

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 2023



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Letter from the Chair of Trustees, Rosey Hurst

Reading this report, I am left with the powerful impression of the importance of the work Unseen continues to do. We work with some of the most vulnerable people in our society at the most vulnerable time in their lives, directly contributing towards our objective of relieving the need of anyone who may have been a victim of human trafficking and modern slavery.

This report sets out in black and white our activities during 2023. Last year we directly supported 332 survivors through our safehouses, outreach and reach-in services, and identified 5,800 potential victims of modern slavery via Unseen's Modern Slavery & Exploitation Helpline.

Sadly, the need for our services continues to grow, with this year seeing a 20% increase in calls and web forms to the Helpline, 23% more women being supported in our safehouses, and an increase of 7% in survivors in our outreach service.

All this was achieved despite operating in a hostile political and legislative environment, which continued to erode efforts to tackle modern slavery. The Illegal Migration Act and the Nationality and Borders Act, legislation we opposed with partner NGOs, reduced support for victims and discouraged people from coming forward for fear of deportation. We continue to work with partners to advocate for policies which support survivors of modern slavery, with some success. The Home Office recently withdrew new rules that had made it more difficult for survivors to access statutory services.

I am particularly proud of the work that Unseen has done helping survivors to raise their voices directly with policy makers. This year we supported a group of survivors to give evidence to the House of Commons Home Affairs Committee's inquiry into the UK's response to human trafficking. Survivors shared their views on how non-UK nationals should be granted the right to work while waiting for a decision from the National Referral Mechanism. They talked about the emotional impact that extended waiting times can have on their mental wellbeing and recovery. We hope that policy makers will listen to their voices and act to protect and support survivors.

Another vital part of Unseen's response is to equip professionals across many sectors with the skills and confidence to tackle exploitation. This year, we trained 20,000 people and more than 100 businesses, statutory agencies, NGOs and other organisations – helping to tackle the risk of modern slavery and improve reporting and action.

I therefore commend this report to you and encourage you to support Unseen in its vital work.

Best wishes



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Trustee Directors' Report

For The Year Ended 31 December 2023

Trustee Directors' Report

The trustees present their report and financial statements for the year ended 31 December 2023. The directors of the charitable company are also its trustees.

The accounts and annual report are required to comply with the requirements of company and charity 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 the charity is established (the 'objects') are to relieve the need of, and to help and assist anyone who may have been a victim of human trafficking and modern slavery, in particular by:

- The provision of safe housing, medical care, financial support, legal advice, counselling and life skills and coaching.
- Raising awareness of human trafficking and modern slavery in the UK and internationally.
- Such other charitable objects and for the benefit of such other charitable bodies and institutions as the directors shall in their absolute discretion see fit.

Nothing in the articles shall authorise an application of the property of the charity for purposes which are not charitable in accordance with section seven of the Charities and Trustee Investment (Scotland) Act 2005 and/or section two of the Charities Act (Northern Ireland) 2008.

Aims

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

- Empowering 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.

Public benefit

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

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

- Support the most vulnerable.
- Help tackle the reasons slavery exists.

2023 in focus – Trustees' report overview

We believe a world without slavery is possible and that the only way to tackle modern slavery effectively is through a whole society response.

In recognition of this need, Unseen has provided a diverse range of services over the years, enabling us to:

- Empower survivors.
- Spark transformation across multiple sectors and industries.
- Capture and share analysis of trends and new areas of vulnerability to exploitation.
- Drive legislative changes.

Through our extensive frontline services, 24/7 Modern Slavery & Exploitation Helpline, and extensive partnership work, we've honed an unparalleled expertise.

The breadth of our activity and experience has enabled Unseen to make a unique contribution to the sector and educate new audiences on the reality and impact of modern slavery.

Influencing businesses to adopt best practices

One area where we made significant progress in tackling modern slavery and exploitation in 2023 was through our business services. Our team worked with organisations of all sizes and across diverse sectors, supporting them with strategies to tackle forced labour in their operations and supply chains. This work culminated in our inaugural Unseen Business Awards, celebrating the achievements of companies in tackling modern slavery.

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Educating society on the dangers of modern slavery and how to spot the signs of exploitation remains a core part of our work. It is why we prioritise media liaison and public awareness campaigns. Unseen achieved significant media exposure across national media outlets in 2023, enabling us to grow our community and amplify our campaigns.

Advocating for vulnerable groups

Our work highlighting exploitation in the care sector was a further highlight in 2023. Data analysis of our Helpline acted as an early warning sign on the growing problem of modern slavery across the care sector. Our widely publicised report 'Who cares?' helped shape public discourse in this area, highlighting the suffering of many migrant care workers. In 2023, we brought together government departments, statutory agencies and other key stakeholders to explore solutions and ways to prevent others from being exploited.

Another example of our continuing impact on vulnerable groups was our Ukrainians Welcome campaign. With the support of telecom and NGO partners, we helped safeguard Ukrainian refugees by sending them a text message as they arrived in the UK, directing them to online support services. Produced with agency BBD Perfect Storm, the campaign won multiple awards in 2023, including a Lions Award from the prestigious Cannes Advertising Festival. Our work led to an invitation for Unseen to speak at the OSCE (Office of the Special Representative and Co-ordinator for Combating Trafficking in Human Beings) conference about the impact of the campaign and the role of Helplines in the aftermath of the Russian invasion of Ukraine.

Thriving despite a hostile political environment

Unseen's impact was achieved despite operating in a hostile political and legislative environment in 2023, which continued to erode efforts to tackle modern slavery. The Illegal Migration Act and Nationality and Borders Act, legislation we opposed with partner NGOs, reduced support for victims and discouraged people from coming forward for fear of deportation.

However, we did have a positive advocacy outcome as our work with partners led to a Home Office decision in 2023 to withdraw and reconsider new rules that had made it more difficult for victims to access statutory support.

Driving change in the NHS

Unseen achieved a further advocacy breakthrough in the NHS. In 2023, the NHS was banned, in the Health and Care Act, from buying goods produced by forced labour thanks to a campaign led the previous year by anti-slavery and human rights organisations including Unseen. Our work in 2023 helped ensure new regulations in the NHS were being implemented. The Unseen app was also deployed across much of the NHS, enabling staff to understand the indicators of modern slavery.

Leveraging lived experience to improve policy design

Unseen's advocacy work has been bolstered by the insights provided by our survivor consultants. These are a group of survivors who have used their lived experience of modern slavery to share first-hand knowledge of the issues. One example of their work in 2023 was when they attended the House of Commons to feed into the Home Affairs Committee's enquiry into the UK's response to human trafficking.

This trustees' annual report details our activities and impact in 2023 across our full array of services and activities. Though the challenges of eradicating modern slavery remain significant, our activities in 2023 helped us take another important step forward.

We remain grateful to the many organisations who generously support our mission, including trusts, foundations, academic institutions, and corporate partners, as well as individual donors who are passionate about human rights.

2023 in focus – Support services

Supporting people who have experienced the horrors of modern slavery will always be at the heart of what we do. In 2023, our Frontline Services team continued its vital work providing support, information, and guidance to survivors.

We have now worked with more than 600 people in total through our outreach service and over 200 residents at our women's safehouse, with a further 84 at the men's house.

In 2023 alone, our casework team worked with more than 300 women and men.

Our support provisions include practical assistance navigating health and mental health systems as well as signposting and information sharing on how to access legal support for issues linked to trafficking, such as asylum claims and forced criminality.

We also provide activities that promote wellbeing and recovery such as joining community classes and groups, and learning new skills like cooking, crafts, and sports. We have continued to provide support for dental care such as working with Dentaaid, The Dental Charity. We also provide guidance with opening a bank account to enable financial independence – it's sometimes the first time a survivor will have had a bank account.

Wellbeing activities are vitally important for our client group and 2023 saw the launch of a regular wellbeing café, a space for survivors to come together, make friends and have fun, reducing isolation and forging lasting relationships.

Unseen women's and men's safehouses

Our safehouses provide support to survivors who have experienced a high level of trauma and continue to be at risk from their exploiters. Some have experienced homelessness while other challenges include insecure immigration status, physical health issues, and complex needs issues like mental health and substance addiction.

We can provide high-level support for up to ten female and six male survivors of modern slavery and human trafficking at one time.

