

Company number: 06754171

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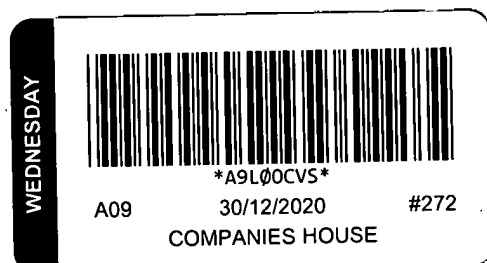
**Unseen (UK)**

**Trustees' Report and Financial Statements**

**For the year ended 31 December 2019**



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## **Letter from the Chair of Trustees, Daniel Morris**

Slavery is a beast that continues to haunt our society and ensnare vulnerable people. In October 2019, the bodies of 39 men, women and children were found in the back of a refrigeration lorry.

This terrible crime hit the headlines and people were rightly appalled at its wickedness. The news has moved on, but the stories of lives fractured by slavery continues unabated. What remains constant is the hope and skill our wonderful teams bring to survivors. What continues is the powerful insight and challenge our colleagues bring to friends in Government, business, and society – helping to influence a systemic response.

In this report, you will read about the many things we have done to make a difference in 2019.

Our services to adult survivors go from strength to strength. Our pilot project for children ended with huge and valuable learning that we – and partners – are using to shape a powerful long-term response. In these pages, you will read about the work of projects like anti-slavery partnerships, training, and consultancy to business.

The Modern Slavery Helpline is a tremendous success. It is providing survivors with a lifeline. Furthermore, it is also resourcing police, border forces and business with powerful insight and know-how for responding to live slavery situations or risks.

A great challenge in the year has been financing the Helpline. People and partners have responded so wonderfully to our emergency appeal. I am very grateful for the help of friends and supporters across the UK. Your wisdom, challenge, encouragement, and generosity are enormously valued, both for this appeal and your wider support of the charity. We have a good plan in place to see the Helpline become sustainable, but this will take time and we continue to need funding to fill the gap.

This issue has inevitably been a pressure on our Helpline colleagues, but all our teams have felt the strain and have rallied round to help. Survivors have seen the very worst of humanity but in our staff, I think they can see the very best. I have met with many of our teams over the past 12 months and am always so impressed by their commitment, compassion, skill, and ingenuity. I am enormously proud to call them colleagues.

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We have been working hard to develop a new strategic plan; however, the year ahead is blighted by the onset of the coronavirus. None of us knows how the world will be different once the crisis has passed. Like many in the Third Sector, a protracted-time of economic recession will put significant pressure on our charity. We are a well-managed business and will continue to make prudent decisions – and take expert advice – to ensure the continued sustainability of the charity.

I commend our 2019 report to you and wish you well during these challenging times.

Best wishes

A handwritten signature in black ink that reads "Daniel Morris". The signature is written in a cursive style with a large 'D' and a stylized 'M'.

## Trustees' report

The Trustees present their report and financial statements for the year ended 31 December 2019. The Directors of the Charitable Company are also its Trustees.

The Accounts and Annual Report are required to comply with the requirements of Companies and Charities legislation and have therefore been prepared in accordance with the Companies Act 2006, the Charities Act 2011, and the Statement of Recommended Practice, Charities SORP (FRS 102) (effective 1 January 2015) and the provision of Part 15 of the Companies Act 2006 relating to small companies.

### Objectives, activities, and public benefit

The objects for which Unseen is established (as stated in Unseen's governing document) are:

- Providing relief, help and assistance for anyone who may have been a victim of modern slavery, in particular by the provision of safe housing, medical care, financial support, legal advice, counselling and life skills coaching
- Raising awareness of trafficking and sexual exploitation in Bristol, the South West and nationally
- Such other charitable objects and for the benefit of such other charitable bodies and institutions as the committee shall in their absolute discretion see fit.

### Published aims

Unseen is working towards a world without slavery:

- **By supporting survivors** and vulnerable people through specialist services we can enable them to recover safely and develop resilient, independent lives
- **By equipping stakeholders** through the provision of training, advice and resources we can better identify and support actual and potential victims of slavery
- **By influencing society** through systemic change, we can use our practical experience, research and survivor stories to inspire change in legislation, policy and consumer choices.

### Mission statement

Unseen is working towards a world without slavery.

**Brand values**

The Trustees have identified the following values as being core to Unseen:

- Collaborative
- Honourable
- Ambitious
- Dynamic
- Insightful

**Public benefit**

The Trustees have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives and in planning activities. Tackling modern slavery through supporting survivors, equipping stakeholders, and influencing society are in the public interest as it undermines criminal activity and helps the most vulnerable, making our world safer and more equal.

## 2019's Achievements - Supporting Survivors

### Unseen Women's Safehouse

The Unseen women's safehouse provides 24-hour safe accommodation and high-level support for up to eight survivors of human trafficking. Our service is for clients with the most complex needs: those who are at risk from their exploiters, homeless, have complex physical and mental health challenges and substance dependency issues. To provide the level of support required, we're staffed 24/7 by specialist workers.

Year	Number of clients
2011	17
2012	25
2013	28
2014	30
2015	33
2016	23
2017	22
2018	20
2019	20
Total <sup>1</sup>	176

In 2019 the Safehouse supported 20 survivors of exploitation, bringing the total number supported since the project's launch in 2011 to 176.

We supported residents from 12 different nationalities, the most common being British. Ages ranged from 18 to 64, with an average age of 33.

Survivors had been exploited in forced labour, sexual exploitation, domestic servitude, and criminal exploitation.

The average length of stay in the safehouse was 132 days, a 56% decrease on 2018.

#### Access to statutory support

People in the National Referral Mechanism (NRM - the Government's system for supporting victims of modern slavery) can access general health care, mental health care and legal support as part of their statutory entitlement, and we support all our clients to do this if they want to. In 2019:

- 62% accessed primary health care
- 90% were directed to specialist mental health services
- 90% accessed legal support.

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<sup>1</sup> Some survivors were supported across more than one year, so the total is less than the sum of the numbers supported per year.

#### Access to additional support

In addition to statutory entitlements, Unseen provides several services and opportunities in-house, to give our clients the extra support they need.

- 48% accessed education
- 24% accessed volunteering
- 10% took up some form of employment
- 33% accessed community support.

To gauge the impact of our work, we aim to complete questionnaires with all clients exploring how safe they feel, how hopeful they are about the future, and their ability to make positive choices. We do this on entry, each month and on exit.

All residents supported at the women's safehouse reported an increase in feelings of safety, hope and choice during their time at the project. While at the project, survivors reported the following increases:

- 100% reported an increased feeling of safety
- 71% reported an increased feeling of hope
- 85% reported an increase in the ability to make positive choices.

#### Highlights and developments

This year staff and residents took to their overalls to give the house communal hallways a lick of paint. We also took in new furniture from the closure of the children's project in February, with residents having a say in how it was arranged. The house now appears brighter and fresher, giving residents additional pride in where they live and encouraging them to think of it as home and not simply a place where they can stay.

Regular meetings between staff and residents have given the latter the chance to have a say in improvements to the project. One of these was an addition to the house rules that was not health and safety related but incorporated privacy and respect for one another.

Residents who have been in the project for a while raised frustrations about not being able to stay away overnight. This rule is there to keep them safe. However, staff recognised that as clients' recovery continues, they become more independent and are at less risk. Being able to visit friends in other areas of the country can also be beneficial to recovery. As a result, we changed house rules to allow residents to stay away in a safe, planned and supported way.

During 2019 we saw clients experiencing complex trauma in a variety of ways. This led to increased challenges for staff to ensure residents were not only safe from the exploiters they had escaped from, but also other parties - as well as safe from the harm and risk that is a direct result of trauma, such as self-harm, substance misuse and suicidal thoughts.



This year some new faces joined our team. They brought skills with them that have helped staff learning and ensured residents are supported with several different issues. For example, some staff come from a drug and alcohol services background, while others have joined us from therapeutic backgrounds.

We have supported some clients through extremely long stays at the house (nearly three years being the longest). For longer-term residents it can be difficult to see their friends moving on with their lives and becoming independent, while they are unable to do so – often because of delays around the National Referral Mechanism (NRM) and their immigration claims.

Existing residents can also suffer emotional distress when new residents arrive, and they are reminded of the trauma they have been through. This can also set them back in achieving independence and dealing with processes such as an immigration claim.

To help address this our staff offer emotional and practical support, such as linking clients to Bristol Refugee Rights and local solicitors and helping them access local mental health services. To give clients further support, we have also introduced reflective practice sessions for staff as well as training in topics such as complex trauma, vicarious trauma and motivational interviewing.

We aim to change the lives of our residents for the better and to give them new experiences and new tools for embarking upon their new lives. With this in mind, this year we have run combined trips with clients from our outreach programme and men's safehouse to Westonbirt Arboretum, Avon Valley Railway, Chepstow Castle, theatre shows, car boot sales and Longleat.

Other activities included:

- holiday-themed games around Halloween, Easter and Christmas
- workshops in origami; dreamcatcher making; gardening and jewellery making
- baking sessions, communal meals, and summer barbecues
- relaxation sessions
- quiz nights and movie nights.

## Unseen Men's Safehouse

The Unseen men's safehouse provides 24-hour safe accommodation and high-level support for up to five survivors of human trafficking. Our service is for clients with the most complex needs: those who are at risk from their exploiters, homeless, have complex physical and mental health challenges and substance dependency issues. To provide the level of support required, we're staffed 24/7 by specialist workers.

Year	Number of clients
2016	14
2017	21
2018	14
2019	14
Total <sup>2</sup>	46

In 2019 the safe house supported 14 survivors of exploitation, bringing the total number supported since project launch in 2011 to 46.

We supported residents from 13 different nationalities, the most common being Vietnamese. Ages ranged from 18 to 64, with an average age of 36.

Survivors had been exploited in forced labour, sexual exploitation, domestic servitude and criminal exploitation.

The average length of stay was 208 days, a 59% decrease on 2018.

### Access to statutory support

People in the National Referral Mechanism can access general health care, mental health care and legal support as part of their statutory entitlement, and we support all our clients to do this if they want to. In 2019:

- 53% accessed health care
- 65% were directed to specialist mental health services
- 94% accessed legal support.

