

CALL PLUS

England & Wales · Charity number 1016053

Details

Other names CANCER AID AND LISTENING LINE, Being There, CALL

Status Registered

Legal form Charitable company

Company number [02709543](#)

Registered 1993-01-07

Register [View on the Charity Commission register](#)

Contact

Address The Grange Community Centre
Pilgrim Drive
Beswick
Manchester
M11 3TQ

Phone 0345 123 23 29

Email info@beingthere.org.uk

Website www.beingthere.org.uk

Activities

Objects: TO PROMOTE THE RELIEF AND SUPPORT OF ANY PERSON AFFECTED, DIRECTLY OR INDIRECTLY, BY CANCER IN ANY FORM OR ANY OTHER LIFE-LIMITING ILLNESS BY:-I. PROVIDING SOCIAL, EMOTIONAL AND PRACTICAL SUPPORTII. OFFERING COUNSELLING AND HOME SUPPORT SERVICES III. PROVIDING FACILITIES FOR THE EXCHANGE OF EXPERIENCE, VIEWS AND INFORMATION AMONGST THOSE SO AFFECTED, THEIR RELATIVES AND FRIENDS AND OTHER RELEVANT, INTERESTED PERSONS AND ORGANISATIONSIV. PROVIDING ANY OTHER SUPPORT WHICH MAY FROM TIME TO TIME BECOME APPROPRIATE OR NECESSARY.

Activities: Promote the relief of any person suffering from cancer or other life threatening illness by counselling and home support and providing facilities for the exchange of experience views and information among sufferers, relatives and other interested persons

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Elderly/old People, People With Disabilities

Geography

- **Area of benefit:** NOT DEFINED BUT IN PRACTICE GREATER MANCHESTER
- Bolton
- Bury
- Manchester City
- Oldham
- Rochdale
- Salford City
- Stockport
- Tameside
- Trafford
- Wigan

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£401,070	£487,557	-	-
2024-03-31	£444,300	£426,434	-	-
2023-03-31	£417,040	£362,791	-	-
2022-03-31	£335,513	£320,534	-	-
2021-03-31	£317,853	£258,086	-	-

Trustees

Name	Role	Appointed
Alamgir Miah		2022-03-10
Gaynor de Wit		2024-05-09
HEATHER LYNNE HENRY		2011-11-07
Nigel Day		2020-02-27
PHILIP JAMES EAGLE		
VICTOR HASSAN		2020-07-02

CALL PLUS

England & Wales - Charity number 1016053

Accounts

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2025

CHAIR'S FOREWORD

The year to end of March 2025 was successful on the operational front. Being There provided exceptional support to our clients across many areas of Greater Manchester. Generating greater value for our main funders.

More clients were helped, with enhanced services and a greater number of contact sessions were delivered both across Being There's traditional service portfolio and the Being Heard counselling service.

- Being there provided 6819 sessions to 970 clients compared with 6238 sessions to 611 clients in 23-24.
- Being Heard helped 196 people with 1768 counselling hours.

The latter was delivered by two staff members, two fully qualified counsellors and 19 student counsellors. The service has demonstrated its value, and demand is continuing to grow. However, funding is insufficient and less secure than for our other services.

We have been able to grow the volunteer force by 31 people from 152 (in 23-24) to 183. There remains a need for continued focus on recruitment and training to meet the growing demand for our services.

Organisationally, there were significant changes and challenges during the year. Most notably, our long serving Chief Executive, Karen Mercer retired in August 2024. We were fortunate to be able to recruit Vikkey Chaffe as our new CEO. Whilst the recruitment process was completed successfully and expeditiously, there was an impact on performance during notice periods, handover and induction.

In the recruitment process, the Trustees reviewed the CEO's role, concluding that the workload was too onerous for one person. In view of this, it was decided to appoint Becky Turner as Deputy CEO. This recognised both her work in the Senior Management Team and in developing the counselling service.

Paula Hewitt, South Branch Manager, also retired after many years of excellent service; Ambia Begum took over, moving from her previous role in the charity.

Unfortunately, funding is not keeping pace with inflation, statutory and funder requirements. This has a dramatic impact on finances. Increases in operating costs were not matched by funders. Changes announced in the 2024 budget on National Insurance charges will also have an impact from 2025-26. These challenges affect all charities and make bidding for funding increasingly more competitive.

Funding is an ever-present concern for the Trustees and Management Team. We are conscious of the dangers of relying on a small number of funders. Clearly, we need become more creative in finding sources of funding to maintain and grow our services, so, we have appointed a Grant and Fundraising Manager. These changes in personnel and roles will aid performance and prepare us for the future but increase costs in the short-term.

Steps are in hand to revise and streamline the interaction between the management team and the Trustees to aid effective and prompt decision making. The performance of the management of the charity has been recognised by external assessors such as Investors in People, Disability Aware Employer and Action together who awarded their Quality Action Mark.

Financially, the performance this year has not been as strong as in previous years with a deficit over the trading period being recorded. The income over the year was £412,256 (£444,300-in 2023-24) and the expenditure was £499,365 (£426, 444 in 2023-24). The deficit in this trading period was £87,109 compared with a surplus of £17,866 in 2023-24. This was in part due to a Board decision to maintain services in Tameside during a gap in funding, feeling that the impact of a break would be more detrimental. The deficit has been funded largely by drawing on reserves, which is obviously not viable in the long-term.

We are reducing the operating costs organisation by centralising accommodation, changing suppliers and sharing good practice. We anticipate that this and enhanced fund raising will allow a prompt return to a balanced budget.

We would be very grateful to members for any suggestions on how we might expand our fundraising activities.

On behalf of the Board of Trustees, I extend my thanks to all staff and volunteers for their efforts in these challenging times. I also extend thanks to Peter Gichero for his support on the supervision of the accounting process.

We look forward to a challenging but successful 2025-26.

Jim Yates

Chair of Board of Trustees – Being There

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2025

REFERENCE AND ADMINISTRATIVE INFORMATION

Company registration number is 2709543.

The Charity is registered with the Charity Commissioners. Its registration number is 1016053. The working name of the Charity is BEING THERE formerly CALL PLUS.

The registered office of the Charity is The Grange Community Centre, Pilgrim Drive, Manchester, M11 3TQ. The Company Secretary is Mrs V J Chaffe

BOARD OF TRUSTEES

The Directors of the Company who are also Trustees of the Charity and who held office during the year ended 31st March 2024 are as follows:

Mr NGS Day
Dr M Desai (Resigned 31st July 2024)
Ms G De Wit
Mr P Eagle
Mr A Hanfi
Mr V Hassan
Mrs H Henry
Mr A H Miah
Mr J A Yates

SENIOR MANAGEMENT TEAM

Mrs V J Chaffe – CEO – Company Secretary
Mrs R Turner – Deputy CEO
Mrs R Cooper - Finance Manager

INDEPENDENT EXAMINER

The Charity's independent examiner is Mr James Wheelan FCCA of James Wheelan Accountancy Limited, Chartered Certified Accountants, Minshull House, 67 Wellington Road North, SK4 2LP

BANKERS

The Charity's bankers are currently CAF Bank Ltd at 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

SOLICITORS

The Charity's solicitors are Chafes Hague Lambert at 2-4 Primrose Avenue, Urmston, Manchester M41 0TY.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2025
(CONTINUED)

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The Charity is constituted as a company limited by guarantee and is therefore governed by a memorandum and articles of association.

Recruitment and Appointment of Directors and Trustees

The directors of the Charity are also trustees of the Charity. They are appointed in accordance with company law and the Charity's articles of association.

The articles require one third of the directors to retire each year. A retiring director is eligible for re-election. Additional directors may be co-opted during the year but must stand for election at the Annual General Meeting.

Trustee Induction and Training

Trustees normally attend a Board of Trustees meeting prior to joining the Charity to meet their fellow trustees and are inducted by a long-standing trustee. They are briefed on their legal obligations under charity and company law and the content of the Memorandum and Articles of Association. Visits to the Charity's branches to meet staff and volunteers are encouraged. Any new Trustee will undergo a formal training programme.

Risk Management

The trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems are in place to mitigate our exposure to the major risks. The major income source is from a number of different Greater Manchester Clinical Commissioning Groups.

Organisational Structure

The Charity is governed by its Board of Trustees. The Board of Trustees are responsible for formulating the strategy and policies for the Charity including the approval of budgets and the exercising of financial controls through regular financial reporting.

The Charity is run on a day-to-day basis by the Senior Management Team.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2025
(CONTINUED)

OBJECTIVES AND ACTIVITIES

The Charity is established to promote the relief and support of any person affected, directly or indirectly, by cancer in any form or any other life-limiting illness by:-

- (1) Providing social, emotional and practical support
- (2) Offering a counselling and home support services;
- (3) Providing facilities for the exchange of experience, views and information amongst those so affected, their relatives and friends and other relevant, interested persons and organisations
- (4) Providing any other support which may from time to time become appropriate or necessary

In deciding what activities the charity should undertake the trustees have paid due regard to the Charity Commission's guidance on public benefit.

The Charity operates from branches in Beswick (North/Central Manchester), Trafford, Salford Wythenshawe (South/Central Manchester) and Ashton-under-Lyne (Tameside) and through the telephone Listening Line on 0845 123 23 29.

The aim of the Charity is to achieve a high level of professionalism. Funding continues to be sought to support the central infrastructure to accelerate that process.

ACHIEVEMENTS AND PERFORMANCE

2024/25

We continued to record and collect data for our statistics in line with relevant legislation, regulations and funder requirements. We ensure that we comply with current GDPR legislation. Similarly, in line with funder requirements and relevant Equality legislation, we continue to now collect data on the 9 protected characteristics under the Equalities Act which allows us to monitor who we need to try harder to reach. Our statistics on all groups relevant to our service continue to improve.

The Charity relies upon its volunteers to provide its support. 224 active volunteers gave their support during the year.

Our clients continue to match the national demographic for those with life limiting illnesses - 65% of clients are aged 70 and above. Clients with cancer, heart and respiratory disease, strokes and diabetes continue to receive the bulk of support. 63% clients are female, 36% male and 1% other. 100% identify as under the Equality Act 2010 with having a life limiting illness. An increasing number of client and volunteers are from Black African, Black Caribbean, Asian and other minority ethnic groups, representing 21% of clients and 16% of volunteers. This reflects improvements in recruitment and awareness raising.

Referrals continue to come from a range of partners including sector partners, social prescribing teams, the NHS, social services and self-referrals.

The health and social welfare sector in which the Charity operates remains a challenging one with continuing commissioning changes in Greater Manchester. At the end of the financial year, we continue to have funding challenges with the cost of living crisis, changes in Employers National Insurance contributions and funder requirements on the Real Living wage.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2025
(CONTINUED)

Assistance from the Charity's comprehensive range of services included:

- one to one emotional support, either in person or on the telephone
- person centred counselling
- respite sitting for carers
- social support (individual or group)
- transport for medical appointments
- working directly with our partners health and social care and voluntary sectors
- providing bereavement support
- provision of non-medical information or "signposting" to other organisations

The Charity's dedicated telephone Listening Line is open Monday to Friday during office hours. The Charity website and social media are continuing to develop.

The Charity continues to provide timely support for all our staff and volunteers who are key people in service delivery. Support activity included new volunteer training, development training and volunteer support meetings, in addition to ongoing one to one support for our clients.

