

Registered Company number: 06754171 (England and Wales)
Registered Charity number: 1127620 (England and Wales)

Unseen (UK)

Trustees' Report and Financial Statements

For the year ended 31 December 2021



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Letter from the Chair of Trustees, Daniel Morris

Despite the uncertain challenges with the pandemic and the global economy, Unseen has continued to provide vital support to survivors, professionals and organisations wanting to make a greater impact on slavery.

In this report, you will read about the wonderful work taking place in our frontline services that support survivors. You will learn about the impressive way the Modern Slavery & Exploitation Helpline goes from strength to strength. Our support to business has continued to expand and provide insight and know-how to enable real change. And much more. All of this has been achieved through robust trading performance which gives the charity a respectable balance sheet.

Over the past 14 years, Unseen has gone from being a start-up to a scale-up and is now showing many characteristics of being a stable and mature organisation. Much credit for this goes to a strong executive and wider management teams, supported by the stewardship of the board.

A number of issues rumble on that have affected Unseen and also the wider sector.

Firstly, what is the appropriate level of reserves to set? Too low and there is insufficient ballast to ride out unforeseen storms or to invest. Too high and charities are vulnerable to the accusation they are flush with cash so why ask for more.

The past few years have demonstrated Unseen has had the balance about right – we have needed to draw on reserves during the pandemic crisis. But it's my opinion that across the Third Sector, charities, including Unseen, should deepen their reserves to further strengthen organisational sustainability. Who knows the perils and investment needs of the future?

Secondly, being a Trustee is enormously rewarding and can be hard work. My sense from talking anecdotally with trustees/Chairs of other charities is that there are ever greater expectations being put on Trustees by regulators and the law, to the extent it might be argued there's a professionalisation of the role that's taking place.

I would caution care with this lest it prove disengaging for Trustees and prospective Trustees. That's not happened yet with Unseen, but it could do if this trajectory continues. Happily, Unseen has always attracted high-calibre trustees and there is a strong board to lead the charity into the future alongside the excellent CEO and executive team.

After more than 10 years in the role, I had intended to step down as Chair last year. Covid-19 delayed this decision; however, I am delighted that Rosey Hurst has been appointed as the new Chair.

We had a number of high-calibre candidates for the role, and I congratulate Rosey for being successful. Rosey is an impressive individual with deep experience of running growing organisations and I am thrilled for her and Unseen.

As I reflect over the past 10 or so years in post, modern slavery has if anything got worse. And yet how it is being dealt with is improving. More people are aware of it – and its causes – than ever before.

I am also of the view that Unseen is a bright light in this encroaching darkness. The safehouses, the Helpline, the training, the outreach services, the business data and services have been game-changers in the lives of people.

Most of all, I am proud of the people that make up Unseen – frontline workers, fundraisers, administrators, trainers, managers, senior leaders, trustees and so on. The people we serve have seen the worst of humankind; in our people, I think they are now seeing some of the very best.

I commend this report to you.

Best wishes

A handwritten signature in black ink that reads "Daniel Morris". The signature is written in a cursive style with a large, stylized 'D' and a checkmark-like flourish at the end.

Trustees' report

The Trustees present their report and financial statements for the year ended 31 December 2021. 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 2019) 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 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.

Aims

Unseen is working towards a world without slavery. We do this by:

- **Supporting survivors and vulnerable people.** Through specialist services, we can enable them to recover safely and develop resilient, independent lives.
- **Equipping stakeholders.** Through the provision of training, advice, and resources we can better identify and support actual and potential victims of slavery.
- **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.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2021

Public benefit

The Trustees have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives and planning its activities.

Addressing modern slavery through supporting survivors, working with businesses, educating and influencing society, and ensuring organisational sustainability are in the public interest as they:

- support the most vulnerable
- help tackle the reasons slavery exists.

A note on Covid-19

The Covid-19 pandemic continued to cast its shadow over this reporting period, but we went into the year fully prepared for such an eventuality.

Where possible, teams continued to work remotely for much of the year, although, lockdowns aside, the offices remained open for essential functions and to support those unable to work from home.

Despite the challenges, Unseen also maintained its essential services at pre-Covid levels. We ensured the survivors we work with continued to receive the first-class support they deserved, and the UK's Modern Slavery & Exploitation Helpline maintained its round-the-clock operation, providing advice and support to victims, the public, businesses, and statutory services.

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2021 in focus – Supporting survivors

Unseen women's and men's safehouses

At the start of 2021, the Government's new Modern Slavery and Victim Care Contract (MSVCC) came into operation, which gave us the chance to review our service needs and resulted in a new structure and approach to our service delivery to survivors.

We moved from 24/7 support at safehouses to daily staff from 8 am until 10 pm. We also increased the number of bedrooms available and are now able to provide high-level support for up to ten female and six male survivors of human trafficking at one time. This change has meant that we can continue to safeguard those most at risk, while better promoting an environment that fosters independence and choice.

Support is now provided by a team of Case Workers and Accommodation Support Officers. This change means that we have a more flexible casework team that have experience in providing high-quality support in both accommodation-based and outreach services.

Our Accommodation Support Officers support the work of the Case Workers while ensuring that we maintain good accommodation standards and provide holistic support to residents at the safehouses.

We provide support to survivors who have experienced a high level of trauma and continue to be at risk from their exploiters or of re-exploitation. Some have experienced homelessness while other challenges include insecure immigration status, physical and mental health issues, and substance dependency.

At the women's safehouse, we have supported 19 survivors in 2021. Ten survivors this year were new referrals into the service, with eight survivors receiving support since 2020, and one survivor since 2019.

Forced labour was the highest reported type of exploitation experienced, with survivors at the safehouse also reporting sexual exploitation, domestic servitude, and criminal exploitation.

We supported survivors of 10 different nationalities, the most common being Pakistani, Kenyan, and Nigerian.

The age of survivors supported ranged from 19 to 70, with an average age of 36.

Unseen (UK)**Trustee Directors' Report****For the Year Ended 31 December 2021****Women's safehouse in numbers**

Year	Number of clients
2011	17
2012	25
2013	28
2014	30
2015	33
2016	23
2017	22
2018	20
2019	21
2020	13 (5 new referrals) ¹
2021	19 (10 new referrals)
Total²	193

In 2021, the men's safehouse supported 16 survivors of exploitation in total, 11 of whom were new referrals received throughout the year, bringing the total number supported since the project launch in 2011 to 72.

We supported residents of nine different nationalities, the most common being Vietnamese and Romanian. Ages ranged from 20 to 56, with an average age of 32.

Survivors had been exploited in forced labour, domestic servitude, and criminal exploitation. Our men's house saw some challenging behaviour and complex mental health needs arising in 2021, to which our staff team responded well with support from several of our multi-agency partners.

Men's safehouse in numbers

Year	Number of clients
2016	14
2017	21
2018	14
2019	17
2020	20
2021	16 (11 new referrals)
Total²	72

¹ Due to the Covid-19 lockdowns and impacts on other services we saw a high number of clients unable to move on from the safehouse, with some remaining for the entire duration of 2020. This explains why there is a drop in numbers we accommodated at the safehouse in 2020.

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

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Highlights and developments at the safehouses

Our safehouses provide a supportive and comfortable environment for survivors to rest and start taking steps forward in their recovery.

To support this, we seek to create a respectful and caring environment for residents and staff. As Covid restrictions continued to affect what survivors could do and what services they could access, we supported residents at both safehouses with activities to build up skills and independence once restrictions allowed. These included cooking, in-house English lessons, wellbeing activities, sports, and creative activities.

Both houses have continued to be updated and decorated with the input of residents, who have chosen bright colours for both houses. New storage space has been added, updated security systems have been installed and we have added an additional kitchen and shower to the women's house.

We have continued to make use of the outdoor spaces and have increased the cultivated space in the women's safehouse garden.

We have marked several different celebrations, such as Eid, Easter, and the Chinese New Year, and have even hosted three baby showers at the women's house.

The ongoing impact of Covid on staffing levels has been a challenge, but the team responded well, ensuring that impact to survivor support was minimal.

We helped survivors to access mental health services remotely from the safehouses during the pandemic – a vital route of support for survivors and, for some who struggle to attend face-to-face appointments, this has continued.

As part of survivors' rehabilitation and our commitment to continuity of care, several residents from both safehouses have been successfully housed by the local authority or through private landlords and are now supported by our Outreach team.