Support is provided by a team of caseworkers and accommodation support officers. This means we have a flexible team that has experience of providing high quality support in both accommodation-based and outreach services.

Our accommodation support officers support the work of the caseworkers while ensuring that we maintain good accommodation standards and provide holistic support to residents at the safehouses.

Women's safehouse

At the women's safehouse, we supported 16 survivors in 2023. Six survivors were new referrals to the service, with 10 survivors remaining in the safehouse since various dates prior to 2023.

One survivor who first entered our safehouse in 2018 finally received decisions on her asylum and National Referral Mechanism (NRM) claims in 2023 and will be supported to move on from the safehouse in 2024.

Domestic servitude was the most common type of exploitation reported by survivors before they arrived at the safehouse. They also reported having been victims of sexual exploitation, labour and financial exploitation together, forced labour in isolation and other combinations of exploitation types.

We supported survivors of 14 different nationalities, the most common being Bulgarian and Albanian.

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Women's safehouse in numbers

The table below shows the number of female survivors we have supported through our safehouse.

Year	Number of clients
2011	17
2012	25
2013	28
2014	30
2015	33
2016	23
2017	22
2018	20
2019	21
2020	13 (five new referrals)
2021	19 (10 new referrals)
2022	13 (three new referrals)
2023	16 (six new referrals)
Total individuals ¹	201

Men's safehouse

In 2023, the men's safehouse supported 10 survivors of exploitation, four of whom were new referrals. This brought the total number of men supported since the project launched in 2011 to 84.

We supported residents of nine nationalities in 2023, the most common being Ghanaian.

Survivors had been through situations of both labour and financial exploitation together. Other combinations included criminal exploitation with forced labour, and sexual exploitation with domestic servitude.

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

Men's safehouse in numbers

The table below shows the number of male survivors we have supported through our safehouse.

Year	Number of clients
2016	14
2017	21
2018	14
2019	17
2020	20
2021	16 (11 new referrals)
2022	14 (eight new referrals)
2023	10 (four new referrals)
Total individuals ²	84

Outreach service

The outreach service provides support to survivors in the community. Some survivors may move from a safehouse into the community where they are supported in the next stage of their recovery.

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

The casework team takes a comprehensive approach to supporting survivors through our outreach service. This includes support with:

- Mental and physical health issues.
- Immigration claims.
- Accessing legal assistance.
- Sourcing opportunities for further education and training.

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

² Ibid.

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Outreach service in numbers

The table below shows the number of clients Unseen has supported via its outreach service.

Year	Number of clients
2013	16
2014	38
2015	40
2016	49
2017	59
2018	74
2019	87
2020	89
2021	184 (113 new referrals)
2022	270 (132 new referrals)
2023	290 (94 new referrals)
Total individuals ³	615

Access to statutory support

People in the government's Modern Slavery Victim Care Contract (MSVCC) can access general health care, mental health care and legal support as part of their statutory entitlement. We support all our clients to access these services and support.

In addition to statutory entitlements, Unseen provides several services and opportunities in-house, tailored to the personal needs of survivors to give them the extra support required.

In 2023, the statutory modern slavery guidance was updated to reflect the passing of the Nationality and Borders Act in 2022. This Act and the subsequent guidance changed the threshold for which victims of trafficking are eligible to access statutory support. This was a concern for our team supporting those affected as we saw referral numbers to our safehouses and outreach services drop, meaning those who needed support weren't accessing it.

Following a High Court decision, some of the changes were overturned and we saw a rise in the number of people entering our service again.

Despite these challenges, we continued to help survivors in our safehouses and outreach service access physical and mental health and legal support, develop independent living and personal safety skills, and access education, employment and training.

³ Ibid.

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Reach-in service

Our reach-in service is an additional support avenue available for survivors who have received a positive conclusive grounds decision (recognised as a victim of modern slavery by the government) and have exited NRM support.

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

In 2023, we supported 16 survivors in this service, nine of whom were new referrals. The survivors were given advice and guidance as required. A total of 31 survivors have benefitted from this service since it was launched in 2021.

Unseen accompaniment on police operations and as a first responder

Unseen provides support during police operations, where we talk to potential victims about the services they might be eligible to access and explain the NRM referral process.

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

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

Unseen is a first responder for the NRM, meaning we can enter people into the government's framework for the support of victims of modern slavery.

We continue to work with local police on welfare operations to potential sites of exploitation. In 2023, we completed safeguarding checks on more than 11 visits. This work included supportive discussions with individuals who were deemed to be at risk.

Nine individuals spoken to during our work as a first responder consented to enter the NRM in 2023. Many more were provided with wellbeing packs and signposted to various other support services, such as the Helpline, enabling them to access support in the future.

Low numbers of uptake on support can occur because of the fear, and sometimes the emotional attachment potential victims can have of their exploiters. Potential victims can also be fearful of law enforcement agencies.

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This support is therefore focused on showing care and building trust. The aim is to help that person reflect on their circumstances and gain information and confidence so that they are more likely to access support.

Modern Slavery & Exploitation Helpline

In 2023, the Helpline dealt with 8,367 calls and 3,333 web forms and app submissions – 20% more than in 2022.

We have consistently provided a confidential and independent channel for potential victims, members of the public, businesses, statutory agencies and other professionals to seek information, get advice and support, or report concerns.

Retaining the Helpline's independence from the government and law enforcement agencies means that it continues to provide a safe haven for callers to speak in confidence to a trained Helpline advisor, knowing the Helpline will not pass on any details to Immigration Enforcement. This is an important feature of the Helpline considering the wider context of a hostile political environment and alongside the introduction of the Nationality and Borders Act and Illegal Migration Act.

Following key efforts in 2023, the Helpline is on a more stable financial footing, despite the challenges of inflation and the cost-of-living crisis. One fundraising highlight was our Big Give appeal: we raised over £62,000 including Gift Aid. We have also secured multi-year funding from the Samworth Foundation, The Nisbet Trust, BT, and JD Foundation.

Supporting people and professionals from outside the UK

The Helpline remains free to anyone calling from within the UK. Calls, emails, web forms and Unseen app submissions are received from across the UK and, occasionally, from overseas. Aside from the UK, the Helpline received calls from 31 countries in 2023.

When a caller contacts the Helpline from outside the UK, we respond by providing advice, information and support, based on their circumstances. This might involve signposting the caller to services available in another 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.

Callers can also contact the Helpline if they cannot speak English. We have access to telephone interpreters who work in more than 250 different languages in real-time.

Connecting people with support services

In 2023, the Helpline team provided 1,845 referrals to agencies including the police, local authorities, HMRC, the Gangmasters and Labour Abuse Authority and NGOs. A new referral pathway was set up with the Employment Agency Standards Inspectorate in response to growing reports of concerns within the care sector. This enabled the Helpline team to refer reports of legislative breaches by agencies.

Potential victims accessing the Helpline are offered help to consider their options including:

- Accessing crisis assistance.
- Safety planning.
- Emotional support.
- Accessing critical social and legal services.
- Connecting with law enforcement agencies to safely leave a situation.

Providing guidance to professionals from multiple sectors

The Helpline also provides technical advice and support to health professionals, police, local authority personnel, businesses and other NGOs who support vulnerable people. In 2023, the Helpline team contributed to a new modern slavery training package for NHS safeguarding leads.

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

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Modern Slavery & Exploitation Helpline statistics

The table below lists key statistics from the Helpline for 2023 and recent years.

	Incoming calls	Web forms/app	Modern slavery PVs*	Modern slavery cases	Labour abuse PVs	Labour abuse cases	Referrals/signposts
2016	468	13	620	165	NA	NA	175
2017	3,710	710	4,886	1,271	NA	NA	2,483
2018	6,012	1,393	7,121	1,849	NA	NA	3,382
2019	7,073	2,163	4,739	1,812	NA	NA	3,844
2020	6,052	1,924	3,481	1,742	NA	NA	3,080
2021	6,302	2,166	3,019	1,526	NA	NA	5,504
2022	7,315	2,464	6,516	2,588	1,767	464	8,387
2023	8,367	3,333	5,876	2,185	1,799	516	9,067
Total	45,299	14,166	36,258	13,138	3,566	980	35,922

*PV is potential victim

2023 in focus – Business engagement

Training services expansion

We continued to grow our training services, reaching more than 20,000 individuals in 2023. Our work involves equipping professionals across diverse sectors with the skills and confidence to tackle exploitation in their organisations.

