



**Herts Area Rape Crisis and Sexual Abuse Centre  
(HARCSAC)**

**ANNUAL REPORT & ACCOUNTS**

**1 April 2015 to 31 March 2016**

**Registered Charity No. 800325**



## Table of Contents

THE GROUP, AIMS AND OBJECTIVES, CONTACT DETAILS.....	3
OUR SERVICES .....	4
THE PAST 12 MONTHS .....	5
CLIENT FEEDBACK .....	6
TELEPHONE CALLS TO THE CENTRE .....	7
LOCATION OF CALLS .....	8
COUNSELLING .....	9
TYPE OF ASSAULT .....	10
LOCATION OF ASSAULT .....	10
IDENTITY OF ATTACKER/CLIENT AGE GROUPS.....	11
ETHNIC DIVERSITY/REPORTING TO THE POLICE .....	12
CONFIDENTIALITY .....	13
ACKNOWLEDGEMENTS .....	13
FUTURE PLANS .....	14
FUNDING .....	14
INCOME 2015-2016.....	15
EXPENDITURE AND BUDGET .....	16
ATTACHMENTS .....	17-19



## THE GROUP

Herts Area Rape Crisis and Sexual Abuse Centre (HARCSAC) have been operating since 1986, and are located in Hatfield. We are a registered charity (No. 800325).

HARCSAC is run as a collective by a group of nine women volunteers who have undergone specialist training in rape and sexual abuse counselling and two paid part-time administrators.

## GROUP AIM

To offer support to any woman aged over 18 living in Hertfordshire who has experienced rape, sexual assault, or any form of sexual abuse at any time in her life.

## GROUP OBJECTIVES

- To listen to, and believe, the women in distress who call the helpline.
- To support and assist them in reviewing their options confidentially, by providing free and confidential counselling both face to face and over the phone.
- To provide them and their friends and their family with information.
- To obtain help from other agencies if requested by a client, through close contact with local authorities, the health service and other organisations.
- To promote education and research into rape-related issues.
- To give ongoing training to our women counsellors.
- To set up and maintain a co-ordinated group of contacts.
- To receive training on related issues for our ongoing professional development.
- To provide training for any local group wishing to increase their awareness of the needs of rape/sexual abuse survivors.
- To obtain funding for all of the above and for the continued employment of our Service Support Co-ordinators.

## CONTACT DETAILS

P.O. Box 256  
Hatfield.  
Hertfordshire. AL10 0NE  
Office Line: 01707 276539  
**Helpline:** 01707 276512  
Website: [www.hertsrapecrisis.org.uk](http://www.hertsrapecrisis.org.uk)  
Email: [admin@hertsrapecrisis.org.uk](mailto:admin@hertsrapecrisis.org.uk)



## OUR SERVICES

- Calls to our telephone helpline are answered by a counsellor every Thursday evening between 7.30pm - 9.30pm.
- A 24 hour answer-phone service is available at all other times. Messages are picked up regularly and responded to as soon as possible.
- Telephone support is available when: answer-phone messages are replied to, when the helpline is open on Thursday evenings and at any other time by appointment.
- Free and confidential face to face counselling is available by appointment at our Centre in Hatfield. If a woman would like counselling, but she is unable to get to the Centre, we will see her at her home or other suitable venue, if possible.
- We can offer information on rape-related issues to survivors and to their families and friends, including details of other agencies offering complementary services which might be of help.
- Presentations to any local groups and organisations wishing to increase their awareness of the needs of rape/sexual abuse survivors.