The move away from 24/7 support at our safehouses did create a sense of uncertainty for both staff and residents. As we reflect on the year, however, we have not seen a spike in the number or nature of incidents we respond to.

On the contrary, survivors have adapted well to this new level of independence and, if necessary, have been able to use the new on-call phone support that's available overnight. As part of this, we encourage residents to take the lead in what support they need and make informed and safe choices in how they spend their time.

With the new MSVCC came new KPIs to work towards and governance responsibilities to meet. This includes inspections of our safehouses by the Care Quality Commission.

We were pleased to receive positive feedback from these inspections and are grateful for the external perspective which will aid ongoing improvement in our service.

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Outreach service

The Outreach service provides support to survivors in the community. Some survivors may have moved from a safehouse into the community and are being supported in the next stage of their recovery.

Others may already be living independently in the community, in asylum accommodation, with friends or family or, in some cases, they might be homeless.

The Case Work team takes a comprehensive approach to supporting survivors through our Outreach service – from support with mental and physical health issues to immigration claims, to accessing legal assistance, to sourcing opportunities for further education and training.

The team aims to support survivors to independence, where they are empowered to make their own choices. We take time to understand the needs of survivors by building a trusting and respectful relationship. We celebrate progress and achievements with survivors, whether that is getting a job or attending an appointment alone for the first time.

In 2021, we have seen a notable change in the level of need for our Outreach support, and almost doubled the number of survivors we work with. We are now covering a much wider area, too, with referrals from South Gloucestershire, Swindon, Plymouth, Taunton and more.

As referrals have grown and our reach has expanded, we have invested more in the Case Work team and widened our interactions with partner organisations in the local community to ensure we continue to provide quality support to all survivors.

We continue to work with local police on welfare operations to potential sites of exploitation, completing safeguarding checks on more than 20 visits in 2021 to sites of potential sexual exploitation, forced labour and criminal exploitation.

In our role as a First Responder, we have completed five referrals into the National Referral Mechanism (NRM, the Government's system for supporting victims of modern slavery).

We have also successfully restarted our survivor involvement forums following a break enforced by the pandemic.

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Outreach service in numbers

Year	Number of clients
2013	16
2014	38
2015	40
2016	49
2017	59
2018	74
2019	87
2020	89
2021	184 (113 new referrals)
Total ³	383

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 addition to statutory entitlements, Unseen provides several services and opportunities in-house, tailored to the needs of each individual, to give survivors the extra support they need.

In 2021 we provided support to service users at the women's safehouse in the following areas (figures represent the percentage of total service users for each quarter of the year):

	Q1	Q2	Q3	Q4
Community support	4.4%	3.8%	42%	83%
Physical health support	23.8%	24%	71%	58%
Mental health support	19.4%	15.3%	50%	58%
Legal support	17.9%	17%	50%	75%
Independent living skills	19.4%	13.4%	57%	67%
Personal safety support	20.9%	11.5%	57%	58%
Education, employment, and training	5.9%	14.5%	35%	50%

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

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In 2021 we provided support to service users at the men's safehouse in the following areas (figures represent the percentage of total service users for each quarter of the year):

	Q1	Q2	Q3	Q4
Community support	6.9%	9.9%	50%	12.5%
Physical health support	25.5%	18.1%	100%	100%
Mental health support	4.6%	29.5%	33%	67.5%
Legal support	23.2%	6.8%	66%	12.5%
Independent living skills	23.2%	13.6%	100%	87.5%
Personal safety support	6.9%	6.8%	10%	62.5%
Education, employment, and training	9.3%	11.3%	50%	37.5%

In 2021 we provided support to service users in our Outreach service in the following areas (figures represent the percentage of total service users for each quarter of the year):

	Q1	Q2	Q3	Q4
Community support	14.21%	16.76%	16.76%	27.81%
Physical health support	14.39%	11.72%	12.72%	21.85%
Mental health support	11.40%	8.38%	8.38%	16.55%
Legal support	20.56%	18.21%	18.50%	33.11%
Independent living skills	26.17%	33.5%	33.53 %	39.07%
Personal safety support	5.42%	4.62%	4.20%	9.93%
Education, employment, and training	7.85%	5.49%	5.49%	12.58%

Reach-In service

Our Reach-In service was launched along with the new MSVCC in January 2021. Reach-in is an additional support avenue available for survivors who have received a positive Conclusive Grounds decision and have exited NRM support.

Survivors can self-refer back into this service for light-touch support and signposting advice.

This provision has developed slowly over the year, and we have now supported eight survivors within the service. Support needs have been much lower, and we have been able to provide suitable advice and guidance to survivors as required.

We are grateful that ongoing support after the NRM has been recognised as a need for survivors and we will continue to monitor the growth of this service into 2022.

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Unseen accompaniment on police operations and as a First Responder

Unseen provides support during police operations, to talk to potential victims about the services they might be eligible to access and to explain the National Referral Mechanism (NRM) referral process.

We believe close partnership working is key to better identification of victims. This has been a highly effective partnership over the past five years, and we have been able to support improved practice between NGOs and the police while safeguarding potential victims.

We also provide information to other organisations that might have concerns about an individual they suspect to be a potential victim.

Unseen is a First Responder for the NRM, meaning we can enter people into the Government's framework for the support of victims of modern slavery.

In 2021 our activities as a First Responder have been impacted by the ongoing restrictions from the pandemic. Welfare checks on sites of potential exploitation were suspended as businesses closed.

However, as exploiters found new ways to adapt this was short term, and the team went on 10 police visits throughout the year. All visits concerned reports of either sexual exploitation or forced labour. Potential indicators of trafficking were identified in four visits.

UK Modern Slavery & Exploitation Helpline

2021 was the fifth full year of operation for the UK-wide Modern Slavery & Exploitation Helpline, which was originally set up in October 2016.

In October 2021, we held a fifth-anniversary event with external stakeholders to celebrate the Helpline as a key tool in the fight against modern slavery in the UK. At the event, the UK's Independent Anti-Slavery Commissioner endorsed the key role the Helpline plays in the UK's response to modern slavery.

Over the past five years, we have consistently provided a confidential and independent channel for potential victims, businesses, statutory agencies, and the public to seek information, get advice and support, or report concerns.

We remained open 24 hours a day, 365 days a year throughout the Covid-19 pandemic of the past two years.

Following key efforts in 2021, the Helpline is on a more stable financial footing, despite the many challenges lingering from the global pandemic. One highlight was surpassing the fundraising target of the 2021 Christmas Challenge Big Give campaign.

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Retaining the Helpline's independence from the Government and law enforcement agencies means that it continues to provide a safe haven for callers to speak in confidence to a trained Helpline Advisor.

No personal information is provided to other agencies or organisations unless the caller gives consent, and all contact is assessed for risk before deciding on the next steps. The Helpline remains free to anyone calling from within the UK.

Calls, emails, webforms and Unseen App submissions are received from across the UK and, in some circumstances, from overseas. In 2021 we had calls from over 50 countries; there were more than 55 countries (including UK countries) where exploitation/modern slavery was indicated to have occurred.

When a caller contacts the Helpline from outside the UK, we respond by providing advice, information, and support, based on their circumstances.

This might be signposting the caller to services available in the relevant country, identifying NGOs or other stakeholders who might be able to support the individual, or taking information to inform a report to the relevant law enforcement agency in the UK.

In 2021 the Helpline provided more than 1,200 referrals to agencies, including the police, local authorities, the Gangmasters' and Labour Abuse Authority and other NGOs – as well as instigating law enforcement action and providing support services to those in need.

Potential victims accessing the Helpline are offered help to consider their options: accessing crisis assistance; safety planning; emotional support; help with access to critical social and legal services, and help to connect with law enforcement agencies to get out of a situation and stay safe.

The Helpline also provides technical advice and support to health professionals, police, local authority personnel, businesses and other NGOs who support vulnerable people.

We continue to grow our internal database and relationships to ensure that, as new local, regional, and national services are established, we can signpost contacts quickly to those services most appropriate for them.

In 2021, the Helpline made over 4,200 signposts. We also made 79% more referrals and signposts than in 2020.

Callers can also contact the Helpline if they cannot speak English. We have access to telephone interpreters who work in more than 200 different languages in real-time.

In 2021 the Helpline dealt with approximately 6,300 calls and more than 2,000 webforms and app submissions – an increase of 6% in the number of incoming calls, apps and web forms compared to 2020.