Some particular achievements since April 1st 2024 were:

- The increase in volunteer recruitment and retention
- Continuation of our contracts with the NHS
- Further funding from the National Lottery
- Internally:
 - o We have recruited a new CEO who has experience in a larger health related charity
 - o Created a new role of Deputy CEO to support the charity and co-ordinate the expansion and development of the counselling service
 - o Appointed a Funding Manager to diversify our funding base and help to make the charity more sustainable in increasingly challenging financial conditions.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2025
(CONTINUED)

FINANCIAL REVIEW

The attached financial statements show the current state of the finances, which the Board of Trustees considers to be acceptable. Total incoming resources were £401,070 (2024 - £444,300) whilst total expenditure amounted to £487,557 (2024 - £426,434) resulting in a deficit of £86,487 (2024 surplus £17,866). Unrestricted funds amounted to £207,912 (2024 - £277,720) of which fixed assets represented £7,299.

Principal Funding Sources

The Charity continued to work closely with the Greater Manchester Combined Authority, Central, North & South Manchester, Salford and Trafford CCGs and acquired the bulk of its funding through a one year contract made with these bodies. Remaining funds stemmed from donations and fund raising.

Investment Policy

The Charity has a policy of re-investing surplus funds in the Charity in order to support service developments and improvement in line with user feedback and identified gaps in the overall provision of support services for cancer and life limiting conditions. Available funds are held at CAF Bank or in term Bonds and short term deposits.

Reserves Policy

In light of the main risks to the Charity the Board of Trustees have decided that the Charity should keep unrestricted funds equivalent to three months of normal operation, subject to a minimum of £90,000 This is to be reviewed on an annual basis.

PLANS FOR THE FUTURE

Our aims for 2025/2026

- Increasing diversity of funding sources to ensure sustainability
- Seek to establish effective working partnerships with like-minded parties in pursuit of the equality objectives
- Continue and negotiate new contracts with Greater Manchester NHS commissioners
- Explore new areas of service development.

The Charity continues to deliver the objectives listed in its memorandum of association.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2025 (CONTINUED)

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Call Plus for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial 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 charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements 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 statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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 the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

By order of the Board of Trustees

Jim Yates
Jim Yates (Oct 26, 2025 13:06:13 GMT)

J Yates Director and Trustee

Date: 26/10/25

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF

CALL PLUS

CHARITY REGISTERED NO. 1016053

COMPANY NO. 2709543

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025 which are set out on pages 9 to 17.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination, I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiners' statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am member of the Association of Chartered Certified Accountants (ACCA), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a "true and fair view" which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

James Wheelan

James Wheelan FCCA
James Wheelan Accountancy Limited
Chartered Certified Accountants
Minshull House
67 Wellington Road North
Stockport
SK4 2LP

Date 28/10/25

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2025

	Notes	Restricted Funds £	Unrestricted Funds £	Total 2025 £	Total 2024 £
Income and endowments from					
Donations and legacies	2	103,107	36,193	139,300	176,235
Charitable activities	3	-	258,451	258,451	265,347
Investments	4	-	3,319	3,319	2,718
		-----	-----	-----	-----
Total		103,107	297,963	401,070	444,300
		-----	-----	-----	-----
Expenditure on					
Fund Raising	5	-	2,700	2,700	41
Charitable activities	6	107,577	377,280	484,857	426,393
		-----	-----	-----	-----
Total		107,577	379,980	487,557	426,434
		-----	-----	-----	-----
Net income/(expenditure) for the year		(4,470)	(82,017)	(86,487)	17,866
Transfers between funds	14	(12,209)	12,209	-	-
		-----	-----	-----	-----
Net movement in funds		(16,679)	(69,808)	(86,487)	17,866
		-----	-----	-----	-----
Reconciliation of funds					
Funds brought forward at 1 April 2024		16,679	277,720	294,399	276,533
		-----	-----	-----	-----
Funds carried forward at 31 March 2025		-	207,912	207,912	294,399
		=====	=====	=====	=====

All amounts relate to continuing operations

The Company has no recognised gains or losses other than as disclosed in the Statement of Financial Activities.

The notes on pages 11 to 16 form part of these accounts.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
BALANCE SHEET AS AT 31ST MARCH 2025

	Notes	£	<u>2025</u>	£	£	<u>2024</u>	£
FIXED ASSETS							
Tangible Assets	9			7,299			4,358
CURRENT ASSET							
Debtors	10		3,155			14,115	
Investments	11		164,335			152,478	
Cash at Bank and in hand	12		60,105			159,729	
			-----			-----	
			227,595			326,322	
			-----			-----	
LIABILITIES							
Creditors: Amounts falling due within one year	13		26,982			36,281	
			-----			-----	
NET CURRENT ASSETS				200,613			290,041
				-----			-----
TOTAL ASSETS LESS CURRENT LIABILITIES				207,912			294,399
				=====			=====
THE FUNDS OF THE CHARITY							
Restricted Funds	14			-			16,679
,Unrestricted Funds	14			207,912			277,720
				-----			-----
				207,912			294,399
				=====			=====

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

Approved by the Board of Trustees and signed on its behalf on 28/10/25

Jim Yates J Yates Director and Trustee
Jim Yates (047728, 20251010, 01313131)

Philip Eagle P Eagle Director and Trustee
Philip Eagle (047728, 20251010, 01313131)

The notes on pages 12 to 17 form part of these accounts

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025

1. ACCOUNTING POLICIES

Basis of accounting

These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these financial statements. These financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014; with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102); with the Charities Act 2011 and with the Companies Act 2006.

The charity meets the definition of a public benefit entity as defined by FRS 102.

Fund accounting

Unrestricted funds are funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Income

Income is included in the Statement of Financial Affairs (SOFA) when the charity is legally entitled to the income, it is more than likely that the trustees will receive the funds and the amount can be measured with reasonable reliability.

Gift aid is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor has specified otherwise.

Grants and donations are only included in the SoFA when the general income recognition criteria are met.

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

Income from interest, royalties and dividends is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

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.

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. The irrecoverable element of VAT is included with the item of expense to which it relates. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

Fundraising costs are those incurred raising income for the charity through events.

Charitable expenditure 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.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025

1. ACCOUNTING POLICIES (cont)

The charity made no redundancy payments during the reporting period.

No material item of deferred income has been included in the accounts.

The charity has creditors which are measured at settlement amounts less any trade discounts

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date

The charity accounts for basic financial instruments on initial recognition as per paragraph 10.7 FRS102 SORP. Subsequent measurement is as per paragraphs 11.17 to 11.19, FRS102 SORP.

Valuation, Capitalisation and depreciation of Tangible Fixed Assets

The charity capitalises relevant items that exceed £500 in cost. Tangible Fixed Assets are capitalised at cost and are depreciated over their estimated useful economic lives as follows:

Office Furniture & Equipment	25% reducing balance
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Debtors

Debtors are measured initially at the settlement amount due. Subsequently, they are measured at the cash or other consideration expected to be received.

Investments

Investments are short term deposits held in UK banks, they are valued at initially at cost and subsequently at fair value (their market value) at the year end.

Cash at Bank and in hand

This relates to current accounts held with UK banks and petty cash.

Taxation

The organisation is exempt from income tax by reason of its charitable status.

Pension

The Charity contributes to a defined contribution scheme.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025
(CONTINUED)

	Restricted	Unrestricted	2025	2024
	£	£	£	£
2. DONATIONS AND LEGACIES				
Donations and gifts	-	34,309	34,309	29,588
Gift Aid	-	1,884	1,884	1,194
General grants provided by government/other charities	103,107	-	103,107	145,453
	-----	-----	-----	-----
	<u>103,107</u>	<u>36,193</u>	<u>139,300</u>	<u>176,235</u>
3. CHARITABLE ACTIVITIES				
<i>Contracts for services:</i>			2025	2024
			£	£
NHS Salford CCG			60,083	60,082
NHS Trafford CCG			59,506	59,151
NHS North Manchester			63,776	63,395
NHS South Manchester			63,776	63,396
			-----	-----
			247,141	246,024
Counselling and Other Services			11,310	19,305
Fundraising Activities			-	18
			-----	-----
			<u>258,451</u>	<u>265,347</u>
4. INCOME FROM INVESTMENTS				
			2025	2024
			£	£
Interest income			3,319	2,718
			-----	-----
			<u>3,319</u>	<u>2,718</u>
5. FUND RAISING				
Cost of goods sold and other expenses	-	2,700	2,700	41
	-----	-----	-----	-----
	<u>-</u>	<u>2,700</u>	<u>2,700</u>	<u>41</u>
6. CHARITABLE ACTIVITIES				
	Restricted	Unrestricted	2025	2024
	£	£	£	£
Counselling, support and information:				
Staff Costs: Counselling, support and information	88,270	279,731	368,001	329,606
Admin support	-	23,507	23,507	13,039
Travelling & Volunteer Expenses	3,227	17,977	21,204	19,381
Telephone	774	1,639	2,413	2,649
Drop in Costs, Care Packs, Refreshments and Trips	2,806	10,198	13,004	12,199
Depreciation	-	1,824	1,824	1,089
Publicity and website	-	2,037	2,037	-
Professional Fees and independent examination	3,053	11,166	14,219	10,695
Others	9,447	29,201	38,648	37,735
	-----	-----	-----	-----
	<u>107,577</u>	<u>377,280</u>	<u>484,857</u>	<u>426,393</u>

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025
(CONTINUED)

7. Fees for examination of the accounts

	<u>2025</u>	<u>2024</u>
	£	£
Independent examiner's fees	750	660
	=====	=====

8. Staff costs:

	<u>2025</u>	<u>2024</u>
	£	£
Wages & Salaries	348,649	307,064
Social Security Costs	26,034	20,930
Pension Costs	16,825	14,651
	-----	-----
	391,508	342,645
	=====	=====

No employees earned £60,000 per annum or more.

The total employment benefits including employer pension contributions of the key management personnel were £47,013

The average number of employees analysed by function was

Services	15	15
	==	==

Defined contribution pension scheme

The amount recognised in the SOFA as an expense was £16,825 (2024: £14,651), the costs are allocated to restricted funds only when those costs are permitted to be under the terms of the restriction. Costs are allocated on the basis of time spent working on restricted projects.

TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration or expenses during the year (2024– nil).