We delivered 74 training sessions, three Business Hub webinars, and e-learning for individuals in more than 100 businesses, statutory agencies, NGOs and other organisations.

We also developed two bespoke e-learning training modules and updated our construction, business and procurement e-learning courses.

Business services

We diversified our premium Business Hub offer in 2023 to provide consultancy services on escalation and remediation, reflecting the direction of change for global legislation. Through Unseen's Business Hub, organisations access comprehensive support, helping them optimise their approach to social responsibility.

In 2023, 15 new members joined our Business Hub, bringing the total to 22 premium Hub member organisations.

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A further 30 organisations gained access to our Hub webinars and communications via associate membership, which involves one-off services such as training or consultancy. New associate members include IHG Hotels and Resorts, Bupa, and Legal & General.

Supporting care sector organisations

In response to the growing concern of modern slavery in the care sector, Unseen was selected as a partner for the International Recruitment East project, encompassing 12 local authorities in the East of England and their respective care providers. Unseen delivered expert training workshops to care workers and local authority staff and created a toolkit to support learning outcomes.

We also:

- Ran one-to-one sessions with workers, developing their understanding of modern slavery.
- Empowered workers to identify modern slavery.
- Equipped organisations with the tools to escalate issues.

Worker wellbeing site visits

We continued to champion worker voice and conducted 20 worker wellbeing site visits in 2023, interviewing workers, and gaining anonymous intelligence on modern slavery and labour abuse risks.

To support the above activities, the business services team grew in 2023. We welcomed three new employees and introduced a senior engagement manager role dedicated to growing Unseen's message and reach.

2023 in focus – Policy, legislation and operational change

Our policy and research team collaborated with the University of Leicester on a joint research project in 2023 that aimed to raise awareness of sexual exploitation across adult services websites.

One of the project's key goals was to highlight the signs of exploitation and prompt people to call the Helpline if they suspected a modern slavery case.

Unseen and the University of Leicester compiled expert views of law enforcement agencies, safeguarding experts, and insights from lived experience survivors, as well as Helpline data to inform the research.

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In 2023, much of our policy work became reactive because of the need to respond to the re-release of modern slavery statutory guidance containing updates from the Nationality and Borders Act and the Illegal Migration Act. This involved providing feedback and evidence to policymakers and statutory agencies on the harmful effect of these changes on efforts to tackle modern slavery.

Other highlights of our policy and research work in 2023 included:

- Contributing to a report on 'Climate change and modern slavery in public procurement' in collaboration with the Universities of Bath, West of England and Surrey.
- Joint anti-slavery sector open letters to MPs on issues such as the impact of the Nationality and Borders Act and the Illegal Migration Act.
- Participation on anti-slavery advisory panels including with the Home Office, law enforcement agencies, and the Modern Slavery and Human Rights Policy and Evidence Centre.

Incorporating lived experience into advocacy

The team has been focused on ensuring the views of people with lived experience is factored into policy design and considered as part of activities to tackle exploitation.

In 2023, Unseen expanded its survivor consultants' group to 13 people and recruited two lived experience coordinator posts to help facilitate the group.

We continue to engage wider survivors in policy and research discussions, regularly circulating a survivor newsletter containing policy updates in easy-to-understand, bite-sized chunks.

2023 in focus – survivor voice

Empowering survivors to influence MPs

We provided training to survivors so that they could communicate their views effectively at the House of Commons during the Home Affairs Committee's inquiry into the UK's response to human trafficking.

Survivors shared their views on how non-UK nationals should be granted the right to work while waiting for a decision from the National Referral Mechanism. Survivors talked about the emotional impact extended waiting times can have on their mental wellbeing and recovery. They called for survivors to be compensated for delays and for improved access to mental health support while waiting for decisions.

Having been deprived of fair pay and the ability to contribute fully to society during their period of exploitation, the survivors told MPs about their wishes for adequate wages and to be empowered to give back to their communities.

Supporting survivors on the journey to recovery

Inspections by the Care Quality Commission (CQC) in 2023 highlighted the significant progress survivors had made thanks to our safehouses and outreach support.

Survivors told inspectors that they felt safe in the safehouses and described how caseworkers had provided the support needed to assist their recovery. While one survivor commented that services appeared short-staffed at times, the consensus from survivors was that they felt happy in their accommodation and confident that they could always contact a caseworker if needed.

The views of survivors

The positive impact Unseen has had on empowering survivors and supporting their journey to recovery are illustrated in the quotes below from service users in 2023.

- *“The service has been of help to me because I wouldn't know where I would be if Unseen hadn't taken me in. Whenever I need something, I can talk to staff and they shortly get it done. My caseworker always discusses things with me before taking things forward.”*
- *“I feel confident and motivated when I see [the caseworker]. He is always very professional and is good at appreciating and motivating [me].”*
- *“[My caseworker] works really hard for me. She has done lots for me like finding me a new solicitor, she is really caring for me and concerned for me. She really helps my mental health.”*
- *“All staff [are] doing a hard job. I feel like they really care about me. Every time I come to the office everybody says hello, not just my caseworker, but all other staff too. I am never left waiting outside for a long time, I am always offered tea and coffee. I am more than 100% happy.”*

2023 in focus – Educating society

Unseen is committed to increasing people's understanding of modern slavery and ensuring they are not, knowingly or unwittingly, contributing to it.

We do this through:

- Training frontline professionals, schools, partners and individuals so they know what to do and are victim aware.
- Raising awareness among the wider public and informing them how their choices affect others.
- Sharing our knowledge and expertise with anti-slavery partnerships and national and international stakeholders.

Public awareness 2023

Our awareness raising activities in 2023 enabled Unseen to reach new audiences and amplify its key messages across multiple sectors and industries. Some of our key achievements are listed below.

Care sector report: published in October 2023, Unseen's care sector report revealed a 606% increase in care work-related modern slavery cases reported by the Helpline in the year to end 2022. Our report raised awareness of the issue nationally, leading to coverage in national and local outlets, including an interview with our CEO Andrew Wallis on BBC Panorama.

Anti-Slavery Day: we gained exposure for the Helpline with the number featuring prominently on the BT Tower's digital screen in London for Anti-Slavery Day on 18 October. One of our staff was interviewed on BBC Crimewatch for Anti-Slavery Day, where they raised awareness of modern slavery, highlighting the work done by Unseen, and outlining the signs of exploitation. We continued our long history of partnership work by collaborating with fellow anti-slavery charity A21 as part of the 'Can you see me?' campaign. Posters were displayed across the London underground during Anti-Slavery Day, raising awareness of the signs of human trafficking and how to take action by calling Unseen's Helpline.

New Independent Anti-Slavery Commissioner: Unseen ran a campaign calling for the appointment of a new Independent Anti-Slavery Commissioner after the role had been vacant for a year. We invited people to sign our open letter, which we presented to the Home Office. In October 2023, Eleanor Lyons was announced as the new commissioner.

Ethical consumer choices: in collaboration with Australia-based anti-slavery charity Be Slavery Free, we promoted the annual Chocolate Scorecard, celebrating ethical business and consumer choices in the chocolate industry. Media coverage in publications like The Grocer and the Daily Mail continued raising awareness of this human rights issue.

Collaboration with anti-slavery organisations: Unseen voiced its concerns about the Illegal Migration Act's impact on victims and survivors of modern slavery arriving via small boats to the UK, reflected in a joint letter in The Times. This was one of several joint letters Unseen signed in 2023 on a wide range of issues, including tackling exploitation in the care sector and garment industries, as well as voicing concerns to the government about the shelving of a pledge to offer survivors support pre-NRM.

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App re-launch: we announced a refreshed Unseen app for frontline professionals, businesses and the general public to identify and report modern slavery in confidence. Endorsed by anti-slavery experts, used by frontline professionals and recommended by senior police officers, the app, available in 27 languages, is a vital tool in our fight against modern slavery and exploitation. The relaunch was made possible thanks to pro bono support from digital technology agency Storm.