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<sup>2</sup> Some survivors were supported across more than one year, so the total is less than the sum of the numbers supported per year.

#### Access to additional support

In addition to statutory entitlements, we provide several services and opportunities in-house, to give our clients the extra support they need.

- 41% accessed community services
- 47% accessed education
- 30% took up some form of volunteering
- 12% took up some form of employment.

To gauge the impact of our work, we aim to complete questionnaires with all clients exploring how safe they feel, how hopeful they are about the future, and their ability to make positive choices. We do this on entry, each month and on exit.

All residents supported at the men's safehouse reported an increase in feelings of safety, hope and choice during their time at the project. While at the project, survivors reported the following increases:

- 100% reported an increased feeling of safety
- 87% reported an increased feeling of hope
- 95% reported an increase in the ability to make positive choices.

#### Highlights and developments

The safehouse has helped several long-term residents successfully move on from the project. This includes returning to a home country and moving to supported or private accommodation to continue their recovery.

With people moving on, we have had to adapt to the challenges that come with welcoming new residents. This year the team supported survivors with various complex needs (mental health issues, trauma, and substance misuse) and worked closely with statutory agencies to access specialist support.

The safehouse is not set up for residents to stay for long periods and the length of time that some stay at the project has been challenging. We have been helping clients get legal support to help them deal with some of the barriers to them moving on from the safehouse to local authority housing and asylum support services.

Another challenge has been getting mental health support for some of our clients in a timely way. As a result, we have advocated for client needs with the statutory services, while also exploring private counselling.

Changes to our frontline services monitoring have enabled us to gain more insight into the support that survivors feel they need, as well as better monitor project performance. This year we also completed a staffing review, with the result that the project is now better staffed to cater to residents' needs.

We aim to change the lives of our residents for the better and to give them new experiences and new tools for embarking upon their new lives. For example, we provide in-house English lessons. These have not only been successful in improving language skills but have given residents' the confidence to move on to local classes run in the community.

Survivors also continue to take advantage of the photography workshops we offer and the in-house gym. This year residents also attended events with other projects, including a summer trip to Longleat and a Christmas party.

## Resettlement, Integration and Outreach (RIO)

The Resettlement, Integration and Outreach (RIO) project provides practical and emotional support to victims of modern slavery and exploitation living in the community.

Year	Number of clients
2013	16
2014	38
2015	40
2016	49
2017	59
2018	74
2019	87
Total <sup>3</sup>	199

RIO's holistic approach starts by carrying out a detailed needs assessment of every client, looking at every element of their situation, including:

- need for immigration and asylum assistance
- legal assistance
- emotional and mental health services
- physical health services
- understanding benefits
- housing and practical support
- building safe relationships
- budgeting and money management
- education and English-learning
- training and volunteering
- community building
- faith and spirituality
- leisure activities and hobbies.

At the point at which RIO starts working with survivors, many are unable to leave the house. The RIO staff must build up a relationship of trust, visiting survivors to find out their most pressing needs and suggesting community services that can help. We then work with survivors on the first steps to recovery - helping them get through the front door, for example, or taking that first bus ride with them to see a doctor or counsellor.

If necessary, staff will stay with survivors for the first few sessions of therapy, helping counsellors and other professionals get to know the individual's history and the level of support they need.

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<sup>3</sup> Some survivors were supported across more than one year, so the total is less than the sum of the numbers supported per year.

Often while being supported by RIO, survivors experience several changes to their circumstances, which brings many challenges. These can include needing to move to new accommodation, having a baby, having to navigate proceedings around their legal status and generally being faced with a whole variety of unfamiliar situations.

RIO aims to provide information and support to enable survivors to better understand their situation and what services can help them, and to increase their feelings of safety, hope and choice.

In 2019 RIO supported 87 survivors of exploitation, bringing the total number supported since project launch in 2013 to 199.

We supported people from 31 different nationalities, the most common being Albanian. Ages ranged from 18 to 64, with an average age of 32.

Survivors had been exploited in forced labour, sexual exploitation, domestic servitude and criminal exploitation.

The average length of time in service was 467 days, a 25% decrease on 2018.

We also support our clients to access a range of services and activities to help their physical and mental wellbeing. In 2019:

- 88% accessed physical health services
- 84% accessed mental health services
- 67% accessed education in the community
- 97% accessed specialist legal advice
- 41% accessed housing support
- 40% accessed volunteering services opportunities
- 32% accessed employment services or opportunities.

To gauge the impact of our work, we aim to complete entry and exit questionnaires with all clients exploring how safe they feel, how hopeful they are about the future, and their ability to make positive choices. Of clients in service for all or part of 2019 who were able to complete the questionnaire:

- 84% reported an increased feeling of safety
- 82% reported an increased feeling of hope
- 82% reported an increase in the ability to make positive choices.

#### Highlights and developments

Creating moments for survivors to make supportive friendships continues to be a focus of our work in 2019. We facilitated monthly RIO social groups, where all clients and their children could come together outside the formal support sessions with staff members.

We also hosted craft sessions, pampering sessions, visits to local museums and wildlife parks, and a Christmas party. A trip to Longleat funded by a private donor was well attended in the summer and enjoyed by survivors from RIO, as well as the men's and women's safehouses.

One client said: "Everything was very good, made some friends from Albania. I saw many strange animals for the first time."

Another commented: "It's good to meet new people. Do new activity . . . new places outside of Bristol."

Staff used their contacts to bring in additional health and wellbeing sessions for survivors. There were education sessions on periods and menstruation, with free period products and a wellbeing goodie bag.

We also held a bespoke Jujutsu course, with seven clients attending. Said one client of this experience of learning self-defence, and improving personal safety and wellbeing:

"It allowed me to sleep better. In 17 years, I could not sleep. I was surprised when I was able to sleep for the first time after the first session. I now stopped being paranoid when I go outside. It's just gone because I am not scared anymore."

RIO also offered vocational activities, too. Our student social worker took three clients to Cardiff to visit Manumit coffee, which provided two sessions of barista training. These clients not only gained experience of a new work sector but also a certificate to confirm they had done the training.

"It was a good opportunity for me to know all different types of coffee beans. This has given me a chance to find a job more easily in the coffee shop in the future." *Female Kurdistan slavery survivor*

The RIO staff team has grown again this year. We recruited another full-time support worker to help with an increase in referrals. Furthermore, two new trainees are continuing their induction and are on track to start working independently with clients in 2020. This brings the number of trainees to three, providing six days of support per week to the RIO team.

#### **RIO accompaniment on police operations and as a First Responder**

The RIO project also provides support during police operations, to talk to potential victims about the services they might be eligible to access. We believe close partnership working is key to better identification of victims and the appropriate way for NGOs and the police to work together.

We also provide information to other organisations in the area who may have concerns about an individual they suspect to be a victim.

In 2019 the team went on 15 police operations and welfare visits, to brothels, car washes, restaurants, nail bars, residential properties, and farms. Potential indicators of trafficking were identified in 35% of visits.

Unseen is also a “first responder” for the National Referral Mechanism (NRM), meaning we can enter people into the Government’s framework for the support of victims of modern slavery. This responsibility sits with the RIO team.

In 2019, in addition to entering victims that we found while accompanying the police on operations, we entered four victims who were brought to our attention by other organisations, helping to ensure that these people gain access to the support they are entitled to.

### **Unseen Children’s House**

The Unseen Children’s House pilot ended in February 2019. The project was set up to provide care for young people of both genders who have experienced trafficking and slavery and were considered to be looked-after children. Academic assessment and appraisal of the project were then undertaken for the remainder of 2019, with a view to publishing findings in 2020.

### **UK Modern Slavery Helpline and Resource Centre**

The UK-wide Modern Slavery Helpline was set up in October 2016 and is a confidential and independent helpline providing information, advice and guidance to potential victims, businesses, statutory agencies and the public about any modern slavery issue.

Being independent of the Government and law enforcement agencies means that it receives no Government funding but does ensure that callers can come forward and speak in confidence to a fully trained Helpline Advisor. It is also free to anyone calling and therefore enables anyone in need to access help and support.

Open 24 hours a day, 365 days a year, the Helpline takes calls from right across the UK and in some circumstances internationally. When a caller contacts the Helpline from outside the UK, we respond by providing advice, information and support, based on their individual circumstances and needs. This might be signposting the caller to services available in the relevant country, identifying NGOs or other stakeholders who may be able to support the individual, or taking information to inform a report to the relevant law enforcement agency in the UK.

Callers who are potential victims can be offered help to consider their options: access crisis assistance; safety planning; emotional support; help with access to critical social and legal services; help to connect with law enforcement agencies to get out of a situation and stay safe.



The Helpline can also “warm” transfer potential victims to other services and support providers, including providing help to access the National Referral Mechanism (NRM).

Using the Helpline’s Directory of Services, we can signpost and support potential victims to get help and advice linked to their circumstances and location in the UK. The Directory of Services is a comprehensive list of organisations and agencies that we routinely engage with to help and support victims of modern slavery and those who are vulnerable.

The directory consists of police and local authority contacts, wider services such as immigration advice, domestic abuse charities, homeless shelters and other relevant NGOs. We are encouraging all NGOs to be included in the Directory of Services to ensure that we have the widest coverage possible to support and help victims regardless of where they are in the UK.

Callers can also contact the Helpline even if they cannot speak English, regardless of what language they speak. The Helpline has access to telephone interpreters who provide more than 200 different languages in real-time, ensuring that anyone in a situation of modern slavery can get the help and support they need at the time they call.

In 2019, the Helpline took over 6,830 calls and more than 1,890 webforms and App submissions, indicating more than 4,640 potential victims.

This is around a 15% increase in contacts from 2018.

Through our continued partnership approach the Helpline is now working with more organisations and businesses than ever. It remains the single point of contact, not only for all Government-led and many partner-led modern slavery-related campaigns but now more businesses who recognise the expertise offered by the Helpline in complex modern slavery cases related to labour exploitation.

In particular, the Helpline has worked with high street retailers, construction firms and the financial sector to drive awareness of the issue and highlight the Helpline for those concerned or worried about a situation or person.

During 2019 the Helpline provided more than 2,320 referrals to other agencies, including the police, local authorities, Gangmasters’ and Labour Abuse Authority and other NGOs - as well as instigating law enforcement action and providing support services to those in need.

