



# Annual Report 2017/18



Herts Area Rape Crisis and Sexual Abuse Centre  
Registered Charity: 800325



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## THE GROUP

Herts Area Rape Crisis and Sexual Abuse Centre (HARCSAC) has been operating since 1986 and is 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.

## AIMS

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.

## OBJECTIVES

- To listen to, and believe, the women in distress who call the helpline.
- To support and assist them in reviewing their options by providing free confidential counselling both face to face and over the phone.
- To provide them and their family and friends with information.
- 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 to enable us to continue to employ staff.

## OUR SERVICES

- Calls to our telephone helpline are answered by a counsellor on Thursday evenings 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 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.
- 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 the Centre now has 1 part-time Office Manager/Fundraiser working 10 hours per week and 1 part-time Service Support Co-ordinator working 14 hours per week.
- **248** telephone calls were received on the helpline in the last year.
- A total of **288** face to face counselling hours were carried out during the year, plus more than **45** hours of emotional support by telephone.
- The group continues to receive regular external clinical supervision to facilitate group development and ensure best practice.
- We provide ongoing representation at two domestic violence forums in Hertfordshire. We continue to work in partnership with Herts SARC (Sexual Assault Referral Centre) and the Sexual Abuse Partnership Group (SAPG run by the 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-anonymised database collating a variety of statistics.

## TELEPHONE CALLS TO THE CENTRE

All incoming telephone calls to the helpline are logged. During this period, HARCSAC received more than **248** on the helpline.

### CALLS TO THE HELPLINE

1<sup>st</sup> Apr 2017 to 31<sup>st</sup> Mar 2018



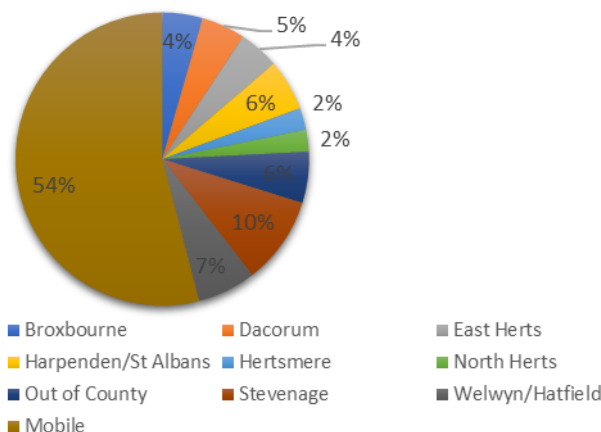
Over the 12-month period, existing client calls have increased by more than **8%**. The number of new client calls also increased. However, **4%** of callers left no messages.

We are always happy to speak to partners or friends 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.***

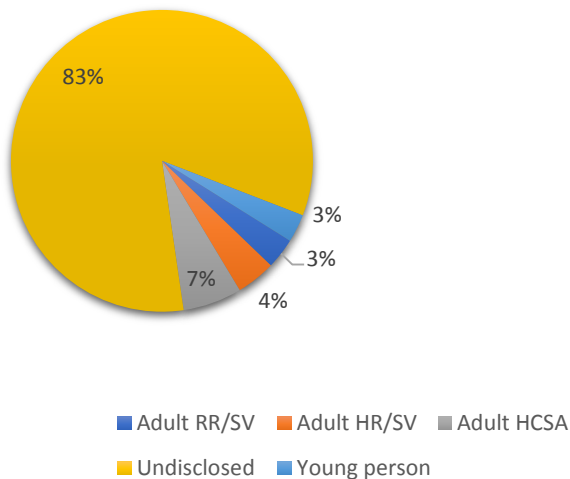
### LOCATION OF CALLS – HELPLINE

1<sup>st</sup> Apr 2017 to 31<sup>st</sup> Mar 2018



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 **54%** of cases.