Award winners: our Ukrainians Welcome campaign, produced with agency BBD Perfect Storm, won multiple awards, including a Lions Award from the prestigious Cannes Advertising Festival. The campaign aimed to keep Ukrainian refugees safe by sending them a text message upon arriving in the UK, linking them to the Ukrainians Welcome website with information on navigating life in the UK and with the number of the Helpline.

15 years in operation: Unseen marked 15 years of combating modern slavery and exploitation in 2023. Our campaign asked people to consider donating £15 a month towards funding our vital services, including our outreach and safehouse support and our Helpline.

Growing our community via social media and media outlets

Unseen's rising public profile in 2023 was reflected in our growing online community – we now have more than 41k followers across our social media platforms: LinkedIn, X, Facebook, Instagram and YouTube. On LinkedIn, which we use to promote our business services, we saw a 20% increase in the number of followers in 2023.

We are trusted by the media for our expertise and robust data. In 2023, we continued to provide authoritative commentary and analysis, contributing to articles in a wide range of titles and outlets. These included national outlets like BBC News, Sky News, ITV News, The Guardian, and The Independent, as well as local and national radio stations and podcasts like The Times Radio, and television programs like BBC Panorama. We were also featured in many local and regional titles. In 2023, there was a 160% increase in opportunities to read about the charity's work in the media in comparison to 2022.

Anti-slavery partnerships

The mission of the Anti-Slavery Partnership (ASP) that covers south-west England 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.

In 2023, Unseen continued to coordinate the Avon and Somerset ASP and provide support and expertise to the other force-area partnerships in the south-west region, as well as coordinate and co-chair the regional oversight board.

Unseen (UK)

Trustee Directors' Report

For The Year Ended 31 December 2023

A new Bristol Modern Slavery Operational Partnership was designed and established, which will improve collaborative working between key frontline professionals, increase proactive identification of modern slavery incidents, and increase our understanding of modern slavery in the city.

In other areas, local partnerships were supported to restructure their partnership arrangements to improve efficacy and impact.

Unseen has continued to act as a central point of contact and expertise in modern slavery for the south-west region. Unseen has provided advice and consultation to a range of partners, assisting them to improve their organisation's response to modern slavery and react effectively to unfolding situations.

The partnership acted as a conduit for pivotal information about changes to statutory guidance to be cascaded out to key frontline teams across the region. Sessions were delivered across the region to inform partner agencies about the implications of updated legislation.

Eastern Region Anti-Slavery Partnership

The Eastern Region Anti-Slavery Partnership (ERASP) supports the region's anti-slavery partnerships across seven police force areas in their response to incidents and the threat of modern slavery and human trafficking. The partnership brings together representatives from more than 40 organisations, including the police, statutory agencies, local authorities and NGOs.

The ERASP met three times during 2023, convening in September for a face-to-face conference at the Imperial War Museum, Duxford, which brought together over 60 representatives from the partners. The conference provided the opportunity for partners to discuss a wide range of issues, including the impact and challenges for survivors because of the changes to the NRM.

The event included the sharing of data and feedback from first responders and aimed to establish more effective collaboration and practices in the response to modern slavery across the entire region. The networking opportunities the conference provided were described as invaluable by participants and the partnership will continue to explore ways to facilitate more in-person meetings in the coming year.

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Trustee Directors' Report

For The Year Ended 31 December 2023

Patron

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

Ambassadors

We are also very grateful to our ambassadors for the work they do promoting the work of Unseen across their networks. They are:

- David Olusoga.
- Baroness Stroud.
- James Ewins KC.
- Stephen Chapman.

As an example of the contributions of our ambassadors, David Olusoga helped Unseen reach a wider audience by presenting our Radio 4 Appeal in 2023, which raised more than £27,000 for the Modern Slavery & Exploitation Helpline.

2023 in focus – Organisational sustainability and optimisation

Income

Our total income for the year was £3,278,911, an increase of £205,211 or 7% on the previous period.

Fundraising-related income decreased by £166,562, or 18%, on the previous year. Included in donations of £462,147 is £62,149 (13%) which was earned by business engagement (2022: £189,861 (37%) was earned by business engagement of the £508,241 in donations).

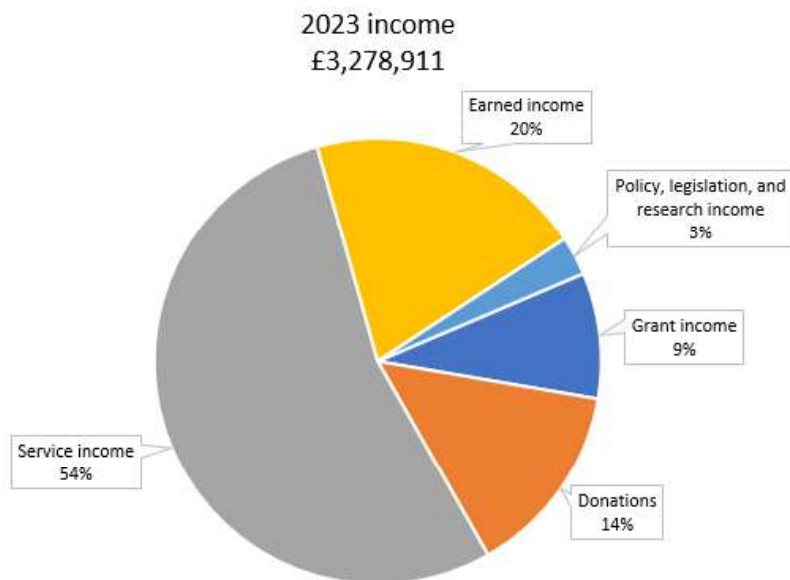
There was a £143,725 increase in earned income, related to services provided to businesses, and a £167,441 increase in income from our involvement in the Modern Slavery Victim Care Contract (MSVCC). Both the increase in the MSVCC and earned income have associated cost increases.

For 2023, we have split out income earned from policy, legislation and research from grant income. In 2023 this was £92,445 (2022: £31,837).

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Trustee Directors' Report

For The Year Ended 31 December 2023

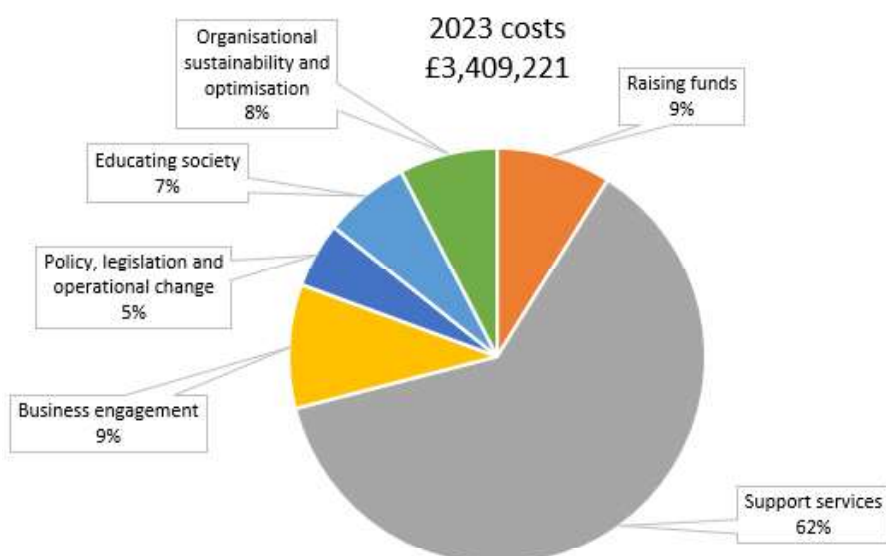


Expenditure

Our total expenditure for the year was £3,409,221, an increase of £342,421, or 11%, on the previous year.

Our cost basis has increased during 2023 due to inflationary pressures as well as some modest investment in business engagement to drive income growth. The investment in business engagement aligns with our 2027 strategy and our continued drive to diversify income streams and create funding resilience.

Of our £3,490,221 total expenditure, £3,105,902 was spent directly on charitable activities.



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For The Year Ended 31 December 2023

Principal risks

To achieve our vision, we must manage risks effectively.