Helpline referrals continue to be pivotal in direct police action to remove someone from a situation of exploitation and arrest the criminals involved. The vital independent and confidential nature of the Helpline continues to encourage more people to report issues or reach out for help.

## 2019's Achievements – Equipping Stakeholders

### **South West Anti-Slavery Partnership (ASP)**

The Anti-Slavery Partnership's mission is to support and enable the discovery of, and response to, incidents of modern slavery and exploitation. We do this through a victim-centred, multi-agency and collaborative community effort at both a local and regional level. Unseen helped found the South West ASP and co-chairs it. The partnership has achieved a lot during 2019.

We recognise that no one organisation can stop slavery in isolation. That's why Unseen has been equipping partner agencies to work together and stop slavery since 2009. We work with police, local government, NHS, charities, and community groups to protect vulnerable people.

Ten years on the Anti-Slavery Partnership has flourished - we have over 100 partners in the South West.

Highlights include:

- In 2019 there were 100 modern slavery cases reported to the Modern Slavery Helpline, indicating 237 potential victims.
- In Devon and Cornwall, the partnership trained more than 150 frontline staff who work with homeless people, teaching them to spot the signs of exploitation and report concerns about this vulnerable demographic.
- In Wiltshire, the partnership held a business breakfast for local businesses to raise awareness and encourage responsible practices.
- We hosted UK Independent Anti-Slavery Commissioner Dame Sara Thornton at the South West Regional Anti-Slavery Partnership.
- Two exploiters were convicted in Bristol for subjecting a man to domestic servitude after a neighbour called the Modern Slavery Helpline to report their concerns.

### **The Eastern Region Anti-Slavery Partnership**

To support wider partnership working, Unseen set up the Eastern Region Anti-Slavery Partnership covering the seven police force areas in the eastern region. The partnership met twice in 2019 and has been a key channel in better understanding commonalities in trends across the region and sharing good practice.

### **Bedfordshire Anti-Slavery Partnership**

The Bedfordshire Anti-Slavery Partnership was set up in 2017 and brings together a wide range of diverse partners across Bedfordshire. The Partnership is co-chaired by Unseen and Bedfordshire Police and meets three to four times per year. The purpose of the partnership is to strengthen collaboration and combine resource, experience and expertise to raise awareness across the county through existing and new channels.

During 2019, the partnership continued to meet regularly and discuss modern slavery issues pertinent to Bedfordshire, including the prevalence of car washes, child sexual exploitation and wider sexual exploitation in pop-up brothels.

Working collaboratively through the partnership, Unseen has attended several local events to raise awareness with partners, and plans are underway to develop a pan-Bedfordshire communications campaign across all agencies and relevant NGOs.

## Training

In 2019, our training offering expanded to include bespoke e-learning and face-to-face training for businesses. We ran more than 60 training sessions with local authority personnel, policing, health workers, housing providers and businesses, and trained more than 1,840 people.

We continued to deliver our Spotlight programme to young people, which aims to highlight the risks of sexual and criminal exploitation, delivering eight Spotlight sessions to 840 students in Bedfordshire and Bristol.

Spotlight feedback showed:

- 95% of students had an understanding of modern slavery and who it can affect
- 60% had an increase in knowledge of modern slavery
- 98% of students viewed the training as a positive experience.

As part of our range of training, we are using alternative techniques such as virtual reality to bring the issue to life for those who are a key part of identifying and supporting potential victims.

Feedback from training delegates includes the following:

"It's been the best training I've had in over 25 years." *Business sector training*

"Great to have the time to talk with colleagues, think about the risks and what more we can do. Great insight and very practical." *Business sector training*

"Made me think about all the people I have probably come into contact with who might be slaves, and that I've not done anything about. Will make me think more, and act." *Health worker*

In 2020 we will continue to broaden our offer around modular e-learning focused on the roles and sectors participants work in. We will also continue to provide bespoke training to businesses who want to raise awareness and know more about the risks.

### **Pan-European Victim Case Management System (PE-VCMS)**

The Pan-European Victim Case Management System was an EU funded pilot to develop a case management system that increased the ability to digitally collect, store and manage victim information.

The pilot ended in 2019 with us producing a successful product. We are now looking for opportunities to develop the PE-VCMS for further operational use.

## 2019's Achievements – Influencing Society

### Advocacy

- As an authority on modern slavery and human trafficking, we took part in many Westminster and Government briefings and input to various policy and legislative reviews.
- We gave evidence that was used in the High Court and resulted in a change of Government policy that will assist with better identification of victims of trafficking.
- We provided case examples based on our direct experience that helped bring about a successful legal challenge to the Government automatically ending support for survivors of trafficking after 45 days.
- We chair the Modern Slavery Strategic Implementation Group – Transparency in Supply Chains and are members of the Prevent and Protect groups. These groups engage with the Home Office and help them develop policy.
- We remain members of and attend the EU Civil Society Platform. We are not clear what our involvement will be post-Brexit.
- We had a high-level engagement with the devolved governments of Scotland, Northern Ireland and Wales to improve the response to modern slavery and human trafficking in those countries.
- We presented to the Organization for Security and Cooperation in Europe (OSCE) conferences in Vienna and Warsaw, speaking on transparency in supply chains and the role of data in tackling modern slavery and human trafficking.
- We took part in Converge Conferences (Europe and International), speaking to General Compliance Executives about modern slavery and human trafficking and transparency in supply chains.
- We visited Kenya and Uganda to build relationships with Unseen Uganda and engaged with the British High Commission and local NGOs on modern slavery and human trafficking in the region.
- We input into modern slavery training for Kenyan and Ugandan MPs, as part of work with the Commonwealth Association.
- We acted as an advisor to Tech Against Trafficking.
- We took part in multiple speaking engagements to business, the Third Sector and the general public.
- We visited Oman and Qatar to train prosecutors and law enforcement officials.
- We presented in Berlin at the Consumer Goods Forum.

## Digital and social media

We use our social media channels and our website to raise awareness of modern slavery and human trafficking, and to encourage people to spot the signs and report to the Helpline.

Our social media following has grown significantly throughout 2019, demonstrating that our messages about modern slavery are reaching ever more people. In particular, the Helpline's social media following has grown hugely, reflecting growing awareness of the service, the outreach work the Helpline has done, and an interest in the data the Helpline produces on the nature and scale of modern slavery in the UK.

Channel	Followers Dec 2018	Followers Dec 2019	% increase
Unseen Facebook	6,025	6,869	15%
Helpline Facebook	1,899	2,655	39%
Unseen Twitter	10,150	11,107	9%
Helpline Twitter	3,450	5,167	49%
Linked-In	1,116	2,070	85%
Instagram	763	1,590	108%
YouTube	51	74	45%

## Media

Our work with the media – broadcast, online and print – is vital to drive reporting to the Helpline, encourage support for our activities, and raise awareness of modern slavery and human trafficking.

We are trusted by the media for our expertise and robust data and in 2019 we continued to provide authoritative comment and analysis, as well as contribute articles, to a wide range of titles and outlets – including BBC, Sky and ITV news, local and national radio, the Guardian, the Mirror, Reuters, and style and culture magazine The Face.

We were one of the few go-to organisations for informed comment following the news of the death of 39 people in a lorry container in Essex – a chilling reminder of the terrible cost of human trafficking.

Our Hidden Characters campaign, with messages on billboards and projected on to buildings around Bristol and London, captured the imagination of both the media and the public, helping to raise money for our Helpline appeal.

## **Awards**

### **Campaigns for Good Award**

Our 'Be Seen, Be Heard' campaign was a joint initiative with PMP Recruitment to raise awareness of forced labour among workers who are most at risk. PMP specialises in high volume recruitment to temporary roles in logistics and warehouses – a sector where there is a risk of forced labour. The strategy we produced was to print the Modern Slavery Helpline number on the back of high visibility jackets worn by every single employee recruited by PMP. Following the campaign launch, there was a 26% increase in the number of calls, online reports and app submissions to the Helpline.

### **Patron**

Our thanks go out to our patron Levison Wood, who has continued to show his support throughout 2019. His support of the Save the Modern Slavery Helpline appeal on social media helped us get the message far and wide.

### **Plans for the future**

The Charity's priorities are set out below. We plan to:

- Successfully deliver on the five-year strategy for 2015-2020 and establish a new organisational strategy to 2025. However, this has been impacted at a result of COVID-19 and immediate focus is on the continuation of delivery of all frontline services during the crisis and assessing the full impact of the crisis whilst developing longer-term strategy.
- Continue to expand our reintegration programme and strive for excellence in other frontline services, using our data to strengthen and develop the support we offer.
- Put the UK Helpline and Resource Centre on a sustainable footing so we can continue to enhance the UK's response to combatting modern slavery.
- Expand our consultancy and training with businesses of all sizes to address modern slavery issues in their practices and supply chains.
- Work with partners to ensure modern slavery remains a priority for the Government.
- Collaborate more to ensure victims and survivors get the service they deserve.
- Continue to share our policy and operational expertise with other countries.
- Continue to develop diverse income streams – increasing regular giving, corporate and community fundraising, expanding Unseen's training programmes and delivering services to businesses.
- Continue to be committed to finding long-term, strategic and systemic solutions to trafficking and modern slavery, drawing on the latest data and technology.

### **Staffing and organisational structure**

We are committed to ensuring that all those who work for us are treated equally and rewarded fairly. Their expertise and dedication are essential for our services. We are determined and committed to ensuring as much funding as possible goes towards project staffing, supported by an effective and lean support team structure.

Unseen operates a clear pay scale which all staff are on. It is benchmarked to the NJC pay scale which is widely used in the public and voluntary sectors. All staff are paid the Real Living Wage or higher. Policies and procedures are in place to ensure we pay all staff fairly for the same roles, regardless of gender or any other characteristic.

Key management personnel are the members of our Executive Team who are Andrew Wallis (CEO), Justine Currell, Kate Garbers and Matt Portt.

The hourly rate of the highest-paid employee is 3.06 times higher than the median pay of the charity.

### **Volunteers**

We are hugely grateful to our incredible volunteers who give up their time and energy in the fight against modern slavery. We have up to 100 volunteers who volunteer for various projects and manning public-facing events for us. Covid-19 has reduced our ability to utilise these individuals.