CALL PLUS
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025
(CONTINUED)

9. TANGIBLE ASSETS	Office Furniture & Equipment £	
<u>COST</u>		
At 1st April 2024	14,573	
Additions in Year	4,855	
Disposals in Year	(314)	

At 31 st March 2025	19,114	
	=====	
<u>DEPRECIATION</u>		
At 1st April 2024	10,215	
Charge for the year	1,824	
On Disposals	(224)	

At 31 st March 2025	11,815	
	=====	
<u>NET BOOK VALUE</u>		
At 31 st March 2025	7,299	
	=====	
At 31 st March 2024	4,358	
	=====	
10. DEBTORS	<u>2025</u>	<u>2024</u>
	£	£
Other Debtors	2,293	1,187
Prepayments and accrued income	862	12,928
	-----	-----
	3,155	14,115
	=====	=====
11. FIXED ASSET INVESTMENTS	Cash & Cash equivalents £	
Carrying (fair) value at 1 April 2024	152,478	
Additions to investments during period	25,000	
Withdrawal on investments during the period	(15,000)	

Interest credited in the year	1,857	

Carrying (fair) value at 31 March 2025	164,335	
	=====	
All fixed asset investments are held at fair value.		
12. CASH AT BANK AND IN HAND	<u>2025</u>	<u>2024</u>
	£	£
Short term deposits	51,658	59,397
Cash at bank and in hand	8,447	100,332
	-----	-----
	60,105	159,729
	=====	=====

CALL PLUS
CHARITY REGISTERED NO. 1016053
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025
(CONTINUED)

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	<u>2025</u>	<u>2024</u>
	£	£
Social Security & Other Taxes	6,450	5,178
Accruals and deferred income	18,229	28,980
Other Creditors	2,303	2,123
	-----	-----
	<u>26,982</u>	<u>36,281</u>

14. ANALYSIS OF FUNDS

	<u>Balance</u> <u>at</u> <u>01/04/24</u>	<u>Income</u>	<u>Expenditure</u>	<u>Transfer</u>	<u>Balance</u> <u>at</u> <u>31/03/25</u>
	£	£	£	£	£
Restricted funds					
Restricted Funds – Big Lottery*	284	27,131	(27,415)	-	-
Restricted Funds – Tameside PPE**	2,090	-	-	(2,090)	-
Restricted Funds – Big Lottery KNY***	1,804	22,500	(24,304)	-	-
Action Together Community Fund ****	12,093	-	(2,009)	(10,084)	-
Volunteer Fund *****	390	-	(373)	(17)	-
Action Together	18	-	-	(18)	-
Restricted Fund – Big Lottery*****	-	53,476	(53,476)	-	-
	-----	-----	-----	-----	-----
	<u>16,679</u>	<u>103,107</u>	<u>(107,577)</u>	<u>(12,209)</u>	<u>-</u>
Unrestricted funds					
Unrestricted funds	277,720	297,963	(379,980)	12,209	207,912
	-----	-----	-----	-----	-----
Total funds	<u>294,399</u>	<u>401,070</u>	<u>(487,557)</u>	<u>-</u>	<u>207,912</u>

ANALYSIS OF FUNDS – PRIOR YEAR

	<u>Balance</u> <u>at</u> <u>01/04/23</u>	<u>Income</u>	<u>Expenditure</u>	<u>Transfer</u>	<u>Balance</u> <u>at</u> <u>31/03/24</u>
	£	£	£	£	£
Restricted funds					
Restricted Funds – Big Lottery*	284	108,263	(108,263)	-	284
Restricted Funds – Tameside PPE**	2,090	-	-	-	2,090
Restricted Funds – Big Lottery KNY***	-	22,500	(20,696)	-	1,804
Action Together Community Fund ****	-	14,300	(2,207)	-	12,093
Volunteer Fund *****	-	390	-	-	390
Action Together	18	-	-	-	18
	-----	-----	-----	-----	-----
	<u>2,392</u>	<u>145,453</u>	<u>(131,166)</u>	<u>-</u>	<u>16,679</u>
Unrestricted funds					
Unrestricted funds	274,141	298,847	(295,268)	-	277,720
	-----	-----	-----	-----	-----
Total funds	<u>276,533</u>	<u>444,300</u>	<u>(426,434)</u>	<u>-</u>	<u>294,399</u>

* The National Lottery Community Fundraising – funding Tameside and counselling service

** Tameside PPE – finding to purchase PPE equipment

*** The National Lottery Know Your Neighbourhood Fund (KNY)

**** Community fund – Action together Community Wellbeing fund

***** Volunteer fund – Action Together Volunteer celebration fund

***** The National Lottery Community Fund

CALL PLUS
CHARITY REGISTERED NO. 1016053
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2025
(CONTINUED)

15. ANALYSIS OF ASSETS AND LIABILITIES BETWEEN FUNDS OF THE CHARITY

	Restricted	Unrestricted	<u>2025</u>
	£	£	£
Fixed Assets	-	7,299	7,299
Current assets	-	227,595	227,595
Current liabilities	-	(26,982)	(26,982)
	-----	-----	-----
	-	207,912	207,912
	=====	=====	=====

	Restricted	Unrestricted	<u>2024</u>
	£	£	£
Fixed Assets	-	4,358	4,358
Current assets	16,679	309,643	326,322
Current liabilities	-	(36,281)	(36,281)
	-----	-----	-----
	16,679	277,720	294,399
	=====	=====	=====

16. SHARE CAPITAL

The Company is limited by guarantee and does not have a share capital. The liability of each person is limited to £1.

CALL PLUS

England & Wales - Charity number 1016053

Accounts

CALL PLUS
CHARITY REGISTERED NO. 1016053
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FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2024

CHAIR'S FOREWORD

The business year was broadly successful despite continued challenging circumstances. Funding security remains a major concern. As expected, demand for our services remains high.

Through our team of dedicated volunteers, we have been able to maintain an appropriate level of support for our clients. The turnover of volunteers has increased significantly recently but the overall numbers have remained constant. Recruitment remains strong and training sessions are well subscribed. Twenty-four new volunteers joined during the year due to the excellent efforts of the Volunteer Recruitment Team.

The challenges facing our clients have contributed to the continued increase in demand for Being Heard our Counselling Service. The number of sessions increased from 518 to 1776. The service supported 138 clients and received 222 referrals during the year. The counselling service has now trained 29 counsellors and generated income of £17,160 in the year. The relationship with IPoint in Bolton continues to develop positively.

Client numbers increased but sessions decreased to 5232 (611 clients) compared with 6237 (540 clients) in 22/23. Support statistics show a steady demand and we expect this to continue and grow due to demographic and economic trends.

Net income rose to £444,300 from £417,040 (2022-2023). Overall, Being There generated a surplus of £17,866 compared with a planned deficit of around £5,000.

NHS funding remains the largest proportion of the charity's funding and rose from £239,333 to £246,024, excluding Counselling Service income. Whilst future NHS approaches to our funding remains unclear, the current contracts have been renewed on a two-year basis. We anticipate further revisions to their processes and await advice.

Tameside remains the only branch which is not supported by NHS funding and this remains a major area of concern. Activities remain funded by the National Lottery Fund, Action Together (Tameside) and related sources. This contribution amounted to some £131,165 which funds Being There operations and a proportion of the counselling service. This funding is in place for the next year but the future is less secure, emphasising the need for more diverse funding sources.

Donations, gifts and related income rose from £165,639 to £176,039 returning close to pre-pandemic contributions.

Staffing costs have increased from £291,301 to £342,645 in line with expectations due to salary increases and changes in staffing levels. The Board continued its approach of aligning salary level changes with the published "Living Wage".

The achievement of Investor's in People status last year was a key development for the charity and it is heartening to report that the first annual review was positive, demonstrating that our approach is appropriate and provides a framework for ongoing recruitment, promotion and staff development.

The funds available to the charity remain healthy at £294,533 compared with £276,399 (2022 – 23). The reserves policy remains under active review by the Board which is striving to strike a balance between sustainability of operations, providing for contingencies and funding actions to improve, extend and diversify the services offered.

The continued success of 'Being Heard' is likely to require greater funding as an increasing number of clients seek support to improve their mental health due to health, economic and other pressures. The Board expects this to remain an area of growing demand.

We are aware that the value to society of the charity's activities greatly outweighs its costs. We continue to evaluate the benefits the charity provides to its funders and wider society. These impacts are detailed later in this report.

As Chair, I am grateful for the expertise, help and support of my fellow Trustees. I am pleased to advise that Dr Mina Desai, has rejoined the board. Mina has been a fantastic supporter of the charity and its work for many years. The board remains dedicated to increasing its diversity and skills base. We would be delighted to hear from anyone who wishes to volunteer.

Being There remains sufficiently well-funded to continue and grow its services for the coming years but there remains significant concern about security of funding. The Board remains reasonably confident that healthy reserves will support a degree of flexibility in operations. We do, however, need to develop alternative and supplementary approaches to future funding.

On a final note, our longstanding Chief Executive, Karen Mercer advised that she would be retiring in the summer. We thank her for her 20 years of dedicated service and wish her well for a long and happy retirement.

We also thank our dedicated staff, volunteers and donors for their on-going support without whom we would be unable to deliver the much-needed services Being There provides.

Jim Yates

Chair

CALLplus Management Committee

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2024

REFERENCE AND ADMINISTRATIVE INFORMATION

Company registration number is 2709543.

The Charity is registered with the Charity Commissioners. Its registration number is 1016053. The working name of the Charity is BEING THERE formerly CALL PLUS.

The registered office of the Charity is 2-4 Primrose Avenue, Urmston, Manchester, M41 0TY. The Company Secretary is Ms K Mercer.

MANAGEMENT COMMITTEE

The Directors of the Company who are also Trustees of the Charity and who held office during the year ended 31st March 2024 are as follows:

Mr N S Day
Dr Minaxi Desai (Appointed 8th February 2024/Resigned 31st July 2024)
Ms Gaynor De Wit (Appointed 9th May 2024)
Mr P Eagle
Mr A Hanfi
Mr V Hassan
Mrs H Henry
Mr A H Miah
Mr J A Yates

SENIOR MANAGEMENT TEAM

Ms K Mercer – General Manager – Company Secretary (resigned 9th September 2024)
Ms V J Chaffe – General Manager – Company Secretary (appointed 9th September 2024)
Mrs Rosalyn Cooper - Finance Manager

INDEPENDENT EXAMINER

The Charity's independent examiner is Mr James Wheelan FCCA of James Wheelan Accountancy Limited, Chartered Certified Accountants, Minshull House, 67 Wellington Road North, SK4 2LP

BANKERS

The Charity's bankers are currently CAF Bank Ltd at 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

SOLICITORS

The Charity's solicitors are Chafes Hague Lambert at 2-4 Primrose Avenue, Urmston, Manchester M41 0TY.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2024
(CONTINUED)

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The Charity is constituted as a company limited by guarantee and is therefore governed by a memorandum and articles of association.

Recruitment and Appointment of Directors and Trustees

The directors of the Charity are also trustees of the Charity and under the Charity's articles are known as members of the Management Committee. They are appointed in accordance with company law and the Charity's articles of association.

The articles require one third of the directors to retire each year. A retiring director is eligible for re-election. Additional directors may be co-opted during the year but must stand for election at the Annual General Meeting.

Trustee Induction and Training

Trustees normally attend a Management Committee meeting prior to joining the Charity to meet their fellow trustees and are inducted by a long-standing trustee. They are briefed on their legal obligations under charity and company law and the content of the Memorandum and Articles of Association. Visits to the Charity's branches to meet staff and volunteers are encouraged. Any new Trustee will undergo a formal training programme.

Risk Management

The trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems are in place to mitigate our exposure to the major risks. The major income source is from a number of different Greater Manchester Clinical Commissioning Groups.

Organisational Structure

The Charity is governed by its Management Committee. The Management Committee is responsible for formulating the strategy and policies for the Charity including the approval of budgets and the exercising of financial controls through regular financial reporting.

The Charity is run on a day-to-day basis by the Senior Management Team.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2024
(CONTINUED)

OBJECTIVES AND ACTIVITIES

The Charity is established to promote the relief of any person suffering from cancer in any form or any life limiting or other terminal illness by: -

- (1) Offering a counselling and home support service to cancer sufferers or sufferers from another life limiting illness and their dependants, relatives and friends;
- (2) Providing facilities for the exchange of experience, views and information among cancer sufferers or sufferers from another terminal illness, their relatives and friends and other interested persons.

