



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

ANNUAL REPORT & ACCOUNTS

1 April 2016 to 31 March 2017

Registered Charity No. 800325



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THE GROUP

Herts Area Rape Crisis and Sexual Abuse Centre (HARCSAC) has 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
Email: 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

- Due to extended funding from the Ministry of Justice we have maintained the employment of 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.
- **226** telephone calls were received on the helpline.
- A total of **228** face to face counselling hours were carried out during the year, plus more than **52** 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.
- 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.



CLIENT FEEDBACK

“Thank you seems a rather inadequate word for the difference you have made to me and my life. My self-esteem has grown along with my confidence”.

“Thank you for all the help with the counselling you gave me, without this I wouldn't be where I am today”.

“Being listened to and understood was the most helpful aspect of my counselling sessions” and I feel more in power of my thoughts”.

“Thank you for making it possible for me to shine again”.

SUGGESTIONS FOR HOW WE CAN IMPROVE OUR PUBLICITY MATERIALS AND PLACES WE SHOULD BE ADVERTISING

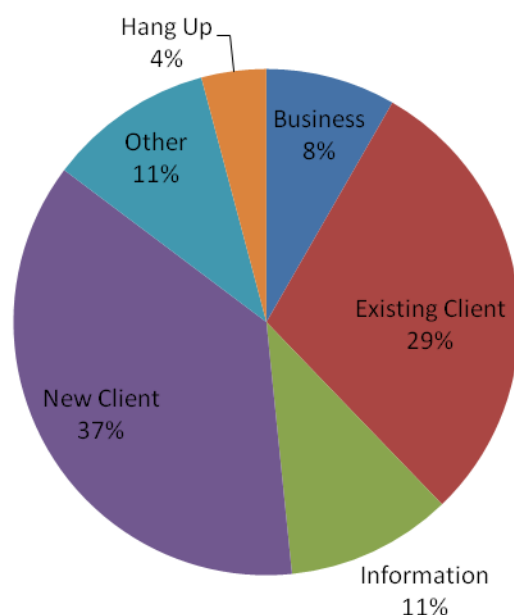
Leaflets in GP surgeries, Family planning centres, CAB Centres, Health Centres, Hospitals, Mental Health Clinics, Sexual health clinics, Family centres.

Website, Facebook and Twitter.

TELEPHONE CALLS TO THE CENTRE

All incoming telephone calls to the helpline are logged. During this period, HARCSAC received more than **226** on the helpline.

HELPLINE 1st April 2016 to 31st March 2017



Over the 12 month period, existing client calls have decreased from **46%** to **29%**. The number of new client calls has increased by **10%**. However, **4%** of callers left no messages.

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) is a very big step and one that takes a great deal of courage. In our experience, it is not helpful to a woman if she is pressurised or pushed into counselling by anyone, however well-meaning they may be.

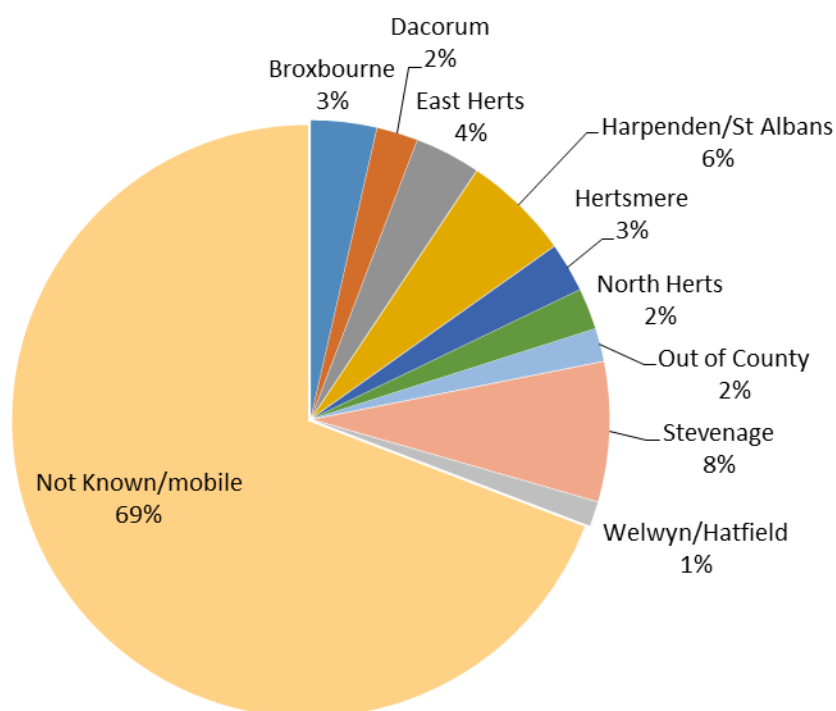
We do not work with male survivors but we do treat callers sympathetically and will give them the telephone numbers of male support organisations.

