



National Office, Cranmer House
39 Brixton Road, London SW9 6DZ

Tel: 020 7735 9166

Fax: 020 7582 5712

www.victimsupport.com



Victim Supportline

0845 30 30 900

Practical and emotional support for victims of crime.

9am - 9pm weekdays

9am - 7pm weekends

9am - 5pm bank holidays

Calls are charged at local rate from anywhere in the UK.

Victim Support is the national charity for victims of crime.
Registered name: National Association of
Victims Support Schemes.
Registered Charity No. 298028.
Company No. 2158780.
Registered in England. Limited by Guarantee.
Registered Office as shown above.
Trading Company: Victim Support Limited.
Company Reg No. 2609147. Registered in England.
Victim Support Limited is wholly owned by Victim Support
and covenants all profits to it.



Victim Support



HELPING PEOPLE COPE
WITH CRIME

Annual Report
and Accounts 2000

Report of the Trustees and Financial Statements for the year ended 31 March 2000 for the National Association of Victims Support Schemes

INDEX TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2000

- 1 Report of the Trustees
- 4 Statement of Trustees' responsibilities
Report of the auditors
- 5 Statement of financial activities
- 6 Consolidated balance sheet
Balance sheet
- 7 Notes to the financial statements
- 10 Consolidated cash flow statement

CHARITY INFORMATION FOR THE YEAR ENDED 31 MARCH 2000

trustees

Mary Clark-Glass CBE (Vice chair) *R, C

Jeremy Corbett (from 14.12.99) *C

Peter Dyson (Treasurer) *F

Alec Gordon-Brown CB *F

Anne Henderson (from 14.12.99) *C

David Huxtable *F

Robert Latham (Chair) *R

Dame Barbara Mills DBE (from 11.11.99)

Mel Nock *R

Jonathan Shepherd

Pamela Smith (to 10.11.99)

Paul Whitehouse

secretary

Dame Helen Reeves DBE

registered office

Cranmer House, 39 Brixton Road, London SW9 6DZ

status and governing document

The National Association of Victims Support Schemes (also known as Victim Support) is a company limited by guarantee (registered in England number 2158780) and a registered charity (number 0298028). It is governed by its Memorandum and Articles of Association.

auditors

Newnham & Co.

Registered Auditor Chartered Accountants

65 Morden Hill, London SE13 7NP

bankers

National Westminster Bank Plc

290 Walworth Road, London SE17 3RQ

solicitors

Clifford Chance

200 Aldersgate Street, London EC1A 4JJ

* Sub-committee membership as at 31.3.2000

R - Remuneration, C - Council, F - Funding Panel

Report of the Trustees

The Trustees present their report with the financial statements of the charity for the year ended 31 March 2000.

PRINCIPAL ACTIVITIES

Victim Support has two objects

- 1 to provide support and assistance to victims and witnesses of crime, their relatives and friends, through all appropriate means, and
- 2 to raise public awareness and recognition of the effects of crime by research into relevant issues and to disseminate the results of such research.

1999/2000 was the first year of a new strategic plan which commits us to improving access to our services, monitoring service provision, implementing new structures and responding to and shaping new opportunities presented by external developments. The full strategic plan lists key objectives for:

- £ service delivery
- £ training
- £ victims' and witnesses' rights
- £ income generation
- £ profile of Victim Support
- £ management

STRUCTURE

The National Association has two forms of membership for Schemes and groups of Schemes which provide local services to victims and witnesses in England, Wales and Northern Ireland.

The affiliated Victim Support Schemes are separate charities, whose membership of the National Association is conditional upon their adherence to a code of practice.

The groups of Schemes have amalgamated their management across an area with a view to the more efficient delivery of services. These Areas are separate charities whose membership of the National Association is conditional upon their adherence to a service level agreement. Areas are represented by one individual per branch (Victim Support Scheme or Witness Service) and up to three individuals from the Area Management Committee. Under this membership structure the local service delivery units are retained as branches. Management, Home Office grants, employment and other legal matters are the responsibility of the Area Management Committee. Many Schemes are working towards this new form of membership.