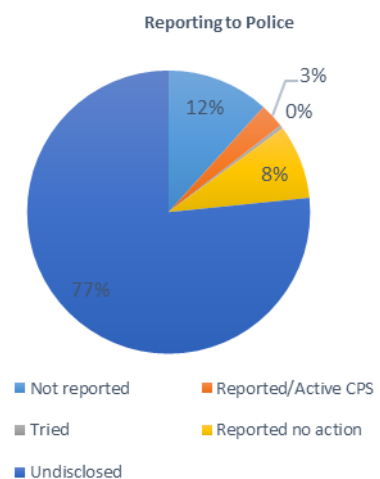
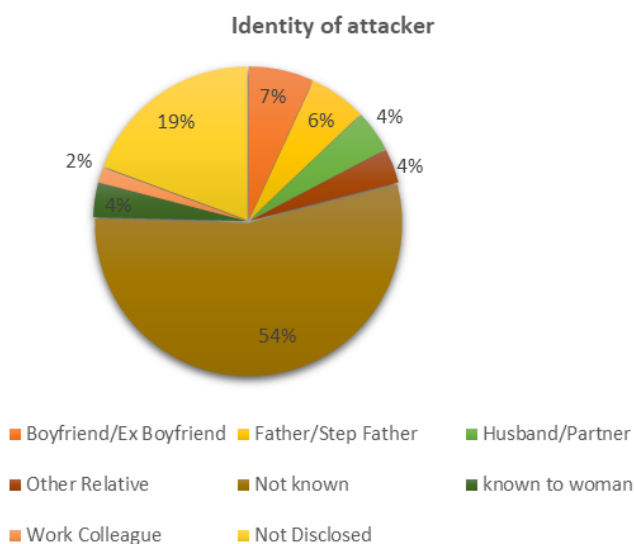
## TYPE OF ASSAULT-HELPLINE 1<sup>st</sup> Apr 2017 to 31<sup>st</sup> Mar 2018



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. Many women find it too difficult to tell us what has happened when they first make contact. Some of the women we see have survived more than one type of assault perpetrated by different people in separate incidents during their lives.

### Key

Adult RR/SV = Adult Recent Rape and Sexual Violence  
 Adult HR/SV = Adult Historic Rape & Sexual Abuse  
 Adult HCSA = Adult Historic Child Sexual Abuse



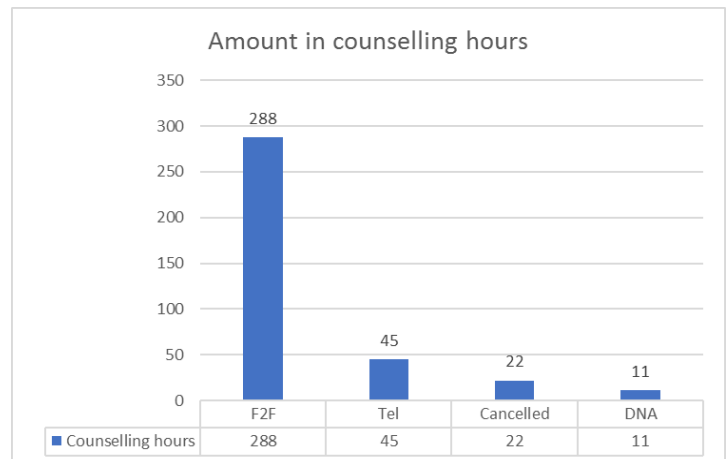
## COUNSELLING SESSIONS

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 free, 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. Owing to the decreased number of volunteers during this period counselling hours were reduced. During the last 12 months we undertook **333** counselling hours of which **288** hours were face to face.

## 1<sup>st</sup> Apr 2017 to 31<sup>st</sup> Mar 2018 - Counselling Sessions

144 face to face counselling sessions x 2 Counsellors (288 hours)

45 telephone counselling sessions x 1 Counsellor (45 hours)



## CLIENT FEEDBACK

*“Reassurance that it was real”.*

*“I am no longer terrified if I see him as I can cope emotionally, mentally and physically”.*

*“Because of your support I want to see what the future holds for me”.*

*My mind is considerably de-cluttered and I can think more clearly about where I am and where I would like to be”.*

*“I definitely feel stronger as a person”.*

## **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 who have helped HARCSAC in the past year:

Peter Holman 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 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:

- Conduct a volunteer counselling Training course in Spring 2018.
- Continue our professional development in a structured manner and actively seek out relevant external courses as well as our ongoing in-house training. We will need to increase the extent of our training to accommodate the new volunteers.
- Continue our commitment to inter-agency liaison and partnership working e.g. partnerships with Herts SARC, SAPG and PohWer (an advocacy service for the residents of Hertfordshire).
- We will continue to maintain our statistical database of client-anonymous information so that it corresponds with funders requirements and helps when completing funding applications.
- Set up a contract to update and revise our website.

