

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 2020



Contents

Letter from the Chair of Trustees, Daniel Morris	I
Trustees' report	2
Objectives, activities and public benefit	2
2020 in focus - Supporting survivors	4
2020 in focus - Equipping stakeholders	13
2020 in focus - Influencing society	16
2020 in focus - Ensuring organisational sustainability	19
Plans for the future	26
Governance and management information	27
Executive information	34
Independent Auditors' Report to the Trustees and Members	35
Statement of Financial Activities	40
Balance Sheet	41
Statement of Cash Flows	42
Notes to the Financial Statements	43

Letter from the Chair of Trustees, Daniel Morris

It was Churchill who said, “when you are walking through hell, keep walking.” The global pandemic caused 2020 to be a hellish year for many people and organisations and Unseen was no different. There were times in the spring when we asked existential questions about whether Unseen could survive the impact of the UK’s sudden economic collapse. We wondered how we could possibly do lockdown in our safehouses. And we were very concerned about the welfare of our staff team – how would they cope with the stress of all that was happening?

The fact that Unseen survived is a testament to the resilience of our teams, the generosity of our partners, and the calibre of our leadership team.

Despite all the surrounding chaos, survivors continued to be supported. Our amazing Modern Slavery & Exploitation Helpline has gone from strength to strength. More and more partners turn to Unseen for training, advice and data insights. Unseen continues to make a strong contribution to this nation’s response to modern day slavery. You will read all about it in this report.

These hard won successes came at cost. Inevitably some reorganisation occurred, causing some people to leave and others to work even harder. I am very mindful of these sacrifices and the personal disruption this has caused. I wish there had been another way.

2020 was also the year in which one of our co-founders, Kate Garbers, left to pursue other adventures. She’s been a big loss and yet the charity also took this in its stride (just as Kate had worked hard to ensure). On behalf of the board, I would like to record our huge gratitude for all that she has done for Unseen.

This will be my last annual report, as in 2021 I will be standing down as Chair after 10 years in the role. I have seen the charity grow from a startup to a mature organisation that can survive the stresses of 2020. I am confident that under this CEO, leadership team and board, Unseen is set up to enjoy a successful future.

In closing, I reiterate my strong belief that survivors have seen the very worst of humanity but in Unseen they are now seeing the very best.

Best wishes

A handwritten signature in black ink that reads "Daniel Morris". The signature is written in a cursive style with a large, stylized 'M' at the end.

Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2020

Trustees' report

The Trustees present their report and financial statements for the year ended 31 December 2020. 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 (as stated in Unseen's governing document) are:

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

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 2020

Brand values

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

- Collaborative
- Honourable
- Ambitious
- Dynamic
- Insightful

Public benefit

The Trustees have referred to the [Charity Commission's guidance on public benefit](#) when reviewing the charity's aims and objectives and planning its activities. Addressing modern slavery through supporting survivors, working with business, 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 cast its shadow over more than three quarters of this reporting period (March to December) and meant a radical change to the charity's planned activities for 2020. This included us having to cancel key fundraising events, resulting in a serious loss in our projected income.

Despite these setbacks, and the challenges of lockdowns and social distancing, Unseen maintained its essential services at pre-lockdown levels. We ensured the survivors we work with continued to receive the first-class support they deserved, and the Modern Slavery & Exploitation Helpline maintained its round-the-clock operation, providing advice and support to victims, the public, businesses and statutory services.

Thanks to the brilliant efforts of Unseen's staff – which included emergency fundraising, voluntary senior staff salary sacrifices, and a general willingness to work together for the welfare of the people we support and the charity as a whole – the Trustees are pleased to announce that we ended the year with a small surplus of £67,646, following two years of deficits.

Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2020

2020 in focus – Supporting survivors

Unseen Women's and Men's Safehouses

Throughout 2020 Unseen provided 24-hour staffed accommodation and high-level support for up to eight female and five male survivors of human trafficking. Our services are tailored for those clients with the most complex needs: those at risk from their exploiters, those who are homeless, have complex physical and mental health challenges, and substance dependency issues. To provide the level of support required for this work all staff are specially trained.

In 2020 the women's safehouse supported 13 survivors of exploitation in total. Five of these were new referrals and eight were clients who entered the safehouse in 2019 or earlier, bringing the total number supported since the project's launch in 2011 to 181.

We supported residents from nine different nationalities, the most common being Kenyan and Pakistani. Ages ranged from 19 to 65, with an average age of 34. Survivors had been exploited in forced labour, sexual exploitation, domestic servitude and criminal exploitation.

The average length of stay for the eight residents was 388 days, the shortest being 67 days. Some residents are still with us from 2019, which helps explain the high figure for an average stay.

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
Total ²	181

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.

Unseen (UK)Trustee Directors' Report
For the Year Ended 31 December 2020

In 2020 the men's safehouse supported 20 survivors of exploitation in total, 15 of which were new referrals received throughout the year, bringing the total number supported since project launch in 2011 to 62.

We supported residents from 10 different nationalities, the most common being Polish and British. Ages ranged from 22 to 63, with an average age of 34. Survivors had been exploited in forced labour, domestic servitude and criminal exploitation.

The average length of stay for the nine residents was 46 days, the shortest being four days, and the longest 107 days.

Men's safehouse in numbers

Year	Number of clients
2016	14
2017	21
2018	14
2019	17
2020	20
Total ³	62

The coronavirus pandemic affected the ability of some residents to move on from our safehouses due to limited housing movement by the Home Office and local authorities. We are not set up for residents to stay for prolonged periods, so the length of time that some have stayed at the projects this year has been challenging.

Highlights and developments at the safehouses

We aim to change the lives of our residents for the better and to give them new experiences and tools for embarking upon their new lives. And this year, despite Covid-19 restrictions and its impact on other services, the safehouses have helped several residents successfully move on to both supported and private accommodation.

Staff have had to be creative in finding ways to help residents to increase their skills and independence in such a challenging year. At the men's house, for example, as external activities dried up, we offered additional in-house classes such as ESOL (English to Speakers of Other Languages), alongside more activities and games than in previous years. These included photography, communal meals and movie nights.

We also made more use of the garden for outdoor activities such as badminton, gardening and barbecues. The gym equipment in the garage also proved more than welcome in lockdown seeing that other, external sports activities were no longer possible.

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

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

Activities at the women's house included communal meals with different cultural cuisines to mark a number of different celebration events including Chinese new year, birthdays, Eid, Easter and many more; barbecues in the garden; exercise activities such as yoga; teaching some residents to ride a bike; movie nights; quiz evenings; and jam making.

This year the women's house received a donation to buy new carpets with residents choosing the colours for their rooms. Similarly at the men's house, residents and staff used lockdown as an opportunity to decorate parts of the house, choosing colours themselves and producing ideas for DIY projects. The accommodation is now bright and colourful with the garden tidied up, too, and featuring new hand-built furniture.