At 31 March 2000 the membership was

Victim Support Schemes
289 Voting Members

Areas
89 Voting Members from 11 Areas covering 42 Victim Support Branches and 18 Crown Court Witness Service Branches

Members guarantee to contribute up to £1 each if the Association is wound up.

The Witness Services in the 12 London Crown Courts are directly managed by the National Office. Witness Services in 59 Crown Courts and 111 Magistrates' Courts elsewhere are managed by Victim Support Schemes and Areas.

111 Magistrates' Court Witness Services were open by the year end.

The charity has changed its accounting policy on capital assets to reflect the acquisition for the first time of significant tangible assets (costing, in 1999/2000, £318,000). The charity's unrestricted funds moved upwards by just £24,000 to give a balance of unrestricted reserves at March 2000 of £290,000. We made use of £94,000 from our restricted funds, giving a year end balance of £42,000. The charity's reserves policy aims to hold one year of non-secured funding in unrestricted reserves. This gives a target of £700,000. Although the actual reserves were lower than this target, the Trustees do not regard this as an insecure position this year in view of their assessment of the security of the income stream from the Home Office. It remains the Trustees' aim to increase unrestricted reserves.

GRANT MAKING – NEW AWARDS

A major responsibility of the National Association is to receive funding from the Home Office and make grants to our members to pay for local co-ordinators, offices and other costs. Strategic priorities were grants to support Magistrates' Court Witness Services, new area structures, investment in efficiency measures and to help members bring salaries up to minimum levels. During the year, direct charitable expenditure totalled £15.8 million from restricted funds and included new grants which are shown below in table 1.

IT DEVELOPMENT

During the year, the National Association undertook a major information technology (IT) development project which included: the provision of 332 new computers to Schemes and Witness Services; associated new management systems; and new equipment and programmes at the National Office. The objectives of the project were to provide more effective communication, a more efficient working environment and improved performance indicators. A major element of the project was the continuing provision of training and support to a large number of users in order to ensure that staff

FINANCIAL REPORT

The income of the charity increased significantly to £17.8 million (£13.5 million in 1998/99). This was largely due to an increase in the grant from the Home Office, designed to enable Victim Support to extend its Witness Service into the Magistrates' Courts. Priorities for the expenditure were the development of the service model for this expansion and grants to our members to develop the service.

VOLUNTEERS

The work of the charity relies heavily on the contribution made by more than 13,000 volunteers across England, Wales and Northern Ireland who give their time and skills to support victims and witnesses. The National Trustees would like to express their appreciation for the vital work contributed by our volunteers.

New Grants Awarded

table 1

	Number of applications received	Number of applications rejected	Number of partly successful applications	Number of wholly successful applications	Value awarded £000
Areas	47	11	6	30	617
Victim Support Schemes	55	5	3	47	213
Crown Court Witness Services	7	1	-	6	52
Magistrates' Court Witness Services	48	2	8	38	760
Sub-total	157	19	17	121	1,642
One-off capital grants	171	31		140	431
Total	328	50		278	2,073

and volunteers were able to realise the benefits from the investment. At the year end the project was on budget and although some of the training and delivery of benefits extended into the new year, the project showed every sign of delivering the required outcomes.

SERVICES TO VICTIMS AND WITNESSES

.....
The National Association's *Annual Report* sets out a range of statistics and information on the delivery of services across the country.

In summary, our members were able to offer help to more than one and a quarter million people: victims; witnesses in courts; and callers to Victim Supportline.

POLICY DEVELOPMENT

.....
A major responsibility of the National Association is to make representations to Government departments in the development of policy as it affects victims and witnesses of crime. In so doing, we have responded to 16 consultations, including those from the Home Office, Lord Chancellor's Department, and Department of Health. We have also sat on: key advisory groups, including the Victims' Steering Group; national committees on restorative justice, vulnerable or intimidated witnesses, sex offences, and racial incidents; and the first HMI of Probation Service's Thematic Inspection of Protection Work with Victims.

Following the publication of the MacPherson report of the enquiry into the death of Stephen Lawrence, we have been a member of three working parties convened by the Association of Chief Police Officers (ACPO) and are working to address the recommendations of the report.

We have also contributed to new ACPO guidelines for family liaison officers, and to Home Office Research Steering groups for The British Crime Survey, the Witness Satisfaction Survey and Vulnerable Witnesses Survey.

