



# Annual Report 2018/19



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), currently undergoing the process of becoming a Charitable Incorporated Organisation (CIO).

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

## AIMS

To offer free 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.
- 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.
- 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.
- 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

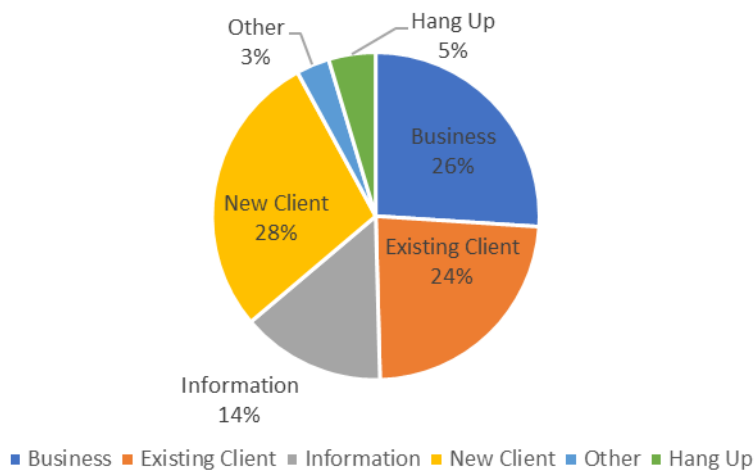
- Due to extended funding from the Ministry of Justice the Centre now has 1 part-time Office Manager/Fundraiser working 10 hours per week and 1 part-time Service Support Co-ordinator working 14 hours per week.
- **365** telephone calls were received on the helpline in the last year.
- A total of **351** 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 **365** on the helpline.

### CALLS TO THE HELPLINE

**1<sup>st</sup> Apr 2018 to 31<sup>st</sup> Mar 2019**



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

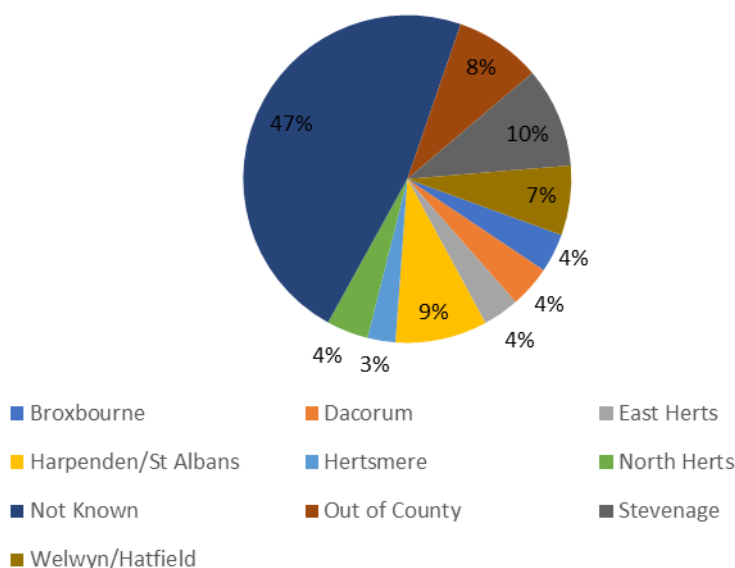


Over the 12-month period, existing client calls have increased by 6%, with the number of new client calls decreasing by 15%. However, 8% of callers left no messages or hung up. 14% of the calls were requesting information about our services and a further 26% were from other service providers/businesses.