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 **69%** of cases.

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

LOCATION OF CALLS – HELPLINE 1st April 2016 to 31st March 2017

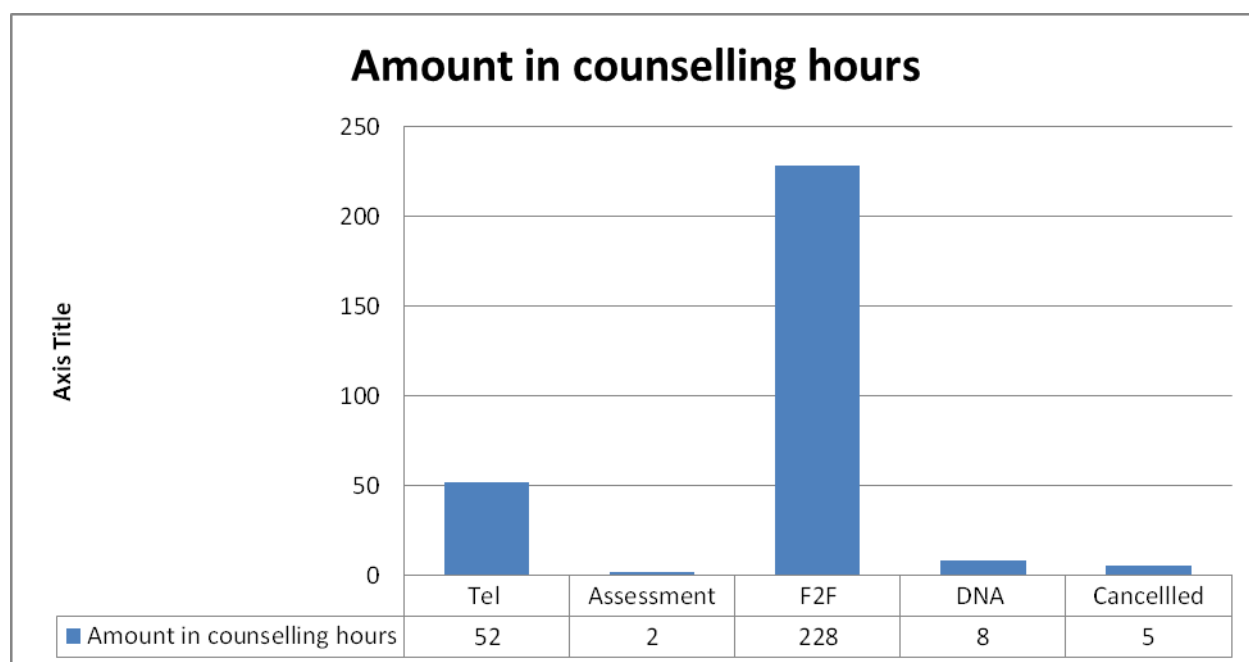


COUNSELLING

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. A large 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.

1st April 2016 to 31st March 2017 - Counselling Sessions

- 114 face to face counselling sessions x 2 Counsellors (228 hours)
- 52 telephone counselling sessions x 1 Counsellor (52 hours)