We have given policy advice on new initiatives, including: human rights; criminal evidence; young offenders; and restorative justice. We have also developed our training for volunteers assisting with claims for criminal injuries compensation and helping people bereaved by homicide.

NVQs for staff and volunteers have been developed this year, along with training for Witness Services in the magistrates' courts and the development of training concerning sexual violence against men. We have also produced the first national reports of volunteer turnover and analysis by ethnic origin, and have undertaken a major volunteer recruitment drive.

FUTURE DEVELOPMENTS

.....
The National Association continues to put considerable effort and resources into the development of the Witness Service, with a view to covering all Magistrates' Courts by March 2002.

It also continues to support members in their structural change towards area management.

In addition we continue to support our largest service, to victims of crime, and to seek additional funding for this area of work.

Although we have been successful in securing funding for new activities, we are concerned that there has been a significant increase in the demands upon our existing services. It is therefore essential that we enhance our funding to ensure that these services can continue to meet the needs of those affected by crime.

GOVERNANCE

.....
The Trustees of the National Association (also the Company Directors of the company limited by guarantee) have three sub-committees: the National Council consists of elected representatives of Schemes, and advises Trustees on service delivery and structural issues; the Funding Panel makes decisions in relation to grants from Home Office funding; and the Remuneration Committee sets the salaries of senior staff. The National Office employs field officers and Witness Service officers whose roles include the periodic monitoring of service delivery and management of Schemes and Witness Services, as well as their compliance with the *Code of practice*.

ASSETS, ACCOUNTING POLICIES AND SUBSIDIARY COMPANY

.....
These are as stated in the notes to the accounts.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

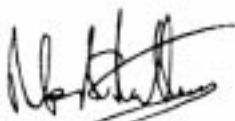
Law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing those financial statements, the Trustees should follow best practice and

- £ select suitable accounting policies and then apply them consistently
- £ make judgments and estimates that are reasonable and prudent
- £ prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

APPROVED

Approved by the Board on 21 July 2000 and signed on its behalf



Robert Latham, Chair

Report of the auditors to the members of the National Association of Victims Support Schemes

We have audited the financial statements on pages 5 to 10 which have been prepared under the historical cost convention and the accounting policies set out on page 7.

RESPECTIVE OPINION OF THE DIRECTORS AND AUDITORS

As described on this page (left) the Directors (who also act as Trustees for the charitable activities of the charitable company) are responsible for the preparation of financial statements. It is our responsibility to form an independent opinion, based on our audit, on those statements and to report our opinion to you.

BASIS OF OPINION

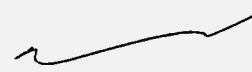
We conducted our audit in accordance with Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the Trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed. The accounts have been drawn up on a going concern basis on the assumption that the charitable company will continue to receive Home Office funding.

We planned and performed our audit so as to obtain all the information and explanations

which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

OPINION

In our opinion the financial statements give a true and fair view of the state of affairs of the charitable company and its subsidiary as at 31 March 2000 and of its incoming resources and application of resources, including its income and expenditure, in the year then ended and have been properly prepared in accordance with the provisions of the Companies Act 1985.



Newnham & Co.
 Registered Auditor
 Chartered Accountants
 65 Morden Hill
 London SE13 7NP

21 July 2000

Statement of financial activities for the year ended 31 March 2000

	Notes	31.3.2000			31.3.1999
		Restricted £000	Unrestricted £000	Total £000	Total £000
Incoming resources	1				
Home Office		15,704	1,900	17,604	12,725
Less deferred income		-238	-	-238	-
British Transport Police		-	41	41	41
Donations		71	90	161	282
National Lottery		59	-	59	141
Other income		-	42	42	116
Income from subsidiary	2	-	33	33	37
Interest receivable	3	45	42	87	106
Total Income		15,641	2,148	17,789	13,448
Resources expended	4				
Direct charitable expenditure		15,735	1,414	17,149	12,844
Fundraising and publicity costs		-	123	123	139
Management and administration of the charity		-	587	587	477
Total expenditure		15,735	2,124	17,859	13,460
Net incoming resources	5	-94	24	-70	-12
Reserves brought forward		136	266	402	414
Reserves carried forward		42	290	332	402