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This is despite the ongoing impact of restricted movement due to the pandemic in 2021, meaning some interactions across communities, commutes or typical sectors were not in operation as usual. We suspect that Covid restrictions led to fewer members of the public contacting the Helpline.

Nevertheless, callers reported more than 1,500 situations of modern slavery, indicating over 3,000 potential victims. Additionally, the Helpline responded to just shy of 800 situations of reported labour abuse.

Our desire to partner with diverse organisations and businesses continues. The Helpline remains the single point of contact for many Government-led and partner-led modern slavery-related campaigns. For example, for Anti-Slavery Day in October 2021, Police Scotland installed Unseen's App on all 17,000 officers' mobile devices.

Increasingly, more businesses also recognise the expertise offered by the Helpline in complex modern slavery cases. The Helpline is now routinely mentioned in the modern slavery statements of large businesses, such as Tesco, Sainsbury's, and BT.

Collaboration remains paramount in Helpline operations. To increase seamless reporting in partnership with other organisations, we advanced technological solutions to enable secure sharing of data and reports directly to the Helpline.

In 2021, the Helpline also presented to 10 regional Anti-Slavery Partnerships, to highlight findings from our data for each region and review Helpline services available in the area.

The Helpline also delivered expert training to Vietnam's human trafficking hotline, as well as offering webinars and key input at events across the UK.

A key part of the Helpline's mission is providing an evidence base from Helpline data for use across the sector, to better inform modern slavery responses.

To this end, in 2021, we have been investing in key initiatives to expand and enrich services and our data programme. The Helpline was awarded participation with the Tech Against Trafficking Accelerator, a unique opportunity to benefit from expert support from leading technologists, data scientists and business leaders. AWS, Amazon, BT, Salesforce, Microsoft and BSR are involved in the initiative.

Additionally, we were also awarded a place in Comic Relief's Tech for Good programme.

Both these programmes extend into 2022, with funding and expertise to improve and expand services and impact through data analysis.

These programmes will directly impact multiple research bids and collaborations with universities, statutory bodies and NGOs requesting bespoke analysis of Helpline data.

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Modern Slavery & Exploitation Helpline – published statistics

	Incoming Calls	Webforms/ App	PVs	Cases	Referrals/ signposts
2021	6,302	2,166	3,019	1,526	5,504
2020	6,052	1,924	3,481	1,742	3,080
2019	7,073	2,163	4,739	1,812	3,844
2018	6,012	1,393	7,121	1,849	3,382
2017	3,710	710	4,886	1,271	2,483
2016	468	13	620	165	175
Total	29,617	8,369	23,866	8,365	18,468

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2021 in focus – Equipping stakeholders

Working with business

Despite the ongoing challenges brought by the Covid-19 pandemic Unseen's business services and engagement has continued to thrive.

Throughout 2021 our focus has continued to centre on raising awareness and offering services to businesses that promote genuine understanding of the issue and the behaviour change that's needed to increase resiliency to worker exploitation in all forms.

Our ability to utilise and maximise the data from our Modern Slavery & Exploitation Helpline continues to provide the unique insight that businesses of all sizes and sectors need to better understand the risks and opportunities.

The importance we place on partnership working is key and continues to pay dividends in ensuring we can influence both partners and their clients to prioritise modern slavery and mitigate risks.

Our strategic partnerships continue to grow from strength to strength and include BT, Salesforce, Achilles, Alcumus, Amazon, Nestle, Tesco, M&S, JLP, Aldi, The Very Group, Nationwide, Nat West Bank, British Land and Places for People.

The Helpline Business Portal, which provides unique insight into grassroots situations reported to the Helpline, is continuing to grow and now has 15 large businesses signed up as members. We are also having conversations with several other businesses who we hope will also join us soon.

To build our Portal membership, we are supporting businesses to raise awareness in their supply chains. In 2021 this included presenting at businesses' supplier days and other events and providing keynote speeches at national and global conferences on food production, climate change, construction and financial crime.

Training and education continue to play an important role in how we engage with businesses and their employees.

Having set up a suite of e-learning modules in 2020 to combat the lack of face-to-face opportunities, 2021 saw us deliver a wide range of virtual sessions online as well as provide several bespoke e-learning sessions for businesses.

In this way, Unseen reached more than 30,000 individuals in businesses, statutory agencies, NGOs, and other organisations in 2021. This includes housing associations, entertainment and gaming organisations, financial institutions, retailers, NHS professionals, and policing and local authority personnel.

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We continue to promote our Spotlight sessions to highlight the risks of criminal and sexual exploitation to young people and reached more than 1,000 individuals in 2021.

Our package has expanded to include lesson plans for key stages 2 and 3 in schools while being flexible enough for delivery in other settings such as youth offending teams and community groups.

South West Anti-Slavery Partnership (ASP)

The Anti-Slavery Partnership's (ASP) 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 in 2009 and coordinates and co-chairs it.

The partnership remains a central point of contact from which good practice is circulated in the region and a place where gaps in practice and provision are identified and addressed.

In 2021 there was a renewed focus on the role of partner agencies, with the ASP providing guidance and resources, and Unseen Victim Care Contract staff supporting some local agencies to improve services for survivors.

We also started recording KPIs to better monitor performance and ensure partners maintain a focus on modern slavery.

We made renewed contact with areas in Devon and Cornwall, extending the connection between each part of the South West.

And the ASP annual event, Victim-centred Approaches to Modern Slavery, also helped inform representatives from across the region on best practices.

The Eastern Region Anti-Slavery Partnership

The Eastern Region Anti-Slavery Partnership (ERASP) continued to meet virtually in 2021, playing a significant part in facilitating opportunities for collaborative working, as well as sharing knowledge and best practice among a wide membership spanning seven police force areas.

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Key interactions with partner organisations included:

- Establishing regular engagement with the Home Office to ensure members are kept informed of strategic developments.
- Awareness-raising with ATLEU (the Anti Trafficking and Labour Exploitation Unit) regarding impacts of legislative changes (such as leave to remain).
- Providing a platform for sharing new initiatives such as the Independent Child Trafficking Guardians.

The partnership has also supported police forces and helped facilitate, coordinate, and add value to some of the police's Operation Aidant activity.

In 2021 the ERASP initiated a project to develop an understanding of, and map, the Eastern Region's response to incidents and threats of modern slavery and human trafficking, including the support services offered.

The aim is to identify gaps in current service provision and generate solutions to ensure they are filled to strengthen the region's response to modern slavery.

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2021 in focus – Influencing society

Addressing digital exclusion among survivors of modern slavery – a joint report with BT and Bristol University

In 2020 Unseen worked on a project with BT and Bristol University to provide survivors of modern slavery with a smartphone and data, to be used in any way they liked.

We were eager to find out more about what has become known as “digital exclusion” among vulnerable groups, and how phones might improve individual wellbeing.

In summer 2021 we published the findings of this research, which concluded that access to online services through mobile technology is essential for survivors of modern slavery – and should be considered a necessary element of survivor support.

Advocacy, policy, and campaigns

Highlights of the year include the following:

- 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. For example, we fed into the Home Office’s modern slavery strategic review.

We are also a member of all the Home Office’s Modern Slavery Strategy and Implementation Groups (MSSIG), which bring together key stakeholders to support the implementation of the Government’s modern slavery strategy, and we are the chair of the MSSIG Business Transparency Group.

- We contributed to the national and local policing plans to improve response to reports of abuse.
- We continued to be a leading voice calling for significant amendments to the new Nationality and Borders Bill, which conflates immigration with modern slavery and will be a disaster for victims of exploitation.

Activities included signing an open letter to the Government from more than 100 leaders in the human rights community; Unseen coordinating successful media coverage of the letter and a social media campaign; and an article in the Guardian from our CEO on the many flaws of the Bill.

At the time of writing the legislation is going through Parliament with potential amendments being debated.

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- For Anti-Slavery Day 2021 we coordinated an unprecedented cross-sector campaign involving more than 20 anti-slavery groups. Together we were calling for survivors, drawing on their lived experience, to be included in any new initiatives to combat trafficking and exploitation.
- We were part of a coalition of anti-slavery groups who made a series of recommendations to world leaders meeting at the UK G7 summit in Cornwall, to transform trade rules to better deal with forced labour.

The initiative drew a joint response from trade ministers, who acknowledged concerns about the issue and made a commitment to “further enhancing clarity and predictability for businesses”.

It's a step in the right direction but we will be keeping up the pressure to ensure the G7 delivers on its promise.