Covid-19 also meant we had to speedily adapt the way we provided individual support to residents, such as meetings in the garden or walks with residents while maintaining a social distance. The BT and Unseen pilot phone scheme (see below) meant residents could have a smartphone and some data, which they used for video calls for such things as counselling and education.

In addition to the challenges of the pandemic, the new Victim Care Contract (VCC), due to start in January 2021, meant some upheaval too.

The VCC is one of the mechanisms through which the Government supports victims of modern slavery, contracting organisations such as Unseen to provide the care and rehabilitation of survivors.

With the new VCC requiring all organisations in the scheme to take their fair share of complex clients, and the fact that people have recently been staying in the safehouses for longer, there has been a reduced need for specialism from Unseen. This means that we will no longer have overnight staff at the houses and as a result, towards the end of the year, we began adapting the freed-up accommodation to take more residents.

We will also be moving our support services to a one-team model from the beginning of 2021, with support staff working across both safehouses and in outreach.

The changes to our care contract and needs of our service users has meant both houses losing some staff towards the end of 2020. But thanks to our dedicated "bank" staff stepping up to fill gaps in the team and cover shifts at the last minute, we were able to maintain 24/7 staffed accommodation throughout the year.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

Resettlement, Integration and Outreach (RIO)

The Resettlement, Integration and Outreach (RIO) project provides practical and emotional support to victims of modern slavery and exploitation living in the community. Some have moved on from our safehouses and working with the RIO team is the next stage in their recovery process.

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

Year	Number of clients
2013	16
2014	38
2015	40
2016	49
2017	59
2018	74
2019	87
2020	89
Total ⁴	234

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

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

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

⁴ Some survivors were supported across more than one year, so the total is less than the sum of the numbers supported per year.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

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

In 2020 we supported 89 survivors of exploitation in total, with 37 of these being new referrals received throughout the year, bringing the total number supported since the project's launch in 2013 to 234.

We supported people from 31 different nationalities, the most common being Albanian. Ages ranged from 18 to 65, with an average age of 30.

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

Highlights and developments in RIO

At the beginning of the year, plans were underway to expand social group activities and to get service users to connect more. But then the pandemic hit and that changed everything.

As many other services our clients worked with shut down, RIO staff remained working and spent busy days early in lockdown supporting clients in a situation that was new to everyone.

We had to think creatively to meet our client needs, from organising food deliveries to someone who was self-isolating, to hiring a minibus to help a client get to an asylum interview while maintaining a social distance.

In one instance three RIO staff used their vehicles to help a client move accommodation when no removal vans could be found.

We reached out to Unseen supporters to help provide "wellbeing packs" for clients – and as always, they stepped up to the mark. Donations included seeds to make plant-growing kits; Herbalists Without Borders provided tea and essential oil lotions; Bristol Soroptimists gave fabric for wreath-making kits. Other gifts included jigsaws, clothing, children's games and essential groceries.

In the past year, isolation has been the main challenge for our outreach clients. As a result, we have placed particular emphasis on ensuring regular contact. Staff have had video calls with clients wherever possible, helped by BT donating mobiles and data. And when restrictions have allowed, we have been on socially distanced walks with clients, who appreciated just being outside and having someone to talk to.

No trips have been possible during 2020 due to the risk associated with group events. However, we have organised other activities. We arranged an eight-week nature photography project using clients' new BT smartphones, for example. And when lockdown restrictions eased over the summer, we organised two socially distanced meet-ups in local parks.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

We also worked with Bath University on a therapeutic intervention called "Tree of Life". This saw clients, who chose to, working with a clinical psychologist to look at how heritage is portrayed in art and the power of our roots to sustain us.

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 which are tailored to the needs of each individual, to give our clients the extra support they need.

In 2020 we provided support to service users at the women's safehouse in the following areas:

	Q1	Q2	Q3	Q4
Community support	100%	90%	60%	63%
Physical health support	100%	70%	70%	88%
Mental health support	100%	80%	80%	88%
Legal support	100%	90%	90%	100%
Independent living skills	100%	80%	60%	100%
Personal safety support	77%	90%	100%	100%
Education, employment and training	88%	80%	70%	63%

In 2020 we provided support to service users at the men's safehouse in the following areas:

	Q1	Q2	Q3	Q4
Community support	75%	66%	23.08%	2%
Physical health support	50%	66%	53.85%	19%
Mental health support	75%	100%	53.85%	9%
Legal support	50%	50%	61.54%	13%
Independent living skills	87.5%	100%	76.92%	44%
Personal safety support	62.5%	33%	53.85%	12%
Education, employment and training	N/A ⁵	33%	53.85%	4%

⁵ This figure is not available for the Q1 period

Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2020

In 2020 we provided support to service users in our RIO programme in the following areas:

	Q1	Q2	Q3	Q4
Community support	55%	71%	43.20%	64%
Physical health support	42%	54%	33.70%	46%
Mental health support	39%	53%	21.60%	46%
Legal support	54%	60%	24.30%	68%
Independent living skills	50%	70%	29.70%	70%
Personal safety support	16%	18%	16.20%	27%
Education, employment and training	27%	32%	22.90%	41%

RIO accompaniment on police operations and as a first responder

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

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

In 2020 our activities as first responders were initially curtailed by the pandemic as the likes of nail bars, brothels and car washes closed. However, as exploiters found new ways to adapt this was short term, and the team went on 12 police visits. All visits concerned reports of either sexual exploitation or forced labour. Potential indicators of trafficking were identified in four visits.

Unseen is a first responder for the National Referral Mechanism (NRM), meaning we can enter people into the Government's framework for the support of victims of modern slavery. This responsibility sits with the RIO team. The UK's Modern Slavery and Exploitation Helpline run by Unseen does not function in a First Responder capacity.

UK Modern Slavery & Exploitation Helpline

2020 was the fourth full year of operation for the UK-wide Modern Slavery & Exploitation Helpline, which was originally set up in October 2016. As a key tool in the fight against modern slavery in the UK, the Helpline continues to provide a confidential and independent channel for potential victims, businesses, statutory agencies and the public to seek information, get advice and support, or report concern

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

Recognising the breadth of issues the Helpline faces, the Helpline's name was changed in April 2020 to include "exploitation". This is because the spectrum and range of contacts span much further than modern slavery and the Helpline has consistently dealt with wider exploitation concerns such as labour abuse, domestic violence and child neglect.

Despite difficult periods during 2019 when the financial situation of the Helpline was uncertain, we have worked hard through 2020 to develop sustainable income streams. This is despite the many challenges faced during a global pandemic and three national lockdowns.

Retaining the Helpline's independence from the Government and law enforcement agencies means that it can still provide a safe haven for callers to come forward and speak in confidence to a fully 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 ascertaining the next steps. The Helpline remains free to anyone calling from within the UK so is available to anyone in need of help and support.

Throughout the Covid-19 pandemic, the Helpline has remained open 24 hours a day, 365 days a year. Calls, emails, webforms and Unseen app submissions are received from across the UK and, in some circumstances, from overseas.