Our principal risks are:

- Continued detrimental changes in the political environment with further ramping up of the hostile environment and the re-conflation of human trafficking with smuggling and immigration. The Rwanda bill risks further negatively affecting survivors of modern slavery, denying access to support services for anyone with irregular status.
- Securing sustainable funding. A key strategic aim for the charity is to diversify income streams and move towards a sustainable funding model.
- The current economic and political outlook presents a funding risk not just from the government but across-the-board funding.

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. As part of the MSVCC, we must comply with ISO standards 9001, 14001, 23001, 27001, and 45001 but we are not ISO accredited.

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

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

Going concern

The financial statements have been prepared on a going concern basis. Net assets at the balance sheet date were £824,088 (2022: £954,398) and net current assets at the balance sheet date were £534,406 (2022: £908,533).

At the year-end, the balance of cash and bank balances held by the charity was £385,893 (2022: £786,892) and the level of unrestricted reserves was £772,445 (2022: £876,184).

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.
- To provide the resources to enable the organisation to execute its strategy to diversify its 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.

The trustees further determined that Unseen should be holding sufficient unrestricted reserves equal to between six and nine months of expenditure, where pre-secured income does not exist.

Based on the above policy, the trustees calculate that the target level of free reserves would be between £727,620 and £1,091,430. At the year-end we held £772,445 of free reserves, which is equivalent to 6.4 months of expenditure, where pre-secured income does not exist.

We plan to use these reserves as we move towards a greater level of income diversification and continue to grow the charity so we can maximise our impact. Recent years have shown the importance of holding significant reserves, which enable us to absorb fluctuations in income and continue to make decisions that are in the best interests of the charity and its stakeholders.

During 2022, the trustees reviewed our reserves policy, in line with the latest Charity Commission guidance, and agreed the current reserves policy meets the needs of the charity. This remained the case in 2023. However, our cash position has changed as we have invested £250,000 in a mix of short-term notice and longer-term investment wrappers screened for ethical compliance and in line with our values.

Fundraising campaigns and activity

Key fundraising achievements in 2023 included our BBC Radio 4 Appeal, which raised more than £27,000 for the Helpline.

In addition, our matched fundraising appeal through Big Give raised over £62,000, including Gift Aid.

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Trustee Directors' Report

For The Year Ended 31 December 2023

The fundraising team supported a wide range of exciting community and business fundraising activities in 2023, including the London Landmarks Half Marathon, the Three Peaks Challenge, skydives, the Machu Picchu and climb Kilimanjaro challenges.

Funds were raised through a range of sources including the submission of bids to trusts and foundations, appeals to supporters and the general public, online events and partnership building.

Our corporate partners donated through their businesses, took part in employee fundraising, provided pro bono support, and donated their products and services as gifts in kind.

Other fundraising highlights in 2023 included:

- A campaign to generate new supporters through a petition for the recruitment of an Independent Anti-Slavery Commissioner and by sharing our guide on county lines.
- A new promotion called 'Dine for Freedom', where we worked with cafés and restaurants to generate fundraising support.
- Events for our supporters including Chaiya Art Awards and Mission Sunday at Bath Abbey.

Fundraising Regulator and Code of Practice

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

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

In 2023, Unseen did not employ any third parties to conduct fundraising on its behalf. Unseen is a member of the Chartered Institute of Fundraising, and we abide by its Codes of Conduct.

Complaints

In 2023, Unseen received no complaints from the general public, including none through the Fundraising Regulator's complaints process which is recorded monthly. The staff team always take complaints very seriously and do their utmost to ensure supporters are listened to and that a satisfactory conclusion is reached.

Protecting vulnerable people

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

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

Staffing and organisational structure

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

Unseen operates a clear pay scale which all staff are on. It is benchmarked to the NJC pay scale and other comparative organisations. 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 (senior leadership team): Andrew Wallis OBE, Justine Carter and Sian Hartstill.

The hourly rate of the highest-paid employee is 3.17 (2022: 3.22) times higher than the median pay of the charity.

Plans for the future

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

- Successfully deliver our organisational strategy by 2027.
- Continue expanding our consultancy and training with businesses of all sizes to address modern slavery issues in their practices and supply chains.
- Continue to expand our reintegration programme and strive for excellence in other frontline services, using our data to strengthen and develop the support we offer.
- Maintain the UK Modern Slavery & Exploitation Helpline as a free, round-the-clock service so we can continue to enhance the UK's response to combatting modern slavery.
- Continue to work with partners to ensure modern slavery remains a priority for the government.
- Collaborate more to ensure victims and survivors get the service they deserve.
- Develop policy, individually and collaboratively, to ensure the UK is at the cutting edge of tackling modern slavery and human trafficking.

- Continue to share our policy and operational expertise with other countries.
- Continue to develop and grow diverse income streams – in particular our regular giving, major donor, and legacy giving programmes. We plan to increase multi-year funding from trusts and foundations. We will continue to engage supporters in our work and share the impact of their funding.
- Continue to be committed to finding long-term, strategic, and systemic solutions to trafficking and modern slavery, drawing on the latest data and technology.

Governance and management information

Legal status

Unseen is a charitable company limited by guarantee and governed by its memorandum and articles of association, which were updated in 2024. There are therefore no shares in issue. In the 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, safeguarding, human resources, management, health and social work, advocacy and partnership, policy, 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 15 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 and observer status at a trustee board meeting. An interview with the CEO and chair of trustees takes place before an appointment. There is also ongoing training of current trustees.

Diversity

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

Training has been provided to trustees so that the board is aware of diversity and its responsibilities in this area. We seek to minimise barriers around attendance at board meetings, for example ensuring that meetings are held with full disabled access and that trustee expenses are fully reimbursed.

As an organisation, we do not favour a quota approach to the wider diversity issue and instead, we focus on ensuring that the board is as diverse as possible within the need to recruit trustees with the right skills and experience. We continue to seek diverse people from a multitude of backgrounds.

Meetings

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

Organisational structure and executive team

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

Concerning the setting of pay and remuneration of key management personnel, there is an approved pay scale and executive remuneration is approved by the board of trustees.

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 an enhanced DBS check. Also, we:

- Have a trustee safeguarding committee and the wider board recognises its joint responsibility for safeguarding.
- Provide ongoing safeguarding training for all frontline staff.

Unseen (UK)

Trustee Directors' Report

For The Year Ended 31 December 2023

- 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 the trustee safeguarding committee every quarter for review.

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 and Organised Immigration Crime Unit
- Police and Crime Commissioners
- UK Visas and Immigration
- Border Force
- Gangmasters and Labour Abuse Authority
- HMRC
- National Crime Agency: Modern Slavery and Human Trafficking Unit
- 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

Corporate partners

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

Corporate partners in 2023 included:

- Achilles
- Airbnb
- Aldi
- AS Watson Group
- Barrettine

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Trustee Directors' Report

For The Year Ended 31 December 2023

- Berkeley Group
- Bidvest Noonan
- Boohoo
- British Land
- BT
- Bupa
- Burges Salmon
- Cancer Research UK
- Challenge TRG
- Clewer
- Conlon Construction
- Derwent London
- Drax
- EDF
- EG Group
- Entain
- Everest People Solutions
- Facing the Past
- Ground Control
- HH Global
- IHG Hotels and Resorts
- Indeed Flex
- International Recruitment East
- ISG
- JD Sports
- JLP
- Job & Talent
- Legal & General
- Lloyds Banking Group
- Marks and Spencer
- MicroSystem Support
- Morgan Sindall Group
- Nationwide
- NatWest
- Nestlé
- Next
- Ocado
- Phoenix Group
- Sainsbury's
- Sky
- Smurfit Kappa
- Tesco
- Thatchers
- The Co-operative Group
- The Urology Foundation

Unseen (UK)

Trustee Directors' Report

For The Year Ended 31 December 2023

- The Very Group
- Wellcome Trust
- WSH

Unseen continued to be a sub-contractor during 2023, under the government's Modern Slavery Victim Care Contract, for The Salvation Army, who are the prime contractors for the Home Office. The purpose of this role is to provide support services to adult victims of human trafficking and modern slavery.