## THE PAST 12 MONTHS

- Accommodation changes – due to the refurbishment of the Centre, HARCSAC has moved rooms. We now occupy 1 counselling room, 1 meeting room large enough to accommodate any new volunteers and 1 admin office with a window for natural light.
- With funding from the Ministry of Justice we have employed 2 x P/T Service Support Co-ordinators, each working 14 hours per week.
- We have investigated the possibility of setting up a “Friends of HARCSAC” group.
- **258** telephone calls were received on the helpline.
- A total of **242** face to face counselling hours were carried out during the year, plus more than **79** hours of emotional support by telephone.
- The group continues to receive regular external clinical supervision to facilitate group development, counselling issues and “Best Practice”.
- Ongoing representation at two domestic violence forums in Hertfordshire. We continue to work in partnership with SARC (Sexual Assault Referral Centre) and the Sexual Abuse Partnership Group (SAPG -Herts Constabulary).
- We continue to maintain full membership of Rape Crisis England and Wales (RCEW) and attend bi-monthly meetings.
- As part of our commitment to Continuing Professional Development, counsellors have attended several external training courses. These include Safeguarding Vulnerable Adults, Solution-Focussed Brief Therapy, Working with Anxiety, Depression, Domestic Violence, Working with Relational Trauma and dealing with Disorganised Trauma and Dissociation and Recovery.
- We continue to maintain a client-anonymous database collating a variety of statistics including the area where the caller lives, at what age she suffered abuse or rape, where this took place, whether she knew the identity of the abuser/rapist, ethnic diversity and age group, through to how many hours of counselling she received or may still be receiving.
- Advertising and recruitment of new volunteer counsellors completed - 14 successful applicants will attend internal training programme from 3<sup>rd</sup> March 2016 for 10 weeks.
- The Service Support Co-ordinators have attended courses on Excel and Corporate Funding.

## CLIENT FEEDBACK

Below are some of the questions and answers that have been taken from our client feedback sheet:

### **How did you feel about meeting with 2 counsellors?**

*"I thought this was a really good way of carrying out sessions, to hear two different perspectives."*

*"At first nerve racking, but then I liked having 2 different points of view."*

*"I like it, they support each other and offer different sides/experience."*

### **What did you find most helpful in the counselling sessions?**

*"The support I was given & friendliness from both counsellors, they always remembered my situation with no confusion."*

*"Calm/controlled environment, felt safe and not judged. Understood me and knew how to react."*

*"I was able to talk about things I couldn't talk to friends and other people about, and from talking about my childhood found that there had been a pattern."*

**If appropriate, please provide details of how your, emotional/physical/mental wellbeing, financial circumstances, ability to access other support services etc. have been affected.**

*"I now am aware that I am in control and that my past doesn't control me."*

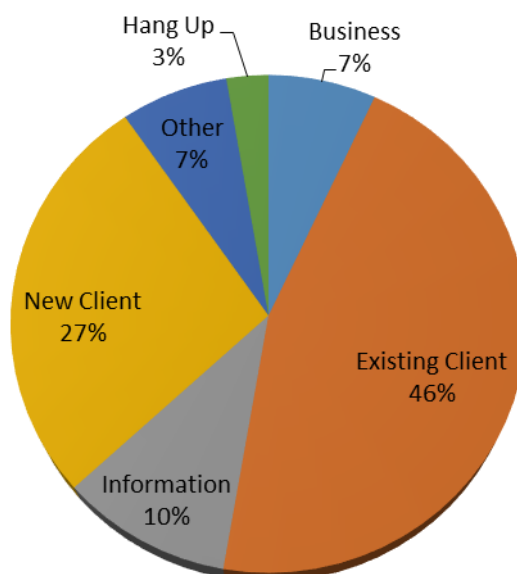
*"With the counselling I have felt more reassured that I have been making the right decisions, and have gained more confidence."*

*"I am beginning to feel free for the first time. I no longer blame myself, I am taking my life back."*

## TELEPHONE CALLS TO THE CENTRE

All incoming telephone calls to the helpline are logged. During this period, HARCSAC received more than **258** on the helpline.

### HELPLINE 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016



Over the 12 month period, existing client calls have decreased from **58%** to **46%**. The number of new client calls has increased by **2%**. However, **3%** of callers left no message.