- We continue to have high-level engagement with the devolved governments of Scotland, Northern Ireland, and Wales to improve their response to modern slavery and human trafficking.
- We took part in multiple speaking engagements to businesses and the Third Sector. Covid-19 restrictions meant these took place, for the most part, remotely.
- We spoke at Financial Crimes World Forum and, in the UK, working with financial crime consultants Themis on initiatives to raise awareness of modern slavery in the financial sector. In recognition of the value of this work, Unseen's CEO won the Themis Public Sector Anti-Financial Crime Pioneer award.
- We worked with health charity the King's Fund, contributing to their research projects on leadership in the Third Sector during the pandemic, and equality, diversity, and inclusion in the Third Sector.
- Despite Brexit and the UK leaving the EU, we remain members of and continue to attend, the EU Civil Society Platform.
- Our CEO is an expert advisor to Competent Boards, where we continued to help educate C-suite board members around the world on modern slavery and human rights issues.
- Our CEO sits on the advisory board of the Modern Slavery and Human Rights Policy and Evidence Centre, contributing to various research projects aimed at enhancing the understanding of modern slavery and transforming laws and policies designed to address it.

Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2021

Media and communications

2021 was a communications milestone for Unseen with a brand refresh and a new website that brought together the best of our two former websites. A significant amount of the work on the project was delivered pro bono by two communications agencies, Estrella Ventures and Milk & Tweed.

This marked a solid branding foundation from which we move into the new 2022-2027 strategy.

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

Social media following continued to grow throughout 2020, with the result that our messages about modern slavery are reaching ever more people. Of note is the growth in our LinkedIn channel (a year-on-year increase in followers of 52%), reflecting our strategic ambitions to significantly develop our business services.

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 2021 we continued to provide authoritative comment and analysis, as well as contribute articles, to a wide range of titles and outlets – including the BBC and Sky news, local and national radio, the Guardian, the Observer, and many local titles.

Patron

Our thanks go out to our patron Levison Wood, who has continued to show his support throughout 2021 and use his considerable profile to help raise awareness of Unseen among the public.

Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2021

2021 in focus - Ensuring organisational sustainability

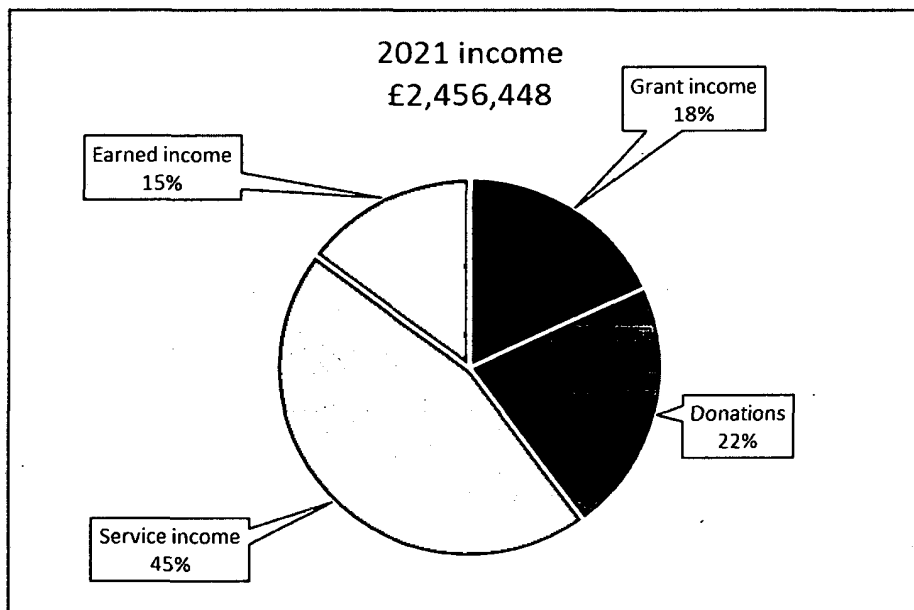
Income

Our total income for the year was £2,456,448 – an increase of £134,914 or 6% on the previous period.

This increase in overall income masks a challenging year, where fundraising-related income decreased by £102,693, or 10%, on the previous year. This figure was offset by a £188,352 increase in services provided to businesses. There was also a £105,312 increase in income from our involvement in the Modern Slavery Victim Care Contract, most notably in relation to the number of survivors supported within our outreach service. Both the increase in outreach service and business service income have associated cost increases.

It should also be noted that our income for 2021 includes £19,087 claimed under the Coronavirus Job Retention Scheme (CJRS), and £17,183 claimed under the Kickstart Scheme.

Continuing to decrease our reliance on donations, we have increased our business services (earned income) to secure the long-term viability of the Helpline.



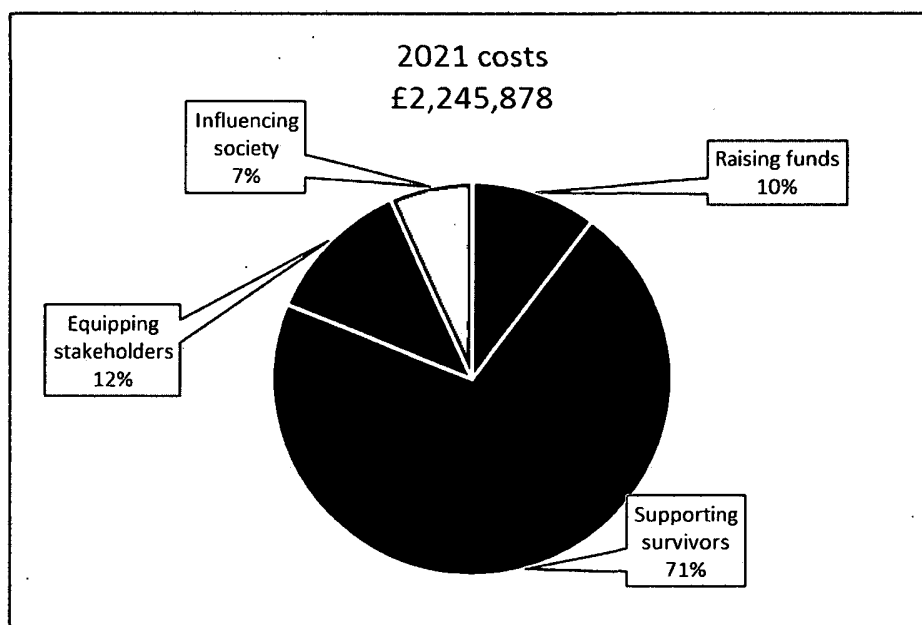
Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2021

Expenditure

Total expenditure for the year was £2,245,878, a decrease of £8,010, or 0.4%, on the previous year.

During 2020, a significant proportion of salary costs were supported by the Coronavirus Job Retention Scheme (CJRS). Throughout 2020 and at the beginning of 2021, we undertook a number of reorganisation exercises to reduce costs. The benefit of this is masked by additional costs for increased activity within the Modern Slavery Victim Care Contract and our business services offering.

Of our £2,245,878 total expenditure, £2,016,396 was spent directly on charitable activities.



Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2021

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 and new legislation that directly impacts victims of modern slavery.
- Securing sustainable funding. A key strategic aim for the charity is to diversify income streams and move towards a sustainable funding model.
- Brexit continues to present a significant risk in terms of Government funding for modern slavery.

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 some operational areas, such as 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 £947,498 (2020: £736,928) and net current assets at the balance sheet date were £917,985 (2020: £705,044).

At the year-end, the balance of cash and bank balances held by the charity was £833,264 (2020: £740,866) and the level of unrestricted reserves is £702,881 (2020: £539,096). In addition to the year-end unrestricted reserves of £702,881, the charity has designated £242,488 (2020: £163,100) of reserves, where no restriction exists, to the Modern Slavery & Exploitation Helpline. This gives total free reserves of £945,369 (2020: £702,196).

Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2021

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 between six and nine months of expenditure, where pre secured income does not exist. Based on the above policy, the Trustees calculate that the target level of free reserves would be between £670,285 and £1,005,427. At the year end we held £945,369 of free reserves, which is equivalent to 8.5 months of expenditure, where pre secured income does not exist.

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. The last few years have shown the importance of holding significant reserves, which enable us to absorb fluctuations in income and continue to make decisions that are in the best interests of the charity and its stakeholders.

During 2022, trustees plan to undertake a review of our reserves policy, in line with the latest Charity Commission guidance, to ensure our reserves policy continues to meet the needs of the charity in the years ahead.