Funders

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

- Avon and Somerset Police and Crime Commissioner
- Big Give
- Bristol City Council Fund
- Garfield Weston Foundation
- Heart of Bucks Community Foundation
- Hilton UK Foundation
- Home Office Modern Slavery Prevention Fund
- JD Foundation
- John James Bristol Foundation
- Medlock Charitable Trust
- Samworth Foundation
- Schroder Charity Trust
- The Burden Trust
- The Childwick Trust
- The Henry Smith Charity
- The Moondance Foundation
- The Nisbet Trust
- The Peter Stebbings Memorial Charity
- The Souter Charitable Trust
- The Swire Charitable Trust
- University of Leicester
- University of Surrey

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

Unseen (UK)

Trustee Directors' Report

For The Year Ended 31 December 2023

Statement of trustees' responsibilities

The charity trustees, who are also the directors of Unseen (UK) for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities' SORP.
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statement.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

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

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

The charity has taken advantage of the exemptions available to small companies and has not prepared a strategic review.

This report was approved by the board of trustees on 11 May 2024 and signed on their behalf by:

Chair: Rosey Hurst

Trustee: Ian Theodoreson

Unseen (UK)

Trustee Directors' Report
For The Year Ended 31 December 2023

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

Trustees

Rosey Hurst, Chair

Richard Marsh (appointed 19 July 2023)

Daniel Pounder (appointed 13 May 2023)

Vanessa Di Cuffa (appointed 13 May 2023, resigned 24 March 2024)

Nicholas Dutnall

Eric Anderson

Andrea McMahon

Raquel McGrath

Ian Theodoreson

Samantha Burt

Dr Jan Birtle

Executive team

Chief Executive Officer: Andrew Wallis OBE

Director: Justine Carter

Director of Fundraising, Communications, and Operations: Sian Hartstill

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 2023

Opinion

We have audited the financial statements of Unseen (UK) (the 'charitable company') for the year ended 31 December 2023, 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 2023 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.

Unseen (UK)

Independent Auditors' Report to the Trustees and Members
For The Year Ended 31 December 2023

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.

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

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

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

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

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

Matters on which we are required to report by exception

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

- Adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

Unseen (UK)

Independent Auditors' Report to the Trustees and Members
For The Year Ended 31 December 2023

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 31, 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:

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;

Unseen (UK)

Independent Auditors' Report to the Trustees and Members For The Year Ended 31 December 2023

- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity SORP FRS 2019, Safeguarding Vulnerable Groups Act 2006, Care Quality Commission registration, anti-bribery, employment, data protection and health and safety legislation;
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- Identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

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

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

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

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

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 2023

Use of our report

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

Michelle Ferris BSc (Hons) FCA DChA

Senior Statutory Auditor
for and on behalf of
Albert Goodman LLP
Chartered Accountants
Statutory Auditor

Goodwood House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Date: 23 May 2024

Unseen (UK)Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 December 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	Unrestricted funds £	Restricted funds £	2022 Total funds £
Income:							
Donations and legacies	3	365,640	103,507	469,147	531,345	108,334	639,679
Charitable activities							
Support services	4	1,765,480	290,442	2,055,922	1,598,039	318,310	1,916,349
Business engagement	4	614,956	-	614,956	427,747	-	427,747
Policy, legislation and operational change	4	1,119	91,326	92,445	1,261	23,736	24,997
Educating society	4	396	30,959	31,355	37,618	26,922	64,540
Organisational sustainability and optimisation	4	15,086	-	15,086	388	-	388
Total income		2,762,677	516,234	3,278,911	2,596,398	477,302	3,073,700
Expenditure:							
Raising funds	5	303,319	-	303,319	295,500	-	295,500
Charitable activities							
Support services	6	1,696,466	420,520	2,116,986	1,494,885	351,524	1,846,409
Business engagement	6	327,133	-	327,133	274,573	-	274,573
Policy, legislation and operational change	6	82,589	91,326	173,915	174,357	23,736	198,093
Educating society	6	197,231	30,959	228,190	190,701	25,957	216,658
Organisational sustainability and optimisation	6	259,678	-	259,678	235,567	-	235,567
Total expenditure		2,866,416	542,805	3,409,221	2,665,583	401,217	3,066,800
Net income / (expenditure)		(103,739)	(26,571)	(130,310)	(69,185)	76,085	6,900
Transfer between funds	16	-	-	-	-	-	-
Net movement in funds		(103,739)	(26,571)	(130,310)	(69,185)	76,085	6,900
Reconciliation of funds							
Total funds brought forward		876,184	78,214	954,398	945,369	2,129	947,498
Total funds carried forward		772,445	51,643	824,088	876,184	78,214	954,398

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.

		Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total 2023 £	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total 2022 £
	Notes						
Fixed assets							
Tangible fixed assets	12	19,224	7,631	26,855	37,968	7,897	45,865
Investments	13	262,827	-	262,827	-	-	-
		<u>282,051</u>	<u>7,631</u>	<u>289,682</u>	<u>37,968</u>	<u>7,897</u>	<u>45,865</u>
Current assets							
Debtors	14	511,734	81,958	593,692	410,046	21,064	431,110
Cash at bank and in hand		365,072	20,821	385,893	702,105	84,787	786,892
		<u>876,806</u>	<u>102,779</u>	<u>979,585</u>	<u>1,112,151</u>	<u>105,851</u>	<u>1,218,002</u>
Liabilities:							
Creditors falling due within one year	15	(386,412)	(58,767)	(445,179)	(273,935)	(35,534)	(309,469)
		<u>490,394</u>	<u>44,012</u>	<u>534,406</u>	<u>838,216</u>	<u>70,317</u>	<u>908,533</u>
Total net assets		<u>772,445</u>	<u>51,643</u>	<u>824,088</u>	<u>876,184</u>	<u>78,214</u>	<u>954,398</u>
The funds of the charity:							
Restricted funds	16	-	51,643	51,643	-	78,214	78,214
Unrestricted funds	16	772,445	-	772,445	876,184	-	876,184
		<u>772,445</u>	<u>51,643</u>	<u>824,088</u>	<u>876,184</u>	<u>78,214</u>	<u>954,398</u>
Total charity funds		<u>772,445</u>	<u>51,643</u>	<u>824,088</u>	<u>876,184</u>	<u>78,214</u>	<u>954,398</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).

Approved by the Board of Trustees for issue on 11 May 2024 and signed on their behalf by:

R Hurst
Chair

I Theodoreson
Trustee

Unseen (UK)
Statement of Cash Flows
For The Year Ended 31 December 2023

		2023	2022
		£	£
	Notes		
Cash flows from operating activities			
Net movements in funds for the year		(130,310)	6,900
Adjustments to cash flows from non-cash items:			
Investment income reinvested		(12,827)	-
Depreciation and amortisation	12	22,740	18,930
		<u>(120,397)</u>	<u>25,830</u>
Working capital adjustments			
(Increase)/decrease in debtors	14	(162,582)	(66,827)
Increase/(decrease) in creditors	15	135,710	29,907
		<u>(147,269)</u>	<u>(11,090)</u>
Cash flows from investing activities			
Purchase of fixed assets	12	(3,730)	(35,282)
Purchase of investments	13	(250,000)	-
		<u>(253,730)</u>	<u>(35,282)</u>
Net cash (used in)/provided by investing activities			
		<u>(400,999)</u>	<u>(46,372)</u>
Net (decrease)/increase in cash and cash equivalents			
		<u>786,892</u>	<u>833,264</u>
Cash and cash equivalents at the beginning of the reporting period			
		<u>385,893</u>	<u>786,892</u>
Cash and cash equivalents at the end of the reporting period			
		<u>385,893</u>	<u>786,892</u>
Analysis of cash and cash equivalents			
Cash at bank and in hand		<u>385,893</u>	<u>786,892</u>

1 Accounting Policies

1.1 Basis of accounting

Unseen (UK) is a company limited by guarantee incorporated in the United Kingdom under the Companies Act. The maximum liability of each member is limited to £1. The address of the registered office is given on page 32. 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.

1.2 Income

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

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

Investment income is included when receivable.

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

1.3 Expenditure

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

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

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

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

1.4 Tangible fixed assets and depreciation

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

Fixtures and fittings	Straight line basis over 5 years
Computer equipment	Straight line basis over 3 years

1.5 Investments

Investments which are publicly traded are recognised initially at fair value which is normally the transaction price (but excludes any transaction costs). Subsequently, investments which are publicly traded are held at market value, with all realised and unrealised gains and losses passing through the SOFA.