In deciding what activities the charity should undertake the trustees have paid due regard to the Charity Commission's guidance on public benefit.

The Charity operates from branches in Beswick (North/Central Manchester), Trafford, Salford Wythenshawe (South/Central Manchester) and Ashton-under-Lyne (Tameside) and through the telephone Listening Line on 0845 123 23 29.

The aim of the Charity is to achieve a high level of professionalism. Funding continues to be sought to support the central infrastructure to accelerate that process.

ACHIEVEMENTS AND PERFORMANCE

2023/24

We continued to record and collect data for our statistics, making some changes in light of new GDPR legislation. In accordance with contractual arrangements we now collect data on the 9 protected characteristics under the Equalities Act which allows us to monitor who we need to try harder to reach. Our statistics on all groups relevant to our service continue to improve.

The Charity relies upon its volunteers to provide its support. 229 active volunteers gave their support during the year.

Our clients continue to match the national demographic for those with life limiting illnesses - 58% of clients are aged 70 and above. Clients with cancer, heart and respiratory disease, strokes and diabetes continue to receive the bulk of support. 63% clients are female, 36% male and 1% other. 45% identify as disabled, as well as having a life limiting illness. An increasing number of client and volunteers are from Black African, Black Caribbean, Asian and other minority ethnic groups: 21% of clients and 16% of volunteers. This reflects improvements in recruitment and awareness raising.

Referrals continue to come from a range of partners including sector partners, social prescribing teams, the NHS, social services and self-referrals.

The health and social welfare sector in which the Charity operates remains a challenging one with continuing commissioning changes in Greater Manchester. At the end of the financial year, we continue to have funding challenges with the cost of living crisis.

CALL PLUS
CHARITY REGISTERED NO. 1016053
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DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2024
(CONTINUED)

Assistance from the Charity's comprehensive range of services included:

- one to one emotional support, either in person or on the telephone
- person centred counselling
- respite sitting for carers
- social support (individual or group)
- transport for medical appointments
- working directly with our partners health and social care and voluntary sectors
- providing bereavement support
- provision of non-medical information or "signposting" to other organisations

The Charity's dedicated telephone Listening Line is open Monday to Friday during office hours. The Charity website and social media are continuing to develop.

The Charity continues to provide timely support for all our staff and volunteers who are key people in service delivery. Support activity included new volunteer training, development training and volunteer support meetings, in addition to ongoing one to one support for our clients.

Some particular achievements since April 1st 2023 were:

- The increase in volunteer recruitment
- Continuation of our contracts with the NHS
- Expansion of the counselling service

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2024
(CONTINUED)

FINANCIAL REVIEW

The attached financial statements show the current state of the finances, which the Management Committee considers to be acceptable. Total incoming resources were £444,300 (2023 - £417,040) and the net income for the year was £17,866 (2023 - £54,249). Unrestricted funds amounted to £277,720 (2023 - £276,533) of which fixed assets represented £4,358.

Principal Funding Sources

The Charity continued to work closely with the Greater Manchester Combined Authority, Central, North & South Manchester, Salford and Trafford CCGs and acquired the bulk of its funding through a one year contract made with these bodies. Remaining funds stemmed from donations and fund raising.

Investment Policy

The Charity has a policy of re-investing surplus funds in the Charity in order to support service developments and improvement in line with user feedback and identified gaps in the overall provision of support services for cancer and life limiting conditions. Available funds are held at CAF Bank or in term Bonds and short term deposits.

Reserves Policy

In light of the main risks to the Charity the Management Committee has decided that the Charity should keep unrestricted funds equivalent to three months of normal operation, subject to a minimum of £60,000 This is to be reviewed on an annual basis.

PLANS FOR THE FUTURE

Our aims for 2023/2024

- Increasing diversity of funding sources to ensure sustainability
- Seek to establish effective working partnerships with like-minded parties in pursuit of the equality objectives
- Continue and negotiate new contracts with Greater Manchester NHS commissioners
- Explore new areas of service development.

The Charity continues to deliver the objectives listed in its memorandum of association.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2024
(CONTINUED)

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Call Plus for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial 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 charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements 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 statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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 the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

By order of the Management Committee

James Alan Yates

J Yates Director and Trustee

Date: 06/11/2024

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF

CALL PLUS

CHARITY REGISTERED NO. 1016053

COMPANY NO. 2709543

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024 which are set out on pages 9 to 17.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination, I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiners' statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am member of the Association of Chartered Certified Accountants (ACCA), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a "true and fair view" which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

James Wheelan

James Wheelan FCCA
James Wheelan Accountancy Limited
Chartered Certified Accountants
Minshull House
67 Wellington Road North
Stockport
SK4 2LP

Date: 15/11/2024

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2024

	Notes	<u>Restricted Funds</u> £	<u>Unrestricted Funds</u> £	<u>Total 2024</u> £	<u>Total 2023</u> £
Income and endowments from					
Donations and legacies	2	145,453	30,782	176,235	165,039
Charitable activities	3	-	265,347	265,347	251,100
Investments	4	-	2,718	2,718	901
		-----	-----	-----	-----
Total		145,453	298,847	444,300	417,040
		-----	-----	-----	-----
Expenditure on					
Fund Raising	5	-	41	41	-
Charitable activities	6	131,166	295,227	426,393	362,791
		-----	-----	-----	-----
Total		131,166	295,268	426,434	362,791
		-----	-----	-----	-----
Net income/(expenditure) for the year		14,287	3,579	17,866	54,249
Funds brought forward at 1 April 2023		2,392	274,141	276,533	222,284
		-----	-----	-----	-----
Funds carried forward at 31 March 2024		16,679	277,720	294,399	276,533
		=====	=====	=====	=====

All amounts relate to continuing operations

The Company has no recognised gains or losses other than as disclosed in the Statement of Financial Activities.

The notes on pages 11 to 16 form part of these accounts.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
BALANCE SHEET AS AT 31ST MARCH 2024

	Notes	<u>2024</u>		<u>2023</u>	
		£	£	£	£
FIXED ASSETS					
Tangible Assets	9		4,358		2,469
CURRENT ASSET					
Debtors	10	14,115		2,851	
Investments	11	152,478		126,184	
Cash at Bank and in hand	12	159,729		176,689	
		-----		-----	
		326,322		305,724	
		-----		-----	
LIABILITIES					
Creditors: Amounts falling due within one year	13	36,281		31,660	
		-----		-----	
NET CURRENT ASSETS			290,041		274,064
			-----		-----
TOTAL ASSETS LESS CURRENT LIABILITIES			294,399		276,533
			=====		=====
THE FUNDS OF THE CHARITY					
Restricted Funds	14		16,679		2,392
Unrestricted Funds	14		277,720		274,141
			-----		-----
			294,399		276,533
			=====		=====

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

Approved by the Management Committee and signed on its behalf on 06/11/2024

..... J Yates Director and Trustee *James Alan Yates*

..... P Eagle Director and Trustee *Philip Eagle*

The notes on pages 12 to 17 form part of these accounts

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024

1. ACCOUNTING POLICIES

Basis of accounting

These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these financial statements. These financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014; with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102); with the Charities Act 2011 and with the Companies Act 2006.

The charity meets the definition of a public benefit entity as defined by FRS 102.

Fund accounting

Unrestricted funds are funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Income

Income is included in the Statement of Financial Affairs (SOFA) when the charity is legally entitled to the income, it is more than likely that the trustees will receive the funds and the amount can be measured with reasonable reliability.

Gift aid is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor has specified otherwise.

Grants and donations are only included in the SoFA when the general income recognition criteria are met.

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

Income from interest, royalties and dividends is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

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.

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. The irrecoverable element of VAT is included with the item of expense to which it relates. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

Fundraising costs are those incurred raising income for the charity through events.

Charitable expenditure 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.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024

1. ACCOUNTING POLICIES (cont)

The charity made no redundancy payments during the reporting period.

No material item of deferred income has been included in the accounts.

The charity has creditors which are measured at settlement amounts less any trade discounts

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date

The charity accounts for basic financial instruments on initial recognition as per paragraph 10.7 FRS102 SORP. Subsequent measurement is as per paragraphs 11.17 to 11.19, FRS102 SORP.

Valuation, Capitalisation and depreciation of Tangible Fixed Assets

The charity capitalises relevant items that exceed £500 in cost. Tangible Fixed Assets are capitalised at cost and are depreciated over their estimated useful economic lives as follows:

Office Furniture & Equipment	25% reducing balance
------------------------------	----------------------

Debtors

Debtors are measured initially at the settlement amount due. Subsequently, they are measured at the cash or other consideration expected to be received.

Investments

Investments are short term deposits held in UK banks, they are valued at initially at cost and subsequently at fair value (their market value) at the year end.

Cash at Bank and in hand

This relates to current accounts held with UK banks and petty cash.

Taxation

The organisation is exempt from income tax by reason of its charitable status.

Pension

The Charity contributes to a defined contribution scheme.

CALL PLUS
CHARITY REGISTERED NO. 1016053
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024
(CONTINUED)

	Restricted	Unrestricted	2024	2023
	£	£	£	£
2. DONATIONS AND LEGACIES				
Donations and gifts	-	29,588	29,588	65,677
Gift Aid	-	1,194	1,194	3,638
General grants provided by government/other charities	145,453	-	145,453	95,724
	-----	-----	-----	-----
	145,453	30,782	176,235	165,039
	=====	=====	=====	=====
3. CHARITABLE ACTIVITIES				
<i>Contracts for services:</i>			2024	2023
			£	£
NHS Salford CCG			60,082	58,972
NHS Trafford CCG			59,151	57,415
NHS North Manchester			63,395	61,473
NHS South Manchester			63,396	61,473
			-----	-----
			246,024	239,333
Counselling and Other Services			19,305	9,643
Fundraising Activities			18	2,124
			-----	-----
			265,347	251,100
			=====	=====
4. INCOME FROM INVESTMENTS				
			2024	2023
			£	£
Interest income			2,718	901
			-----	-----
			2,718	901
			=====	=====
	Restricted	Unrestricted	2024	2023
	£	£	£	£
5. FUND RAISING				
Cost of goods sold and other expenses	-	41	41	-
	=====	=====	=====	=====
6. CHARITABLE ACTIVITIES				
	Restricted	Unrestricted	2024	2023
	£	£	£	£
Counselling, support and information:				
Staff Costs: Counselling, support and information	102,435	227,171	329,606	275,635
Admin support	-	13,039	13,039	15,666
Travelling & Volunteer Expenses	5,556	13,825	19,381	15,998
Telephone	960	1,689	2,649	3,602
Drop in Costs, Care Packs, Refreshments and Trips	2,584	9,615	12,199	6,465
Depreciation	-	1,089	1,089	824
Publicity and website	-	-	-	1,107
Professional Fees and independent examination	4,317	6,378	10,695	14,899
Others	15,314	22,421	37,735	28,595
	-----	-----	-----	-----
	131,166	295,227	426,393	362,791
	=====	=====	=====	=====

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024
(CONTINUED)

7. Fees for examination of the accounts

	<u>2024</u>	<u>2023</u>
	£	£
Independent examiner's fees	660	630
	=====	=====

8. Staff costs:

	<u>2024</u>	<u>2023</u>
	£	£
Wages & Salaries	307,064	261,889
Social Security Costs	20,930	17,708
Pension Costs	14,651	11,704
	-----	-----
	342,645	291,301
	=====	=====

No employees earned £60,000 per annum or more.