## Income generation and fundraising

Our total income for the year was £2,241,730, a decrease of £140,461 or 6% on the previous year. The deficit reported of £176,661 is largely due to a shortfall in targeted trusts and grant funding for our frontline services.

Finding funding for the Modern Slavery Helpline has been a particular challenge, resulting in an emergency appeal launched in the second half of the year.

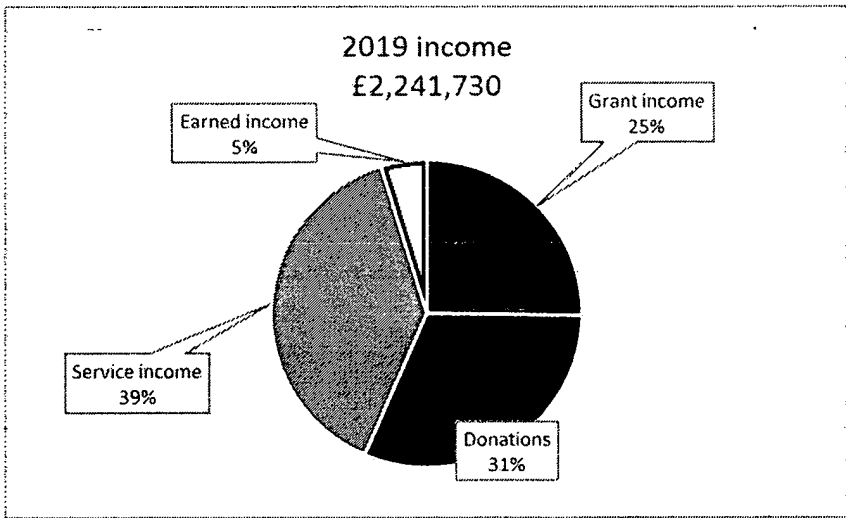
Unseen's work is funded by a mixture of service income, grant income, donations (from individuals, companies and community groups) and earned income. Our growth has been driven by the support of individuals and organisations who share our vision and have been impressed by our work. Also, our frontline teams have been able to support more adults and children which has led to an increase in service income.

Unseen recognises the valuable contribution of the following key organisations who supported our work over the past year:

Garfield Weston Foundation	Modern Slavery Police Transformation Unit
The Swire Charitable Trust	Vodafone Foundation
National Lottery Community Fund	Amazon
29th May 1961 Charitable Trust	BT
Odin Charitable Trust	Tesco
Emmanuel Kaye Foundation	Nestle
Henry Smith Charity	Convercent
Lloyds Bank Foundation	NBCUniversal International
Quartet Community Foundation	PMP Recruitment
The Fairfield Charitable Trust	The Waves Group
The Pilgrim Trust	TISCSupport
The Nisbet Trust	Shambala Festival
The Rayne Foundation	Estrella Green
The Wixamtree Trust	Aesop Agency
Vodafone Foundation	Pumpkin PR
Bristol City Council	
Avon & Somerset Police and Crime Commissioner	

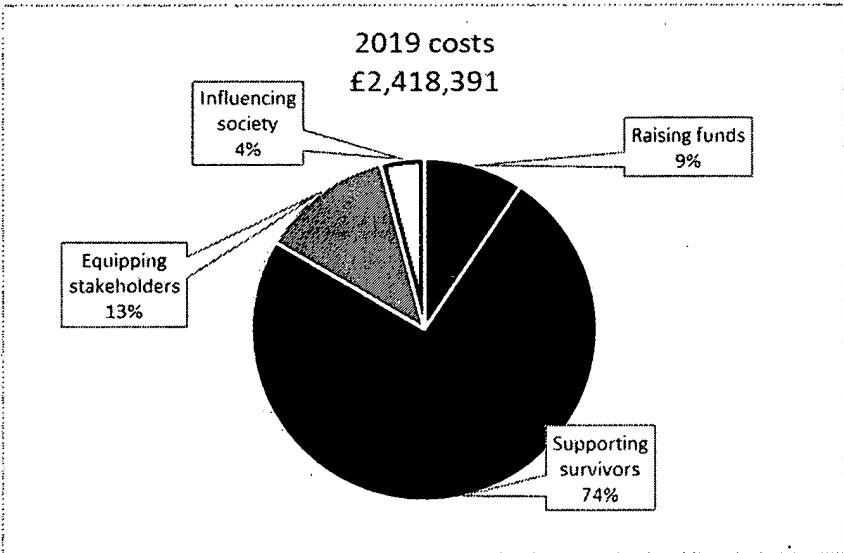
During the year we launched an emergency appeal to save the National Modern Slavery Helpline. This raised an amazing £409,520 and at the year-end, £165,319 was held in unrestricted reserves to support operations in 2019.

Despite the success of this appeal, the Helpline needs sustainable income, we have developed a strong pipeline of regular corporate sponsors as well as developing trading revenues such as training and data analytics services. The UK Government and many police forces signpost the public to the Helpline to report suspicions of modern slavery. While we have great working relationships with police forces across the country, and despite significant efforts, we have been unable to secure Government support for the Helpline.



Total expenditure for the year was £2,418,391. Of our total expenditure in the year, £2,191,573 (or 91%) was spent directly on charitable activities. The year-on-year decrease in costs of £107,091 reflects a reduction in expenditure at the Modern Slavery Helpline required due to funding shortfalls.

We continue to closely monitor spending to ensure that we are using resources efficiently and seeking to maximise our return on investment.



## **Principal risks**

To achieve our vision, we must manage risks effectively.

Our principal risks are:

- Changes in the political environment. There are several Government-led initiatives in play currently, including policy reviews of modern slavery, however, we have been successful in re-tendering for the Victim Care Contract.
- Securing sustainable funding. A key strategic aim for the charity is to diversify income streams and move towards a sustainable funding model.
- Brexit presents a significant risk in terms of Government funding for modern slavery, the Government's bandwidth to deal with other issues, and the impact on fundraising income should this lead to an economic downturn.

Covid-19 has brought unprecedented challenges to the whole of the charity sector: individual donors have suffered financial hardship; fundraising events have had to be cancelled and corporate donors have suffered major disruptions to their businesses.

The Trustees acknowledge their responsibility for the management and control of the organisation and therefore are involved in the key aspects of the risk management process. Risks are explicitly identified and considered as part of the Trustees' approach to making decisions, and an overall risk review is included in the charity's annual governance calendar.

The major risks to the charity have been reviewed during the year, and control systems and policies are in place to ensure that risks are appropriately identified and managed at all levels of the organisation.

Under the direction of the Trustees, the Executive Team has reviewed all forms of insurance to ensure that the cover provided is adequate for Unseen offices and secure accommodation needs. This review will be revisited each year as the policies in place come up for renewal.

Also, we have outsourced key operational areas, such as HR and IT support, to third parties who provide relevant expertise in these areas. As a result, the Trustees are confident that the organisation complies with current legislation and effectively manages the related risks.

### **Going concern**

The Financial Statements have been prepared on a going concern basis.

Net assets at the balance sheet date were £669,282 (2018: £845,943) and net current assets at the balance sheet date were £627,295 (2018: £810,453). At the year-end, the balance of cash and bank balance held by the charity was £525,729 (2018: £849,687) and the level of unrestricted reserves is £578,870 (2018: £737,257).

The trustees aim to maintain minimum unrestricted reserves equivalent to 6 months of unrestricted expenditure, as of September 2020 we held the equivalent of 9.2 months of unrestricted expenditure.

Like many charities, COVID-19 has created material uncertainty for charities assessing their forward plans. As part of our income diversification strategy, we are generating increased revenue through trading activities, which, together with an adjustment to our cost base has meant we have been able to maintain our services during 2020 without needing to draw on reserves to any material extent. We have modelled the impact of a continued period of reduced income and have concluded that we have sufficient reserves to cushion the organisation from further reductions in income while we continue to re-shape the organisation.

As a result, the Trustees consider Unseen to be a going concern and have prepared the financial statements on that basis.

### **Reserves policy**

Our reserves policy is set to achieve a balance between ensuring that our work is protected from the risk of disruption that occurs at short notice because of a lack of funds and ensuring we do not retain income for longer than required.

The Trustees have determined that the charity needs free reserves for the following purposes:

- To protect against unforeseen income fluctuations, including the impact of Covid-19.
- To provide the resources to enable the organisation to execute its strategy to diversify income streams.
- To provide working capital for the effective running of the organisation.
- To enable Unseen to invest in emerging opportunities should the trustees decide to.
- To prepare for the launch of a new project or service such that a significant proportion of funding is secured ahead of the project launch.

The Trustees further determined that Unseen should be holding sufficient unrestricted reserves equal to six months of back-office expenditure at the budgeted activity level. Based on the above policy, the Trustees calculate that the target level of free reserves would be £401,971.

As at 31 December 2019 the actual level of free reserves, including those designated to the Helpline, was £578,870; excluding funds designated to the Helpline, free reserves were £412,999

We plan to utilise these reserves as we move towards a greater level of income diversification and also continue to grow the charity so we can maximise our impact.

## **Fundraising campaigns**

Unseen is fully compliant with Section 13 of the Charities (Protection and Social Investment) Act 2016. Unseen's fundraising approach in 2019 centred on trusts and foundations, statutory funding, corporate partnerships and voluntary donations. Fundraising was achieved through the submission of bids, delivery of appeals, events, and partnership building. We had corporate partners who donated through their business, took part in employee fundraising, and donated their products/services as gifts in kind. We also benefited from pro-bono support through our corporate supporters.

Unseen's fundraising team leads on the delivery of its campaigns and appeals. In 2019, we launched an emergency appeal to save the UK Modern Slavery Helpline. The campaign centred on a digital campaign asking the public to donate online or via text, also engaging with business and statutory partners for support. We also had pro-bono support from a marketing agency to raise awareness of the campaign through billboards and digital marketing.

We did not contact people from cold lists, nor do we give or sell supporters' details to anyone else. Details regarding our approach to fundraising are on our website detailed in our Privacy Policy. We must communicate with our supporters in the manner they prefer, and we are very keen to respect their privacy and communication preferences.