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 the 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 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. Prepayments are not financial instruments. Investment portfolios are basic financial instruments measured at fair value through the income and expenditure account as detailed in note 18.

Unseen (UK)

Notes to the Financial Statements
For The Year Ended 31 December 2023

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 as 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 £	2023 Total £	Unres- tricted funds £	Res- tricted funds £	2022 Total £
Donations	358,640	103,507	462,147	399,907	108,334	508,241
Grants of a general nature	7,000	-	7,000	131,438	-	131,438
	<u>365,640</u>	<u>103,507</u>	<u>469,147</u>	<u>531,345</u>	<u>108,334</u>	<u>639,679</u>

Unseen (UK)

Notes to the Financial Statements
For The Year Ended 31 December 2023

4. Income from charitable activities

	Unres- tricted funds £	Res- tricted funds £	2023 Total £	Unres- tricted funds £	Res- tricted funds £	2022 Total £
<i>Support services</i>						
Service income	1,765,480	-	1,765,480	1,598,039	-	1,598,039
Support services						
- <i>grants received</i>	-	290,442	290,442	-	318,310	318,310
Business engagement	614,956	-	614,956	427,747	-	427,747
Policy, legislation and operational change						
- <i>grants received</i>	1,119	91,326	92,445	1,261	23,736	24,997
Educating society	396	30,959	31,355	37,618	26,922	64,540
Organisational sustainability and optimisation	15,086	-	15,086	388	-	388
	<u>2,397,037</u>	<u>412,727</u>	<u>2,809,764</u>	<u>2,065,053</u>	<u>368,968</u>	<u>2,434,021</u>

Unseen (UK)

Notes to the Financial Statements
For The Year Ended 31 December 2023

During the year to 31 December 2023 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 £	2023 Total £	Unres- tricted funds £	Res- tricted funds £	2022 Total £
Anonymous	-	-	-	10,000	-	10,000
Avon & Somerset Police & Crime Commissioner	-	39,828	39,828	-	34,836	34,836
Comic Relief	-	-	-	-	38,706	38,706
Garfield Weston Foundation	-	45,000	45,000	45,000	-	45,000
Heart of Bucks Community Foundation	-	-	-	-	5,000	5,000
Home Office	-	-	-	-	96,440	96,440
Hilton Foundation	-	65,000	65,000	-	-	-
John James Bristol Foundation	-	10,000	10,000	-	10,000	10,000
Peter Stebbings Memorial Charity	-	5,000	5,000	-	-	-
Samworth Foundation	-	50,000	50,000	-	-	-
Swire Charitable Trust	-	-	-	25,000	-	25,000
The Big Give	-	-	-	-	19,420	19,420
The Burden Trust	-	6,000	6,000	-	6,000	6,000
The Childwick Trust	-	-	-	10,000	-	10,000
The Henry Smith Charity	-	38,000	38,000	-	69,657	69,657
The Medlock Charity	-	-	-	-	5,000	5,000
The Nisbet Trust	-	10,014	10,014	10,000	-	10,000
The Moondance Foundation	-	10,000	10,000	-	-	-
The Orr Mackintosh Foundation Limited	-	-	-	15,000	-	15,000
The Roger And Jean Jefcoate Trust	-	-	-	5,000	-	5,000
The Schroder Charity Trust	-	-	-	-	5,000	5,000
Wixamtree Trust	-	-	-	-	5,000	5,000
Other grants (individually < £5,000)	7,000	11,600	18,600	11,438	15,151	26,589
	7,000	290,442	297,442	131,438	310,210	441,648

Unseen (UK)

Notes to the Financial Statements
For The Year Ended 31 December 2023

During the year to 31 December 2023 the following universities and other institutions supported the work of the charity and the amounts below are included in policy, legislation, and operational change income.

	Unres- tricted funds £	Res- tricted funds £	2023 Total £	Unres- tricted funds £	Res- tricted funds £	2022 Total £
British Institute of International & Comparative Law	-	-	-	-	23,736	23,736
University College London	-	-	-	-	8,100	8,100
University of Leicester	-	75,679	75,679	-	-	-
University of Surrey	-	15,647	15,647	-	-	-
	-	91,326	91,326	-	31,836	31,836

5. Expenditure on raising funds

	Unres- tricted funds £	Res- tricted funds £	2023 Total £	Unres- tricted funds £	Res- tricted funds £	2022 Total £
Direct fundraising cost	59,324	-	59,324	81,794	-	81,794
Staffing cost	205,019	-	205,019	174,484	-	174,484
Support costs (note 7)	34,197	-	34,197	36,318	-	36,318
Governance (note 7)	4,779	-	4,779	2,904	-	2,904
	303,319	-	303,319	295,500	-	295,500

6. Expenditure on charitable activities

	Support services £	Business engagement £	Policy, legislation and operational change £	Educating society £	Organisa- tional, sustainability and optimisation £	2023 Total £
Activities costs	20,461	-	9,860	-	-	30,321
CRB checks	1,316	45	-	-	-	1,361
Depreciation	6,534	807	1,690	-	-	9,031
Finance costs	-	(3,224)	-	-	-	(3,224)
General premises and sundry costs	11,095	-	11	-	184	11,290
Heat, light and insurance	4,308	494	-	-	-	4,802
Interpreting costs	35,333	-	-	-	-	35,333
IT costs	17,792	5,045	2,348	1,688	-	26,873
Office costs and comms	-	28,076	-	22,848	-	50,924
Printing, postage, stationery and advertising	712	53	-	-	-	765
Professional fees and outsourced service costs	607	-	720	-	-	1,327
Property costs	76,093	-	-	-	-	76,093
Staff and contractor costs	1,280,613	256,975	134,226	169,713	38,214	1,879,741
Staff other costs	31,006	1,875	2,528	25	-	35,434
Staff travel	17,025	11,266	2,158	9,432	11,308	51,189
Subscriptions	38	404	6	-	1,806	2,254
Telephone	22,312	458	182	-	-	22,952
Venue hire	312	-	-	-	-	312
Victim NRM costs	454,450	-	484	-	-	454,934
Waste disposal and cleaning	3,528	-	-	-	-	3,528
Support costs (note 7)	110,968	18,277	14,954	11,750	203,078	359,027
Governance (note 7)	22,483	6,582	4,748	12,734	5,088	51,635
	2,116,986	327,133	173,915	228,190	259,678	3,105,902

Unseen (UK)

Notes to the Financial Statements
For The Year Ended 31 December 2023

Expenditure on charitable activities - 2022

	Support services £	Business engagement £	Policy, legislation and operational change £	Educating society £	Organis- ational, sustainability and optimisation £	2022 Total £
Activities costs	7,120	-	5,528	-	-	12,648
CRB checks	2,475	282	56	-	-	2,813
Depreciation	4,347	509	704	-	-	5,559
Finance costs	-	-	-	-	(1,620)	(1,620)
General premises and sundry costs	19,582	-	11	-	9	19,602
Heat, light and insurance	6,227	-	-	-	-	6,227
Interpreting costs	32,382	98	2,979	-	-	35,459
IT costs	16,791	2,784	12,062	611	-	32,248
Office costs and comms	-	49,020	300	16,753	-	66,073
Printing, postage, stationery and advertising	4,442	238	29	-	-	4,709
Professional fees and outsourced service costs	53,629	791	-	-	-	54,420
Property costs	72,794	-	-	-	-	72,794
Staff and contractor costs	1,033,153	192,470	155,379	176,606	28,742	1,586,350
Staff other costs	22,966	1,612	917	238	-	25,733
Staff travel	16,565	6,182	1,549	7,950	8,878	41,124
Subscriptions	114	-	3	-	1,161	1,278
Telephone	36,408	216	229	-	-	36,853
Venue hire	-	-	13	-	-	13
Victim NRM costs	400,776	-	99	-	-	400,874
Waste disposal and cleaning	4,249	-	-	-	-	4,249
Support costs (note 7)	99,875	16,450	13,459	10,575	195,500	335,859
Governance (note 7)	12,513	3,923	4,777	3,925	2,896	28,034
	1,846,409	274,573	198,093	216,658	235,567	2,771,300

Unseen (UK)

Notes to the Financial Statements
For The Year Ended 31 December 2023

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 five 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 (2022: % of direct expenditure).