We are always happy to speak to friends or partners of women who are seeking advice on how they can provide support. We will not, however, contact a woman at the request of a third party as we feel strongly that she needs to come to the decision to make the initial contact herself. For any woman to undergo counselling and to talk about her experiences (possibly for the first time) it is a very big step and one that takes a great deal of courage. In our experience, is not helpful to a woman if she is pressurised or pushed into counselling by anyone, however well-meaning they may be.

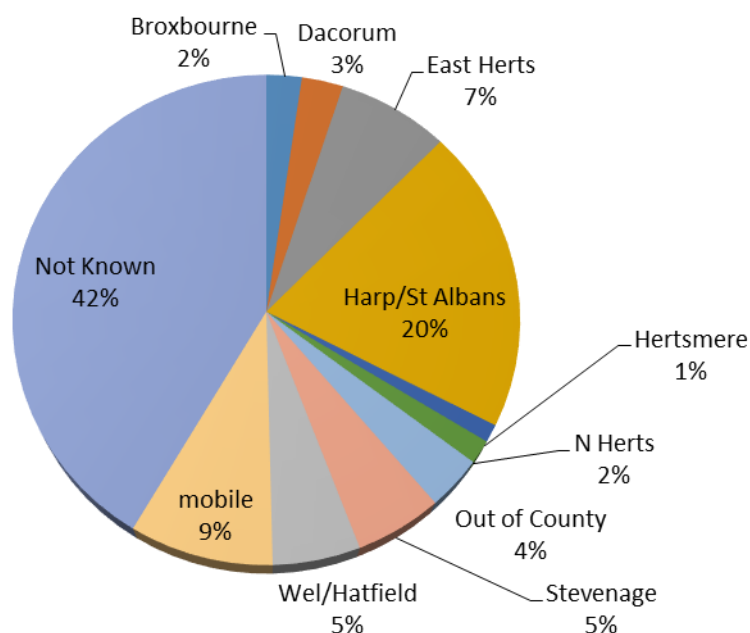
We do not work with male survivors but do treat callers sympathetically and will give them the telephone numbers of male support organisations.

## LOCATION OF CALLS

We make every effort to record the caller's location, but with the increasing use of mobile phones we now find this much more difficult and some callers choose not to disclose their location. As we frequently talk to women who are in some distress it is inappropriate for us to ask for such information. Of the calls received over the past 12 months, we do not know the location of the caller in **42%** of cases.

The distribution of the calls received is shown in the table below.