Fundraising campaigns and activity

Unseen's fundraising approach in 2021 centred on trusts and foundations, statutory funding, corporate partnerships, and voluntary donations.

Funds were raised through the submission of bids to trusts and foundations, appeals to supporters and the general public, events (held online during Covid-19) and partnership building.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2021

Our corporate partners donated through their businesses, took part in employee fundraising, provided pro-bono support for various aspects of our work, and donated their products/services as gifts in kind.

Fundraising campaigns and appeals in 2021 included:

- A campaign to raise awareness of County Lines exploitation and funds for our work around this.
- An appeal to fund the Modern Slavery & Exploitation Helpline for community groups.
- A matched appeal through the Big Give, also to raise funds to ensure the continuation of the Helpline service.

Fundraising Regulator and Code of Practice

Unseen is registered with the Fundraising Regulator and observes best practice as outlined in the regulator's Code of Fundraising Practice, ensuring compliance with any changes to the Code as they are released.

Unseen takes its responsibilities under GDPR very seriously and we have an extensive Privacy Policy accessible on our website. We have compliance measures in place covering data retention, cleansing and supporter privacy, consent and preference management, and a clear complaints process for members of the public, including how to escalate a complaint.

In 2021 Unseen did not employ any third parties to conduct fundraising on its behalf, and with some staff in the fundraising team also being members of the Chartered Institute of Fundraising, we are also sure to abide by its suggested codes of conduct.

Maintaining fundraising standards of others

Unseen had partnerships with commercial entities donating a percentage of sales of their products/services to Unseen. The charity ensured compliance with legal and best practice obligations, as detailed in partnership agreements between the charity and corporate partners.

Unseen also shared the obligations of our partners within the Fundraising Code of Practice before agreements were reached, ensuring they maintained fundraising standards. There have been no instances of failure to comply with a scheme or standard cited.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2021

Complaints

In 2021 Unseen received just one complaint from a supporter which was satisfactorily concluded with no further action required. The team always take complaints very seriously and do their utmost to ensure supporters are listened to and a satisfactory conclusion is reached.

Protecting vulnerable people

In compliance with GDPR and our internal policy, Unseen has an opt-in mechanism on all its fundraising materials, so that newly subscribed supporters receive communications that they have consented to and via the channel they prefer, with a clear opportunity to update their preferences at any time.

Unseen only contacts individual supporters if it has consent or legitimate interest to do so. We never contact or continue communication with an individual who we have reason to believe is vulnerable, including minors (under the age of 18 where known).

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 and reviewed regularly. 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 and Matt Portt (resigned December 2021).

The hourly rate of the highest-paid employee is 3.40 times higher than the median pay of the charity.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2021

Plans for the future

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

- Successfully deliver a new organisational strategy to 2027, following a delay to our strategy roll-out due to the pandemic, where the immediate focus was on the continuation of delivery of all frontline services during the crisis.
- Radically expand our consultancy and training with businesses of all sizes to address modern slavery issues in their practices and supply chains.
- 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.
- Maintain the Modern Slavery & Exploitation Helpline as a free, round-the-clock service so we can continue to enhance the UK's response to combatting modern slavery.
- Continue to 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.
- Develop policy, individually and collaboratively, to ensure the UK is at the cutting edge of tackling modern slavery and human trafficking.
- Continue to share our policy and operational expertise with other countries.
- Continue to develop diverse income streams – increasing our regular giving base and introducing paid digital outreach and fundraising; expanding corporate and community fundraising; raising funds through gifts in wills and in-memory giving programmes; and holding supporter events, some of which will be in person or hybrid events.
- Continue to be committed to finding long-term, strategic, and systemic solutions to trafficking and modern slavery, drawing on the latest data and technology.

Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2021

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 immense value in ensuring that new, high-calibre individuals are 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 ongoing training of current Trustees.

Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2021

Diversity

The Trustees recognise that having a board consisting of diverse individuals can support its effectiveness and leadership and enhance decision making through 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 attendance at 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 as 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.

Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2021

Safeguarding

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

Enhanced 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 a Standard 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 monthly 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.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2021

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

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

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2021

Corporate partners in 2021 included:

- Achilles
- Alcumus
- Aldi
- Amazon
- Apollo
- AWS
- Barrettine
- Blue Bear Coffee
- Boohoo
- British Land
- BT
- Burges Salmon
- Convercent
- Cordant Group /PMP Recruitment
- Drax
- Dyson
- Entain
- Eversheds Sutherland
- Fleet Caravans
- Hargreaves Lansdown
- Hotel Chocolat
- JD Sports
- John Lewis and Waitrose Partnership
- M & S
- Nat West
- Nationwide
- NBCUniversal
- Nestle
- Next
- Places for People
- Robert Bullivant
- Sainsburys
- Salesforce
- Sir Robert McAlpine
- Sky
- Tesco
- The Co-op
- The Waves Group
- Ultimate Recruitment
- Very
- Vodafone Foundation
- Wates
- Wellcome Trust

Unseen continued to be a sub-contractor during 2021, under the Government's new Victim Care Contract (VCC), 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 (UK)

Trustee Directors' Report

For the Year Ended 31 December 2021

Funders

We would like to thank our generous funders, whose support also makes our work possible:

- The Henry Smith Charity
- Marsh Charitable Trust
- Medlock Charitable Trust
- The Pilgrim Trust
- John James Bristol Foundation
- Souter Charitable Trust
- Dandia Charitable Trust
- Swire Charitable Trust
- Garfield Weston Foundation
- Wixamtree Charitable Trust
- National Lottery Community Fund
- GF Eyre Charitable Foundation
- Leonard Laity Stoate Charitable Trust
- Morel Charitable Trust
- Hertfordshire PCC Action Fund
- Four Winds Charitable Trust
- Kent Community Foundation
- Margaret Rolfe Charitable Trust
- Sport England Inequalities Fund
- Chartered Accountants' Livery Charity
- Macfarlanes Freddie Smith Trust
- The Pentwyn Trust
- Roy Proctor Foundation
- Cambridgeshire Community Foundation
- Odin Charitable Trust
- Bristol City Council Fund
- Heart of Bucks Community Foundation
- The Charles Jacob Charitable Trust

We would also like to thank all of our many generous private donors.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2021

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.

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 07/05/2022 and signed on their behalf by:

Daniel Morris

.....
Chair: Daniel Morris

Ian Theodoreson

.....
Trustee: Ian Theodoreson

Unseen (UK)

Reference and Administrative Details
For the Year Ended 31 December 2021

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, dissolved 25 May 2021)

Trustees

Daniel Morris – Chair

Dr Jan Birtle – Vice Chair

Samantha Burt

Steve Daykin

Jonathan Frank (resigned January 2022)

Steven Jeffries

Raquel McGarth (appointed March 2021)

Ian Theodoreson

Eric Anderson (appointed January 2022)

Andrea McMahon (appointed January 2022)

Executive team

Chief Executive Officer – Andrew Wallis OBE

Director – Justine Currell

Finance Director – Matt Portt (resigned December 2021)

Patron

Levison Wood

Bankers

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

Triodos Bank UK, Deanery Road, Bristol BS1 5AS

Auditors

Albert Goodman, Goodwood House, Blackbrook Park Ave, Taunton TA1 2PX

Unseen (UK)

Independent Auditors' Report to the Trustees and Members For the Year Ended 31 December 2021

Opinion

We have audited the financial statements of Unseen (UK) (the 'charitable company') For the Year Ended 31 December 2021, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, 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 Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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 2021 and of its 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 that are 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

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

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

Unseen (UK)

Independent Auditors' Report to the Trustees and Members For the Year Ended 31 December 2021

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.

Opinion on other matter 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 included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

In the light of our 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 Directors' Report included within the Trustees' Report.

Matters on which we are required to report by exception

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

- adequate and proper 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 trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 34, 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 determine 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 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.