When a caller contacts the Helpline from outside the UK, we respond by providing advice, information and support, based on their individual circumstances and needs. This might be signposting the caller to services available in the relevant country, identifying NGOs or other stakeholders who might be able to support the individual, or taking information to inform a report to the relevant law enforcement agency in the UK.

Potential victims accessing the Helpline can be offered help to consider their options based on their circumstances: 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.

A vital element of the Helpline's approach is to signpost and support potential victims to get relevant help and advice based on their circumstances, including where they are in the UK. We continue to build and grow our Directory of Services to ensure that, as new local, regional and national services are established, we can signpost callers and contacts quickly and easily to those services they need or would benefit from.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

The Directory consists of police and local authority contacts, wider services such as immigration advice, domestic abuse charities, homeless shelters and other relevant NGOs. We continue to encourage all related NGOs to provide a summary of their services so they can be included in the Directory, thus being available to those who need them the most.

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

In 2020 the Helpline took over 6,000 helpline calls and almost 2,000 webforms and app submissions. Callers reported more than 1,700 situations of modern slavery, indicating just shy of 3,500 potential victims. Additionally, the Helpline responded to over 600 situations of reported labour abuse.

Last year saw a decrease of 14% in the number of incoming calls, apps and web forms compared to 2019. This is presumably due to the pandemic and the various stages of lockdown throughout 2020, which meant some typical sectors were not in operation and, we suspect, led to fewer members of the public contacting the Helpline.

Our desire to partner with diverse organisations and businesses continues. We are connecting with more organisations and businesses who share our desire for a world without slavery. The Helpline remains the single point of contact, not only for all Government-led and many partner-led modern slavery-related campaigns, but now more businesses who recognise the expertise offered by the Helpline in complex modern slavery cases related to labour exploitation and labour abuse.

Throughout 2020 the Helpline provided more than 1,500 referrals to other agencies, including the police, local authorities, Gangmasters' and Labour Abuse Authority and other NGOs – as well as instigating law enforcement action and providing support services to those in need.

Modern Slavery & Exploitation Helpline – published statistics:

	Incoming Calls	Webforms/ App	PVs	Cases	Referrals/ signposts
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	23,315	6,203	20,847	6,839	12,964

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

2020 in focus – Equipping stakeholders**Working with business**

With 21 million people trapped in forced labour around the world, the chances are that most businesses will have some kind of exploitation in their supply chains. Businesses therefore have huge potential to influence the fight against modern slavery.

Our unique business services, drawing on our Modern Slavery & Exploitation Helpline data, are designed to help companies address labour abuse and exploitation in supply chains and their own operations, and manage future risks.

This work also provides an important source of income for the charity, and we aim to continue growing this part of our work in line with our strategy to 2027.

In 2020 we stepped up the marketing of our business services – which include consultancy, and exclusive modern slavery reports via our business portal. We doubled the number of businesses signed up to the portal to eight, adding Aldi, British Land, PMP Recruitment and Wellcome Trust to the list of organisations we work with. At the time of writing, we were onboarding a further eight companies to the portal.

We also provide training to businesses and other organisations, such as statutory agencies, working to prevent modern slavery or supporting survivors. Due to the Covid-19 pandemic, however, much of our scheduled face-to-face training for 2020 was postponed or cancelled.

To overcome and positively respond to our inability to train in person we expanded our generic and bespoke e-learning programmes.

We now have over eight different e-learning packages ranging from general training, training for first responders, and training for procurement specialists; we also have several sector-specific e-learning packages including construction, finance, food and agriculture.

These packages have already been made available to more than 2,000 individuals.

During 2020 we ran more than 35 training sessions, providing more than 82 hours of training to local authority personnel, policing, health workers, housing providers and businesses.

Our Spotlight programme for young people and those who work with them was also delivered digitally through a new e-learning package, which was well received by participants.

This allowed us to deliver on our outstanding commitment to raise awareness and strengthen resilience to exploitation among young people.

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 has since coordinated and co-chaired it.

The ASP has been central to the continued focus on modern slavery in 2020, and Unseen has worked to ensure that modern slavery and its victims have remained a priority for statutory partners during the pandemic.

This has been achieved through:

- coordinating and leading the move to online forums to allow partners to connect and share key information during the pandemic;
- acting as a conduit for information around the region, regularly providing partner agencies with updated trends and best practice during the pandemic;
- designing and hosting online conferences to encourage frontline staff to remain vigilant to modern slavery despite the pandemic;
- facilitating growth in e-learning among partner agencies;
- expanding membership to include greater representation from NGOs (Non Governmental Organisations) and community organisations, connecting statutory agencies to grassroots.

The Eastern Region Anti-Slavery Partnership

The Eastern Regional Anti-Slavery Partnership continued to meet virtually during 2020, maintaining a collaborative working approach to support all the regions anti-slavery partnerships in their responses to incidents and the threat of modern slavery and human trafficking.

The partnership has provided a vehicle for engagement with the office of the Independent Anti-Slavery Commissioner (IASC), raising awareness of the focus and ongoing developments of the IASC across the region.

A key area of concern in 2020 was the impact of changes to immigration rules, and the partnership has facilitated engagement with the Modern Slavery and Organised Immigration Crime Unit, and Migrant Help, to share their insights.

The partnership has also actively promoted the availability and utilisation of Police and Crime Commissioner (PCC) funding during the past year.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

Bedfordshire Anti-Slavery Partnership

In 2020 the Bedfordshire Anti-Slavery Partnership met infrequently due to the pandemic.

Bringing together a wide range of diverse partners across Bedfordshire, the partnership forms an important part of the governance structure in Bedfordshire to tackle exploitation and protect vulnerable people.

Throughout the year the partnership has supported the development of a new initiative focused on raising awareness of exploitation, which brings together the various groups and committees who meet regularly, such as the community safety partnership.

The partnership remains committed to strengthening collaboration and combining resource, experience and expertise to raise awareness across the county through existing and new channels.

Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2020

2020 in focus – Influencing society

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

In 2020 Unseen worked on a project with BT and Bristol University to provide residents 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 the wellbeing of survivors of modern slavery.

This was a positive project in that clients were able to stay connected with the outside world when so many normal community links were being scaled back – from making video calls to friends and support workers, to continuing their education, to being able to stream TV programmes.

We are currently collating our findings and will publish a report on the project in 2021.

Unseen Children's House report

In 2020 we published our report on our findings from the Unseen Children's House pilot, following academic assessment and appraisal of the project. The project, which ended in 2019, was set up to provide care for young people of all genders who experienced trafficking and slavery and were looked-after children.

The report, entitled Missing Home, highlighted how systemic failings in the care system, poor training and cost-cutting are contributing to a shocking number of trafficked children still disappearing from care.