### LOCATION OF CALLS – HELPLINE 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016



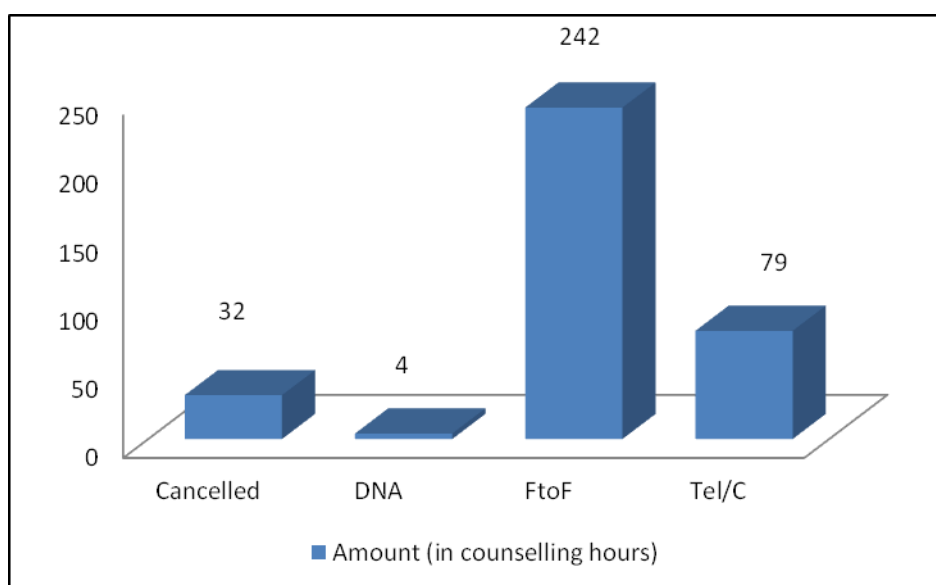


## COUNSELLING

Prior to the first counselling session with a client, we carry out a telephone assessment to ensure that the woman understands how we work and both parties can determine whether the service we offer is appropriate for her. We offer client-led open-ended counselling with regular reviews, helping the client to evaluate her progress. The majority of the women we see speak of their experiences for the first time. In the event that our service is not the most appropriate we will work with the woman to identify something more suitable for her needs.

### 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016 - Counselling Sessions

- 121 face to face counselling sessions x 2 Counsellors (242 hours)
- 79 telephone counselling sessions x 1 Counsellor (79 hours)



During the last 12 months we undertook **357** counselling hours of which **242** hours were face to face.

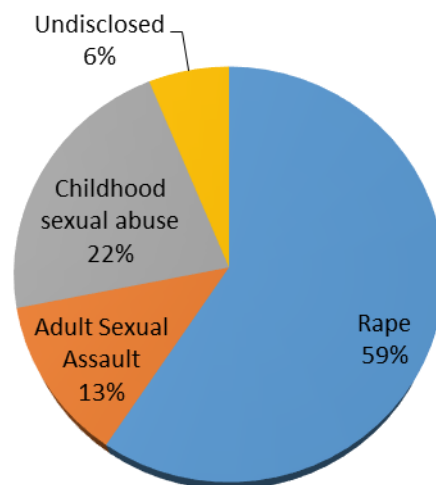
According to our statistics **22%** of the women we have counselled this year were sexually abused during their childhood.

All the following statistics relate to clients who we see face to face and who we support on the helpline.

## TYPE OF ASSAULT

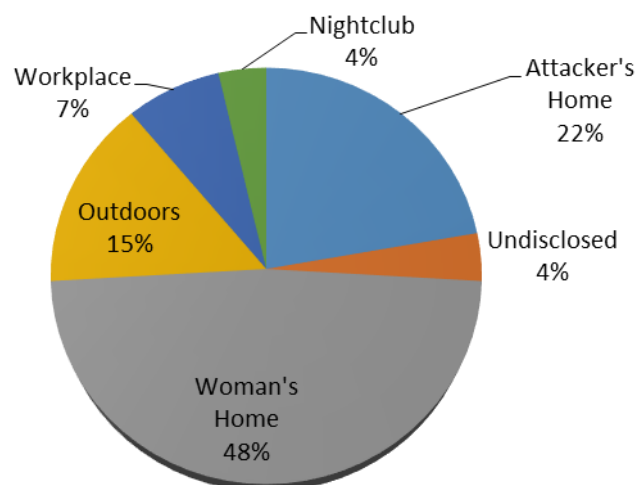
The type of assault is defined here in terms of the woman's description of what took place and may not coincide with legal definitions. Some of the women we see have survived more than one type of assault perpetrated by different people in separate incidents during their lives.