Continuing operations

None of the charity's activities were acquired or discontinued during the current and previous years

Total recognised gains and losses

The charity has no recognised gains or losses other than the deficits for the current and previous years

Consolidated balance sheet 31 March 2000

	Notes	31.3.2000		31.3.1999	
		£000	£000	£000	£000
Fixed assets					
Tangible assets	6		238		-
			238		-
Current assets					
Stocks		5		8	
Debtors	8	125		103	
Cash at Bank		1,994		817	
		2,124		928	
Creditors					
Amounts falling due within one year	9	1,792		526	
Net current assets			332		402
Total assets less current liabilities					
			570		402
Deferred capital grants					
	10		238		-
Total assets			332		402
Funds					
Restricted	11		42		136
Unrestricted	12		290	266	
Total funds			332		402

On behalf of the Board, Robert Latham



Trustee. Approved by the Board 21 July 2000.

Balance sheet 31 March 2000

	Notes	31.3.2000		31.3.1999	
		£000	£000	£000	£000
Fixed assets					
Tangible assets	6		238		-
Investments	7		10		10
			248		10
Current assets					
Debtors	8	75		115	
Cash at Bank		1,941		788	
		2,016		903	
Creditors					
Amounts falling due within one year	9	1,694		511	
Net current assets			322		392
Total assets less current liabilities					
			570		402
Deferred capital grants					
	10		238		-
Total assets			332		402
Funds					
Restricted	11		42		136
Unrestricted	12		290	266	
Total funds			332		402

On behalf of the Board, Robert Latham



Trustee. Approved by the Board 21 July 2000.

Notes to the financial statements for the year ended 31 March 2000

1 Accounting policies

Accounting convention: the financial statements have been prepared under the historical cost convention and are in accordance with applicable accounting and financial reporting standards, including *Accounting by charities: statement of recommended practice*. Income: income represents grants, donations, affiliation fees and sales of goods and literature. The income and surplus for the year are attributable to the principal activity of the charity. Taxation: the company, being a registered charity, is exempt from corporation tax. Tangible fixed assets: expenditure incurred on tangible fixed assets is capitalised and depreciation at 25% per year straight line. Stocks: stock is valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving stock. Pensions: pension contributions are charged against income in the period when they become due for payment to the pension provider.

2 Income from trading activities of subsidiary

The Charity has one wholly owned subsidiary which is incorporated in England. Victim Support Limited provides training and sells Christmas cards.

	31.3.2000	31.3.1999
	£000	£000
Turnover	90	70
Cost of sales	48	31
Gross profit	42	39
Administrative expenses	9	39
Operating profit	33	-
Tax on profit	-	-
Covenant	33	-
Profit for the financial year	-	-

3 Interest receivable and similar income

	31.3.2000	31.3.1999
	£000	£000
Bank Interest	87	106

4 Resources expended

	Salaries	Operational costs	Depreciation	Overheads	31.3.2000
	£000	£000	£000	£000	Total £000
Direct charitable expenditure					
Grants to Victim Support Schemes	-	10,125	-	-	10,125
Grants to Crown Court Witness Services	-	1,341	-	-	1,341
Grants to Magistrates' Court Witness Services	-	760	-	-	760
Capital grants	-	431	-	-	431
Specific projects*	405	282	-	-	687
Service support costs	1,071	2,310	80	344	3,805
Total	1,476	15,249	80	344	17,149
* Includes London CCWS, Supportline and SAMM					
Other expenditure					
Fundraising and publicity	60	25	-	38	123
Administration	393	55	-	131	579
Audit	-	8	-	-	8
Total	453	88	-	169	710
Total expenditure	1,929	15,337	80	513	17,859
Staff costs					
Wages and salaries	1,701				
Social security costs	156				
Pension costs	72				
	1,929				

Number of employees: the average weekly number of employees on the National Office payroll during the year was as follows:

	31.3.2000	31.3.1999
National Office	61	52
London Crown Court Witness Service	16	17
SAMM	3	2
Total employees	80	71

There was one employee with earnings in the band £60,000 - £70,000. Pension contributions in the year totalled £41,000 to the defined contributions pension scheme, and £31,000 to other (personal) pension schemes. There were no outstanding contributions due for payment at the year-end.