With the children's house, however, Unseen piloted an alternative “accommodation-plus” support model. This combined the care and nurture of a family environment with the elevated levels of supervision and risk management of a registered children's home, plus the added security of a safehouse with specially trained staff. Importantly, during the project, no children in the home went missing.

The report was partly funded by the Home Office, and we shared our report and recommendations with them as well as the Children's Commissioner, who congratulated us on the report and its recommendations.

Advocacy

- As an authority on modern slavery and human trafficking, we took part in many Westminster and Government briefings and input to various policy and legislative reviews.
- At the outbreak of the Covid-19 pandemic, we worked with other charities on a campaign to get more Government support for voluntary sector organisations providing vital frontline services, including supporting the survivors of modern slavery.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

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- For Anti-Slavery Day 2020 we launched our #whatareyoudoing campaign, asking businesses what they are doing about forced labour in supply chains. Media coverage of Unseen at the time created more than 1 million opportunities to read about our work, while others, such as MPs, major supermarkets and some Police and Crime Commissioners shared our campaign on social media.
 - We chair the Modern Slavery Strategic Implementation Group – Transparency in Supply Chains and are members of the Prevent and Protect groups. These groups engage with the Home Office and help them develop policy.
 - Despite Brexit and the UK leaving the EU, we remain members of and attend the EU Civil Society Platform.
 - We had a high-level engagement with the devolved governments of Scotland, Northern Ireland and Wales to improve the response to modern slavery and human trafficking in those countries.
 - We acted as an advisor to Tech Against Trafficking.
 - We took part in multiple speaking engagements to business and the Third Sector. Covid-19 restrictions meant these took place, for the most part, remotely.

Digital and social media

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

Our 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, reflecting our strategic ambitions to significantly develop our business services.

Channel	Followers Dec 2019	Followers Dec 2020	% increase
Unseen Facebook	6,869	7,434	8%
Helpline Facebook	2,655	2,777	4%
Unseen Twitter	11,107	11,372	2%
Helpline Twitter	5,167	5,926	15%
LinkedIn	2,070	3,053	47%
Instagram	1,590	2,169	36%
YouTube	74	95	28%

Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2020

Media

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

We are trusted by the media for our expertise and robust data and in 2020 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 Daily Telegraph, the Sun and the Scottish Daily Star.

Patron

Our thanks go out to our patron Levison Wood, who has continued to show his support throughout 2020 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 2020

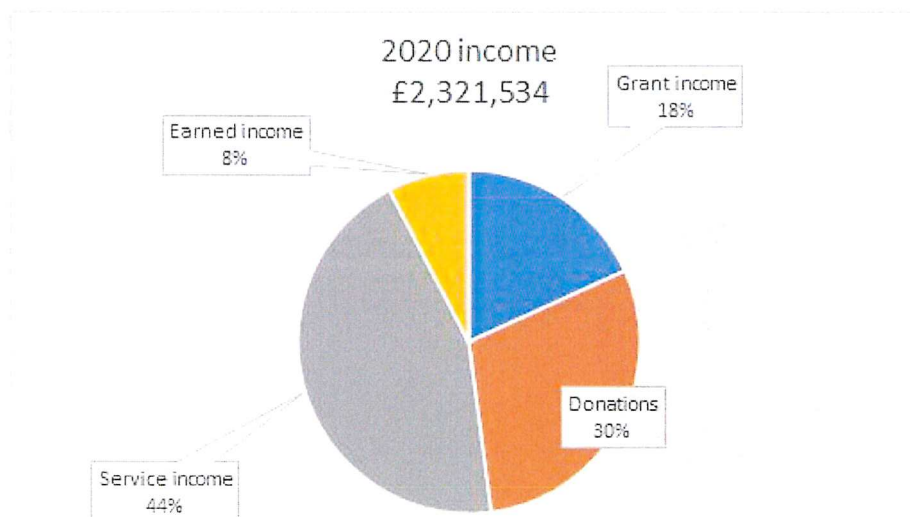
2020 in focus - Ensuring organisational sustainability**Income**

Our total income for the year was £2,321,534 – an increase of £79,804 or 4% on the previous period.

This increase in overall income masks a challenging year, where fundraising-related income decreased by £198,867, or 16%, on the previous year. This figure was offset by a £121,916 increase in income from our involvement in the Modern Slavery Victim Care Contract, most notably in relation to our outreach services and an indexation increase on the contract. It should also be noted that our income for 2020 includes £92,327 claimed under the Coronavirus Job Retention Scheme (CJRS), where team members were not able to perform their role in full from home. Had it not been for CJRS, our overall income would have decreased by £12,523

A new iteration of the Modern Slavery Victim Care Contract commenced on 4 January 2021. Due to a change in pricing mechanism, we will see a fall in income of around 20% per survivor supported under the new contract.

To decrease our reliance on donations, we have been increasing our focus on our business services, as detailed on page 16. The provision of these services gives us a reliable, repeatable source of income, while being in strong alignment with our aims.



Unseen (UK)**Trustee Directors' Report****For the Year Ended 31 December 2020****Expenditure**

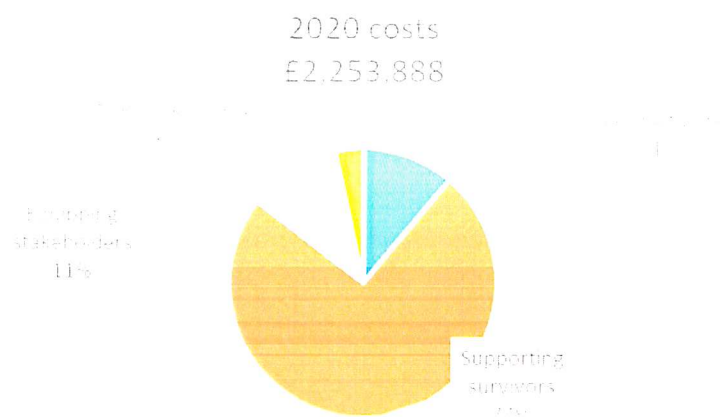
Total expenditure for the year was £2,253,888, a decrease of £164,503, or 7%, on the previous year. Some of this decrease is reflected by a full year of cost cutting measures taken at the Modern Slavery & Exploitation Helpline in 2019.

We also undertook a number of measures in 2020. In response to Covid-19, senior managers agreed a significant, temporary voluntary pay cut, which we are pleased to say we've been able to reverse in 2021. We also had to undertake a further restructuring exercise at the Modern Slavery & Exploitation Helpline to reduce expenditure in line with achievable income. Despite these cuts, we have been able to maintain a 24/7 operation, albeit with great strain upon the team.

The unit economics of the new Victim Care Contract from January 2021 mean that we were sadly not able to maintain the levels of support we provided on the previous contract. The majority of these cost reductions will be seen in 2021, along with the corresponding reduction in income.

Throughout 2020, we placed a significant emphasis on finding financial efficiencies, which we could deliver without impacting frontline services. We have in-housed both our HR and Finance functions, while retaining support from external specialists as well as being able to cease some non-essential expenditure.