The total employment benefits including employer pension contributions of the key management personnel were £25,757

The average number of employees analysed by function was

Services	15	14
	==	==

Defined contribution pension scheme

The amount recognised in the SOFA as an expense was £14,651 (2023: £11,704), the costs are allocated to restricted funds only when those costs are permitted to be under the terms of the restriction. Costs are allocated on the basis of time spent working on restricted projects.

TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration or expenses during the year (2023– nil).

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024
(CONTINUED)

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		<u>2024</u>	<u>2023</u>
		£	£
	Social Security & Other Taxes	5,178	4,568
	Accruals and deferred income	28,980	25,350
	Other Creditors	2,123	1,742
		-----	-----
		36,281	31,660
		=====	=====

14. ANALYSIS OF FUNDS

	Balance at <u>01/04/23</u>	Income	Expenditure	Transfer	Balance at <u>31/03/24</u>
	£	£	£	£	£
Restricted funds					
Restricted Funds – Big Lottery*	284	108,263	(108,263)	-	284
Restricted Funds – Tameside PPE**	2,090	-	-	-	2,090
Restricted Funds – Big Lottery KNY***	-	22,500	(20,696)	-	1,804
Action Together Community Fund ****	-	14,300	(2,207)	-	12,093
Volunteer Fund *****	-	390	-	-	390
Action Together	18	-	-	-	18
	-----	-----	-----	-----	-----
	2,392	145,453	(131,166)	-	16,679
	=====	=====	=====	=====	=====
Unrestricted funds					
Unrestricted funds	274,141	298,847	(295,268)	-	277,720
	-----	-----	-----	-----	-----
Total funds	276,533	444,300	(426,434)	-	294,399
	=====	=====	=====	=====	=====

ANALYSIS OF FUNDS – PRIOR YEAR

	Balance at <u>01/04/22</u>	Income	Expenditure	Transfer	Balance at <u>31/03/23</u>
	£	£	£	£	£
Restricted funds					
Restricted Funds – Big Lottery	284	92,974	(92,974)	-	284
Restricted Funds Tameside Cold Weather	-	2,750	(2,750)	-	-
Restricted Funds – Tameside PPE	2,090	-	-	-	2,090
Restricted Funds – Action Together	18	-	-	-	18
	-----	-----	-----	-----	-----
	2,392	95,724	(95,724)	-	2,392
	=====	=====	=====	=====	=====
Unrestricted funds					
Unrestricted funds	219,892	321,316	(267,067)	-	274,141
	-----	-----	-----	-----	-----
Total funds	222,284	417,040	(362,791)	-	276,533
	=====	=====	=====	=====	=====

* The National Lottery Community Fundraising – funding Tameside and counselling service

** Tameside PPE – funding to purchase PPE equipment

*** The National Lottery Know Your Neighbourhood Fund (KNY)

**** Community fund – Action together Community Wellbeing fund

***** Volunteer fund – Action Together Volunteer celebration fund

CALL PLUS
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024
(CONTINUED)

15. ANALYSIS OF ASSETS AND LIABILITIES BETWEEN FUNDS OF THE CHARITY

	Restricted	Unrestricted	<u>2024</u>
	£	£	£
Fixed Assets	-	4,358	4,358
Current assets	16,679	309,643	326,322
Current liabilities	-	(36,281)	(36,281)
	-----	-----	-----
	16,679	277,720	294,399
	=====	=====	=====
	Restricted	Unrestricted	<u>2023</u>
	£	£	£
Fixed Assets	-	2,469	2,469
Current assets	2,392	303,332	305,724
Current liabilities	-	(31,660)	(31,660)
	-----	-----	-----
	2,392	274,141	276,533
	=====	=====	=====

16. SHARE CAPITAL

The Company is limited by guarantee and does not have a share capital. The liability of each person is limited to £1.

CALL PLUS

England & Wales - Charity number 1016053

Accounts

CALL PLUS
CHARITY REGISTERED NO. 1016053
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FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2023

CHAIR'S FOREWORD

The 2022 -23 Business year was characterised by a gradual return to working in “pre-pandemic” mode. However, many clients remained vulnerable, requiring the maintenance of some remote services. In addition, the after effects of the Covid 19 pandemic appear to have had an impact on the demand for counselling services which has been the most rapid area of growth for the charity.

Volunteer numbers have grown from 125 to 157 between 2021-22 and 2022-2023 and counselling sessions from 112 to 518. Client sessions remained fairly constant 6237 (540 clients) compared with 6310 (462 clients). Support statistics show a steady growth back towards pre-pandemic activity. We expect the demand for our services to continue and most probably grow as the impact of health and cost of living effects become apparent.

The Board of Trustees maintained its desire to diversify funding sources and net income rose from £335,513 (2021-2022) to £417,040 (2022-2023) on a comparable basis. The board had sanctioned an effective deficit of £11,000 to take account of the contribution the Charity was obliged to make as a condition of the funding for Tameside via the Big Lottery Fund.

As reported previously, the longer-term situation on NHS contracts and the associated processes remains unclear. This remains the largest proportion of the charity's funding and rose in line with the general trend from £232,036 to £239,333, excluding Counselling Service income which rose to £9,643 in the first full year of operation. There has been some recent indication that progress on revised integrated commissioning in the NHS. It is worth noting that Tameside remains the only branch which is not supported by NHS funding. This remains an area of concern for the board.

Activities in Tameside remain funded by the Big Lottery, Action Together (Tameside) and related sources. This contribution amounted to some £96,324 which effectively funds the operations in Tameside and a proportion of the counselling service. Most of these funds are restricted and can only be used for this purpose. The Big Lottery funding is in place for the next two business years. A key objective is to increase the proportion of funding coming from more diverse sources.

Donations, gifts and related income showed continued growth, from £103,142 to £165,039 following the return to more normal operations and the opening up of society. The charity was very grateful to receive a generous legacy contribution of £56,171 (reported in the accounts) from the estate of a former Salford client, Norma Reed.

Staffing costs have increased from £264,897 to £291,301 representing a 10% growth which reflects both a general increase in salary levels and the employment of two additional staff members. The Board continued its approach of aligning salary level increases with the published “Living Wage” for Manchester. We have recruited some administrative and support staff to allow branch managers and senior management to focus more of their effort on longer-term issues. We also had one member of staff on maternity leave which required some temporary cover staffing. The continued growth of the Counselling service and steps taken to increase the diversity of the workforce and increase engagement with minority communities in our active areas have also contributed to this increase in spending.

The achievement of Investor's in People status represents a major development in how we manage our people and puts individual and team development on a more formal basis. This framework will guide our recruitment, promotion and staff development in future years.

The funds available to the charity, excluding the legacy mentioned above, remain healthy at £220,961 compared with £222,284 at the end of the 2021 - 2022 year. The deficit was, therefore, lower than that sanctioned by the board. The reserves policy remains under active review by the Board which is striving to strike a balance between sustainability of operations and actions to improve, extend and diversify the services offered. Active steps are in place to extend operations to new areas of Greater Manchester and to reach out to under- represented communities.

The continued success of the Counselling Service is likely to require greater funding as an increasing number of clients require and benefit from actions to improve their mental health and well-being as we emerge from the pandemic. The service has helped Being There to build relationships in areas of Greater Manchester which were previously unserved with particular in roads being made in Bolton in association with 1 Point.

As Chair, I am grateful for the expertise, help and support of my fellow Trustees. I regret to advise that Dr Mina Desai, has retired from her clinical roles and resigned as a trustee and volunteer. Mina has provided clinical and practical expertise in both roles and has been a fantastic supporter of the charity and its work for many years.

The board remains dedicated to increasing its diversity and skills base. We are taking active steps to achieve this. We would however be delighted to hear from those who wish to volunteer or who are able to recommend suitable candidates.

Overall, the charity remains sufficiently well-funded to continue and grow its services for the coming years. As reported previously, the major concern is the lack of certainty of the basis and extent of support from our major funders in NHS which faces major changes in its operational models in the light of the national economic situation. The Board of Trustees remain reasonably confident that the healthy reserves level will allow short term flexibility to develop modified funding approaches should this become necessary.

Jim Yates

Chair

CALLplus Board of Trustees

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2023

REFERENCE AND ADMINISTRATIVE INFORMATION

Company registration number is 2709543.

The Charity is registered with the Charity Commissioners. Its registration number is 1016053. The working name of the Charity is BEING THERE formerly CALL PLUS.

The registered office of the Charity is 2-4 Primrose Avenue, Urmston, Manchester, M41 0TY. The Company Secretary is Ms K Mercer.

BOARD OF TRUSTEES

The Directors of the Company who are also Trustees of the Charity and who held office during the year ended 31st March 2023 are as follows:

Mr NGS Day
Dr Minaxi Desai (Resigned 29th November 2022)
Mr P Eagle
Mr A Hanfi
Mr V Hassan
Mrs H Henry
Mr A H Miah
Mr J A Yates

SENIOR MANAGEMENT TEAM

Ms K Mercer – Chief Executive
Mrs Rosalyn Cooper - Finance Manager

INDEPENDENT EXAMINER

The Charity's independent examiner is Mr James Wheelan FCCA of James Wheelan Accountancy Limited, Chartered Certified Accountants, Minshull House, 67 Wellington Road North, SK4 2LP

BANKERS

The Charity's bankers are currently CAF Bank Ltd at 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

SOLICITORS

The Charity's solicitors are Chafes Hague Lambert at 2-4 Primrose Avenue, Urmston, Manchester M41 0TY.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2023
(CONTINUED)

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The Charity is constituted as a company limited by guarantee and is therefore governed by a memorandum and articles of association.

Recruitment and Appointment of Directors and Trustees

The directors of the Charity are also trustees of the Charity and under the Charity's articles are known as members of the Board of Trustees. They are appointed in accordance with company law and the Charity's articles of association.

The articles require one third of the directors to retire each year. A retiring director is eligible for re-election. Additional directors may be co-opted during the year but must stand for election at the Annual General Meeting.

Trustee Induction and Training

Trustees normally attend a Board of Trustees meeting prior to joining the Charity to meet their fellow trustees and are inducted by a long-standing trustee. They are briefed on their legal obligations under charity and company law and the content of the Memorandum and Articles of Association. Visits to the Charity's branches to meet staff and volunteers are encouraged. Any new Trustee will undergo a formal training programme.

Risk Management

The trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems are in place to mitigate our exposure to the major risks. The major income source is from a number of different Greater Manchester Clinical Commissioning Groups.

Organisational Structure

The Charity is governed by its Board of Trustees. The Board of Trustees is responsible for formulating the strategy and policies for the Charity including the approval of budgets and the exercising of financial controls through regular financial reporting.

The Charity is run on a day-to-day basis by the Senior Management Team.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2023
(CONTINUED)

OBJECTIVES AND ACTIVITIES

The Charity is established to promote the relief of any person suffering from cancer in any form or any life limiting or other terminal illness by: -

- (1) Offering a counselling and home support service to cancer sufferers or sufferers from another life limiting illness and their dependants, relatives and friends;
- (2) Providing facilities for the exchange of experience, views and information among cancer sufferers or sufferers from another terminal illness, their relatives and friends and other interested persons.

In deciding what activities the charity should undertake the trustees have paid due regard to the Charity Commission's guidance on public benefit.