	Support costs £	Gover- nance costs £	2023 Total £	Support costs £	Gover- nance costs £	2022 Total £
Auditor's remuneration	-	11,820	11,820	-	9,240	9,240
Office costs and communications	107,280	-	107,280	107,178	-	107,178
Premises cost	21,385	-	21,385	19,395	-	19,395
Professional fees	36,615	2,617	39,232	32,723	2,755	35,478
Depreciation	13,708	-	13,708	13,371	-	13,371
Staffing costs	214,236	41,977	256,213	199,510	18,943	218,453
	393,224	56,414	449,638	372,177	30,938	403,115

8. Net incoming resources

Net resources are stated after charging:

	2023 £	2022 £
Depreciation of owned assets	22,740	18,930
Operating lease expenditure	108,399	106,618
Auditors' remuneration for:		
Audit services	7,860	7,440
Accountancy services & other	3,960	1,800

9. Employees

Employment costs	2023	2022
	£	£
Wages and salaries	2,052,930	1,735,405
Social security costs	183,536	163,126
Other pension costs	60,604	43,690
	<u>2,297,070</u>	<u>1,942,221</u>

Number of employees

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

	2023	2022
Direct staff	87	72
Leadership and operations staff	18	21
	<u>105</u>	<u>93</u>

Of the 105 employees, 68 were Full-Time and 37 Part-Time (2022: 60 and 33 respectively).

The key management personnel of the charity are considered to be the Chief Executive and the two Directors (2022: Chief Executive and two Directors) The total cost to the charity for employee benefits for the employed key management were £257,291 (2022: £229,742).

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

	2023	2022
£70,000 - £80,000	1	1
£80,000 - £90,000	1	1
	<u>1</u>	<u>1</u>

Defined contribution pension scheme

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £60,604 (2022: £43,690). Contributions totalling £8,265 (2022: £8,439) were payable to the scheme at the end of the year and are included in creditors.

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 2023 nor for the year ended 31 December 2022.

During the year, travelling expenses of £289 were reimbursed to two trustees (2022: travelling expenses of £843 to three trustees).

11. Operating lease commitments

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

	2023	2022
	£	£
Land and buildings		
Expiry date:		
Within one year	63,771	69,766
Between two and five years	113,019	17,500
Office equipment		
Expiry date:		
Within one year	1,224	1,222
Between two and five years	2,135	-
	<hr/>	<hr/>
	180,149	88,488
	<hr/>	<hr/>

12. Tangible fixed assets

	Fixtures & Fittings	Computer Equipment	Total
Cost	£	£	£
At 1 January 2023	24,128	140,410	164,538
Additions	-	3,730	3,730
Disposals	-	-	-
	<hr/>	<hr/>	<hr/>
At 31 December 2023	24,128	144,140	168,268
	<hr/>	<hr/>	<hr/>
Depreciation			
At 1 January 2023	19,452	99,221	118,673
Charge for the year	3,257	19,483	22,740
Eliminated on disposal	-	-	-
	<hr/>	<hr/>	<hr/>
At 31 December 2023	22,709	118,704	141,413
	<hr/>	<hr/>	<hr/>
Net book value			
At 31 December 2023	1,419	25,436	26,855
	<hr/>	<hr/>	<hr/>
At 31 December 2022	4,676	41,189	45,865
	<hr/>	<hr/>	<hr/>

13. Investments

	2023	2022
	£	£
Market value		
At 1 January 2023	-	-
Additions at cost	250,000	-
Reinvestment of income	12,827	-
	<hr/>	<hr/>
At 31 December 2023	262,827	-
	<hr/>	<hr/>
Historical cost as at 31 December 2023	262,827	-
	<hr/>	<hr/>

14. Debtors

	2023	2022
	£	£
Trade debtors	342,429	233,197
Prepayments and accrued income	251,263	197,913
	<u>593,692</u>	<u>431,110</u>

15. Creditors: Amounts falling due within one year

	2023	2022
	£	£
Trade creditors	29,157	22,743
Other taxes and social security	82,758	74,782
Other creditors	2,092	1,586
Accruals and deferred income	331,172	210,358
	<u>445,179</u>	<u>309,469</u>

Reconciliation of deferred income:

Opening balance	191,840	172,196
Released during the year	(191,840)	(172,196)
Received during the year	318,153	191,840
	<u>318,153</u>	<u>191,840</u>

Where income for services is received in advance, for a specific period, these funds are deferred and recognised in the period to which they relate. Deferred income relates to Business Portal, Business Hub and consultancy fees received in advance.

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16. Summary of movement in funds

	At 1 January 2023 £	Income £	Expenditure £	Transfers £	At 31 December 2023 £
Unrestricted funds					
General fund	876,184	2,762,677	(2,866,416)	-	772,445
	<u>876,184</u>	<u>2,762,677</u>	<u>(2,866,416)</u>	<u>-</u>	<u>772,445</u>
Restricted funds					
Anti-Slavery Partnership (ASP)	3,094	30,959	(30,959)	-	3,094
Helpline (Support Services)	75,120	333,449	(360,020)	-	48,549
One Team (Support Services)	-	60,500	(60,500)	-	-
Policy, legislation and operational change	-	91,326	(91,326)	-	-
	<u>78,214</u>	<u>516,234</u>	<u>(542,805)</u>	<u>-</u>	<u>51,643</u>
	<u>954,398</u>	<u>3,278,911</u>	<u>(3,409,221)</u>	<u>-</u>	<u>824,088</u>
Total funds	<u>954,398</u>	<u>3,278,911</u>	<u>(3,409,221)</u>	<u>-</u>	<u>824,088</u>

17. Summary of movement in funds (continued)

Summary of movement in funds – 2022

	At 1 January 2022 £	Income £	Expenditure £	Transfers £	At 31 December 2022 £
Unrestricted funds					
General fund	702,881	2,596,398	(2,111,524)	(311,571)	876,184
<u>Designated fund</u>					
Helpline	242,488	-	(554,059)	311,571	-
	<u>945,369</u>	<u>2,596,398</u>	<u>(2,665,583)</u>	<u>-</u>	<u>876,184</u>
Restricted funds					
Anti-Slavery Partnership (ASP)	2,129	26,922	(25,957)	-	3,094
Helpline (Support Services)	-	274,614	(199,494)	-	75,120
One Team (Support Services)	-	152,030	(152,030)	-	-
Policy, legislation and operational change	-	23,736	(23,736)	-	-
	<u>2,129</u>	<u>477,302</u>	<u>(401,217)</u>	<u>-</u>	<u>78,214</u>
Total funds	<u>947,498</u>	<u>3,073,700</u>	<u>(3,066,800)</u>	<u>-</u>	<u>954,398</u>

Details of Restricted Funds:

One Team: Funding from One Team has been split up to cover the costs of the following three areas: covering men's and women's safehouses and outreach and reach in services.

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.

Helpline: Funds held in relation to the independent and confidential UK Modern Slavery and Exploitation Helpline service.

Policy, Legislation and Operational Change: Research grant funding to enable the delivery of research projects.

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Designated fund – Helpline: Funds held in relation to the independent and confidential UK Modern Slavery and Exploitation Helpline service. The transfer made in 2022 from the general fund to the designated fund is to transfer the opening reserve designated towards the service.

17. Related party transactions

During the year the charity paid £4,620 to Cultureology Ltd (a company where previous trustee Vanessa Di Cuffa is a director) for the provision of training. No amounts are outstanding at the year end. (2022: No related party transactions).

18. Financial instruments

	2023 £	2022 £
Financial assets measured at fair value through income and expenditure account	262,827	-
Financial assets that are debt instruments measured at amortised cost	931,868	1,187,689
	<u>1,194,695</u>	<u>1,187,689</u>
Financial liabilities measured at amortised cost	<u>44,268</u>	<u>42,847</u>

Item of income, expenditure, gain or losses

	Income £	Expense £	Net gains £	Net losses £
2023				
Financial assets measured at fair value through income and expenditure account	12,827	-	-	-
	<u>12,827</u>	<u>-</u>	<u>-</u>	<u>-</u>
2022				
Financial assets measured at fair value through income and expenditure account	-	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>