### TYPE OF ASSAULT 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016



### LOCATION OF ASSAULT 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016

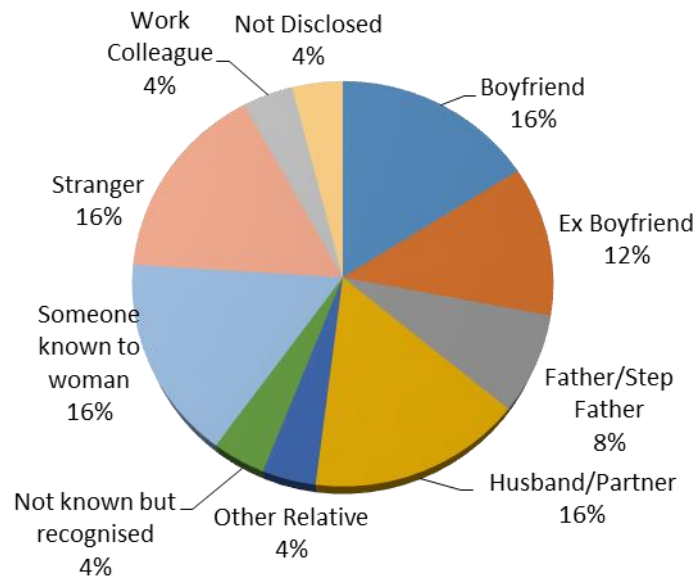
The amount of detail which women give to us about themselves, or their attack, is entirely up to them. Of those who gave us any information 48% of attacks took place in their own home.



## IDENTITY OF ATTACKER

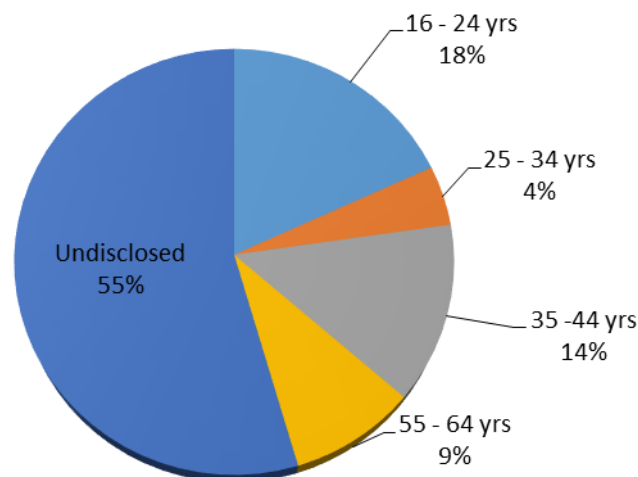
### 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016

Over the past 12 months 80% of the rape or abuse the women have told us about has been by someone known to the woman, very often a member of their own family. 'Stranger Rape' and 'Not Known' accounts for 20% of the rapes that woman have talked to us about.



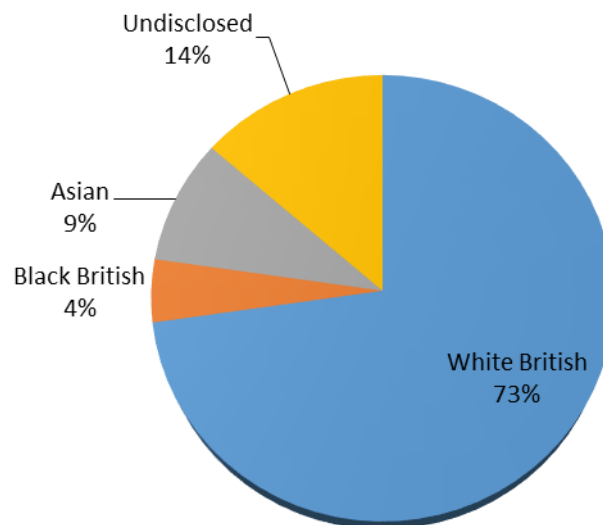
## CLIENT AGE GROUPS

### 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016



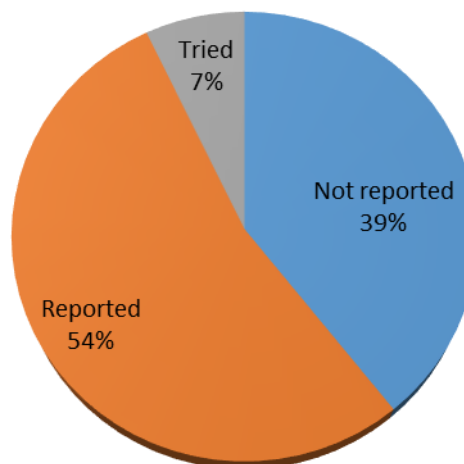
## ETHNIC DIVERSITY

1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016



## REPORTING TO THE POLICE

1 April 2015 to 31<sup>st</sup> March 2016



## **CONFIDENTIALITY**

We have a strict policy of confidentiality and do not keep any identifiable records or take specific personal details from the women we see. The figures presented throughout this report only reflect details that women have chosen to disclose to us. We feel it is important to collect this information as it makes a useful contribution to the understanding of sexual violence within our society.