The Charity operates from branches in Beswick (North/South/Central Manchester), Trafford, Salford and Ashton-under-Lyne (Tameside) and through the telephone Listening Line on 0345 123 23 29.

The aim of the Charity is to achieve a high level of professionalism. Funding continues to be sought to support the central infrastructure to accelerate that process.

ACHIEVEMENTS AND PERFORMANCE

2022/23

We continued to record and collect data for our statistics, making some changes in light of new GDPR legislation. In accordance with contractual arrangements we now collect data on the 9 protected characteristics under the Equalities Act which allows us to monitor who we need to try harder to reach. Our statistics on all groups relevant to our service continue to improve.

The Charity relies upon its volunteers to provide its support. 156 active volunteers gave their support during the year.

Our clients continue to match the national demographic for those with life limiting illnesses - 69% of clients are aged 70 and above. Clients with cancer, heart and respiratory disease, strokes and diabetes continue to receive the bulk of support. 65% clients were female and 38% male. 42% identify as disabled, as well as having a life limiting illness. An increasing number of client and volunteers are from black African, Black Caribbean, Asian and other minority ethnic groups: 20% of clients and 20% of volunteers. This reflects improvements in recruitment and awareness raising.

Referrals continue to come from a range of partners including sector partners, social prescribing teams, the NHS, social services and self-referrals.

The health and social welfare sector in which the Charity operates remains a challenging one with continuing commissioning changes in Greater Manchester. At the end of the financial year we also had the additional and continuing challenges brought about by the after effects of the Covid-19 pandemic.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2023
(CONTINUED)

Assistance from the Charity's comprehensive range of services included:

- one to one emotional support, either in person or on the telephone
- person centred counselling
- respite sitting for carers
- social support (individual or group)
- transport for medical appointments
- working directly with our partners health and social care and voluntary sectors
- providing bereavement support
- provision of non-medical information or "signposting" to other organisations

The Charity's dedicated telephone Listening Line is open Monday to Friday during office hours. The Charity website and social media are continuing to develop.

The Charity continues to provide timely support for all our staff and volunteers, key people in service delivery. Support activity included new volunteer training, development training and volunteer support meetings, in addition to ongoing one to one support for our clients, which is particularly valued following Covid-19.

Some particular achievements since April 1st 2022 were

- We received grant funding from The Big Lottery, Tameside Council Winter Pressures Fund and continue to seek legacies and public donations.
- Our Counselling Service is now established. We have received referrals from the social prescribing teams, social services and other sector partners. We continue to seek core funding.
- We increased take up of our service by people from black and minority ethnic communities from 6% to 17% and continue to build on new relationships.

CALL PLUS CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2023
(CONTINUED)

FINANCIAL REVIEW

The attached financial statements show the current state of the finances, which the Board of Trustees considers to be acceptable. Total incoming resources were £417,040 (2022 - £335,513) and the net income for the year was £54,249 (2022 £14,979). Unrestricted funds amounted to £274,141 (2022 - £222,284) of which fixed assets represented £2,469. Restricted funds amounted to £2,392 (2022 - £2,392).

Principal Funding Sources

The Charity continued to work closely with, Greater Manchester Commissioning Board and acquired the bulk of its funding through contracts. Remaining funds stemmed from grants, donations and fundraising.

Investment Policy

The Charity has a policy of re-investing surplus funds in the Charity in order to support service developments and improvement in line with user feedback and identified gaps in the overall provision of support services for cancer and life limiting conditions. Available funds are held at CAF Bank or in term Bonds and short term deposits.

Reserves Policy

In light of the main risks to the Charity the Board of Trustees has decided that the Charity should keep unrestricted funds equivalent to three months of normal operation, subject to a minimum of £120,000 This is to be reviewed on an annual basis.

PLANS FOR THE FUTURE

Our aims for 2023/24

- Increasing diversity of funding sources to ensure sustainability
- Seek to establish effective working partnerships with like-minded parties in pursuit of the equality objectives
- Increase number of clients and volunteers from diverse groups living in Greater Manchester
- Continue and negotiate new contracts with Greater Manchester NHS commissioners
- Explore new areas of service development.

The Charity continues to deliver the objectives listed in its memorandum of association.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2023
(CONTINUED)

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Call Plus for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial 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 charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements 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 statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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 the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

By order of the Board of Trustees

James Alan Yates

James Yates Director and Trustee

Date: 18 October 2023

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF

CALL PLUS

CHARITY REGISTERED NO. 1016053

COMPANY NO. 2709543

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 10 to 18.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination, I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiners' statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am member of the Association of Chartered Certified Accountants (ACCA), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a "true and fair view" which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

James Wheelan

James Wheelan FCCA
James Wheelan Accountancy Limited
Chartered Certified Accountants
Minshull House
67 Wellington Road North
Stockport
SK4 2LP

Date: 16/11/2023

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2023

	Notes	Restricted Funds £	Unrestricted Funds £	Total 2023 £	Total 2022 £
Income and endowments from					
Donations and legacies	2	95,724	69,315	165,039	103,142
Charitable activities	3	-	251,100	251,100	232,036
Investments	4	-	901	901	335
Total		95,724	321,316	417,040	335,513
Expenditure on					
Fund Raising	5	-	-	-	2,040
Charitable activities	6	95,724	267,067	362,791	318,494
Total		95,724	267,067	362,791	320,534
Net income/(expenditure) for the year		-	54,249	54,249	14,979
Funds brought forward at 1 April 2022		2,392	219,892	222,284	207,305
Funds carried forward at 31 March 2023		2,392	274,141	276,533	222,284

All amounts relate to continuing operations

The Company has no recognised gains or losses other than as disclosed in the Statement of Financial Activities.

The notes on pages 11 to 16 form part of these accounts.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
BALANCE SHEET AS AT 31ST MARCH 2023

	Notes	<u>2023</u>		<u>2022</u>	
		£	£	£	£
FIXED ASSETS					
Tangible Assets	9		2,469		3,293
CURRENT ASSET					
Debtors	10	2,851		3,264	
Investments	11	126,184		125,707	
Cash at Bank and in hand	12	176,689		121,485	
		-----		-----	
			305,724		250,456
			-----		-----
LIABILITIES					
Creditors: Amounts falling due within one year	13		31,660		31,465
			-----		-----
NET CURRENT ASSETS			274,064		218,991
			-----		-----
TOTAL ASSETS LESS CURRENT LIABILITIES			276,533		222,284
			=====		=====
THE FUNDS OF THE CHARITY					
Restricted Funds	14		2,392		2,392
Unrestricted Funds	14		274,141		219,892
			-----		-----
			276,533		222,284
			=====		=====

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

Approved by the Board of Trustees and signed on its behalf on 18 October 2023

James Alan Yates

.....James Yates Director and Trustee

P J Eagle

.....Philip Eagle Director and Trustee

The notes on pages 12 to 17 form part of these accounts

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023

1. ACCOUNTING POLICIES

Basis of accounting

These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these financial statements. These financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014; with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102); with the Charities Act 2011 and with the Companies Act 2006.

The charity meets the definition of a public benefit entity as defined by FRS 102.

Fund accounting

Unrestricted funds are funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Income

Income is included in the Statement of Financial Affairs (SOFA) when the charity is legally entitled to the income, it is more than likely that the trustees will receive the funds and the amount can be measured with reasonable reliability.

Gift aid is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor has specified otherwise.

Grants and donations are only included in the SoFA when the general income recognition criteria are met.

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

Income from interest, royalties and dividends is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

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.

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. The irrecoverable element of VAT is included with the item of expense to which it relates. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

Fundraising costs are those incurred raising income for the charity through events.

Charitable expenditure 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.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023

1. ACCOUNTING POLICIES (cont)

The charity made no redundancy payments during the reporting period.

No material item of deferred income has been included in the accounts.

The charity has creditors which are measured at settlement amounts less any trade discounts

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date

The charity accounts for basic financial instruments on initial recognition as per paragraph 10.7 FRS102 SORP. Subsequent measurement is as per paragraphs 11.17 to 11.19, FRS102 SORP.

Valuation, Capitalisation and depreciation of Tangible Fixed Assets

The charity capitalises relevant items that exceed £500 in cost. Tangible Fixed Assets are capitalised at cost and are depreciated over their estimated useful economic lives as follows:

Office Furniture & Equipment	25% reducing balance
------------------------------	----------------------

Debtors

Debtors are measured initially at the settlement amount due. Subsequently, they are measured at the cash or other consideration expected to be received.

Investments

Investments are short term deposits held in UK banks, they are valued at initially at cost and subsequently at fair value (their market value) at the year end.

Cash at Bank and in hand

This relates to current accounts held with UK banks and petty cash.

Taxation

The organisation is exempt from income tax by reason of its charitable status.

Pension

The Charity contributes to a defined contribution scheme.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023
(CONTINUED)

	<u>Restricted</u>	<u>Unrestricted</u>	<u>2023</u>	<u>2022</u>
	£	£	£	£
2. DONATIONS AND LEGACIES				
Donations and gifts	-	65,677	65,677	14,215
Gift Aid	-	3,638	3,638	3,125
General grants provided by government/other charities	95,724	-	95,724	85,082
	-----	-----	-----	-----
	<u>95,724</u>	<u>69,315</u>	<u>165,039</u>	<u>103,142</u>
3. CHARITABLE ACTIVITIES				
<i>Contracts for services:</i>			<u>2023</u>	<u>2022</u>
			£	£
NHS Salford CCG			58,972	56,995
NHS Trafford CCG			57,415	56,997
NHS North Manchester			61,473	59,022
NHS South Manchester			61,473	59,022
			-----	-----
			239,333	232,036
Counselling and Other Services			9,643	-
Fundraising Activities			2,124	-
			-----	-----
			<u>251,100</u>	<u>232,036</u>
4. INCOME FROM INVESTMENTS				
			<u>2023</u>	<u>2022</u>
			£	£
Interest income			901	335
			-----	-----
5. FUND RAISING				
	<u>Restricted</u>	<u>Unrestricted</u>	<u>2023</u>	<u>2022</u>
	£	£	£	£
Costs of goods sold and other costs	-	-	-	2,040
	-----	-----	-----	-----
6. CHARITABLE ACTIVITIES				
	<u>Restricted</u>	<u>Unrestricted</u>	<u>2023</u>	<u>2022</u>
	£	£	£	£
Counselling, support and information:				
Staff Costs: Counselling, support and information	68,470	207,165	275,635	246,990
Admin support	-	15,666	15,666	17,907
Travelling & Volunteer Expenses	3,567	12,431	15,998	6,929
Telephone	1,018	2,584	3,602	3,872
Drop in Costs, Care Packs, Refreshments and Trips	1,094	5,371	6,465	2,914
Depreciation	-	824	824	1,097
Publicity and website	369	738	1,107	512
Professional Fees and independent examination	8,668	6,231	14,899	9,881
Others	12,538	16,057	28,595	28,392
	-----	-----	-----	-----
	<u>95,724</u>	<u>267,067</u>	<u>362,791</u>	<u>318,494</u>

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023
(CONTINUED)

7. Fees for examination of the accounts

	<u>2023</u>	<u>2022</u>
	£	£
Independent examiner's fees	630	550
	=====	=====

8. Staff costs:

	<u>2023</u>	<u>2022</u>
	£	£
Wages & Salaries	261,889	238,834
Social Security Costs	17,708	15,884
Pension Costs	11,704	10,179
	-----	-----
	291,301	264,897
	=====	=====

No employees earned £60,000 per annum or more.