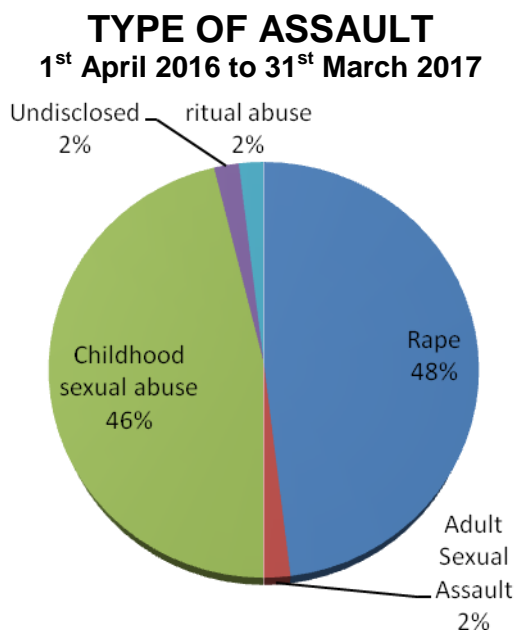


Owing to the decreased number of volunteers during this period counselling hours were reduced. During the last 12 months we undertook **280** counselling hours of which **228** hours were face to face. According to our statistics **35%** of the women we have counselled this year were sexually abused 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

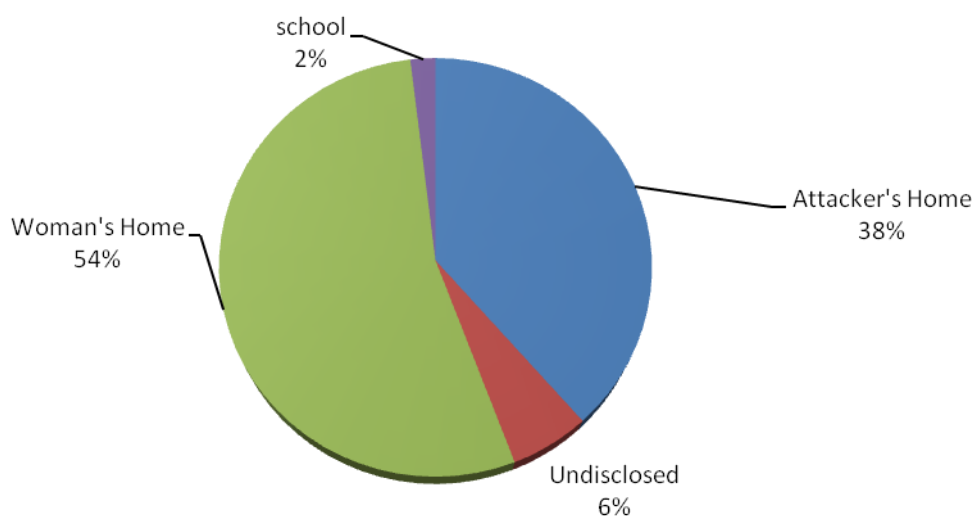
The type of assault is defined here in terms of the woman's description of what took place and may not coincide with legal definitions. Some of the women we see have survived more than one type of assault perpetrated by different people in separate incidents during their lives.



LOCATION OF ASSAULT

1st April 2016 to 31st March 2017

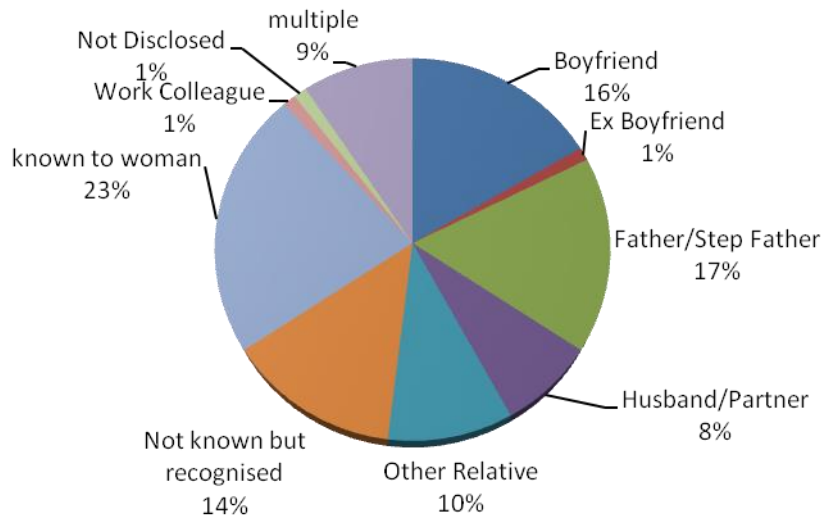
The amount of detail which women give to us about themselves, or their attack, is entirely up to them. Of those who gave us any information 54% of attacks took place in their own home.