Unseen (UK)

Independent Auditors' Report to the Trustees and Members For the Year Ended 31 December 2021

Auditor's responsibilities for the audit of the financial statements

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 on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The extent to which the audit was considered capable of detecting irregularities including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity SORP FRS 2019, Safeguarding Vulnerable Groups Act 2006, Care Quality Commission registration, anti-bribery, employment, data protection and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

Unseen (UK)

Independent Auditors' Report to the Trustees and Members For the Year Ended 31 December 2021

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- reviewing correspondence with the Charity Commission and other relevant regulators including the company's legal advisors and insurers.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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 and trustees 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 and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Michelle Ferris BSc (Hons) FCA DChA
Senior Statutory Auditor
for and on behalf of
Albert Goodman LLP
Chartered Accountants
Statutory Auditor

Goodwood House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Date: 06/06/2022

Unseen (UK)**Statement of Financial Activities (including Income and Expenditure Account)
For the Year Ended 31 December 2021**

	Notes	Unres- tricted funds £	Res- tricted funds £	2021 Total funds £	Unres- tricted funds £	Res- tricted funds £	2020 Total funds £
Income:							
Donations and legacies	3	670,551	33,768	704,319	802,356	-	802,356
Charitable activities							
Supporting survivors	4	1,096,180	297,082	1,393,263	990,871	297,793	1,288,664
Equipping stakeholders	4	340,044	12,902	352,945	206,408	18,000	224,408
Other trading activities			-	-	27	-	27
Other incoming resources		5,921	-	5,921	6,079	-	6,079
Total income		2,112,696	343,752	2,456,448	2,005,741	315,793	2,321,534
Expenditure:							
Raising funds	5	229,482	-	229,482	252,127	-	252,127
Charitable activities							
Supporting survivors	6	1,262,559	330,851	1,593,410	1,321,340	352,353	1,673,693
Equipping stakeholders	6	259,437	12,901	272,338	231,507	19,120	250,627
Influencing society	6	150,648		150,648	77,441	-	77,441
Total expenditure		1,902,126	343,752	2,245,878	1,882,415	371,473	2,253,888
Net income / (expenditure)		210,570	-	210,570	123,326	(55,680)	67,646
Transfer between funds	16	32,603	(32,603)	-	-	-	-
Net movement in funds		243,173	(32,603)	210,570	123,326	(55,680)	67,646
Reconciliation of funds							
Total funds brought forward		702,196	34,732	736,928	578,870	90,412	669,282
Total funds carried forward		945,369	2,129	947,498	702,196	34,732	736,928

The statement of financial activities has been prepared on the basis that all operations are continuing operations. There were no gains or losses arising in the year that are not shown above.

The statement of financial activities incorporates the income and expenditure account.

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		Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total 2021 £	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total 2020 £
Notes							
Fixed assets							
Tangible fixed assets	12	29,513	-	29,513	31,883	-	31,883
Investments	13	-	-	-	1	-	1
		29,513	-	29,513	31,884	-	31,884
Current assets							
Debtors	14	330,497	33,786	364,283	340,382	46,228	386,610
Cash at bank and in hand		834,894	(1,630)	833,264	618,826	122,040	740,866
		1,165,391	32,156	1,197,547	959,208	168,268	1,127,476
Liabilities:							
Creditors falling due within one year	15	(249,535)	(30,027)	(279,562)	(288,896)	(133,536)	(422,432)
Net current assets		915,856	2,129	917,985	670,312	34,732	705,044
Total net assets		945,369	2,129	947,498	702,196	34,732	736,928
The funds of the charity:							
Restricted funds	16	-	2,129	2,129	-	34,732	34,732
Unrestricted funds	16	702,881	-	702,881	539,096	-	539,096
Designated funds	16	242,488	-	242,488	163,100	-	163,100
Total charity funds		945,369	2,129	947,498	702,196	34,732	736,928

The financial statements have been prepared and delivered in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Approved by the Board of Trustees for issue on 07/05/2022 and signed on their behalf by:

Daniel Morris

D Morris
Chair

Ian Theodoreson

I Theodoreson
Trustee

Unseen (UK)
Statement of Cash Flows
For the Year Ended 31 December 2021

		2021 £	2020 £
	Notes		
Cash flows from operating activities			
Net movements in funds for the year		210,570	67,646
Adjustments to cash flows from non-cash items			
Loss on disposal of fixed assets	12	180	-
Loss on disposal of investments	13	1	-
Depreciation and amortisation	12	16,616	20,986
		<u>227,367</u>	<u>88,632</u>
Working capital adjustments			
Decrease/(increase) in debtors	14	22,327	(130,609)
(Decrease)/increase in creditors	15	(142,870)	267,997
		<u>106,824</u>	<u>226,020</u>
Net cash flow from operations			
		<u>106,824</u>	<u>226,020</u>
Cash flows from investing activities			
Purchase of fixed assets	12	(14,426)	(10,883)
		<u>(14,426)</u>	<u>(10,883)</u>
Net cash (used in)/provided by investing activities			
		<u>(14,426)</u>	<u>(10,883)</u>
Net increase/(decrease) in cash and cash equivalents			
		<u>92,398</u>	<u>215,137</u>
Cash and cash equivalents at the beginning of the reporting period			
		<u>740,866</u>	<u>525,729</u>
Cash and cash equivalents at the end of the reporting period			
		<u>833,264</u>	<u>740,866</u>
Analysis of cash and cash equivalents			
Cash at bank and in hand		<u>833,264</u>	<u>740,866</u>

1 Accounting Policies

1.1 Basis of accounting

Unseen (UK) is a company limited by guarantee incorporated in the United Kingdom under the Companies Act. The maximum liability of each member is limited to £1. The address of the registered office is given on page 35. 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.

The financial statements have been prepared in £ sterling on the historical cost basis and 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) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

The charity 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.

The charity has one wholly owned subsidiary (Business for the Unseen Limited- Company number 11083594), which was dissolved in the year. The subsidiary company was previously considered immaterial to the group and has therefore not been consolidated into these accounts.

1.2 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.

1.3 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.

1.4 Tangible fixed assets and depreciation

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	Straight line basis over 5 years
Computer equipment	Straight line basis over 3 years

1.5 Investments

Investments in subsidiaries are held at cost.

1.6 Debtors

Accrued income is recognised at the settlement amount due and prepayments are valued at the amount prepaid.

1.7 Cash at bank and in hand

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.

1.8 Creditors

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.

1.9 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.

1.10 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. The charity has operating leases for the premises in which they operate. The title of the leased premises remains with the lessor.

1.11 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.

1.12 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.

1.13 Covid-19

The Trustees have considered the implications of the Covid-19 pandemic on the operations of the charity. As outlined in the Trustees Report, the charity has continued to operate throughout the pandemic, and use was made of some government funding where appropriate. Taking into account all reasonable circumstances, the Trustees believe that the charity remains in a strong financial position, no adjustments to the accounts are considered necessary, and that the charity remains a going concern.

1.14 Financial Instruments

The charity only holds basic financial instruments as defined in FRS 102. The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost.

Cash at bank and deposit accounts– is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

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

	Unres- tricted funds £	Res- tricted funds £	2021 Total £	Unres- tricted funds £	Res- tricted funds £	2020 Total £
Donations	493,930	33,768	527,698	601,854	-	601,854
Grants of general nature	140,351	-	140,351	108,175	-	108,175
Exceptional government funding						
Coronavirus Job Retention						
Scheme grant*	19,087	-	19,087	92,327	-	92,327
Kickstart Scheme*	17,183	-	17,183	-	-	-
	<u>670,551</u>	<u>33,768</u>	<u>704,319</u>	<u>802,356</u>	<u>-</u>	<u>802,356</u>

The charity has been eligible to claim additional funding in the year from government support schemes in response to the coronavirus outbreak. The funding received is shown above under "exceptional government funding". The charity furloughed some of its staff under the governments CJRS. The funding received £19,087 relates to staff costs which are included within note 9 as appropriate.