## **Fundraising Regulator and Code of Practice**

Unseen was not part of any fundraising schemes in 2019. We are registered with the Fundraising Regulator and operate at a best practice level concerning the Code of Fundraising Practice. We ensure we are up to date and compliant with any changes to the Fundraising Code of Practice and are signed up to its bulletins. We also review the code annually.

Unseen takes its responsibilities under GDPR very seriously and we have an extensive Privacy Policy accessible through the home page of our website. We have compliance measures in place covering data retention, cleansing and supporter privacy, consent, and preference management.

Unseen monitors all activity undertaken by members of its fundraising team and did not employ any third parties to conduct fundraising on our behalf.

Unseen's fundraising team members are members of the Institute of Fundraising and we fully abide by its codes of conduct.

## **Maintaining fundraising standards of others**

Unseen did not use any professional fundraisers in 2019. It had partnerships with commercial participators by way of businesses donating a percentage of sales of their products/services to Unseen. The charity ensured compliance with legal and best practice obligations concerning commercial participators, as detailed in partnership agreements between the charity and corporate partners. We also share the obligations partners are obliged to adhere to within the

Fundraising Code of Practice before an agreement is reached, to ensure they maintain fundraising standards. There have been no instances of failure to comply with a scheme or standard cited.

### **Complaints**

In 2019, Unseen received six complaints from supporters which related to communication preferences. The team always take complaints very seriously and do their utmost to ensure supporters are listened to and are happy to be a part of our work. These issues were concluded satisfactorily, and we have updated our processes accordingly.

### **Protecting vulnerable people**

To protect vulnerable people and others from unreasonable intrusion on a person's privacy, unreasonably persistent approaches or undue pressure to give, in the course of, or in connection with fundraising for the charity, Unseen has an opt-in mechanism on all of its fundraising materials, so that supporters only receive communications that they have consented to and via the channel they prefer.

Unseen only contacts individual supporters if it has consent or legitimate interest to do so. We will never contact or continue communication with an individual who we have reason to believe is vulnerable. Unseen does not conduct telephone, door-to-door or street fundraising to the general public.

## Governance and management information

### Legal status

Unseen is a Charitable Company Limited by Guarantee and governed by its Memorandum and Articles of Association. There are therefore no shares in issue. In event of the company being wound up, the members are required to contribute an amount not exceeding £1. Unseen is registered as a charity with the Charity Commission.

### Governance

During the year, the Trustees have considered the requirements of the Charity Governance Code and its seven principles – leadership, integrity, decision making, risk and control, board effectiveness, diversity, openness and accountability – and believe that these principles are consistent with how the organisation is governed.

### Appointment of Trustees

Due to the nature of the services Unseen provides, the Board of Trustees seeks to appoint members who have a wide range of appropriate skills and knowledge of the sector that will allow them to govern and grow the charity successfully.

Unseen has an experienced, knowledgeable and diverse Trustee board with a range of skills and experience, including financial planning and advice, project management, human resources, management, health and social work, advocacy and partnership, policy knowledge, policing, law, fundraising and government strategy.

### Recruitment

An annual skills audit is conducted and allows the Trustees to identify potential gaps in the Board that can then be suitably recruited for. The charity's governing document permits a maximum of 12 Trustees. One-third of Trustees (or the number nearest one third) must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. A Trustee may be reappointed for a maximum of nine consecutive terms. However, the Trustees see great value in ensuring that new, high-calibre individuals are regularly added to the Board, bringing fresh perspectives and skills to help the charity develop.

When a new Trustee joins the Board, there is an induction process, including visits to operations, a detailed file of responsibilities, observer status at a Trustee Board meeting and an interview with the CEO and Chair of Trustees in advance of an appointment. There is also on-going training of current Trustees.

### Diversity

The Trustees recognise that having a board consisting of diverse individuals can support its effectiveness and leadership, and enhance decision making through the consideration of a wide variety of perspectives, experience and skills.

Training has been provided to Trustees so that as a Board we are aware of diversity and our responsibilities in this area. We seek to minimise barriers around the attendance of Board meetings, for example ensuring that meetings are held with full disabled access and that Trustee expenses are fully reimbursed.

The make-up of the Board is diverse in many ways, as was noted by the GSK IMPACT Awards during the due diligence process leading to the selection of Unseen as a 2018 winner. But the Trustees observe that currently, diversity is lacking in ethnic background. As an organisation, we do not favour a quota approach to the diversity issue and instead we focus on ensuring that the Board is as diverse as possible within the need to recruit Trustees with the right skills and experience. We continue to seek diverse people from a multitude of backgrounds.

### **Meetings**

Directors meet a minimum of three times a year per the charity's governing document.

### **Organisational structure and Executive Team**

The CEO has been appointed by the Trustees to oversee the running of the charity through the Executive Team. For matters significantly affecting the charity's operations, decisions are discussed in detail by the Executive Team and the Board of Trustees together before a decision is made.

Concerning the setting of pay and remuneration of key management personnel, there is an approved pay-scale and executive remuneration is approved by the Board of Trustees. A Remuneration Sub-Committee of the Board was established in 2016.



## **Safeguarding**

As a values-led organisation, we are committed to the safeguarding of children and vulnerable adults in everything we do.

Disclosure and Barring Service (DBS) checks are carried out on all staff and volunteers who work with vulnerable people being supported by Unseen. All Trustees and the Executive Team are subject to an Enhanced DBS check.

Also, we:

- have a Trustee with responsibility for safeguarding
- provide ongoing safeguarding training for all frontline staff
- have a monthly safeguarding report which captures all risks recorded and our response to these incidents. This ensures transparency in our actions and decision making. This report is submitted to the Senior Leadership Team and Trustees every quarter for critique.

## **GDPR**

As an organisation, we are committed to embedding the principals of GDPR within all our operations. We value the trust that the public and our beneficiaries place in us and we are fully committed to ensuring that we are good custodians of people's personal data. To this end, we will continue to monitor our compliance with data protection laws and seek to implement improvements when identified.

## **Partnerships**

Collaboration is a key value for Unseen as we recognise that we cannot achieve our vision without working with partners across government – local and central – business and public services.

We continue to work closely in partnership with a range of statutory, law enforcement and non-governmental agencies, including:

- |                                       |                                     |
|---------------------------------------|-------------------------------------|
| • Home Office - Modern Slavery Unit   | • Children's Services and           |
| • Police Forces across the UK         | Safeguarding Children and Adults    |
| • Modern Slavery Police               | Boards                              |
| Transformation Unit                   | • Devolved Administrations          |
| • Police and Crime Commissioners      | • NHS                               |
| • UK Visa and Immigration             | • Regional and local Anti-Slavery   |
| • UK Border Force                     | Partnerships and their members      |
| • Gangmasters and Labour Abuse        | (statutory, law enforcement, Third  |
| Authority                             | Sector)                             |
| • National Crime Agency: Modern       | • Local and national businesses     |
| Slavery and Human Trafficking Unit    | • Other NGOs to develop and deliver |
| • TISC Report                         | services to survivors of modern     |
| • City councils and local authorities | slavery and trafficking.            |

Unseen continued to be a sub-contractor during 2019 for The Salvation Army, who are prime contractors for the Home Office to provide support services to adult victims of human trafficking and modern slavery.

Unseen also works closely with a range of corporate partners to deliver its services, including the delivery of the Modern Slavery Helpline and Resource Centre.

Corporate partners in 2019 included Amazon, BT, Convercent, NBCUniversal International, Nestle, PMP Recruitment, Shambala Festival, Tesco, The Waves Group, TISCRReport and Vodafone Foundation.

### **Statement of Trustees' responsibilities**

The charity Trustees (who are also the Directors of Unseen (UK) for the purposes of company law) are responsible for preparing the Trustees' Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity Trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the Charitable Company and of the incoming resources and application of resources, including the income and expenditure, of the charity for that year. In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgments and estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statement
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees have complied with section 17(5) of the Charities Act 2011 by having due regard to the Charity Commission's guidance on public benefit.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charitable Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charitable Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees confirm (to the best of their knowledge) that there is no information relevant to the audit that the auditors are unaware of. The Trustees also confirm they have taken every necessary step to ensure they themselves are aware of all relevant financial information and that this information has been communicated to the auditors.

**Company number: 06754171**

**Auditors**

Following a competitive tender process, BDO LLP was appointed as auditors in November 2018 for the 2019 financial year. A resolution for the appointment of auditors for the 2019 financial year was proposed and passed at a meeting of Trustees on 28<sup>th</sup> September 2019. The charity has taken advantage of the exemptions available to small companies and has not prepared a strategic review.

This report was approved by the Board of Trustees on 10<sup>th</sup> December 2020 and signed on their behalf by:



**Chair: Daniel Morris**



**Trustee: Steve Daykin**

**Company number: 06754171**

**Executive information**

**Charity name**

Unseen (UK) trading as Unseen

**Company number**

06754171 (England and Wales)

**Charity number**

1127620 (England and Wales)

**Company Registered Office and charity address**

7 Hide Market, West Street, St Philips, Bristol BS2 0BH

**Subsidiary undertakings**

Business for the Unseen Limited (incorporated 27 November 2017)

Back into Work Limited (dormant, incorporated 8 March 2018, dissolved 13 August 2019)

**Trustees**

Daniel Morris – Chair

Dr Jan Birtle – Vice Chair

Samantha Burt

Steve Daykin

Jonathan Frank

Steven Jeffries

Rob Taylor

Anny Tubbs (appointed 6 April 2019)

Ian Theodoreson (appointed 28 November 2019)

**Executive team**

Chief Executive Officer – Andrew Wallis OBE

Director – Justine Currell

Director – Kate Garbers

Director – Stuart Mellis (stepped down December 2019)

Finance Director – Matt Portt

**Patron**

Levison Wood

**Bankers**

Bank of Scotland, Pentland House, 8 Lochside Avenue, Edinburgh EH12 9DJ

Triodos Bank UK, Deanery Road, Bristol BS1 5AS

**Auditors**

BDO LLP, Bridgewater House, Counterslip, Bristol BS1 6BX

## Independent Auditor's Report to Trustees of Unseen (UK)

### Opinion

We have audited the financial statements of Unseen (UK) ("the Charitable Company") for the year ended 31 December 2019 which comprise the Statement of Financial Activities, Balance Sheet, Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice)<sup>4</sup>.