5 Net incoming resources

	31.3.2000 £000	31.3.1999 £000
The operating deficit is stated after charging		
Depreciation	80	-
Directors' emoluments and other benefits etc	-	-

Directors' remuneration: none of the Directors received any remuneration from the company in 2000 or 1999. Expenses reimbursed to Trustees for travel and subsistence totalled £9,092, paid to 8 Trustees.

6 Tangible fixed assets – IT Equipment

	31.3.2000	31.3.1999
Written down value at 1 April 1999	-	-
Additions	318	16
Written off to Statement of financial activities	-80	-16
Written down value at 31 March 2000	238	-

The depreciation charge is to be met from the deferred capital grant which will be released over the life of the assets to which it relates.

Net book value

At 31 March 2000	238
At 31 March 1999	-

7 Fixed asset investment

The Company owns 100% of the shares in Victim Support Limited which is incorporated in England.

	31.3.2000	31.3.1999
Shares at cost	10	10
Total fixed asset investment	10	10

8 Debtors: amounts falling due within one year

	31.3.2000		31.3.1999	
	Group	Parent	Group	Parent
Debtors	50	10	16	8
Subsidiary company	-	-	-	32
Prepayments	75	65	87	75
Total debtors	125	75	103	115

9 Creditors: amounts falling due within one year

	31.3.2000		31.3.1999	
	Group	Parent	Group	Parent
	£000	£000	£000	£000
Creditors	628	618	52	47
Subsidiary company	-	5	-	-
Affiliation fees 2000/2001	24	24	27	27
Social security and other taxes	45	41	37	37
Accruals - salaries	42	42	21	21
Accruals - expenses	600	511	232	222
Accruals - local funds	453	453	157	157
	1,792	1,694	526	511

10 Deferred capital grants

A capital grant, received from the Home Office for the purchase of IT equipment, will be written back to the Statement of financial activities in equal instalments to match depreciation on the relevant assets.

11 Restricted funds

	31.3.2000	31.3.1999
	£000	£000
Grants received	15,597	11,561
Expenditure incurred	15,691	11,510
Increase/Decrease(-) in restricted funds	-94	51
Home Office funding	8	106
Other specific grants awaiting expenditure	28	22
Victims' fund	6	8
Total restricted funds at end of year	42	136

12 Reconciliation of movements in unrestricted funds

	31.3.2000	31.3.1999
Surplus/Deficit (-) for Financial Year	24	-64
Net addition to unrestricted funds	24	-64
Opening Funds	266	330
Closing funds	290	266

13 Analysis of net assets between funds at 31.3.2000

	Fixed assets	Current assets	Deferred grant	Total
	£000	£000	£000	£000
Restricted funds	238	42	-238	42
Unrestricted funds	-	290	-	290
Total	238	332	-238	332

Consolidated cash flow statement for the year ended 31 March 2000

		31.3.2000	31.3.1999
	Notes	£000	£000
Net cash inflow / outflow (-) from operating activities	1	1,375	-131
Purchase of fixed assets		-318	-
Returns on investments and servicing of finance	2	120	143
Movement in net funds in the period	3	1,177	12
Net funds at 1 April 1999		817	805
Net funds at 31 March 2000		1,994	817

1 Reconciliation of operating deficit to net cash outflow from operating activities

	31.3.2000	31.3.1999
	£000	£000
Net incoming / outgoing (-) resources	-70	-12
Depreciation	80	-
Inflow (-) from investments etc	-120	-143
Increase in short-term creditors	1,266	50
Increase in deferred capital grant	238	-
Increase (-) in debtors	-22	-18
Decrease / Increase (-) in stocks	3	-8
Net cash inflow / outflow (-) from operating activities	1,375	-131

2 Analysis of cash flows for headings netted in the cash flow statement

	31.3.2000	31.3.1999
	£000	£000
Returns on investments and servicing of finance		
Interest received	87	106
Income from subsidiary	33	37
Net cash inflow	120	143

3 Analysis of changes in net funds

	At 1.4.1999	Cash Flow	At 31.3.2000
	£000	£000	£000
Net cash:			
Cash at bank	817	1,177	1,994