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 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 18 – 31<sup>st</sup> Mar 2019



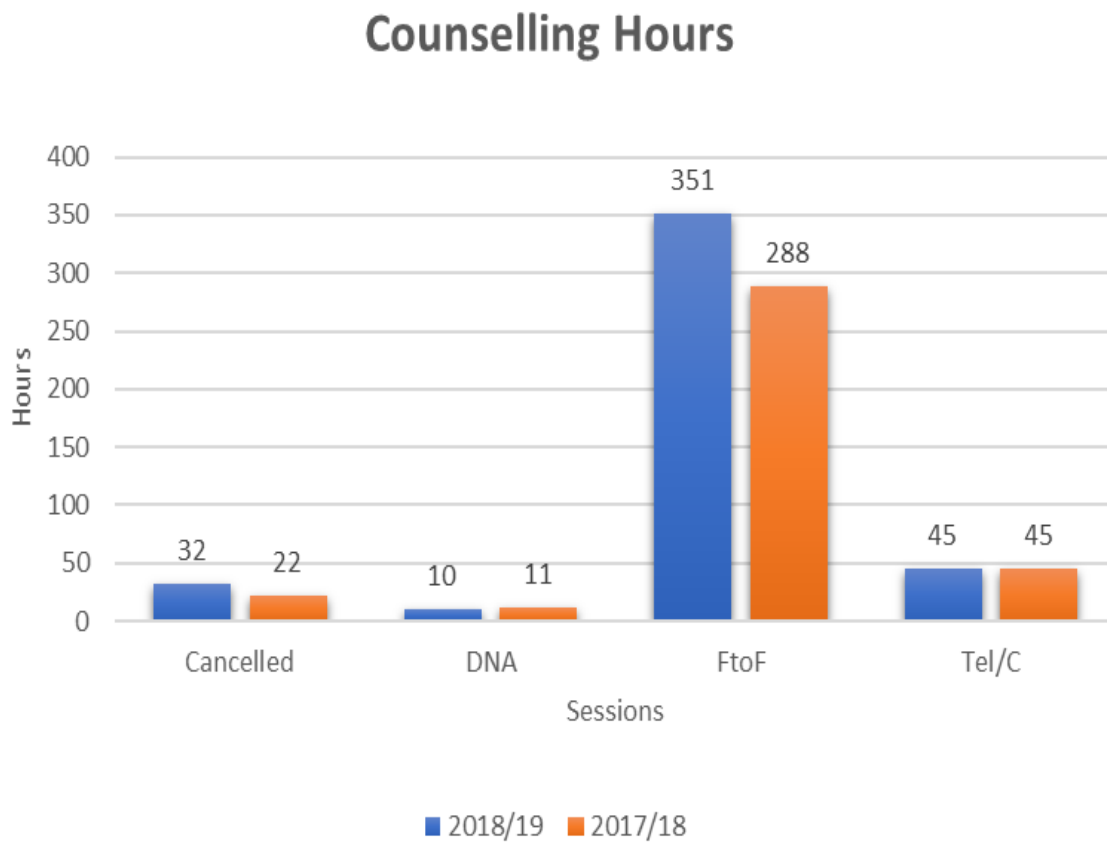
We make every effort to record the caller’s location, but with the increasing use of mobile phones we now find this much more difficult and some callers choose not to disclose their location. As we frequently talk to women who are in some distress it is inappropriate for us to ask for such information. Of the calls received over the past 12 months, we do not know the location of the caller in **47%** of cases.

## 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 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.

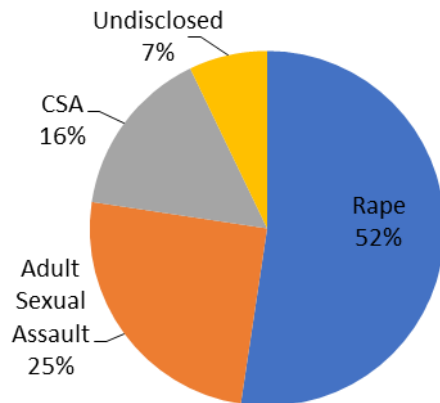
## COUNSELLING IN HOURS

During the last 12 months we saw an increase in face to face counselling, up from **288** to **351** hrs. Telephone counselling remained the same.