Of our £2,253,888 total expenditure, £2,001,761 was spent directly on charitable activities.



Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

Principal risks

To achieve our vision, we must manage risks effectively.

Our principal risks are:

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

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

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

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

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

Also, we have outsourced 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.

Unseen (UK)
Trustee Directors' Report
For the Year Ended 31 December 2020

Going concern

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

Net assets at the balance sheet date were £736,928 (2019: £669,282) and net current assets at the balance sheet date were £705,044 (2019: £627,295). At the year-end, the balance of cash and bank balances held by the charity was £740,866 (2019: £525,729) and the level of unrestricted reserves is £539,096 (2019: 578,870). In addition to the year-end unrestricted reserves of £539,096, the charity has designated £163,100 of reserves, where no restriction exists, to the Modern Slavery & Exploitation Helpline.

The trustees aim to maintain minimum unrestricted reserves equivalent to nine months of unrestricted expenditure. At the year end, we held the equivalent of nine months of unrestricted expenditure.

Therefore, based on the level of reserves held and budgets prepared, the Trustees consider it appropriate to prepare the Financial Statements on the going concern basis.

After reviewing the charity's budgets and its reserves, the Trustees have a reasonable expectation that the charity has adequate resources to continue to operate for the foreseeable future. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

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.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

The Trustees further determined that Unseen should be holding sufficient unrestricted reserves equal to nine months of back-office expenditure at the budgeted activity level. Based on the above policy, the Trustees calculate that the target level of free reserves would be £571,365.

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.

Fundraising campaigns

Unseen is fully compliant with Section 13 of the Charities (Protection and Social Investment) Act 2016. Unseen's fundraising approach in 2020 centred on trusts and foundations, statutory funding, corporate partnerships, and voluntary donations.

Fundraising was achieved through the submission of bids, delivery of appeals, events and partnership building. We had corporate partners who donated through their business, took part in employee fundraising, and donated their products/services as gifts in kind. We also benefited from pro-bono support through our corporate supporters.

Unseen's fundraising team leads on delivery of its campaigns and appeals. In 2020, we launched an appeal in response to the Covid-19 pandemic's impact on our income and service delivery. The campaign was conducted via emails to our supporters and via our social media. We did not contact people from cold lists, nor do we give or sell supporters' details to anyone else. Details regarding our approach to fundraising are on our website, detailed in our Privacy Policy. It is vital that we communicate with our supporters in the manner they prefer, and we are very keen to respect their privacy and communication preferences.

Fundraising Regulator and Code of Practice

Unseen was not part of any fundraising schemes in 2020. We are registered with the Fundraising Regulator and operate at a best practice level in relation to the Code of Fundraising Practice. We ensure we are up to date and compliant with any changes to the Fundraising Code of Practice and are signed up to its bulletins.

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

Unseen monitors all activity undertaken by members of its fundraising team and did not employ any third parties to conduct fundraising on our behalf. Unseen's fundraising team members are members of the Institute of Fundraising and we fully abide by its codes of conduct.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

Maintaining fundraising standards of others

Unseen did not use any professional fundraisers in 2020. We had partnerships with commercial participators by way of businesses donating a percentage of sales of their products/services to Unseen. The charity ensured compliance with legal and best practice obligations in relation to commercial participators, as detailed in partnership agreements between the charity and corporate partners.

We also share the obligations partners are obliged to adhere to within the Fundraising Code of Practice before an agreement is reached, to ensure they maintain fundraising standards. There have been no instances of failure to comply with a scheme or standard cited.

Complaints

In 2020, Unseen received one complaint from a supporter which related to a request from Unseen to adjust where a donation was being allocated. The team always take complaints very seriously and do their utmost to ensure supporters are listened to and are happy to be a part of our work. These issues were concluded satisfactorily, with the supporter generously donating towards Unseen's work.

Protecting vulnerable people

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

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

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

Staffing and organisational structure

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

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

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

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

Volunteers

We are hugely grateful to our incredible volunteers who give up their time and energy in the fight against modern slavery. We have up to 30 volunteers who volunteer for various projects and staffing public-facing events for us. Covid-19 has reduced our ability to work with these individuals and we are looking forward to welcoming them back, post-pandemic.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

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.
- Put the Modern Slavery & Exploitation Helpline on a sustainable footing so we can continue to enhance the UK's response to combatting modern slavery.
- 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 regular giving, corporate and community fundraising, expanding our training programmes and services to businesses.
- Continue to be committed to finding long-term, strategic and systemic solutions to trafficking and modern slavery, drawing on the latest data and technology.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

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 on-going training of current Trustees.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

Diversity

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

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

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

Meetings

Directors meet a minimum of three times a year per the charity's governing document. During the Covid-19 emergency, Directors met bi-monthly as extra support and to ensure proper oversight of the charity during the pandemic.

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 2020

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 2020

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
- TISC Report
- 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 continued to be a sub-contractor during 2020 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. From 2021 we will continue to be a sub-contractor under the Government's new Victim Care Contract (VCC).

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 2020

Corporate partners in 2020 included:

- Bristol City Council
- The Henry Smith Charity
- Quartet Community Foundation
- Medlock Charitable Trust
- The Pilgrim Trust
- The Peter Stebbings Memorial Charity
- John James Bristol Foundation
- The Nisbet Trust
- The National Lottery Community Fund
- The Wixamtree Trust
- Postcode Neighbourhood Trust
- Batchworth Charitable Trust
- Garfield Weston Foundation
- The Swire Charitable Trust
- The Emmanuel Kaye Foundation
- The Fairfield Charitable Trust
- Holbeck Charitable Trust
- Dandia Charitable Trust
- Souter Charitable Trust
- CAF
- Berkshire Community Foundation
- Delfont Foundation
- Amazon
- BT
- Convercent
- NBCUniversal International
- Nestle
- Cordant Group /PMP Recruitment
- Shambala Festival
- Tesco
- The Waves Group
- Vodafone Foundation
- Dyson
- Achilles
- Aldi
- British Land
- JD Sports
- John Lewis Partnership
- M & S
- Next
- Very
- Wellcome Trust
- Sir Robert McAlpine
- Hargreaves Lansdown
- Nationwide
- Nat West

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

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.

Unseen (UK)

Trustee Directors' Report

For the Year Ended 31 December 2020

Auditors

Following a competitive tender process, Albert Goodman was appointed as auditors in November 2020 for the 2020 financial year. A resolution for the appointment of auditors for the 2020 financial year was proposed and passed at a meeting of Trustees on 26th November 2020. The charity has taken advantage of the exemptions available to small companies and has not prepared a strategic review.