## FUNDING

A copy of our audited accounts is included in this report. They show that our total income for 2017/18 increased significantly this year making it almost double that of 2016/17. This was due to the success of our alternative funding strategy. This enabled us to increase our reserves by £15,000 to a total of £35,000 so we will have sufficient funds to run the organisation for a year if we do not raise any more money. This means that our service would not come to an abrupt end for our existing clients. It is important that we can support existing clients until they have completed their recovery process.

This year we had a significant increase in the funds we had from non-government organisations. In total we had **45%** of our funding from the Big Lottery, Childwick Trust, Peoples Post Code, PohWer and Herts Community Foundation. The Ministry of Justice has again supported us but its contribution fell to **30%**. Local authorities have been very supportive in past years but this year's grants fell to a low of **12%** of total income.

As an organisation we substantially increased our efforts at local fund raising and our small donations increased. We would like to thank those individuals who generously provided us with donations which amounted to over £3,000.

The detail of our income this year is in the following table.

## INCOME 2017-2018

<b>Grants</b>	Ministry of Justice	£14,604.00
	Childwick Trust	£8,000.00
	Herts Community Foundation	£2,000.00
	People's Postcode Lottery	£2,044.00
	Big Lottery	£7,249.00
	Welwyn Hatfield Comms	£2,000.00
	Dacorum BC	£2,000.00
	PohWer	£2,500.00
<b>Locality Budget Grants</b>	Cllr Heritage	£1,600.00
	Cllr Hewitt	£260.00
	<b>Sub total</b>	<b>£42,257.00</b>
<b>Donations</b>	D.Wilkins	£300.00
	Giving Machine	£63.76
	Just Giving	£696.02
	Broxbourne Lottery	£90.00
	Mr Alec Freeman	£100.00
	Donations from clients	£154.88
	Other regular donations	£62.40
	Other donations	£1,662.55
	<b>Sub total</b>	<b>£3,129.61</b>
<b>Fundraising by HARCSAC</b>	Tennis Tournament	£457.43
	Ladies Pamper Evening	£1,103.00
	HARCSAC Volunteer - Car Park	£267.21
	Community Charity Bingo night	£495.00
	Volunteer Charity Dinner – Sarah Webb	£340.00
	<b>Sub total</b>	<b>£2,662.64</b>
<b>Interest</b>		54.80
	<b>Grand Total</b>	<b>£48,104.05</b>

## EXPENDITURE AND BUDGET

HERTS AREA RAPE CRISIS AND SEXUAL ABUSE CENTRE			
EXPENDITURE TYPE	BUDGET 2017/18	EXPENDITURE 2017/18	BUDGET 2018/19
Advertising	868	352	3,300
Insurance	1,580	1,064.02	1,200
General Expenses	44	0	66
Stationery/Postage/Printing	482	588.40	1,050
Rent	5,000	5,000	5,500
Fund Raising	31	0	0
Salaries	19,727	18,135.17	20,684
Telephone	911	905.80	1,200
Counsellors' Expenses	942	1,223.03	4,500
Training and supervision	4,987	1,032.74	3,520
Furniture & Equipment	510	44.29	700
Computer Equipment	730	-2,178.05	2,200
Transfer to reserves		15,000.00	0
Events			400
<b>TOTAL</b>	<b><u>£35,812</u></b>	<b><u>£41,167.40</u></b>	<b><u>£44,300</u></b>

We started the year at 1 April 2017 with cash in hand balance of £28,974 and ended the year at 31<sup>st</sup> March 2018 with Cash in Hand balance of £50,436.