In our opinion, the financial statements:

- give a true and fair view of the state of the Charitable Company's affairs as at 31 December 2019 and of incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charitable Company in accordance with the ethical requirements relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- The Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- The Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

### Other information

The other information comprises the information included in the Trustees Report, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of Company Law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report, which are included in the Trustees' Report, has been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the Charitable Company and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic report or the Trustee's report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion;

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report.

#### **Responsibilities of Trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charitable Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using

**Company number: 06754171**

the going concern basis of accounting unless the Trustees either intend to liquidate the Charitable Company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**Use of our report**

This report is made solely to the Charitable Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charitable Company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charitable Company and the Charitable Company's members as a body, for our audit work, for this report, or for the opinions we have formed.

*BDO LLP*

Heather Wheelhouse (Senior Statutory Auditor)

For and on behalf of BDO LLP, statutory auditor

Bristol

Date 16 December 2020

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127).

Unseen (UK)

## Statement of Financial Activities

(including an Income and Expenditure Account)  
for the Year Ended 31 December 2019

		Unrestricted Funds £	2019 Restricted Funds £	Total Funds £
	Notes			
<b>INCOME FROM:</b>				
Donations and legacies	3	870,858	256	871,114
Charitable activities:				
<i>Supporting survivors</i>	4	683,474	407,876	1,091,350
<i>Equipping stakeholders</i>	4	260,972	-	260,972
<i>Influencing society</i>	4	-	-	-
Other trading activities		15	-	15
Other incoming resources		18,279	-	18,279
<b>Total income</b>		<b>1,833,598</b>	<b>408,132</b>	<b>2,241,730</b>
<b>EXPENDITURE ON:</b>				
Raising funds	5	227,024	-	227,024
Charitable activities:				
<i>Supporting survivors</i>	5	1,339,616	452,526	1,792,142
<i>Equipping stakeholders</i>	5	159,389	140,926	300,315
<i>Influencing society</i>	5	93,062	5,848	98,910
<b>Total expenditure</b>		<b>1,819,091</b>	<b>599,300</b>	<b>2,418,391</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>14,507</b>	<b>(191,168)</b>	<b>(176,661)</b>
Transfer between Funds	15	(172,894)	172,894	-
<b>NET MOVEMENT IN FUNDS</b>		<b>(158,397)</b>	<b>(18,274)</b>	<b>(176,661)</b>
<b>RECONCILIATION OF FUNDS:</b>				
Total funds brought forward		737,257	108,686	845,943
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>578,870</b>	<b>90,412</b>	<b>669,282</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.  
All income and expenditure is derived from the Charity's continuing activities.  
The notes on pages 43 to 57 form part of these financial statements.



Unseen (UK)

## Statement of Financial Activities

(including an Income and Expenditure Account)  
for the Year Ended 31 December 2018

		2018 (restated)		
	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds £
<b>INCOME FROM:</b>				
Donations and legacies	3	825,989	12,885	838,874
Charitable activities:				
<i>Supporting survivors</i>	4	725,097	742,044	1,467,141
<i>Equipping stakeholders</i>	4	68,679	-	68,679
<i>Influencing society</i>	4	-	-	-
Other trading activities		231	-	231
Other incoming resources		7,266	-	7,266
<b>Total income</b>		<b>1,627,262</b>	<b>754,929</b>	<b>2,382,191</b>
<b>EXPENDITURE ON:</b>				
Raising funds	5	142,364	-	142,364
Charitable activities:				
<i>Supporting survivors</i>	5	637,966	1,293,832	1,931,798
<i>Equipping stakeholders</i>	5	158,163	203,893	362,056
<i>Influencing society</i>	5	78,803	10,461	89,264
<b>Total expenditure</b>		<b>1,017,296</b>	<b>1,508,186</b>	<b>2,525,482</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>609,966</b>	<b>(753,257)</b>	<b>(143,291)</b>
Transfer between Funds	15	(380,881)	380,881	-
<b>NET MOVEMENT IN FUNDS</b>		<b>229,085</b>	<b>(372,376)</b>	<b>(143,291)</b>
<b>RECONCILIATION OF FUNDS:</b>				
Total funds brought forward		508,172	481,062	989,234
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>737,257</b>	<b>108,686</b>	<b>845,943</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.  
All income and expenditure is derived from the Charity's continuing activities.  
The notes on pages 43 to 57 form part of these financial statements.

Unseen (UK)

**Balance Sheet**

as at 31 December 2019

	Notes	Unrestricted Funds 2019 £	Restricted Funds 2019 £	Total 2019 £	Unrestricted Funds 2018 £	Restricted Funds 2018 £	Total 2018 £
<b>FIXED ASSETS</b>							
Investments	11	1	-	1	2	-	2
Tangible assets	12	35,763	6,223	41,986	9,002	26,486	35,488
		<u>35,764</u>	<u>6,223</u>	<u>41,987</u>	<u>9,004</u>	<u>26,486</u>	<u>35,490</u>
<b>CURRENT ASSETS</b>							
Debtors	13	254,476	1,525	256,001	114,275	73,142	187,417
Cash at bank and in hand		414,750	110,979	525,729	660,354	189,333	849,687
		<u>669,226</u>	<u>112,504</u>	<u>781,730</u>	<u>774,629</u>	<u>262,475</u>	<u>1,037,104</u>
<b>CREDITORS</b>							
Amounts falling due within 1 year	14	(126,120)	(28,315)	(154,435)	(46,376)	(180,275)	(226,651)
<b>NET CURRENT ASSETS</b>		<u>543,106</u>	<u>84,189</u>	<u>627,295</u>	<u>728,253</u>	<u>82,200</u>	<u>810,453</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>578,870</u>	<u>90,412</u>	<u>669,282</u>	<u>737,257</u>	<u>108,686</u>	<u>845,943</u>
<b>FUNDS OF THE CHARITY</b>							
Unrestricted funds	15	578,870	-	578,870	737,257	-	737,257
Restricted funds	15	-	90,412	90,412	-	108,686	108,686
<b>TOTAL FUNDS</b>		<u>578,870</u>	<u>90,412</u>	<u>669,282</u>	<u>737,257</u>	<u>108,686</u>	<u>845,943</u>

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The notes on pages 43 to 57 form part of these financial statements.

The financial statements were approved by the Board of Trustees on 10<sup>th</sup> December 2020 and were signed on its behalf by:



CHAIR: DANIEL MORRIS



TRUSTEE: STEVE DAYKIN

Unseen (UK)

## Statement of Cash Flows

for the Year Ended 31 December 2019

	2019	2018
	£	£
<b>Cash used in Operating Activities</b>	(293,375)	(94,223)
<b>Cash Flows from Investing Activities</b>		
Purchase of tangible fixed assets	(30,583)	(26,673)
Decrease in cash and cash equivalents in the year	(323,958)	(120,896)
Cash and cash equivalents at the beginning of the year	849,687	970,583
<b>TOTAL CASH IN HAND</b>	<b>525,729</b>	<b>849,687</b>

### Analysis of Cash in hand

	2019	2018
	£	£
Cash in hand	525,729	849,687
<b>Total Cash in hand</b>	<b>525,729</b>	<b>849,687</b>

### Reconciliation of net movement in funds to net cash flow from operating activities

	2019	2018
	£	£
Net expenditure for the year	(176,661)	(143,291)
Depreciation charge for the year	24,085	18,954
Loss on disposal of fixed assets	1	4,523
Decrease/ (increase) in debtors	(68,584)	44,867
(Decrease)/ increase in creditors	(72,216)	(19,276)
<b>Net cash used in operating activities</b>	<b>(293,375)</b>	<b>(94,223)</b>

The notes on pages 43 to 57 form part of these financial statements.

Unseen (UK)

## Notes to the Financial Statements

for the Year Ended 31 December 2019

### 1. ACCOUNTING POLICIES

Unseen (UK) is a Charitable Company limited by guarantee and incorporated in England and Wales. The Registered Office is 7 Hide Market West Street, St. Philips, Bristol, England, BS2 0BH.

The principal activities of the Charity are the provision of help and assistance for those who are victims of human trafficking and raising awareness of human trafficking locally, regionally and nationally.

#### Statement of Compliance and Accounting Conventions

The Financial Statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland ((FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

Unseen (UK) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes set out below. The Financial Statements are prepared in sterling which is the functional currency of the Charity.

#### Preparation of the accounts on a going concern basis

The Financial Statements have been prepared on a going concern basis.

Net assets at the balance sheet date were £669,282 (2018: £845,943) and net current assets at the balance sheet date were £627,295 (2018: £810,453). At the year-end, the balance of cash and bank balance held by the charity was £525,729 (2018: £849,687) and the level of unrestricted reserves is £578,870 (2018: £737,257).

The trustees aim to maintain minimum unrestricted reserves equivalent to 6 months of unrestricted expenditure, as of September 2020 we held the equivalent of 9.2 months of unrestricted expenditure.

Like many charities, COVID-19 has created material uncertainty for charities assessing their forward plans. As part of our income diversification strategy, we are generating increased revenue through trading activities, which, together with an adjustment to our cost base has meant we have been able to maintain our services during 2020 without needing to draw on reserves to any material extent. We have modelled the impact of a continued period of reduced income and have concluded that we have sufficient reserves to cushion the organisation from further reductions in income while we continue to re-shape the organisation.

As a result, the Trustees consider Unseen to be a going concern and have prepared the financial statements on that basis.

## **Unseen (UK)**

### **Notes to the Financial Statements - continued for the Year Ended 31 December 2019**

#### **1. ACCOUNTING POLICIES – continued**

##### **Income**

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably. Amounts received which are not yet recognised are classified as deferred income.

Investment income is included when receivable.

Incoming resources from charitable trading activities are accounted for when earned.

##### **Donated services and facilities**

Donated services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and donated facilities are recognised on the basis of the value of the gift to the Charity which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

In accordance with the Charities SORP (FRS 102), the general volunteer time of the supporters is not included as income. Refer to the Trustees' Report for information about volunteers' contributions.

##### **Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds comprise the costs associated with attracting voluntary income.

Expenditure on charitable activities comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Irrecoverable VAT is charged as a cost against the charity activity for which the expenditure was incurred.

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2019

#### 1. ACCOUNTING POLICIES – continued

##### Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, IT, personnel, payroll and governance costs which support the activities of the Charity. These costs have been allocated between the cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 6.