20 / 09 / 2021

This report was approved by the Board of Trustees on 2021 and signed on their behalf by:



Chair: Daniel Morris



Trustee: Ian Theodoreson

Unseen (UK)

Reference and Administrative Details
For the Year Ended 31 December 2020

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

Steven Jeffries

Raquel McGarth (appointed March 2021)

Rob Taylor (resigned 15 June 2020)

Anny Tubbs (resigned 22 August 2020)

Ian Theodoreson

Executive team

Chief Executive Officer – Andrew Wallis OBE

Director – Justine Currell

Director – Kate Garbers (resigned 31 July 2020)

Finance Director – Matt Portt

Patron

Levison Wood

Bankers

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

Triodos Bank UK, Deanery Road, Bristol BS1 5AS

Auditors

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 2020

Opinion

We have audited the financial statements of Unseen (UK) (the 'charitable company') for the year ended 31 December 2020, 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 2020 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 2020**

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.

Unseen (UK)

Independent Auditors' Report to the Trustees and Members
For the Year Ended 31 December 2020

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 14, 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.

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:

Unseen (UK)

Independent Auditors' Report to the Trustees and Members For the Year Ended 31 December 2020

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, 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.

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.

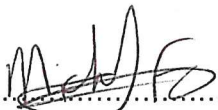
Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

Unseen (UK)

Independent Auditors' Report to the Trustees and Members
For the Year Ended 31 December 2020

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 FCA
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: 24/09/2021

Unseen (UK)

Statement of Financial Activities (including Income and Expenditure Account)

For the Year Ended 31 December 2020

	Notes	Unres- tricted funds £	Res- tricted funds £	2020 Total funds £	Unres- tricted funds £	Res-tricted funds £	2019 Total funds £
Income:							
Donations and legacies	3	802,356	-	802,356	870,858	256	871,114
Charitable activities							
Supporting survivors	4	990,871	297,793	1,288,664	683,474	407,876	1,091,350
Equipping stakeholders	4	206,408	18,000	224,408	260,972	-	260,972
Influencing society	4	-	-	-	-	-	-
Other trading activities		27	-	27	15	-	15
Other incoming resources		6,079	-	6,079	18,279	-	18,279
Total income		2,005,741	315,793	2,321,534	1,833,598	408,132	2,241,730
Expenditure:							
Raising funds	5	252,127	-	252,127	227,024	-	227,024
Charitable activities							
Supporting survivors	6	1,321,340	352,353	1,673,693	1,339,616	452,526	1,792,142
Equipping stakeholders	6	231,507	19,120	250,627	159,389	140,926	300,315
Influencing society	6	77,441	-	77,441	93,062	5,848	98,910
Total expenditure		1,882,415	371,473	2,253,888	1,819,091	599,300	2,418,391
Net income / (expenditure)		123,326	(55,680)	67,646	14,507	(191,168)	(176,661)
Transfer between funds	16	-	-	-	(172,894)	172,894	-
Net movement in funds		123,326	(55,680)	67,646	(158,387)	(18,274)	(176,661)
Reconciliation of funds							
Total funds brought forward		578,870	90,412	669,282	737,257	108,686	845,943
Total funds carried forward		702,196	34,732	736,928	578,870	90,412	669,282

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.

Unseen (UK) – Company Registration Number: 06754171**Balance Sheet**

As at 31 March 2020

		Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total 2020 £	Unrestricted Funds 2019 £	Restricted Funds 2019 £	Total 2019 £
	Notes						
Fixed assets							
Tangible fixed assets	12	31,883	-	31,883	35,763	6,223	41,986
Investments	13	1	-	1	1	-	1
		<u>31,884</u>	<u>-</u>	<u>31,884</u>	<u>35,764</u>	<u>6,223</u>	<u>41,987</u>
Current assets							
Debtors	14	340,382	46,228	386,610	254,476	1,525	256,001
Cash at bank and in hand		618,826	122,040	740,866	414,750	110,979	525,729
		<u>959,208</u>	<u>168,268</u>	<u>1,127,476</u>	<u>669,226</u>	<u>112,504</u>	<u>781,730</u>
Liabilities:							
Creditors falling due within one year	15	(288,896)	(133,536)	(422,432)	(126,120)	(28,315)	(154,435)
Net current assets		<u>670,312</u>	<u>34,732</u>	<u>705,044</u>	<u>543,106</u>	<u>84,189</u>	<u>627,295</u>
Total net assets		<u>702,196</u>	<u>34,732</u>	<u>736,928</u>	<u>578,870</u>	<u>90,412</u>	<u>669,282</u>
The funds of the charity:							
Restricted funds	16	-	34,732	34,732	-	90,412	90,412
Unrestricted funds	16	539,096	-	539,096	578,870	-	578,870
Designated funds	16	163,100	-	163,100	-	-	-
Total charity funds		<u>702,196</u>	<u>34,732</u>	<u>736,928</u>	<u>578,870</u>	<u>90,412</u>	<u>669,282</u>

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).

20 / 09 / 2021

Approved by the Board of Trustees for issue on and signed on their behalf by:



.....
D Morris
Chair



.....
I Theodoreson
Trustee

Unseen (UK)
Statement of Cash Flows
For the Year Ended 31 December 2020

		2020 £	2019 £
	Notes		
Cash flows from operating activities			
Net movements in funds for the year		67,646	(176,661)
Adjustments to cash flows from non-cash items			
Proceeds on disposal of fixed assets	13	-	1
Depreciation and amortisation	12	20,986	24,085
		<u>88,632</u>	<u>(152,575)</u>
Working capital adjustments			
(Increase)/decrease in debtors	14	(130,609)	(68,584)
Increase/(decrease) in creditors	15	267,997	(72,216)
		<u>226,020</u>	<u>(293,375)</u>
Net cash flow from operations			
Cash flows from investing activities			
Purchase of fixed assets	12	(10,883)	(30,583)
		<u>(10,883)</u>	<u>(30,583)</u>
Net cash provided by/(used in) investing activities			
		<u>215,137</u>	<u>(323,958)</u>
Net increase/(decrease) in cash and cash equivalents			
		<u>525,729</u>	<u>849,687</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>740,866</u>	<u>525,729</u>
Analysis of cash and cash equivalents			
Cash at bank and in hand		<u>740,866</u>	<u>525,729</u>

Unseen (UK)

Notes to the Financial Statements

For the Year Ended 31 December 2020

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 1. 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). The subsidiary company is 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.

Donated services and facilities

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

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

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. A reduction in income has been forecast for future years, however costs have been aligned with anticipated income and there are sufficient reserves to cover any temporary reduction. 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 and details in note 18.