## **ACKNOWLEDGEMENTS**

We would like to thank the following people and companies that have helped HARCSAC in the past year:

Kathrine Armitage who provided a recording used in our new volunteer training.

Peter who kindly does the final parts of the bookkeeping every year. We recognise the time and effort that this takes.

Brenda Alcock who very kindly audits our accounts. We appreciate the time and effort involved in this and are very grateful for Brenda's continued help and support.

James, Ted & Phil - Centre staff for opening up our accommodation at unsociable hours.

Trudy Young who acted as facilitator on our volunteer training programme.

The High Sheriff of Hertfordshire, Jonathan Trower, for attending our Gala Ball in February 2016.

## FUTURE PLANS

In addition to offering our usual services to women in Hertfordshire who have experienced rape, sexual assault and sexual abuse, we are also planning to do the following during the forthcoming year:

- Continue our professional development in a structured manner and actively seek out relevant external courses as well as our ongoing in-house training.
- Ensure that any of the new volunteers who join our organisation after completing our training course in 2016 have the opportunity to attend external training in 2016-17. Assign a mentor (experienced counsellor) to each of the new volunteers in order to support our clients as soon as they are able to do so. We hope this will secure a reduction in our waiting list.
- Continue our commitment to inter-agency liaison and partnership working e.g. Partnerships with SARC, SAPG and PohWer (an advocacy service for the residents of Hertfordshire).
- We will continue to maintain our statistical database of client-anonymous information in order to facilitate more effective reporting and funding applications.

## FUNDING

A copy of our audited accounts is included in this report. Local authorities have been very supportive in past years but this year their support has been substantially reduced, no doubt due to their financial position. If we include grants from individual councillors through Locality Budget Grants it has amounted to **12%** of our total funding, falling from **32%** in 2014-15. We have continued with support from the Ministry of Justice that met **25%** of our funding this year. We were grateful to the Hertfordshire Police and Crime Commissioner who provided **18%** of our funding needs.

Other main supporters have been the High Sheriff of Hertfordshire, Herts Community Foundation and Stevenage Community Trust who provided **8%** of our funding requirements.

Our biggest fundraising event this year was a Gala Dinner which was organised by our new Service Support Co-ordinators and supported by one of our Trustees. It raised **£13,925** which amounted to **35%** of our funding this year.

We would also like thank those individuals who generously provided us with donations which amount to **£683.45**. Providing us with **2%** of our funding this year.

Our accounts show that we have a reserve of just over **£20,000**. This would enable the organisation to manage winding down over a 12 month period in order to complete our work with existing clients. We will need to increase our reserve allocation next year as our costs have increased over the past 12 months.

## INCOME 2015-2016

Ministry of Justice		£10,000.00
HCC Community Wellbeing		£2,580.30
Broxbourne BC		£400.00
Locality Budget Grants	<ul style="list-style-type: none"> <li>• Cllr Geoff Churchyard</li> <li>• Cllr Sandy Walkington</li> <li>• Cllr Judi Billing</li> <li>• Cllr Lynn Chesterman</li> <li>• Cllr Lorna Kercher</li> </ul>	£500.00 £500.00 £300.00 £300.00 £300.00
Other Donations	<ul style="list-style-type: none"> <li>• D Wilkins</li> </ul>	£300.00
Herts Constabulary - PCC		£7,200.00
Stevenage Community Trust		£500.00
Herts Community Foundation		£1,000.00
Hertfordshire High Sheriff		£1,500.00
Trustee Donation		£45.00
Louisa Crawford Donation		£80.00
Auditor Donation		£100.00
Sarah Carter Donation		£71.25
CAFGYE		£57.60
Income raised by Gala Ball		£13,925.00
Interest		£17.65
<b>Total Income</b>		<b><u>£39,706.40</u></b>