##### Investments in subsidiaries

Investments in subsidiaries are held at cost.

##### Tangible fixed assets

Individual fixed assets costing more than £250 are capitalised at cost. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings  
Computers equipment

Straight line basis over 3 years  
Straight line basis over 3 years

##### Debtors

Other debtors are recognised at the settlement amount. Prepayments are valued at the amount prepaid.

##### Cash

Cash at bank and cash in hand includes cash and short term highly liquid investments with a maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

##### Creditors and provisions

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third-party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount.

##### Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

## **Unseen (UK)**

### **Notes to the Financial Statements - continued for the Year Ended 31 December 2019**

#### **1. ACCOUNTING POLICIES – continued**

##### **Taxation**

The Charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

##### **Operating lease commitments**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged in the Statement of Financial Activities on a straight-line basis over the period of the lease.

##### **Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of Charity.

Restricted funds are donations or grants which the donor or grant body has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

##### **Judgements and estimates**

Key accounting judgements and assumptions are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results. The Trustees believe that the most significant area of estimation relates to the recognition of grant income. The policy applied is outlined above in this accounting policies note.

##### **Reclassification of the prior year**

The prior-year results have been restated for the classification between donations and charitable income. This resulted in a movement of £378,980 from charitable income to donations. This had no effect on the net expenditure for the year.

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2019

#### 2. LEGAL STATUS OF THE CHARITY

The charity is a Company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

#### 3. DONATIONS AND LEGACIES

	2019	2018 (restated)
	£	£
Donations	700,875	454,701
Grants of a general nature	169,983	378,980
Sponsor a room	256	5,193
	<u>871,114</u>	<u>838,874</u>

During the year, contributions were received towards the running of the charity and certain activities the charity undertakes. Of the £871,114 (2018: £838,874) received in 2019, £870,858 is included within unrestricted funds and £256 has been received that is restricted to specific projects (2018: £825,989 and £12,885 respectively).

The Charity benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not included as income in the accounts.

Unrestricted grants of £169,983 (2018: £378,980) are classified as a donation and shown above. Restricted grants of £495,576 (2018: £752,044) are shown in note 4 due to the conditions attached. Grant income totals £565,559 (2018: £1,131,024).

#### 4. INCOME

	Supporting survivors	Equipping stakeholders	Influencing society	2019	2018
	£	£	£	£	£
Service income	695,774	173,178	-	868,952	748,834
Training	-	87,794	-	87,794	34,942
Grants received	395,576	-	-	395,576	752,044
	<u>1,091,350</u>	<u>260,972</u>	<u>-</u>	<u>1,352,322</u>	<u>1,535,820</u>

Of the £1,352,322 (2018: £1,525,820) receivable in 2019, £944,446 is included within unrestricted funds and £395,576 which is restricted to specific projects (2018: £783,776 and £752,044 respectively).



## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2019

#### 4. INCOME (Continued)

During the year to 31 December, 2019 the following Trusts funds and other institutions supported the work of the Charity and the amounts below are included in grants received above:

	2019	2018
	£	£
Austin & Hope Pilkington Trust	5,000	-
Avon & Somerset Police & Crime Commissioner	50,095	48,534
Bedfordshire Police & Crime Commissioner	18,136	33,311
Big Potential	-	14,970
Bristol City Council – Public Health	-	10,000
Bristol CITY – Impact Fund	42,745	34,995
Burden Trust	-	6,000
Emmanuel Kaye Foundation	30,000	30,000
European Union	(8,012)	71,887
Fairfield Charitable Trust	10,000	-
Garfield Weston Foundation	50,000	-
GSK Impact Awards	-	30,000
Home Office	48,119	143,472
John James Bristol Foundation	5,000	-
Lloyds Bank Foundation for England and Wales	20,833	22,917
Messrs Hoares Trustees	25,000	-
Nisbets Charitable Trust	10,000	20,000
Peoples Postcode Lottery	10,885	7,775
Quartet Community Foundation	4,300	2,500
Rayne Foundation	17,700	5,900
Spielman Charitable Trust	-	10,000
Suffolk Police & Crime Commissioner	-	12,185
The Big Lottery – Men’s safehouse	47,688	137,757
The Big Lottery – Women’s safehouse & Resettlement, Integration and Outreach	68,323	97,121
Schroder Charity	7,500	-
Swire Charitable Trust	32,963	-
The Big Give	3,210	-
The Odin Charitable Trust	-	10,000
The D’Oyly Charity	3,000	-
The Henry Smith Charity	27,250	-
The Peter Stebbings Memorial Charity	-	5,000
The 29 <sup>th</sup> May 1961 Charitable Trust	5,000	10,000
University College London	8,100	-
Wiltshire Police & Crime Commissioner	3,000	-
West Yorkshire Police & Crime Commissioner	-	4,840
Wixamtree Trust	5,000	-
Anonymous grants	-	357,500
Other grants (individually < £2,500)	14,724	4,360
	<u>565,559</u>	<u>1,131,024</u>

Of the £565,559 (2018: £1,131,024) receivable in 2019, £169,983 is included within unrestricted funds and £395,576, which is restricted to specific projects (2018: £378,980 and £752,044 respectively).

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2019

#### 5. EXPENDITURE

Raising funds	2019	2018
	£	£
Direct fundraising costs	19,286	4,464
Premises costs	15,618	8,687
Staffing costs	190,449	127,062
Office costs and communications	968	1,613
Professional fees	803	216
Depreciation	(100)	322
	<u>227,024</u>	<u>142,364</u>

Expenditure on charitable activities	Supporting survivors	Equipping stakeholders	Influencing society	2019	2018
	£	£	£	£	£
Staff and contractor costs	1,138,896	199,341	76,825	1,415,063	1,602,565
Staff other costs	21,073	5,048	-	26,121	32,105
Staff travel	31,490	22,292	11,013	64,795	71,447
Training costs	-	-	-	-	190
Activities costs	3,723	-	-	3,723	6,725
Counselling costs	8,135	-	-	8,135	2,536
Victim NRM costs	87,592	-	-	87,592	71,774
Interpreting costs	13,381	-	-	13,381	13,851
Medical costs	160	-	-	160	189
Subscriptions	152	16	-	168	324
CRB checks	839	-	-	839	386
Venue hire	3,224	-	-	3,224	3,987
Property costs	109,976	1,260	-	111,236	125,061
Heat, light, and insurance	19,621	173	-	19,794	5,174
General premises costs	12,064	-	-	12,064	15,392
Waste disposal and cleaning	4,731	-	-	4,731	3,721
IT costs	31,129	2,772	-	33,901	54,355
Printing, postage, stationery, and advertising	8,337	30,327	-	38,664	31,963
Telephone	26,606	288	-	26,894	33,815
Professional fees and outsourced service costs	53,011	5,085	-	58,096	68,039
Depreciation	15,324	37	-	15,361	15,191
Support costs (note 6)	163,489	27,689	9,100	200,278	194,184
Governance (note 6)	39,189	5,986	1,972	47,147	30,144
	<u>1,792,142</u>	<u>300,315</u>	<u>98,910</u>	<u>2,191,367</u>	<u>2,383,118</u>

Of the £2,191,367 (2018: £2,383,118) expenditure in 2019, £1,614,020 has been charged to unrestricted funds and £599,300 has been charged to restricted funds (2018: £874,932 and £1,508,186 respectively).

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2019

#### 6. ALLOCATION OF SUPPORT COSTS AND OVERHEADS

The Charity identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the three key charitable activities undertake (see note 5) in the year. The table below gives the basis for the apportionment and the analysis of support and governance costs.

	Support costs	Governance costs	Totals	Basis of apportionment
	£	£	£	
Premises costs	27,062	122	27,184	<i>Time spent</i>
Staffing costs	106,503	18,579	125,082	<i>Time spent</i>
Office costs and comms	50,711	3,812	54,523	<i>Time spent</i>
Professional fees	9,266	-	9,266	<i>Time spent</i>
Depreciation	7,690	-	7,690	<i>Time spent</i>
Finance costs	(2,884)	-	(2,884)	<i>Time spent</i>
Accountancy fees	1,930	4,920	6,850	<i>Direct</i>
Auditor's remuneration	-	15,592	15,592	<i>Direct</i>
Trustees' expenses	-	4,122	4,122	<i>Direct</i>
	<u>200,278</u>	<u>47,147</u>	<u>247,425</u>	

#### Basis of apportionment

The support costs listed above have been allocated to the various expenditure headings where either the expenditure has been directly incurred on the activity or apportioned based on staff time.

#### 7. STAFF COSTS

The total staff cost for the Company for the year was £1,709,209 (2018: £1,797,534) and comprises the following items:

	2019	2018
	£	£
Wages and salaries	1,536,416	1,624,957
Social security costs	126,606	132,759
Pension costs	46,187	39,818
	<u>1,709,209</u>	<u>1,797,534</u>

Unseen employs 26 full-time and 28 part-time staff members at the Women's and Men's Safehouses, Resettlement, Integration and Outreach service, Children's House and the Modern Slavery Helpline (2018: 30 and 31 respectively) and 13 full time and 7 part-time staff members in leadership and operations (2018: 11 and 9 respectively). No (2018: No) employee is paid over £60,000 but less than £70,000 per annum and two (2018: two) employees are paid over £70,000 but less than £80,000 per annum.

The Trustees acknowledge key management personnel within the organisation (the Executive Team), namely the Chief Executive Officer and three Directors making up the Executive team. Costs incurred during 2019 on the Executive Team amount to £285,326 (2018: £297,541).

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2019

#### 8. TRUSTEES' REMUNERATION AND BENEFITS

There was no remuneration nor other benefits paid to Trustees for their governance duties during the year ended 31 December 2019 nor for the year ended 31 December 2018.

##### Trustees' expenses

The total expenses paid to the trustees for the year ended 31 December 2019 were £529 (2018: £795) and comprises the following items:

	2019	2018
	£	£
Travel and subsistence	529	795

Expenses of 4 trustees were reimbursed in 2019 (2018: 4 trustees).