*Denotes government grants

4. Income from charitable activities

	Unres- tricted funds £	Res- tricted funds £	2021 Total £	Unres- tricted funds £	Res- tricted funds £	2020 Total £
<i>Supporting survivors</i>						
Service income	1,096,180	-	1,096,180	990,871	-	990,871
Grants received	-	297,082	297,082	-	297,793	297,793
	<u>1,096,180</u>	<u>297,082</u>	<u>1,393,263</u>	<u>990,871</u>	<u>297,793</u>	<u>1,288,664</u>
<i>Equipping stakeholders</i>						
Service income	41,000	12,902	53,901	-	18,000	18,000
Business services	299,044	-	299,044	206,408	-	206,408
	<u>340,044</u>	<u>12,902</u>	<u>352,945</u>	<u>206,408</u>	<u>18,000</u>	<u>224,408</u>
	<u>1,436,224</u>	<u>309,984</u>	<u>1,746,208</u>	<u>1,197,279</u>	<u>315,793</u>	<u>1,513,072</u>

Unseen (UK)
Notes to the Financial Statements
For the Year Ended 31 December 2021

During the year to 31 December 2021 the following Trusts funds and other institutions supported the work of the Charity and the amounts below are included in grants received above across notes 3 and 4:

	Unres- tricted funds £	Res- tricted funds £	2021 Total £	Unres- tricted funds £	Res- tricted funds £	2020 Total £
Avon & Somerset Police & Crime Commissioner	-	45,943	45,943	-	38,595	38,595
Bedfordshire Police & Crime Commissioner	-	-	-	-	4,435	4,435
Berkshire Community Foundation	-	-	-	-	10,000	10,000
Bluenumber Foundation	18,875	-	18,875	-	-	-
Bristol CITY – Impact Fund	-	-	-	-	39,371	39,371
Bristol City Council	-	28,684	28,684	-	-	-
Charities Aid Foundation - Resilience Fund	14,802	-	14,802	-	14,802	14,802
Chartered Accountants' Livery Charity	-	3,001	3,001	-	-	-
Comic Relief	-	31,294	31,294	-	-	-
Heart of Bucks Community Foundation	-	5,000	5,000	-	-	-
Hertfordshire Community Foundation	-	5,000	5,000	-	5,000	5,000
John James Bristol Foundation	-	10,000	10,000	-	10,000	10,000
Kent Community Foundation	-	5,008	5,008	-	5,000	5,000
Nationwide Building Society	-	46,228	46,228	-	-	-
Nisbets Charitable Trust	-	-	-	-	10,000	10,000
Postcode Neighbourhood Trust	-	17,300	17,300	-	-	-
Quartet Community Foundation	-	1,000	1,000	-	2,800	2,800
Souter Charitable Trust	-	-	-	-	3,000	3,000
Swire Charitable Trust	25,000	-	25,000	25,000	-	25,000
The Batchworth Trust	-	-	-	10,000	-	10,000
Carried forward	58,677	198,458	257,135	35,000	143,003	178,003

Unseen (UK)
Notes to the Financial Statements
For the Year Ended 31 December 2021

	Unres- tricted funds £	Res- tricted funds £	2021 Total £	Unres- tricted funds £	Res- tricted funds £	2020 Total £
Brought forward	58,677	198,458	257,135	35,000	143,003	178,003
The Big Give	-	25,000	25,000	-	-	-
The Delfont Foundation	-	-	-	20,000	-	20,000
The Edward Smart Charitable Trust	-	-	-	-	5,000	5,000
The Eleanor Rathbone Charitable Trust	-	-	-	-	3,000	3,000
The Elm Tree Trust	10,000	-	10,000	-	-	-
The Green Room Charitable Trust	-	-	-	-	5,000	5,000
The Henry Smith Charity	-	50,593	50,593	-	54,500	54,500
The Holbeck Charitable Trust	-	-	-	-	2,500	2,500
The Kestrelman Trust	-	-	-	-	5,000	5,000
The Kickstart Scheme	4,500	-	4,500	-	-	-
The Medlock Charitable Trust	-	-	-	-	15,000	15,000
The Moondance Foundation	-	-	-	-	10,000	10,000
The National Lottery Community Fund	49,508	-	49,508	49,508	-	49,508
The Odin Charitable Trust	-	5,000	5,000	-	-	-
The Peter Stebbings Memorial Charity	-	-	-	-	15,000	15,000
The Pilgrim Trust	-	10,000	10,000	-	20,000	20,000
The Roy Proctor Foundation	5,000	-	5,000	-	-	-
The Schroder Charity Trust	-	-	-	-	5,000	5,000
Wixamtree Trust	-	-	-	-	5,000	5,000
Other grants (individually < £2,500)	12,666	8,031	20,697	3,667	9,790	13,457
	140,351	297,082	437,433	108,175	297,793	405,968

5. Expenditure on raising funds

	Unres- tricted funds £	Res- tricted funds £	2021 Total £	Unres- tricted funds £	Res- tricted funds £	2020 Total £
Direct fundraising cost	36,111	-	36,111	27,860	-	27,860
Staffing cost	159,601	-	159,601	194,118	-	194,118
Support costs (note 7)	30,903	-	30,903	27,198	-	27,198
Governance (note 7)	2,867	-	2,867	2,951	-	2,951
	<u>229,482</u>	<u>-</u>	<u>229,482</u>	<u>252,127</u>	<u>-</u>	<u>252,127</u>

6. Expenditure on charitable activities

	Supporting survivors	Equipping stakeholders	Influencing society	2021 Total	2020 Total
	£	£	£	£	£
Activities costs	1,599	37	-	1,636	3,488
Auditor's remuneration	-	-	-	-	1,972
Counselling costs	-	-	-	-	18,204
CRB checks	1,254	138	-	1,392	1,012
Depreciation	4,058	-	-	4,058	9,547
Direct fundraising cost	-	9	-	9	179
General premises costs	21,678	378	-	22,056	38,210
Heat, light and insurance	7,623	68	-	7,691	14,559
Interpreting costs	24,122	-	-	24,122	16,040
IT costs	9,336	5,530	1,096	15,962	30,755
Medical costs	-	-	-	-	978
Office costs and comms	478	1,231	11,351	13,060	8,875
Printing, postage, stationery and advertising	3,781	775	-	4,556	11,850
Professional fees and outsourcing	19,811	5,354	-	25,165	70,295
Property cost	68,595	3,536	-	72,131	87,123
Staff and contractor costs	832,471	207,721	115,915	1,156,107	1,235,544
Staff other costs	25,869	1,497	119	27,485	18,254
Staff travel	7,539	430	-	7,969	13,589
Subscriptions	1,886	-	-	1,886	284
Telephone	26,117	5,558	-	31,675	28,152
Venue hire	(131)	-	-	(131)	348
Victim NRM cost	300,149	-	-	300,149	150,496
Waste disposal and cleaning	2,696	-	-	2,696	4,507
Support costs (note 7)	214,574	36,674	20,285	271,533	214,254
Governance (note 7)	19,905	3,402	1,882	25,189	23,246
	<u>1,593,410</u>	<u>272,338</u>	<u>150,648</u>	<u>2,016,396</u>	<u>2,001,761</u>

Unseen (UK)
Notes to the Financial Statements
For the Year Ended 31 December 2021

Expenditure on charitable activities - 2020

	Supporting survivors	Equipping stakeholders	Influencing society	2020 Total
	£	£	£	£
Activities costs	3,488	-	-	3,488
Auditor's remuneration	1,740	232	-	1,972
Counselling costs	18,204	-	-	18,204
CRB checks	862	150	-	1,012
Depreciation	8,704	843	-	9,547
Direct fundraising cost	158	21	-	179
General premises costs	37,646	564	-	38,210
Heat, light and insurance	13,811	748	-	14,559
Interpreting costs	14,564	1,476	-	16,040
IT costs	25,090	5,665	-	30,755
Medical costs	978	-	-	978
Office costs and comms	-	888	7,987	8,875
Printing, postage, stationery and advertising	5,152	6,698	-	11,850
Professional fees and outsourcing	68,637	1,658	-	70,295
Property cost	82,932	4,191	-	87,123
Staff and contractor costs	983,512	191,838	60,194	1,235,544
Staff other costs	16,688	1,566	-	18,254
Staff travel	12,466	1,123	-	13,589
Subscriptions	251	33	-	284
Telephone	25,234	2,918	-	28,152
Venue hire	348	-	-	348
Victim NRM cost	150,496	-	-	150,496
Waste disposal and cleaning	4,461	46	-	4,507
Support costs (note 7)	178,864	27,036	8,354	214,254
Governance (note 7)	19,407	2,933	906	23,246
	1,673,693	250,627	77,441	2,001,761

7. Allocation of support costs and governance costs

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 costs of raising funds (note 5) and three charitable activities (note 6) undertaken in the year. The table below gives the basis for the apportionment and the analysis of support and governance costs. The costs have been apportioned based on a % of direct expenditure (2020: % of direct expenditure):

	Support costs £	Gover- nance costs £	2021 Total £	Support costs £	Gover- nance costs £	2020 Total £
Premises cost	15,234	-	15,234	46,629	-	46,629
Staffing cost	137,212	16,369	153,581	83,789	9,785	93,574
Office costs and communications	101,425	12	101,437	50,080	-	50,080
Professional fees	35,827	2,675	38,502	38,770	3,591	42,361
Depreciation	12,738	-	12,738	11,438	-	11,438
Finance costs	-	-	-	10,746	-	10,746
Accountancy fees	-	-	-	-	-	-
Auditor's remuneration	-	9,000	9,000	-	11,398	11,398
Trustee meeting costs	-	-	-	-	1,423	1,423
	302,436	28,056	330,492	241,452	26,197	267,649

8. Net incoming resources

Net resources are stated after charging:

	2021 £	2020 £
Depreciation of owned assets	16,616	20,986
Operating lease expenditure	92,495	100,867
Bad debt expense	-	9,420
Auditors' remuneration for:		
Audit services	6,600	6,600
Accountancy services	2,400	2,400

9. Employees

Employment costs	2021	2020
	£	£
Wages and salaries	1,303,301	1,373,375
Social security costs	106,387	108,515
Other pension costs	31,052	39,593
	<u>1,440,740</u>	<u>1,521,483</u>

Number of employees

The average monthly head count during the year was as follows:

	2021	2020
Direct staff	73	66
Leadership and operations staff	19	19
	<u>92</u>	<u>85</u>

Of the 92 employees, 44 were Full-Time and 48 Part-Time (2020: 43 and 42 respectively).