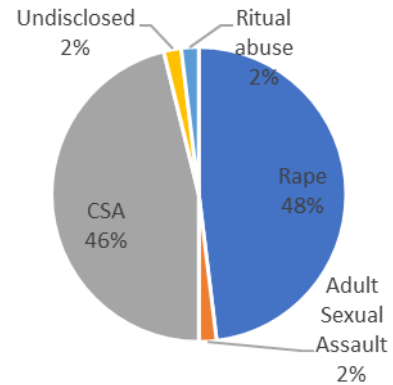


## TYPE OF ASSAULT - HELPLINE

1<sup>st</sup> Apr 2018 to 31<sup>st</sup> Mar 2019



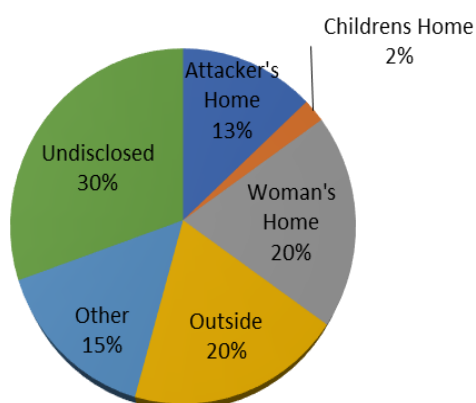
1<sup>st</sup> Apr 2017 to 31<sup>st</sup> Mar 2018



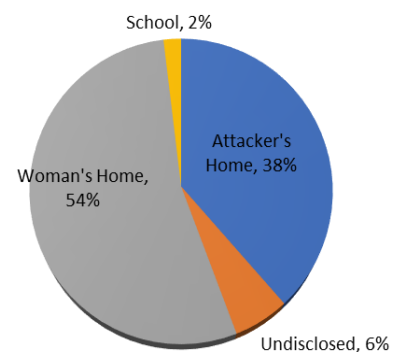
The type of assault is defined here in terms of the woman's description of what took place and may not coincide with legal definitions. Many women find it too difficult to tell us what has happened when they first make contact. Some of the women we see have survived more than one type of assault perpetrated by different people in separate incidents during their lives

## LOCATION OF ASSAULT

1<sup>st</sup> Apr 2018 to 31<sup>st</sup> Mar 2019



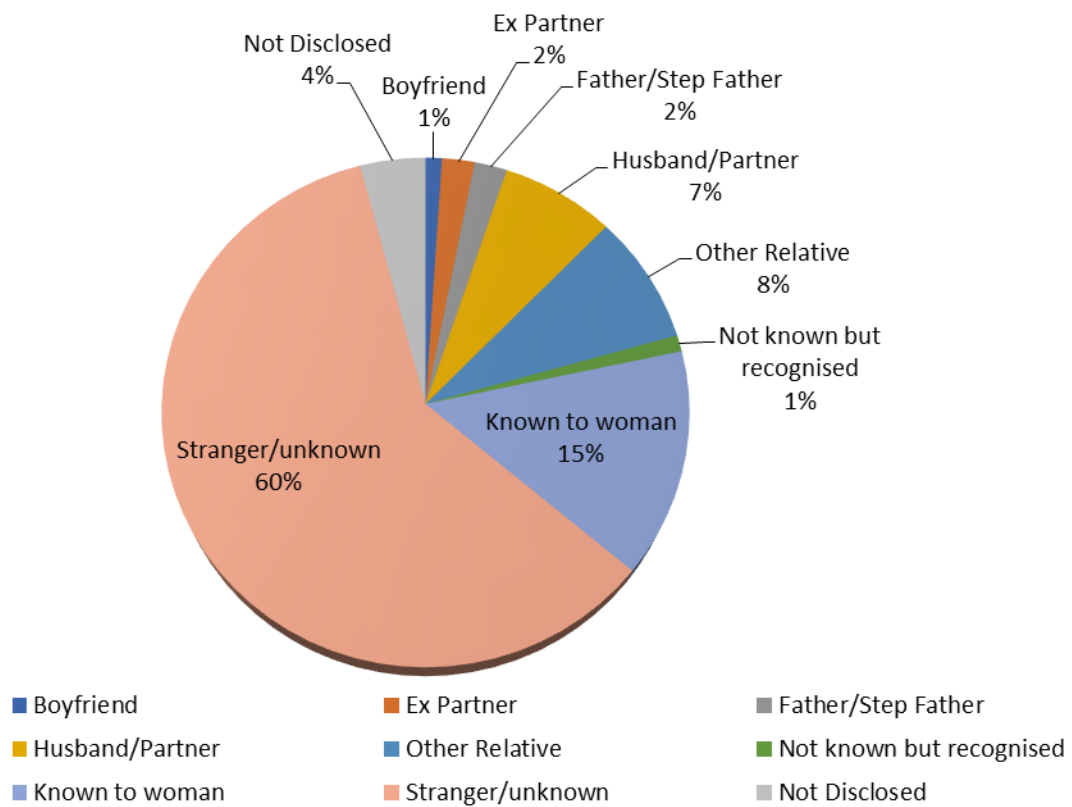
1<sup>st</sup> Apr 2017 to 31<sup>st</sup> Mar 2018