IDENTITY OF ATTACKER

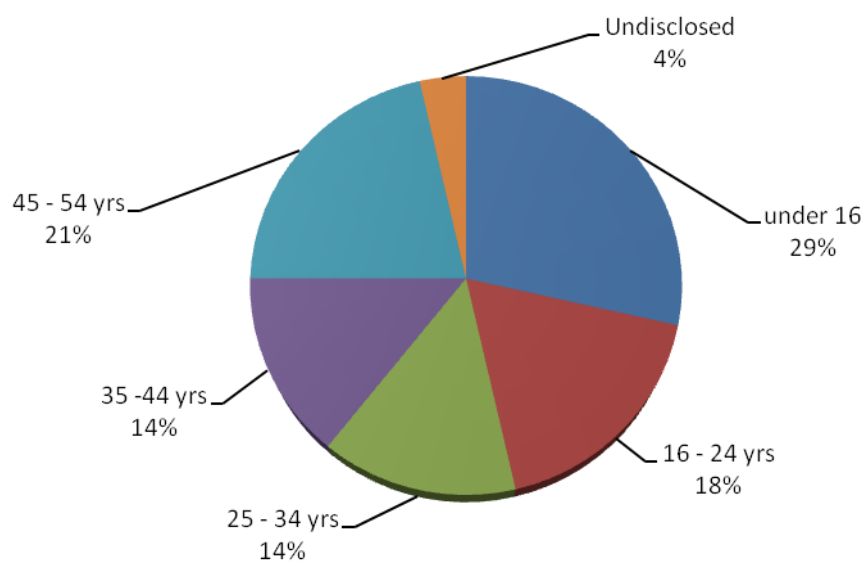
1st April 2016 to 31st March 2017

Over the past 12 months **86%** 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 **14%** of the rapes that woman have talked to us about.



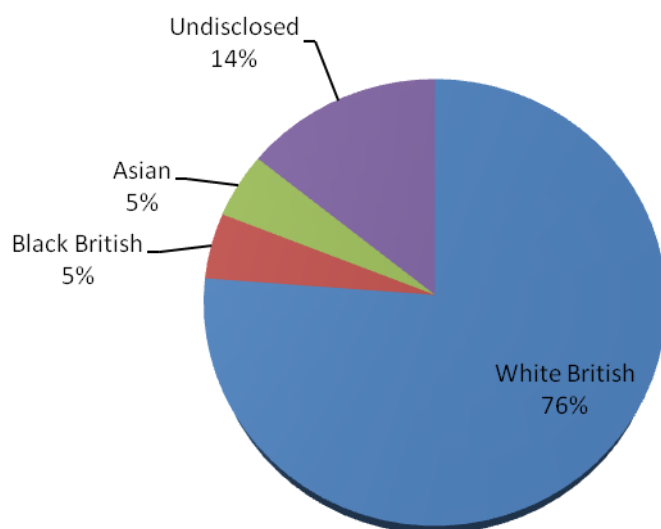
CLIENT AGE GROUPS

1st April 2016 to 31st March 2017



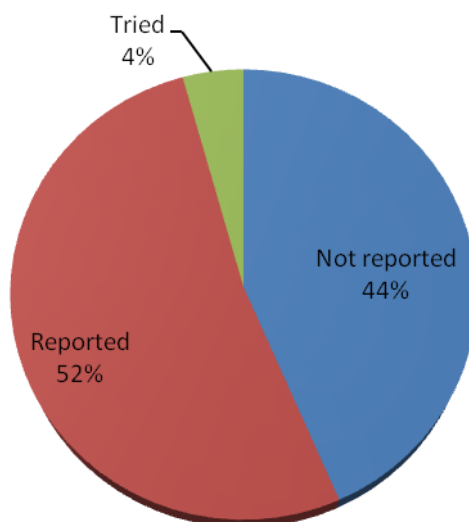
ETHNIC DIVERSITY

1st April 2016 to 31st March 2017



REPORTING TO THE POLICE

1 April 2016 to 31st March 2017





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:

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 efforts 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.