The key management personnel of the charity are considered to be the Chief Executive and the two Directors (2020: Chief Executive and two Directors), with one of the directors being self-employed. The total cost to the charity for employee benefits for the employed key management were £175,070 (2020: £215,187) and the self-employed key management cost is disclosed in note 17.

The number of employees whose annual emoluments (excluding employers NI and employers pension costs) were £60,000 or more were:

	2021	2020
	number	number
£60,000 - £70,000	-	1
£70,000 - £80,000	2	1
	<u>2</u>	<u>1</u>

Defined contribution pension scheme

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £38,531 (2020: £38,317).

10. Trustee's remuneration and benefits

There was no remuneration nor other benefits paid to trustees for their governance duties during the year ended 31 December 2021 nor for the year ended 31 December 2020.

During the year, travelling expenses of £677 were reimbursed to 3 trustees (2020: travelling expenses of £139 to 2 trustees).

11. Operating lease commitments

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

	2021	2020
	£	£
Land and Buildings		
Expiry date:		
Within one year	63,820	81,259
Between two and five years	58,500	82,500
	122,320	163,759
	122,320	163,759

12. Tangible fixed assets

	Fixtures & Fittings	Computer Equipment	Total
	£	£	£
Cost			
At 1 January 2021	24,128	91,421	115,549
Additions	-	14,426	14,426
Disposals	-	(719)	(719)
	24,128	105,128	129,256
At 31 December 2021	24,128	105,128	129,256
Depreciation			
At 1 January 2021	12,123	71,543	83,666
Charge for the year	3,876	12,740	16,616
Eliminated on disposal	-	(539)	(539)
	15,999	83,744	99,743
At 31 December 2021	15,999	83,744	99,743
Net book value			
At 31 December 2021	8,129	21,384	29,513
At 31 December 2020	12,005	19,878	31,883

13. Investments

	2021	2020
	£	£
Cost		
At 1 January	1	1
Disposals	(1)	-
	<hr/>	<hr/>
At 31 December	<u>-</u>	<u>1</u>

Shares in subsidiary undertaking

The Charity owned one subsidiary - Business for the Unseen Limited (Company number: 11083594 and date of incorporation: 27 November 2017). The charity owned 100% of the issued share capital of the company.

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

The company was dissolved on 25 May 2021.

A summary of the activities of the company prior to dissolution can be seen below:

	2021	2020
	£	£
Turnover	-	7,800
Expenditure	-	(41)
	<hr/>	<hr/>
Net profit / (loss)	-	7,759
	<hr/>	<hr/>
Net assets / (liabilities)	-	10
	<hr/>	<hr/>
Comprised of:		
Called up share capital	-	1
Profit and loss account	-	9
	<hr/>	<hr/>
	<u>-</u>	<u>10</u>

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14. Debtors

	2021	2020
	£	£
Trade debtors	170,919	104,269
Other debtors	-	63,423
Prepayments and accrued income	193,364	218,918
	<u>364,283</u>	<u>386,610</u>

15. Creditors: Amounts falling due within one year

	2021	2020
	£	£
Trade creditors	42,788	23,959
Other taxes and social security	28,398	28,045
Other creditors	16,278	26,905
Accruals and deferred income	192,098	343,523
	<u>279,562</u>	<u>422,432</u>

Reconciliation of deferred income:

Opening balance	306,884	40,485
Released during the year	(306,884)	(40,485)
Received during the year	172,196	306,884
	<u>172,196</u>	<u>306,884</u>

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16. Summary of movement in funds

	At 1 Jan 2021 £	Income £	Expendi- ture £	Transfers £	At 31 December 2021 £
Unrestricted funds					
General fund	539,096	1,463,977	(1,332,795)	32,603	702,881
<u>Designated fund</u>					
Helpline	163,100	648,719	(569,331)	-	242,488
	<u>702,196</u>	<u>2,112,696</u>	<u>(1,902,126)</u>	<u>32,603</u>	<u>945,369</u>
Restricted funds					
Anti-Slavery Partnership (ASP)	2,129	27,890	(27,890)	-	2,129
Helpline	-	115,980	(115,980)	-	-
Postcode Neighbourhood	-	10,752	(10,752)	-	-
One Team	-	189,130	(189,130)	-	-
Unseen Children's House	32,603	-	-	(32,603)	-
	<u>34,732</u>	<u>343,752</u>	<u>(343,752)</u>	<u>(32,603)</u>	<u>2,129</u>
TOTAL FUNDS	<u>736,928</u>	<u>2,456,448</u>	<u>(2,245,878)</u>	<u>-</u>	<u>947,498</u>

16. Summary of movement in funds (continued)

Summary of movement in funds – 2020

	At 1 Jan 2020 £	Income £	Expendi- ture £	Transfers £	At 31 December 2020 £
Unrestricted funds					
General fund	578,870	1,531,557	(1,406,012)	(165,319)	539,096
<u>Designated fund</u>					
Helpline	-	474,184	(476,403)	165,319	163,100
	<u>578,870</u>	<u>2,005,741</u>	<u>(1,882,415)</u>	<u>-</u>	<u>702,196</u>
Restricted funds					
Unseen Women's Safehouse	-	51,376	(51,376)	-	-
Anti-Slavery Partnership (ASP)	2,063	18,800	(18,734)	-	2,129
Resettlement & Integration Project	-	123,080	(123,080)	-	-
Unseen Children's House	48,179	-	(15,576)	-	32,603
Unseen Men's Safehouse	-	66,300	(66,300)	-	-
Spotlight	12,300	-	(12,300)	-	-
Support Team Fund	143	-	(143)	-	-
Helpline	-	51,802	(51,802)	-	-
Bedfordshire Anti-Slavery Partnership	23,920	4,435	(28,355)	-	-
Business for the Unseen	1,186	-	(1,186)	-	-
Victim Case Management System (PE-VCMS)	-	-	-	-	-
Suffolk PCC Fund	2,194	-	(2,194)	-	-
West Yorkshire PCC Fund	427	-	(427)	-	-
	<u>90,412</u>	<u>315,793</u>	<u>(371,473)</u>	<u>-</u>	<u>34,732</u>
TOTAL FUNDS	<u>669,282</u>	<u>2,321,534</u>	<u>(2,253,888)</u>	<u>-</u>	<u>736,928</u>

16. Summary of movement in funds (continued)

Details of Restricted Funds:

One Team: Funding from One Team has been split up to cover the costs of the following three areas:

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

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

Unseen Men's Safehouse: A safe-house for men 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 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.

Postcode Neighbourhood: Funds received to train mental health champions alongside staff receiving well-being activities and an employee helpline.

Designated fund – Helpline: Funds held in relation to the independent and confidential UK Modern Slavery and Exploitation Helpline service. The transfer made from the general fund to the designated fund is to transfer the opening reserve designated towards the service.

17. Related party transactions

Business for the Unseen Ltd (subsidiary company) – dissolved on 25th May 2021

During 2021 the charity provided no financing to Business for the Unseen Ltd (2020: none). As at the year end, £Nil (2020: £1,599) was owed to the charity.

Portt Ltd (a company owned by Matt Portt, member of the Senior Leadership Team until 31 December 2021)

During the year, the charity paid £25,680, including VAT, (2020: £76,358) to Portt Ltd for the provision of services including that of the Finance Director, bookkeeping, payroll, and management accounts. As at the year end, £nil (2020: £nil) was owed to Portt Ltd.