The total employment benefits including employer pension contributions of the key management personnel were £31,332

The average number of employees analysed by function was

Services	14	12
	==	==

Defined contribution pension scheme

The amount recognised in the SOFA as an expense was £11,704 (2022: £10,179), the costs are allocated to restricted funds only when those costs are permitted to be under the terms of the restriction. Costs are allocated on the basis of time spent working on restricted projects.

TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration or expenses during the year (2022 – nil).

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023
(CONTINUED)

9. TANGIBLE ASSETS	Office Furniture & Equipment £	
<u>COST</u>		
At 1st April 2022 and 31 st March 2023	11,595	
<u>DEPRECIATION</u>		
At 1st April 2022	8,302	
Charge for the year	824	
At 31st March 2023	9,106	
<u>NET BOOK VALUE</u>		
At 31st March 2023	2,489	
At 31st March 2022	3,293	
10. DEBTORS	<u>2023</u> £	<u>2022</u> £
Other Debtors	1,356	1,126
Prepayments and accrued income	1,495	2,138
	2,851	3,264
11. FIXED ASSET INVESTMENTS	Cash & Cash equivalents £	
Carrying (fair) value at 1 April 2022	125,707	
Additions to investments during period	477	
Disposals at carrying value	-	
Carrying (fair) value at 31 March 2023	126,184	
All fixed asset investments are held at fair value.		
12. CASH AT BANK AND IN HAND	<u>2023</u> £	<u>2022</u> £
Short term deposits	58,282	50,031
Cash at bank and in hand	118,407	71,454
	176,689	121,485

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023
(CONTINUED)

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	<u>2023</u>	<u>2022</u>
	£	£
Social Security & Other Taxes	4,568	5,499
Accruals and deferred income	25,350	24,324
Other Creditors	1,742	1,642
	-----	-----
	<u>31,660</u>	<u>31,465</u>

14. ANALYSIS OF FUNDS

	Balance at <u>01/04/22</u>	Income	Expenditure	Transfer	Balance at <u>31/03/23</u>
	£	£	£	£	£
Restricted funds					
Restricted Funds – Big Lottery*	284	92,974	(92,974)	-	284
Restricted Funds Tameside Cold Weather**	-	2,750	(2,750)	-	-
Restricted Funds – Tameside PPE	2,090	-	-	-	2,090
Restricted Funds – Action Together	18	-	-	-	18
	-----	-----	-----	-----	-----
	<u>2,392</u>	<u>95,724</u>	<u>(95,724)</u>	<u>-</u>	<u>2,392</u>
Unrestricted funds					
Unrestricted funds	219,892	321,316	(267,067)	-	274,141
	-----	-----	-----	-----	-----
Total funds	<u>222,284</u>	<u>417,040</u>	<u>(362,791)</u>	<u>-</u>	<u>276,533</u>

* The National Lottery Community Fund

** Tameside Cold Weather Fund

ANALYSIS OF FUNDS – PRIOR YEAR

	Balance at <u>01/04/21</u>	Income	Expenditure	Transfer	Balance at <u>31/03/22</u>
	£	£	£	£	£
Restricted funds					
Restricted Funds – Big Lottery	284	68,773	(68,773)	-	284
Restricted Funds – Tameside PPE	-	2,090	-	-	2,090
Restricted Funds – Action Together	-	495	(477)	-	18
	-----	-----	-----	-----	-----
	<u>284</u>	<u>71,358</u>	<u>(69,250)</u>	<u>-</u>	<u>2,392</u>
Unrestricted funds					
Unrestricted funds	207,021	264,155	(251,284)	-	219,892
	-----	-----	-----	-----	-----
Total funds	<u>207,305</u>	<u>335,513</u>	<u>(320,534)</u>	<u>-</u>	<u>222,284</u>

The National Lottery Community Fund – funding Tameside and counselling Service

Tameside PPE – funding to purchase PPE equipment

Action Together - funding Tameside

Tameside Cold Weather - Tameside Council Winter Pressures Fund was for warm weather items for clients (socks, vests, blankets)

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023
(CONTINUED)

15. ANALYSIS OF ASSETS AND LIABILITIES BETWEEN FUNDS OF THE CHARITY

	Restricted £	Unrestricted £	<u>2023</u> £
Fixed Assets	-	2,469	2,469
Current assets	2,392	303,332	305,724
Current liabilities	-	(31,660)	(31,660)
	2,392	274,141	276,533
	2,392	274,141	276,533
	Restricted £	Unrestricted £	<u>2022</u> £
Fixed Assets	-	3,293	3,293
Current assets	2,392	248,064	250,456
Current liabilities	-	(31,465)	(31,465)
	2,392	219,892	222,284
	2,392	219,892	222,284

16. SHARE CAPITAL

The Company is limited by guarantee and does not have a share capital. The liability of each person is limited to £1.

CALL PLUS

England & Wales - Charity number 1016053

Accounts

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2022

The 2021-22 Business year started with the country still under restrictions to prevent the spread of Covid-19 and saw a gradual, considered and cautious return to more normal operations. The innovative, technology led and socially distanced services were retained for the most vulnerable clients and towards the end of the year, some clients were able to benefit from the reduction in restrictions.

Steps agreed by the Board of Trustees to diversify funding sources allowed the net funding of the charity to increase from £317,853 to £335,513 although the longer term situation on NHS funding and the associated processes remains unclear. This remains the largest proportion of the charity's funding and rose in line with the general trend from £227,428 to £232,036.

Funding from the Big Lottery, Action Together (Tameside) and related sources amounted to some £71,358 which is a helpful contribution to the running costs of the charity. A key objective is to increase the proportion of funding coming from these sources and these early successes show the benefit of the actions taken to diversify funding. Grants of this type are often tied to specific actions and locations which puts an additional burden on management and suggests that pressures on staffing may accompany further successes in this initiative.

Donations, gifts and related income showed a significant upturn, from £6,101 to £14,215 as we returned to more normal operations and society began to open up.

Staffing costs have increased from £212,189 to £264,897. This includes some of the costs of additional staff recruited during the year. This reflects both the growth of the Counselling service and steps taken to increase the diversity of the workforce and increase engagement of with minority communities in our active areas.

The funds available to the charity remain healthy at £222,284 compared with £207,305 at the end of the 2020 -2021 year. The policy on reserves which was agreed by the Board of Trustees and endorsed by the last AGM should have led to a reduction in this amount. Actions taken to improve, extend and diversify the services offered and the associated client base have increased costs but so far seem to have been more than offset by increased income. As reported elsewhere, active steps are in place to extend operations to new areas of Greater Manchester and to reach out to under-represented communities. The success and growth of the Counselling Service is also likely to require greater funding as an increasing number of clients require and benefit from actions to improve their mental health and wellbeing as we emerge from the pandemic. Overall, the charity is sufficiently well funded to continue and grow its services for the coming years. The major concern is the lack of certainty of the basis and extent of support from our major funders in the NHS. Changes in this area are out of our control and the structure and mechanisms for commissioning remain unclear at this stage. The Board of Trustees are confident that ongoing discussions will be reasonably favourable and that contingency plans and funding are in place to allow appropriate modifications to our funding strategy if necessary.

J A Yates

Chair – Board of Trustees

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2022

REFERENCE AND ADMINISTRATIVE INFORMATION

Company registration number is 2709543.

The Charity is registered with the Charity Commissioners. Its registration number is 1016053. The working name of the Charity is BEING THERE formerly CALL PLUS.

The registered office of the Charity is 2-4 Primrose Avenue, Urmston, Manchester, M41 0TY. The Company Secretary is Ms K Mercer.

BOARD OF DIRECTORS

The Directors of the Company who are also Trustees of the Charity and who held office during the year ended 31st March 2022 are as follows:

Mr N G S Day
Dr M Desai
Mr P Eagle
Mr A Hanfi
Mr V Hassan
Mrs H Henry
Mr A H Miah (Appointed 10th March 2022)
Mr J A Yates

SENIOR MANAGEMENT TEAM

Ms K Mercer – Chief Executive
Mrs Rosalyn Cooper - Finance Manager

INDEPENDENT EXAMINER

The Charity's independent examiner is Mr James Wheelan FCCA of James Wheelan Accountancy Limited, Chartered Certified Accountants, Minshull House, 67 Wellington Road North, SK4 2LP

BANKERS

The Charity's bankers are currently CAF Bank Ltd at 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

SOLICITORS

The Charity's solicitors are Chafes Hague Lambert at 2-4 Primrose Avenue, Urmston, Manchester M41 0TY.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2022
(CONTINUED)

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The Charity is constituted as a company limited by guarantee and is therefore governed by a memorandum and articles of association.

Recruitment and Appointment of Directors and Trustees

The directors of the Charity are also trustees of the Charity and under the Charity's articles are known as members of the Board of Directors. They are appointed in accordance with company law and the Charity's articles of association.

The articles require one third of the directors to retire each year. A retiring director is eligible for re-election. Additional directors may be co-opted during the year but must stand for election at the Annual General Meeting.

Trustee Induction and Training

Trustees normally attend a Board of Directors meeting prior to joining the Charity to meet their fellow trustees and are inducted by a longstanding trustee. They are briefed on their legal obligations under charity and company law and the content of the Memorandum and Articles of Association. Visits to the Charity's branches to meet staff and volunteers are encouraged. Any new Trustee will undergo a formal training programme.

Risk Management

The trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems are in place to mitigate our exposure to the major risks. The major income source is from a number of different Greater Manchester Clinical Commissioning Groups.

Organisational Structure

The Charity is governed by its Board of Directors. The Board of Directors is responsible for formulating the strategy and policies for the Charity including the approval of budgets and the exercising of financial controls through regular financial reporting.

The Charity is run on a day-to-day basis by the Senior Management Team.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2022
(CONTINUED)

OBJECTIVES AND ACTIVITIES

The Charity is established to promote the relief and support of any person affected, directly or indirectly, by cancer in any form or any other life-limiting illness by:

- (1) Providing social, emotional and practical support;
- (2) Offering counselling and home support services;
- (3) Providing facilities for the exchange of experience, views and Information amongst those so affected, their relatives and friends and other relevant, interested persons and organisations;
- (4) Providing any other support which may from time to time become appropriate or necessary.

In deciding what activities the charity should undertake the trustees have paid due regard to the Charity Commission's guidance on public benefit.

The Charity operates from branches in Manchester (North/South/Central Manchester), Trafford, Salford and Tameside and through the telephone Listening Line on 0845 123 23 29.

The Charity also offers a counselling service to appropriate clients throughout the branches. This service is based at the Manchester branch office.

The Charity strives to expand its services, both geographically and in terms of content. It is also taking active steps to engage with a broader range of local communities.

The aim of the Charity is to achieve a high level of professionalism. Funding continues to be sought to support the central infrastructure to accelerate that process.

ACHIEVEMENTS AND PERFORMANCE

2021/22

We continued to record and collect data for our statistics, taking account of all relevant Data Protection and related regulations. In accordance with contractual arrangements we collect data on the 9 protected characteristics under the Equalities Act which allows us to monitor who we need to try harder to reach and make appropriate modifications to our approach to improve our performance in this regard. Our statistics on all groups relevant to our service continue to improve.

The Charity relies upon its volunteers to provide its support. 125 (38 new) active volunteers gave their support during the year, delivering 5165 sessions.