## IDENTITY OF ATTACKER

1<sup>st</sup> Apr 2018 to 31<sup>st</sup> Mar 2019



## **CLIENT FEEDBACK**

“The lady on the helpline was very understanding”

“At first I thought it would be strange meeting with 2 women, but it was actually very positive”

“An amazing service with amazing people”

“Just wanted to say a massive thank you for helping me overcome my sexual abuse, I could not have done it without your help”

## **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 Tiplady, Centre Manager and his team for opening up our accommodation at unsociable hours.

Deborah Turton for organising our demographic survey.

Karen Barker, Claire Cawley, Linda Begnor and Oliver Daeche for helping with our Cake Sale in September 2018.

## 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. 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).
- Digital Transformation – with the award from RCEW we are currently looking into various databases to help standardise our statistical requirements of client-anonymous information so that it corresponds with funders requirements and helps when completing funding applications.
- Conduct a volunteer counselling training course in Spring 2020.
- Website – we have started the process of updating and revising our website. This will continue into the next financial year.

## FUNDING

A copy of our audited accounts is included in this report. They show that our total income for 2018/19 increased this year making it 57% higher than that of 2017/18. This was mainly due to the Ministry of Justice (MoJ) increasing our grant substantially to help overcome the loss of the women's centre in Stevenage, the support of Rape Crisis England and Wales for us to set up a digital transformation project and a trebling of donations.

This year we had no direct contributions from local authorities although we had £1,600 from Locality Budget Grants from individual councillors. MoJ provided 47% of our funding this year which they chose to do because of the loss of the service from the closure of the Stevenage Women's Centre. Others who provided grants were Herts Community Foundation, Rape Crisis England and Wales, POhWER, Tesco Bags of Help, Burton Charity Trust and Stevenage Community Trust. Together they accounted for 36% of the funding we received. We had an increase in donations this year and together with HARCSACs fund raising accounted for 15% of our funding.

As an organisation we would like to thank those individuals who generously provided us with donations which amounted to £9,640.

The total resources available to us for this year were significantly higher than the year before. This was necessary as our expenditure for 2018/19 almost doubled as explained below.