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 and detailed in note 18. 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 £	2020 Total £	Unres- tricted funds £	Res- tricted funds £	2019 Total £
Donations	601,854	-	601,854	700,875	-	700,875
Grants of general nature	108,175	-	108,175	169,983	-	169,983
Sponsor a room	-	-	-	-	256	256

Exceptional government funding

Coronavirus Job Retention

Scheme grant*	92,327	-	92,327	-	-	-
	802,356	-	802,356	870,858	256	871,114

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 £92,327 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 £	2020 Total £	Unres- tricted funds £	Res- tricted funds £	2019 Total £
<i>Supporting survivors</i>						
Service income	990,871	-	990,871	683,474	12,300	695,774
Grants received	-	297,793	297,793	-	395,576	395,576
	990,871	297,793	1,288,664	683,474	407,876	1,091,350
<i>Equipping stakeholders</i>						
Service income	-	18,000	18,000	173,178	-	173,178
Training	-	-	-	87,794	-	87,794
Business services	206,408	-	206,408	-	-	-
	206,408	18,000	224,408	260,972	-	260,972
	1,197,279	315,793	1,513,072	944,446	407,876	1,352,322

Unseen (UK)

Notes to the Financial Statements

For the Year Ended 31 December 2020

During the year to 31 December 2020 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 £	2020 Total £	Unres- tricted funds £	Res- tricted funds £	2019 Total £
Austin & Hope Pilkington Trust	-	-	-	-	5,000	5,000
Avon & Somerset Police & Crime Commissioner	-	38,595	38,595	-	50,095	50,095
Bedfordshire Police & Crime Commissioner	-	4,435	4,435	-	18,136	18,136
Berkshire Community Foundation	-	10,000	10,000	-	-	-
Bristol CITY – Impact Fund	-	39,371	39,371	-	42,745	42,745
Charities Aid Foundation - Resilience Fund	-	14,802	14,802	-	-	-
Emmanuel Kaye Foundation	-	-	-	30,000	-	30,000
European Union	-	-	-	-	(8,012)	(8,012)
Fairfield Charitable Trust	-	-	-	10,000	-	10,000
Garfield Weston Foundation	-	-	-	50,000	-	50,000
Hertfordshire Community Foundation	-	5,000	5,000	-	-	-
Home Office	-	-	-	-	48,119	48,119
John James Bristol Foundation	-	10,000	10,000	-	5,000	5,000
Kent Community Foundation	-	5,000	5,000	-	-	-
Lloyds Bank Foundation	-	-	-	-	20,833	20,833
Messrs Hoares Trustees	-	-	-	25,000	-	25,000
Nisbets Charitable Trust	-	10,000	10,000	-	10,000	10,000
Peoples Postcode Lottery	-	-	-	10,885	-	10,885
Quartet Community Foundation	-	2,800	2,800	-	4,300	4,300
Rayne Foundation	-	-	-	-	17,700	17,700
Souter Charitable Trust	-	3,000	3,000	-	-	-
Swire Charitable Trust	25,000	-	25,000	32,963	-	32,963
The 29th May 1961 Charitable Trust	-	-	-	5,000	-	5,000
The Batchworth Trust	10,000	-	10,000	-	-	-
The Big Give	-	-	-	-	3,210	3,210
The Big Lottery - Men's safehouse	-	-	-	-	47,688	47,688
Carried forward	35,000	143,003	178,003	163,848	264,814	428,662

Unseen (UK)
Notes to the Financial Statements
For the Year Ended 31 December 2020

	Unres- tricted funds £	Res- tricted funds £	2020 Total £	Unres- tricted funds £	Res- tricted funds £	2019 Total £
Brought forward	35,000	143,003	178,003	163,848	264,814	428,662
The Big Lottery – Women’s safehouse & Resettlement, Integration and Outreach	-	-	-	-	68,323	68,323
The D'Oyly Charity	-	-	-	-	3,000	3,000
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 Green Room Charitable Trust	-	5,000	5,000	-	-	-
The Henry Smith Charity	-	54,500	54,500	-	27,250	27,250
The Holbeck Charitable Trust	-	2,500	2,500	-	-	-
The Kestrelman Trust	-	5,000	5,000	-	-	-
The Medlock Charitable Trust	-	15,000	15,000	-	-	-
The Moondance Foundation	-	10,000	10,000	-	-	-
The National Lottery Community Fund	49,508	-	49,508	-	-	-
The Peter Stebbings Memorial Charity	-	15,000	15,000	-	-	-
The Pilgrim Trust	-	20,000	20,000	-	-	-
The Schroder Charity Trust	-	5,000	5,000	-	7,500	7,500
University College London	-	-	-	-	8,100	8,100
Wiltshire Police & Crime Commissioner	-	-	-	-	3,000	3,000
Wixamtree Trust	-	5,000	5,000	-	5,000	5,000
Other grants (individually < £2,500)	3,667	9,790	13,457	6,135	8,589	14,724
	108,175	297,793	405,968	169,983	395,576	565,559

5. Expenditure on raising funds

	Unres- tricted funds £	Res- tricted funds £	2020 Total £	Unres- tricted funds £	Res- tricted funds £	2019 Total £
Direct fundraising cost	27,860	-	27,860	16,836	-	16,836
Staffing cost	194,118	-	194,118	185,182	-	185,182
Support costs (note 7)	27,198	-	27,198	20,517	-	20,517
Governance (note 7)	2,951	-	2,951	4,489	-	4,489
	<u>252,127</u>	<u>-</u>	<u>252,127</u>	<u>227,024</u>	<u>-</u>	<u>227,024</u>

6. Expenditure on charitable activities

	Supporting survivors	Equipping stakeholders	Influencing society	2020 Total	2019 Total
	£	£	£	£	£
Activities costs	3,488	-	-	3,488	3,723
Auditor's remuneration	1,740	232	-	1,972	-
Counselling costs	18,204	-	-	18,204	8,135
CRB checks	862	150	-	1,012	839
Depreciation	8,704	843	-	9,547	15,361
Direct fundraising cost	158	21	-	179	-
General premises costs	37,646	564	-	38,210	12,064
Heat, light and insurance	13,811	748	-	14,559	19,794
Interpreting costs	14,564	1,476	-	16,040	13,381
IT costs	25,090	5,665	-	30,755	33,901
Medical costs	978	-	-	978	160
Office costs and comms	-	888	7,987	8,875	-
Printing, postage, stationery and advertising	5,152	6,698	-	11,850	38,664
Professional fees and outsourcing	68,637	1,658	-	70,295	58,096
Property cost	82,932	4,191	-	87,123	111,236
Staff and contractor costs	983,512	191,838	60,194	1,235,544	1,415,063
Staff other costs	16,688	1,566	-	18,254	26,121
Staff travel	12,466	1,123	-	13,589	64,795
Subscriptions	251	33	-	284	168
Telephone	25,234	2,918	-	28,152	26,894
Venue hire	348	-	-	348	3,224
Victim NRM cost	150,496	-	-	150,496	87,592
Waste disposal and cleaning	4,461	46	-	4,507	4,731
Support costs (note 7)	178,864	27,036	8,354	214,254	200,278
Governance (note 7)	19,407	2,933	906	23,246	47,147
	1,673,693	250,627	77,441	2,001,761	2,191,367

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 (2019: % of direct expenditure).