## EXPENDITURE AND BUDGET

### HERTS AREA RAPE CRISIS AND SEXUAL ABUSE CENTRE

EXPENDITURE TYPE	BUDGET 2015/16	EXPENDITURE 2015/16	BUDGET 2016/17
Telephone	817	867	1300
Rent	5000	5000	5500
Insurance	1005	1025	1000
Stationery/Postage/Printing	918	1202	1000
Counsellors' Expenses	528	901	2500
Training and supervision	2799	2867	3000
Paid Workers	16309	16549	20400
Advertising	2075	3461	1500
Furniture & Equipment	475	416	500
Computer Equipment	554	824	800
Fund Raising	6000	5453	800
General Expenses			100
<b>TOTAL</b>	<b><u>36,480</u></b>	<b><u>38,545</u></b>	<b><u>38,400</u></b>

We started the year at 1 April 2015 with Cash in Hand balance of £39,783 and ended the year at 31 March 2016 with Cash in Hand balance of £40,400.

A cash in hand balance is critical to the organisation as it would enable us to continue to support women for at least a year if we received no further funding.



# ATTACHMENTS

## Audited Accounts

**HERTS AREA RAPE AND SEXUAL ABUSE CENTRE**

**INCOME AND EXPENDITURE ACCOUNT**

12 MONTHS ENDED 31ST MARCH 2016

INCOME	EXPENDITURE
<p>2014/15</p> <p>1,152 DONATIONS</p> <p><b>GRANTS</b></p> <p>0 HCC Community Wellbeing 2,658 Herts CC 15,000 Ministry of Justice High Sheriff Hertfordshire Broxbourne Herts Constabulary Local Budget Grant 2,500 St. Albans D.C. 560 N.H.D.C. 200 Welwyn &amp; Hatfield EC Herts Community Foundation Stevenage Community Trust</p> <p>20,816</p> <p>0 FUND RAISING</p> <p>14 BANK INTEREST</p> <p>21,894</p> <p>CASH AT H.S.B.C. 11,820 @ 31.03.15</p> <p>33,804</p>	<p>2014/15</p> <p>756 Advertising 918 Insurance 0 General Expenses 136 Postage, Printing and Stationery 4,625 Rent 0 Fund Raising 2,767 Salaries 1,228 Telephone 1,194 Counselling Expenses 1,449 Training 25,060.30 14,525.00 17.65 40,379.60</p> <p>19,552.79</p> <p>0 Transfer to reserves</p> <p>33,604</p> <p>39,257.92</p> <p>EXCESS OF INCOME OVER EXPENDITURE AS AT 31.03.2016</p> <p>18,461 H. S. B. C.</p> <p>0 Transfer to reserves</p> <p>33,604</p> <p>59,840.71</p>

I have examined the financial statement in accordance with approved accounting standards and in my opinion this financial statement gives a true and fair view of the charity's affairs at 31st March 2016 and of its surplus for the year then ended.

*B. Alcock*

B. Alcock F.C.A.

12th September 2016

HERTS AREA RAPE AND SEXUAL ABUSE CENTRE

RESERVE ACCOUNT

12 MONTHS ENDED 31ST MARCH 2016

Deposit	1999	7,000.00		
Deposit	2003	2,000.00		
Deposit	2011	9,000.00		
Interest	1999/2016	2,102.71		
			20,102.71	
				20,102.71
				<u>20,102.71</u>

Balance as at 31st March 2016

I have examined the financial statement in accordance with approved accounting standards and in my opinion this financial statement gives a true and fair view of the charity's affairs at 31st March 2016 and of its surplus for the year then ended.

*B. Alcock*

B. Alcock F.C.A

12th September 2016