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

## INCOME 2018-2019

<b>Grants</b>	Ministry of Justice	35,652.00
	Burton Charity Trust	1,000.00
	Herts Community Foundation	4,416.60
	Tesco Bags of Help	2,175.00
	Stevenage Community Trust	250.00
	Rape Crisis England and Wales	16,389.40
	PohWer	3,125.00
<b>Locality Budget Grants</b>	Clr Tindall	100.00
	Clr Hale	100.00
	Clr Zukowskyj	100.00
	Clr Gordon	100.00
	Clr Wyatt-Lowe	100.00
	Clr Clapper	200.00
	Clr West	200.00
	Clr Featherstone	100.00
	Clr Eames-Peterson	200.00
	Clr Kaye	100.00
	Clrs Plancey and Brown	300.00
	<b>Sub total</b>	<b>£64,608.00</b>
<b>Donations</b>	D.Wilkins	280.00
	Giving Machine	17.20
	Just Giving	2,284.97
	Broxbourne Lottery	202.00
	Funding from the Co-op	758.30
	Chau Minh Hoang	500.00
	MBDA UK Limited	1,250.00
	Other regular donations	219.40
	Other donations	4,130.10
	<b>Sub total</b>	<b>£9,640.92</b>
<b>Fundraising by HARCSAC</b>	Tractor event	917.14
	Health Fest	108.32
	Tennis Event	50.00
	Charity Bingo night	304.00
	<b>Sub total</b>	<b>£1,329.46</b>
<b>Interest</b>		
	<b>Grand Total</b>	<b>£89,072.32</b>

## EXPENDITURE AND BUDGET

HERTS AREA RAPE CRISIS AND SEXUAL ABUSE CENTRE			
EXPENDITURE TYPE	BUDGET 2018/19	EXPENDITURE 2018/19	BUDGET 2019/20
Advertising	3,300	3,904	2,500
Insurance	1,200	1,114	1,250
General Expenses	66	0	300
Stationery/Postage/Printing	1,050	824	1,150
Rent	5,500	5,000	6,000
Fund Raising	0	1,146	0
Salaries	20,684	20,233	21,977
Telephone	1,200	968	1,300
Counsellors' Expenses	4,500	5,530	6,170
Training and supervision	3,520	6,120	6,300
Furniture & Equipment	700	1,506	1,050
Computer Equipment and activity	2,200	2,361	12,800
Transfer to reserves	0	7,000	0
Events	400	0	280
<b>TOTAL</b>	<b><u>£44,300</u></b>	<b><u>55,709</u></b>	<b><u>61,077</u></b>

During 2018/19 we had a dialogue with MoJ regarding the need to increase our resources to cover our expected increase in clients owing to the Stevenage Women's Centre closure. This required us to revise our budget for 2018/19. This revised budget is presented above. However, we spent more than was planned mainly on training and supervision and counsellors' expenses. This was to provide increased skills support to our new recruits and to fund the increased counselling expenses to provide more women with support.

We were also able to increase our reserves to continue to support women for at least a year if we receive no further funding. Our total reserves are now £42,630 which is closer to our annual expenditure.

At the end of 2018/19 our cash in hand balance was £34,262. We had started the year at 1 April 2018 with cash in hand balance of £14,361. However, we need to bear in mind that of this balance, £16,000 was from RCEW for expenditure to be incurred in 2019/20 for the digital transformation project.

### Budget for 2019/20

We have increased the budget for 2019/20 as we have a number of new volunteers who can counsel and support the women on the waiting list. This list has grown from 46 at 31<sup>st</sup> March 2018 to 53 at 31<sup>st</sup> March 2019. This is partly due to the closure of the Stevenage Centre and also for the greater openness for women to speak about rape and sexual abuse. We are planning for a new training course in the Spring of 2020.





## ATTACHMENTS Audited

### HERTS AREA RAPE AND SEXUAL ABUSE CENTRE

#### RESERVE ACCOUNT

#### 12 MONTHS ENDED 31ST MARCH 2019

Deposit	1999	7,000.00	Balance as at 31st March 2019	42,173.51
Deposit	2003	2,000.00		
Deposit	2011	9,000.00		
Deposit	2018	15,000.00		
Deposit	2019	7,000.00		
Interest	1999/2019	2,173.51		
		<hr/>		
		42,173.51		
		<hr/> <hr/>		<hr/> <hr/>
		42,173.51		42,173.51

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 2019 and of its surplus for the year then ended.

*B. Alcock FCA*

B. Alcock F.C.A

29th July 2019

# ***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](http://www.facebook.com/crisis87)  [@hertsrapecrisi5](https://twitter.com/hertsrapecrisi5)

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**Helpline:** 01707 276512