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 receive no further funding. This year we were fortunate in our new fundraising strategy as we found different sources of funds. As we intend to increase the number of volunteers and reduce our waiting list, it is important that we have sufficient funds.

### Budget for 2018/19

We have increased the budget for 2018/19 as we will have a number of new volunteers who can counsel and support the women on the waiting list. This list has grown from **34** at 31<sup>st</sup> March 2017 to **46** at 31<sup>st</sup> March 2018. Our training course will have been completed and the new volunteers will be available to work from about November 2018.

# ATTACHMENTS Audited

**HERTS AREA RAPE AND SEXUAL ABUSE CENTRE**

**INCOME AND EXPENDITURE ACCOUNT**

**12 MONTHS ENDED 31ST MARCH 2018**

2018/17	INCOME	EXPENDITURE	2016/17
	1,999 DONATIONS	868 Advertising	352
	0 Childwick Trust	1,580 Insurance	1,064.02
	310 Herts CC	44 General Expenses	0
	14,000 Ministry of Justice	482 Postage, Printing and Stationery	588.4
	0 People's Postcode Lottery	5,000 Rent	5,000
	600 Herts Community Foundation	31 Fund Raising	0
	0 Big Lottery	19,727 Salaries	18,135.17
	1,200 Local Budget Grant	911 Telephone	905.8
	1,250 PCH/MER	942 Counselling Expenses	12,233.03
	250 First Give Grant Fryern Barnet School	4,987 Training	1,032.74
	2,000 Welwyn & Hatfield Comms Grant	510 Furniture & Equipment	44.29
	0 Dacorum BC	730 Computer Equipment	-2178.05
	1,400 Stevenage Community Trust		
	21,010		26,167.40
	615 FUND RAISING		
	2,602.64		
	54.80		
	29 BANK INTEREST		
	48,104.05		
	23,653		

**EXCESS OF INCOME OVER EXPENDITURE**

**AS AT 31.03.2018**

7,424 H. S. B. C.

0 Transfer to reserves

14,360.44

15,000.00

55,527.84

**CASH AT H.S.B.C.**

19,583 @ 31.03.17

7,423.79

43,236

55,527.84

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 2018 and of its surplus for the year then ended.

*B. Alcock*

B. Alcock F.C.A.

16th July 2018

# ATTACHMENTS Audited

HERTS AREA RAPE AND SEXUAL ABUSE CENTRE

RESERVE ACCOUNT

12 MONTHS ENDED 31ST MARCH 2018

Deposit	1999			
Deposit	2003	7,000.00		
Deposit	2011	2,000.00		
Deposit	2018	9,000.00		
Interest	1999/2018	15,000.00		
		2,123.74		
		<u>35,123.74</u>		
				<u>35,123.74</u>

Balance as at 31st March 2018 35,123.74

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 2018 and of its surplus for the year then ended.

*S. Alcock*

B. Alcock F.C.A

15th July 2018

# ***Ways you can help....***

There are many ways in which individuals and companies can support us.

Here are some ways to get involved.

## **Fundraise**

- Choose Herts Area Rape Crisis as your Company's Charity of the Year
- Arrange a fundraising event or activity
- Take on a challenge

## **Volunteer**

- Help out at one of our events

## **Donate**

- Make a contribution on-line, by text or phone
- Provide prizes for us to auction or raffle

## **Legacy Giving**

- Leave a gift in your will

# Contact Details

[www.hertsrapecrisis.org.uk](http://www.hertsrapecrisis.org.uk)

Find us on:  [www.facebook.com/crisis87](https://www.facebook.com/crisis87) and  [@hertsrapecrisis5](https://twitter.com/hertsrapecrisis5)

P.O. Box 256, Hatfield. Hertfordshire. AL10 0NE.  
Registered Charity: 800325

T: 01707 276539 E: [admin@hertsrapecrisis.org.uk](mailto:admin@hertsrapecrisis.org.uk).

**Helpline:** 01707 276512