#### 9. OPERATING LEASE COMMITMENTS

At 31 December, the Charity had future minimum lease payments under non-cancellable operating leases as follows:

	2019	2018
	£	£
Expiring within one year	80,326	29,806
Expiring within 2-5 years	126,000	38,496
Expiring in greater than 5 years	-	107,200
	<u>206,326</u>	<u>175,502</u>

#### 10. NET INCOMING RESOURCES

Net resources are stated after charging:

	2019	2018
	£	£
Auditor's remuneration – audit of the financial statements	9,592	8,000
Auditor's remuneration – audit of grant services	6,000	-
Depreciation of owned fixed assets	24,085	18,954
Loss on disposal of fixed assets	-	4,523
Operating lease expenditure	95,577	141,778
Bad debt expense	<u>(4,752)</u>	<u>5,373</u>

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2019

#### 11. INVESTMENTS IN SUBSIDIARIES

	£
<b>COST</b>	
At 1 January 2019	2
Disposals	(1)
At 31 December 2019	<u>1</u>

The Charity had two dormant subsidiaries at the start of the year. In the year, one of the subsidiaries was dissolved. The subsidiaries are as follows:

Business for the Unseen Limited (Company number: 11083594 and date of incorporation: 27 November 2017) (The charity owns 100% of the issued share capital).

Back into Work Limited (Company number: 11247207 and date of incorporation: 8 March 2018) (Dissolved: 13 August 2019)

The registered address of Business for the Unseen Limited is 7 Hide Market, West Street, Bristol, BS2 0BH.

Business for the Unseen Limited had minimal trade during 2019 with an expenditure of £7,750. At 31 December 2019, the company has net liabilities of £7,749 (2018: net assets of £1).

#### 12. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Total £
<b>COST</b>			
At 1 January 2019	6,250	67,833	74,083
Additions	17,878	12,705	30,583
Disposals	-	-	-
At 31 December 2019	<u>24,128</u>	<u>80,538</u>	<u>104,666</u>
<b>DEPRECIATION</b>			
As at 1 January 2019	4,379	34,216	38,595
Charge for the year	3,556	20,529	24,085
Disposals	-	-	-
At 31 December 2019	<u>7,935</u>	<u>54,745</u>	<u>62,680</u>
<b>NETBOOK VALUE</b>			
At 31 December 2018	<u>1,871</u>	<u>33,617</u>	<u>35,488</u>
At 31 December 2019	<u>16,193</u>	<u>25,793</u>	<u>41,986</u>

The depreciation charge for the year is recognised within support costs and overheads.

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2019

#### 13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2019	2018
	£	£
Trade debtors	60,263	79,846
Other debtors	61,913	20,200
Prepayments and accrued income	133,825	87,371
	<u>256,001</u>	<u>187,417</u>

#### 14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2019	2018
	£	£
Trade creditors	32,134	32,178
Other taxes and social security costs	28,244	41,412
Other creditors	5,024	13,847
Amounts due to group undertakings	1	2
Accruals and deferred income	89,032	139,212
	<u>154,435</u>	<u>226,651</u>

The movement on the deferred income account was as follows:

	2019	2018
	£	£
At 1 January	125,371	149,512
Amounts released to income	(125,371)	(149,512)
Additions during the year	40,485	125,371
At 31 December	<u>40,485</u>	<u>125,371</u>

As explained in the accounting policies note (note 1), grant receipts are deferred until the criteria for recognition as income are met. These criteria include consideration of whether performance conditions attached to the income have been met.

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2019

#### 15. MOVEMENT IN FUNDS

	At 1 January 2019 £	Incoming resources £	Resources expended £	Transfers £	At 31 December 2019 £
<b><i>Unrestricted funds</i></b>					
General fund	737,257	1,833,598	(1,819,091)	(172,894)	578,870
	737,257	1,833,598	(1,819,091)	(172,894)	578,870
<b><i>Restricted funds</i></b>					
Unseen Women's Safehouse	-	45,596	(79,532)	33,936	-
Anti-Slavery Partnership (ASP)	2,649	14,500	(15,086)	-	2,063
Resettlement & Integration Project	-	131,156	(131,156)	-	-
Unseen Children's House	80,111	54,205	(56,764)	(29,373)	48,179
Unseen Men's Safehouse	-	100,988	(133,921)	32,933	-
Spotlight	-	12,300	-	-	12,300
Support Team Fund	143	-	-	-	143
Helpline	-	17,885	(64,200)	46,315	-
Contribution to Director's salary	-	21,953	(21,953)	-	-
Bedfordshire Anti-Slavery Partnership	13,005	17,561	(6,646)	-	23,920
Business for the Unseen	9,275	-	(8,089)	-	1,186
Victim Case Management System (PE-VCMS)	-	(8,012)	(81,071)	89,083	-
Suffolk PCC Fund	2,461	-	(267)	-	2,194
West Yorkshire PCC Fund	1,042	-	(615)	-	427
	108,686	408,132	(599,300)	172,894	90,412
<b>TOTAL FUNDS</b>	<b>845,943</b>	<b>2,241,730</b>	<b>(2,418,391)</b>	<b>-</b>	<b>669,282</b>

## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2019

#### 15. MOVEMENT IN FUNDS (Continued)

	At 1 January 2018 £	Incoming resources £	Resources expended £	Transfers £	At 31 December 2018 £
<b>Unrestricted funds</b>					
General fund	508,172	1,627,262	(1,017,296)	(380,881)	737,257
	508,172	1,627,262	(1,017,296)	(380,881)	737,257
<b>Restricted funds</b>					
Unseen Women's Safehouse	1,000	87,703	(88,703)	-	-
Anti-Slavery Partnership (ASP)	3,111	10,000	(10,462)	-	2,649
Resettlement & Integration Project	9,104	130,037	(139,141)	-	-
Unseen Children's House	203,353	214,591	(337,833)	-	80,111
Unseen Men's Safehouse	3,440	139,832	(143,272)	-	-
Support Team Fund	35,571	-	(35,428)	-	143
Helpline	216,236	12,655	(564,517)	335,626	-
Contribution to Director's salary	-	22,917	(22,917)	-	-
Bedfordshire Anti-Slavery Partnership	9,247	33,311	(29,553)	-	13,005
Business for the Unseen	-	14,970	(5,695)	-	9,275
Victim Case Management System (PE-VCMS)	-	71,888	(117,143)	45,255	-
Suffolk PCC Fund	-	12,185	(9,724)	-	2,461
West Yorkshire PCC Fund	-	4,840	(3,798)	-	1,042
	481,062	754,929	(1,508,186)	380,881	108,686
<b>TOTAL FUNDS</b>	989,234	2,382,191	(2,525,482)	-	845,943

#### Details of Restricted Funds

**Unseen Women's Safehouse:** A 24-hour staffed safe-house for women who have suffered exploitation and trafficking.

**Anti-Slavery Partnership (ASP):** A collaboration between Unseen, SW Regional police authorities, Bristol City Council and other partners to discover and respond to, incidents of human trafficking and exploitation.



## Unseen (UK)

### Notes to the Financial Statements - continued for the Year Ended 31 December 2019

#### 15. MOVEMENT IN FUNDS (Continued)

**Resettlement & Integration Project:** Resettlement, outreach and integration project for men and women who have survived trafficking and exploitation.

**Unseen Men's Safehouse:** A 24-hour staffed safe-house for men who have suffered exploitation and trafficking.

**Unseen Children's House:** Funds received to provide a 24-hour staffed house for children who are potential victims of exploitation and trafficking. This project launched in 2017 with our first children received during 2018.

**Support Team Fund:** Funds received to deliver modern slavery and human trafficking training to the hospitality industry.

**Helpline:** Funds received to set-up the independent and confidential UK Modern Slavery Helpline service.

**Contribution to Director's salary:** Funds received to support the salary of one of the Executive team.

**Bedfordshire Anti-Slavery Partnership:** A collaboration between Unseen, regional police authorities, business, and schools to raise awareness of incidents of human trafficking and exploitation.

**Business for the Unseen:** Funds received to research and establish a consultancy to work with businesses to address their responsibilities under the Modern Slavery Act.

**Spotlight:** our awareness-raising programme for schools, helps children and young people to protect themselves and their friends against sexual exploitation and forced criminality.

**Victim Case Management System:** Funds received from the EU to build an online case management system for victims of modern slavery.

**Suffolk PCC Fund:** Funding from Suffolk Police & Crime Commissioner to provide school training, frontline awareness, and a business conference in Suffolk.

**West Yorkshire PCC Fund:** Funding from West Yorkshire Police & Crime Commissioner to provide school training in West Yorkshire.

During the year, the Charity has made transfers from unrestricted reserves to fully cover deficits that arose in the year in four restricted reserves. The amounts transferred by reserve were Helpline (£46,315), Unseen Men's Safehouse (£32,933), Victim Case Management System (£89,083) and the Unseen Women's Safehouse (£33,936).

During the year funds previously restricted for use in the Unseen Children's House (£29,373), were reclassified as Unrestricted funds following the closure of the safehouse and approval being received from the funder.

## **Unseen (UK)**

### **Notes to the Financial Statements - continued for the Year Ended 31 December 2019**

#### **16. RELATED PARTY TRANSACTIONS**

At the year-end, the charity was owed £9,000 by Business for the Unseen Ltd, a wholly-owned subsidiary.

At the year-end, the charity owed £5,575 to Portt Ltd, which is owned by Matt Portt. Matt Portt is a member of the Senior Leadership Team

In 2018 there were no related party transactions in the period which required disclosure. See note 8 for details of transactions with Trustees.

#### **17. NON-ADJUSTING POST BALANCE SHEET EVENT**

On the 11<sup>th</sup> March 2020, the World Health Organisation declared COVID-19 a global pandemic. In the United Kingdom, a state of lockdown was announced, requiring non-keyworkers to stay at home. The Charity's front-line services are essential to the vulnerable and have remained operational. Some of these services are operated under a service agreement and that funding has continued. Much of the charity's income is generated from donations, sponsored events have been cancelled and companies across the country are facing huge challenges, many workers have seen their income reduced. It is therefore anticipated that projected income in 2020 will be impacted. The initial budget for 2020 anticipated income of £155,000 from events, this is expected to fall short by £107,000 due to COVID-19.

The Balance Sheet at 31 December 2019 is not impacted by COVID-19. The impact of COVID-19 is detailed further in the Going Concern and Principal Risks sections of the Financial Review.