	Support costs £	Gover- nance costs £	2020 Total £	Support costs £	Gover- nance costs £	2019 Total £
Premises cost	46,629	-	46,629	30,728	122	30,850
Staffing cost	83,789	9,785	93,574	125,317	18,579	143,896
Office costs and communications	50,080	-	50,080	46,856	8,041	54,897
Professional fees	38,770	3,591	42,361	10,512	-	10,512
Depreciation	11,438	-	11,438	8,724	-	8,724
Finance costs	10,746	-	10,746	(3,272)	-	(3,272)
Accountancy fees	-	-	-	1,930	4,920	6,850
Auditor's remuneration	-	11,398	11,398	-	15,852	15,852
Trustee meeting costs	-	1,423	1,423	-	4,122	4,122
	<u>241,452</u>	<u>26,197</u>	<u>267,649</u>	<u>220,795</u>	<u>51,636</u>	<u>272,431</u>

8. Net incoming resources

Net resources are stated after charging:

	2020 £	2019 £
Depreciation of owned assets	20,986	24,085
Operating lease expenditure	100,867	95,577
Bad debt expense	9,420	(4,752)
Auditors' remuneration for:		
Audit services	6,600	9,592
Accountancy services	2,400	3,000
Other services	-	6,000

9. Employees

Employment costs	2020	2019
	£	£
Wages and salaries	1,373,375	1,536,416
Social security costs	108,515	126,606
Other pension costs	39,593	46,187
	<u>1,521,483</u>	<u>1,709,209</u>

Number of employees

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

	2020	2019
Direct staff	66	54
Leadership and operations staff	19	20
	<u>85</u>	<u>74</u>

Of the 85 employees, 43 were Full-Time and 42 Part-Time (2019: 39 and 35 respectively).

The key management personnel of the charity are considered to be the Chief Executive and the two Directors (2019: three Directors), one of whom is self-employed. The total cost to the charity for employee benefits for the employed key management were £215,187 (2019: £285,326) and the self-employed key management cost is disclosed in note 17.

The number of employees whose annual emoluments were £60,000 or more were:

	2020	2019
	number	number
£60,000 - £70,000	1	-
£70,000 - £80,000	1	2

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 £38,317 (2019: £46,188).

Unseen (UK)

Notes to the Financial Statements

For the Year Ended 31 December 2020

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 2020 nor for the year ended 31 December 2019.

During the year, travelling expenses of £139 were reimbursed to 2 trustees (2019: travelling expenses of £529 to 4 trustees).

11. Operating lease commitments

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

	2020 £	2019 £
Land and Buildings		
Expiry date:		
Within one year	81,259	80,326
Between two and five years	82,500	126,000
	<u>163,759</u>	<u>206,326</u>

12. Tangible fixed assets

	Fixtures & Fittings £	Computer Equipment £	Total £
Cost			
At 1 January 2020	24,128	80,538	104,666
Additions	-	10,883	10,883
	<u>24,128</u>	<u>91,421</u>	<u>115,549</u>
At 31 December 2020			
	<u>24,128</u>	<u>91,421</u>	<u>115,549</u>
Depreciation			
At 1 January 2020	7,935	54,745	62,680
Charge for the year	4,188	16,798	20,986
	<u>12,123</u>	<u>71,543</u>	<u>83,666</u>
At 31 December 2020			
	<u>12,123</u>	<u>71,543</u>	<u>83,666</u>
Net book value			
At 31 December 2019	16,193	25,793	41,986
	<u>16,193</u>	<u>25,793</u>	<u>41,986</u>
At 31 December 2020	12,005	19,878	31,883
	<u>12,005</u>	<u>19,878</u>	<u>31,883</u>

13. Investments

	2020 £	2019 £
Cost		
At 1 January	1	2
Disposals	-	(1)
	<hr/>	<hr/>
At 31 December	<u>1</u>	<u>1</u>

Shares in subsidiary undertaking

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

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

Since the year end, the company has been dissolved on 25 May 2021.

A summary of the activities of the company can be seen below:

	2020 £	2019 £
Turnover	7,800	-
Expenditure	(41)	(7,750)
	<hr/>	<hr/>
Net profit / (loss)	7,759	(7,750)
	<hr/>	<hr/>
Net assets / (liabilities)	10	(7,749)
	<hr/>	<hr/>
Comprised of:		
Called up share capital	1	1
Profit and loss account	9	(7,750)
	<hr/>	<hr/>
	<u>10</u>	<u>(7,749)</u>

Unseen (UK)

Notes to the Financial Statements

For the Year Ended 31 December 2020

14. Debtors

	2020	2019
	£	£
Trade debtors	104,269	60,263
Other debtors	63,423	61,913
Prepayments and accrued income	218,918	133,825
	<u>386,610</u>	<u>256,001</u>

15. Creditors: Amounts falling due within one year

	2020	2019
	£	£
Trade creditors	23,959	32,134
Other taxes and social security	28,045	28,244
Other creditors	26,905	5,024
Amounts due to group undertakings	-	1
Accruals and deferred income	343,523	89,032
	<u>422,432</u>	<u>154,435</u>

Reconciliation of deferred income:

Opening balance	40,485	125,371
Received during the year	(40,485)	(125,371)
Released during the year	306,884	40,485
	<u>306,884</u>	<u>40,485</u>
Closing balance		

Unseen (UK)
Notes to the Financial Statements
For the Year Ended 31 December 2020

16. Summary of movement in funds

	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)

Summary of movement in funds – 2019

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

16. Summary of movement in funds (continued)

Details of Restricted Funds:

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

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

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

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

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

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

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

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

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

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

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

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

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

During the prior year, the Charity has made transfers from unrestricted reserves to fully cover deficits that arose in the year in four restricted reserves. The amounts transferred by reserve were Helpline (£46,315), Unseen Men's Safehouse (£32,933), Victim Case Management System (£89,083) and the Unseen Women's Safehouse (£33,936). During the prior year funds previously restricted for use in the Unseen Children's House (£29,373), were reclassified as Unrestricted funds following the closure of the safehouse and approval being received from the funder.

Designated fund – Helpline: Funds held in relation to the independent and confidential UK Modern Slavery 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)

During 2019 the charity provided financing to Business for the Unseen Ltd of £9,000. There were no further amounts advanced to the company during 2020. As at the year end, £1,599 (2019: £9,000) was owed to the charity and is included within other debtors.

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

Portt Ltd (a company owned by Matt Portt, member of the Senior Leadership Team) During the year, the charity paid £76,358, including VAT, (2019: £45,315) 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 (2019: £5,575) was owed to Portt Ltd, and is included in trade creditors.

18. Financial instruments

Categorisation of financial instruments

	2020 £	2019 £
Financial assets that are debt instruments measured at amortised cost	1,089,633	740,868
Financial liabilities measured at amortised cost	64,848	85,707







There were no items of income, expenses, gains or losses to report (2019: none).

19. Post balance sheet events

The subsidiary company for the charity, Business for the Unseen Limited, company number 11083594, has been dissolved on 25 May 2021.

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