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. They show that our total income for 2016/17 fell substantially compared to a year ago, being £17,000 less. This has meant that we have had to make considerable inroads into our revenue base. It will mean for the following year we will develop a different approach to our funding strategy

Local authorities have been very supportive in past years but last year it fell to a low of 12%, no doubt due to their financial position. This year it has risen slightly to **17%**. We have continued with support from the Ministry of Justice which, due to our overall shortfall in income, accounted for **59%** of our funding. Local organisations – POHWER and Stevenage Community Trust accounted for **11%** of our income

We would also like thank those individuals who generously provided us with donations which amount to over **£2000** providing us with **11%** 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 6 month period in order to complete our work with existing clients. We would like to increase the amount in our reserves so that our service does not come to an abrupt end for any of our existing clients. It is important that we can support existing clients until they have completed their recovery process.

INCOME 2016-2017

Ministry of Justice		£14,000.00
Herts CC		£310.00
Broxbourne BC		£600.00
Welwyn and Hatfield Small Grant		£2,000.00
HCC Locality Budget Grant	P Zukowskij	£700.00
	G Churchyard	£500.00
POhWER		£1,250.00
Stevenage Community Trust		£1,400.00
Other Donations	D. Wilkins	£300.00
	Sarah Carter	£125.89
	CAFGY	£57.60
	Auditor	£100.00
	Patsy Daeche	£350.00
	Trainer	£350.00
	MDBA UK	£1,000.00
	First Give Friern Barnet School	£250.00
The Giving Machine		£65.66
HARCSAC Car Park Running		£265.02
Interest		£29.38
Total Income		<u>£23,653.55</u>

EXPENDITURE AND BUDGET

HERTS AREA RAPE CRISIS AND SEXUAL ABUSE CENTRE			
EXPENDITURE TYPE	BUDGET 2016/17	EXPENDITURE 2016/17	BUDGET 2017/18
Telephone	1300	911.15	1200
Rent	5500	5000.00	5000
Insurance	1000	1580.14	1100
Stationery/Postage/Printing	1000	482.11	800
Counsellors' Expenses	2500	942.40	2000
Training and supervision	3000	4987.08	4000
Paid Workers	20400	19727.34	20384
Advertising	1500	868.10	1000
Furniture & Equipment	500	510.16	500
Computer Equipment	800	729.44	800
Fund Raising	800	30.95	800
General Expenses	100	43.68	100
TOTAL	<u>38,400</u>	<u>35,812.55</u>	<u>38,400</u>

We started the year at 1 April 2016 with Cash in Hand balance of £39,783 and ended the year at 31 March 2017 with Cash in Hand balance of £28,974.01.

A cash in hand balance is critical to the organisation as it will enable us to continue to support women for at least a year if we received no further funding. It has now declined by £10,000 as we spent more than we received in income in this year

ATTACHMENTS

Audited

HERTS AREA RAPE AND SEXUAL ABUSE CENTRE

INCOME AND EXPENDITURE ACCOUNT

12 MONTHS ENDED 31ST MARCH 2017

INCOME	EXPENDITURE
5	2016/17
	3,511 Advertising
	1,025 Insurance
	20 General Expenses
	1,202 Postage, Printing and Stationery
	5,000 Rent
	6,053 Fund Raising
	16,549 Salaries
	867 Telephone
	924 Counselling Expenses
	2,867 Training
	416 Furniture & Equipment
	824 Computer Equipment
	39,299
	35,812.55
25,080	
14,525 FUND-RAISING	
18 BANK INTEREST	
40,360	
23,653.55	
	EXCESS OF INCOME OVER EXPENDITURE
	AS AT 31.03.2017
	19,583 H. S. B. C.
	0 Transfer to reserves
	7,423.79
	0.00
	43,236.34
18,461 @ 31.03.16	
58,841	
45,236.34	
58,841	

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 2017 and of its surplus for the year then ended.

S. Alcock FCA

B. Alcock F.C.A

11th July 2017

HERTS AREA RAPE AND SEXUAL ABUSE CENTRE

RESERVE ACCOUNT

12 MONTHS ENDED 31ST MARCH 2017

Deposit	1995			
Deposit	2003	7,000.00		
Deposit	2011	2,000.00		
Interest	1999/2016	9,000.00		
		2,114.22		
			20,114.22	
			<u>20,114.22</u>	
				20,114.22

Balance as at 31st March 2017

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 2017 and of its surplus for the year then ended.

B. Alcock FCA

B. Alcock F.C.A

11th July 2017

