

## **JERSEY WOMEN'S REFUGE NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2010**

### **1. Accounting Policies**

#### **Basis of Accounting**

The accounts have been prepared under the historical cost convention, and in accordance with generally accepted accounting principles in the Channel Islands.

#### **Bank Deposit Interest**

Bank deposit interest is accounted for when received.

#### **Other Income**

Other income is accounted for when it is due to the Charity. Donations received by the Charity are mainly made by cheque. These are entered into the Charity's books and deposited into the bank. Fund Raising income derives from a variety of events held throughout the year. These events are organised by members of the Charity's committee and others but the Committee are responsible for the collection of cash and cheques. Details are subsequently entered into the Charity's books and funds deposited into the bank.

#### **Net Income/Expenditure**

Net income for the year is transferred to the Accumulated Fund.

### **2. Fund Raising Income**

The net figure of £8,174.22 (2009 £16,530.79) consists of £10,130.52 income (2009 £18,737.28) and expenses of £1,956.30 (2009 £2,206.49).

### **3. Outreach Expenses**

The net figure of £10,121.55 (2009 £12,575.85) consists of £3,840.00 income (2009 £1,440.00) and expenses of £13,961.55 (2009 £14,015.85).



95-97 Halkett Place  
St. Helier, Jersey  
Channel Islands JE1 1BX

## **INDEPENDENT EXAMINER'S REPORT TO THE COMMITTEE OF THE JERSEY WOMEN'S REFUGE**

We report on the financial statements of The Jersey Women's Refuge for the year ended 31 December 2010 on pages 7 to 9. These financial statements have been prepared under the accounting policies set out therein.

### **Respective responsibilities of the Committee and Examiner**

The Committee is responsible for the preparation of the accounts. The Committee consider that an audit is not required and that an independent examination is appropriate this year.

It is our responsibility to:

- examine the financial statements; and
- state whether particular matters have come to our attention.

### **Basis of opinion**

Our examination was carried out in accordance with the General Directions given by the UK Charity Commissioners.

An examination includes a review of the accounting records kept by the Charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements and seeking explanations from the Committee concerning such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

### **Independent Examiner's Statement**

In connection with our examination, no matter has come to our attention:

1. which gives us reasonable cause to believe that in any material respect the requirements:
  - to keep proper accounting records; and
  - to prepare accounts which accord with the accounting records have not been met;

or

2. to which in our opinion, attention should be drawn in to enable a proper understanding of the financial statements to be reached.

2011

**Chartered Accountants**

The following poem was written by a client of Jersey Women's Refuge

To my dearest Angels.....

You were the family and friends I longed for  
in my moments of despair.

Thank you for always being there  
when I wanted to cry and run away  
you helped dry my tears and give me reason to stay.

You helped me see things and your guidance was gentle  
times were tough, sometimes I thought I was going mental.  
You helped me to laugh and smile  
and to move forward away from denial.  
You made me feel proud when my life was a Mess  
even though I was "11'oclock Cinderella" with a mystery address.

I have realised the Sunflowers only open when there's light.  
Being hidden in darkness would never have been right.  
I will miss my new home .....  
but promise to visit after I move away.

Thanks for the laughter, the joy and the care

these were just some things  
I wanted  
to  
share.

## MEANS OF ACCESSING THE SERVICE

Self referral or referral by friends or family; referral by partner agencies such as the States of Jersey Police, Honorary Police, Social Services, GPs etc.

By personal contact, telephone, fax, email or in writing.

## SERVICE CONTACT DETAILS

Jersey Women's Refuge  
P.O. Box 708  
St Helier  
Jersey  
JE4 0PW

Telephone:	Refuge	(01534) 768368
	Outreach	(01534) 505061
	Freephone	0800 7356836

Fax: (01534) 619968

e-mail: [info@jerseywomensrefuge.org](mailto:info@jerseywomensrefuge.org)

Website: [www.jerseywomensrefuge.org](http://www.jerseywomensrefuge.org)

If you, your Organisation or Club, employees or colleagues, would like to benefit the community by developing a greater understanding of the problems surrounding domestic violence & abuse, please enquire about either attending one of our Outreach Department's Workshops or the possibility of inviting our Outreach workers to give a shorter presentation to a small group.

If you can assist us with fund raising and would like further information about how you can help and support the provision of our service to the community, we would be delighted to hear from you.