Our clients continue to match the national demographic for those with life limiting illnesses - 69% of clients are aged 70 and above. Clients with cancer, heart and respiratory disease, strokes and diabetes continue to receive the bulk of support. Almost two thirds of clients were female and one third male. 38% identify as disabled as well as having a life limiting illness.

Referrals continue to come from a range of partners including social prescribing teams, the NHS, social services the VCSE sector and self-referrals.

The health and social welfare sector in which the Charity operates remains a challenging one with commissioning changes in Greater Manchester. Covid-19 recovery has been our main focus in 21/22.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2022
(CONTINUED)

Assistance from the Charity's comprehensive range of services included:

- one to one emotional support, either in person or on the telephone
- person centred counselling
- respite sitting for carers
- social support (individual or group)
- transport for medical appointments
- working directly with our partners health social care and voluntary sectors
- providing bereavement support
- provision of non-medical information or "signposting" to other organisations

The Charity's dedicated telephone Listening Line is open Monday to Friday during office hours. The Charity updated its website completely and social media presence continues to build.

The Charity continues to provide first class support for all our staff and volunteers, key people in service delivery. Support activity included new volunteer training, development training and volunteer support meetings, in addition to ongoing one to one support for our clients which is particularly valued following on from of Covid-19 restrictions.

Some particular achievements since April 6th 2021 were:

- We received grant funding from The Big Lottery Fund to promote diversity in our volunteer and client base as well as support our Counselling Service 'Being Heard'.
- We were approached to launch the counselling service in Bolton by joining counselling hub 1Point which will be commissioned from April 2022.
- We increased the visibility of our service for people from black and minority ethnic communities with new posts of Diversity and Inclusion Link Worker and Volunteer Recruitment Co-ordinator (Diversity).

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2022
(CONTINUED)

FINANCIAL REVIEW

The attached financial statements show the current state of the finances, which the Management Committee considers to be acceptable. Total incoming resources were £335,513 (2021 - £317,853) and the net income for the year was £14,979 (2021- £59,767). Unrestricted funds amounted to £219,892 (2021 - £207,021) of which fixed assets represented £3,293. Restricted funds amounted to £2,392 (2021 - £284).

Principal Funding Sources

The Charity continued to work closely with the Greater Manchester Combined Authority, Central, North & South Manchester, Salford and Trafford localities as part of the new NHS commissioning body in Greater Manchester and acquired the bulk of its funding through a one year contract made with these bodies.

An award from the Big Lottery fund was secured the funding for the Tameside Branch.

Remaining funds stemmed from donations and fund raising.

The diversification and expansion of funding sources is a major active objective for the Charity.

Investment Policy

The Charity has a policy of re-investing surplus funds in the Charity in order to support service developments and improvement in line with user feedback and identified gaps in the overall provision of support services for cancer and life limiting conditions. In particular, investment will be focused on expanding services in line with observed need, actions to reach under represented groups and communities, continuing to diversify the work force and the development of staff to build capability to respond to future changes and demands. Available funds are held at CAF Bank or in term Bonds and short-term deposits.

Reserves Policy

In light of the main risks to the Charity the Management Committee has decided that the Charity should keep unrestricted funds equivalent to three months of normal operation, subject to a minimum of £60,000 This is to be reviewed on an annual basis.

PLANS FOR THE FUTURE

Our aims for 2022/23 UPDATE

- Increasing diversity of funding sources to ensure sustainability
- Seek to establish effective working partnerships with like-minded parties in pursuit of the equality objectives
- Continue and negotiate new contracts with Greater Manchester NHS commissioners
- Explore new areas of service development.
- Build internal capability and capacity with particular reference to succession planning.

The Charity continues to deliver the objectives listed in its memorandum of association.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2022
(CONTINUED)

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Call Plus for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial 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 charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements 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 statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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 the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

By order of the Management Committee

James Yates

J Yates Director and Trustee

Date: 28/10/2022

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF

CALL PLUS

CHARITY REGISTERED NO. 1016053

COMPANY NO. 2709543

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022 which are set out on pages 10 to 17.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination, I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiners' statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am member of the Association of Chartered Certified Accountants (ACCA), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a "true and fair view" which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



James Wheelan FCCA
James Wheelan Accountancy Limited
Chartered Certified Accountants
Minshull House
67 Wellington Road North
Stockport
SK4 2LP

Date: 01/11/2022

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	Restricted <u>Funds</u> £	Unrestricted <u>Funds</u> £	Total <u>2022</u> £	Total <u>2021</u> £
Income and endowments from					
Donations and legacies	2	71,358	31,784	103,142	89,831
Charitable activities	3		232,036	232,036	227,428
Investments	4	-	335	335	594
Total		71,358	264,155	335,513	317,853
Expenditure on					
Fund Raising	5	680	1,360	2,040	8,880
Charitable activities	6	68,570	249,924	318,494	249,206
Total		69,250	251,284	320,534	258,086
Net income/(expenditure) for the year		2,108	12,871	14,979	59,767
Funds brought forward at 1 April 2021		284	207,021	207,305	147,538
Funds carried forward at 31 March 2022		2,392	219,892	222,284	207,305

All amounts relate to continuing operations

The Company has no recognised gains or losses other than as disclosed in the Statement of Financial Activities.

The notes on pages 11 to 17 form part of these accounts.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
BALANCE SHEET AS AT 31ST MARCH 2022

	Notes	<u>2022</u>		<u>2021</u>	
		£	£	£	£
FIXED ASSETS					
Tangible Assets	9		3,293		2,036
CURRENT ASSET					
Debtors	10	3,264		2,138	
Investments	11	125,707		125,380	
Cash at Bank and in hand	12	121,485		85,387	
		-----		-----	
			250,456		212,905
			-----		-----
LIABILITIES					
Creditors: Amounts falling due within one year	13		31,465		7,636
			-----		-----
NET CURRENT ASSETS			218,991		205,269
TOTAL ASSETS LESS CURRENT LIABILITIES			-----		-----
			222,284		207,305
			=====		=====
THE FUNDS OF THE CHARITY					
Restricted Funds	14		2,392		284
Unrestricted Funds	14		219,892		207,021
			-----		-----
			222,284		207,305
			=====		=====

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

Approved by the Management Committee and signed on its behalf on 28/10/2022

James Yates

.....J Yates Director and Trustee

P. J. Eagle

.....P Eagle Director and Trustee

The notes on pages 11 to 17 form part of these accounts

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022

1. ACCOUNTING POLICIES

Basis of accounting

These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these financial statements. These financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014; with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102); with the Charities Act 2011 and with the Companies Act 2006.

The charity meets the definition of a public benefit entity as defined by FRS 102.

Fund accounting

Unrestricted funds are funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Income

Income is included in the Statement of Financial Affairs (SOFA) when the charity is legally entitled to the income, it is more than likely that the trustees will receive the funds and the amount can be measured with reasonable reliability.

Gift aid is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor has specified otherwise.

Grants and donations are only included in the SoFA when the general income recognition criteria are met.

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

Income from interest, royalties and dividends is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

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.

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. The irrecoverable element of VAT is included with the item of expense to which it relates. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

Fundraising costs are those incurred raising income for the charity through events.

Charitable expenditure 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.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022

1. ACCOUNTING POLICIES (cont)

The charity made no redundancy payments during the reporting period.

No material item of deferred income has been included in the accounts.

The charity has creditors which are measured at settlement amounts less any trade discounts

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date

The charity accounts for basic financial instruments on initial recognition as per paragraph 10.7 FRS102 SORP. Subsequent measurement is as per paragraphs 11.17 to 11.19, FRS102 SORP.

Valuation, Capitalisation and depreciation of Tangible Fixed Assets

The charity capitalises relevant items that exceed £500 in cost. Tangible Fixed Assets are capitalised at cost and are depreciated over their estimated useful economic lives as follows:

Office Furniture & Equipment	25% reducing balance
------------------------------	----------------------

Debtors

Debtors are measured initially at the settlement amount due. Subsequently, they are measured at the cash or other consideration expected to be received.

Investments

Investments are short term deposits held in UK banks, they are valued at initially at cost and subsequently at fair value (their market value) at the year end.

Cash at Bank and in hand

This relates to current accounts held with UK banks and petty cash.

Taxation

The organisation is exempt from income tax by reason of its charitable status.

Pension

The Charity contributes to a defined contribution scheme.

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022
(CONTINUED)

	Restricted £	Unrestricted £	<u>2022</u> £	<u>2021</u> £
2. DONATIONS AND LEGACIES				
Donations and gifts	-	14,215	14,215	6,101
Gift Aid	-	3,125	3,125	3,643
General grants provided by government/other charities	71,358	14,444	85,802	80,087
	-----	-----	-----	-----
	<u>71,358</u>	<u>31,784</u>	<u>103,142</u>	<u>89,831</u>
3. CHARITABLE ACTIVITIES				
<i>Contracts for services:</i>			<u>2022</u>	<u>2021</u>
			£	£
NHS Salford CCG			56,995	55,678
NHS Trafford CCG			56,997	55,774
NHS North Manchester			59,022	57,988
NHS South Manchester			59,022	57,988
			-----	-----
			<u>232,036</u>	<u>227,428</u>
4. INCOME FROM INVESTMENTS				
			<u>2022</u>	<u>2021</u>
			£	£
Interest income			335	594
			-----	-----
			<u>335</u>	<u>594</u>
5. FUND RAISING				
	Restricted £	Unrestricted £	<u>2022</u> £	<u>2021</u> £
Costs of goods sold and other costs	680	1,360	2,040	8,880
	-----	-----	-----	-----
	<u>680</u>	<u>1,360</u>	<u>2,040</u>	<u>8,880</u>
6. CHARITABLE ACTIVITIES				
	Restricted £	Unrestricted £	<u>2022</u> £	<u>2021</u> £
Counselling, support and information:				
Staff Costs: Counselling, support and information	52,151	194,839	246,990	194,647
Admin support	-	17,907	17,907	17,542
Travelling & Volunteer Expenses	1,469	5,460	6,929	3,330
Telephone	739	3,133	3,872	3,672
Drop in Costs, Care Packs, Refreshments and Trips	392	2,522	2,914	3,391
Depreciation	-	1,097	1,097	508
Publicity and website	184	328	512	297
Professional Fees and independent examination	2,769	7,112	9,881	10,214
Others	10,866	17,526	28,392	15,605
	-----	-----	-----	-----
	<u>68,570</u>	<u>249,924</u>	<u>318,494</u>	<u>249,206</u>

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022
(CONTINUED)

7. Fees for examination of the accounts

	<u>2022</u>	<u>2021</u>
	£	£
Independent examiner's fees	550	500
	-----	-----
	<u>550</u>	<u>500</u>

8. Staff costs:

	<u>2022</u>	<u>2021</u>
	£	£
Wages & Salaries	238,834	191,109
Social Security Costs	15,884	12,394
Pension Costs	10,179	8,686
	-----	-----
	<u>264,897</u>	<u>212,189</u>

No employees earned £60,000 per annum or more.

The total employment benefits including employer pension contributions of the key management personnel were £35,085.

The average number of employees analysed by function was

Services	12	10
	==	==

Defined contribution pension scheme

The amount recognised in the SOFA as an expense was £10,179 (2021: £8,686), the costs are allocated to restricted funds only when those costs are permitted to be under the terms of the restriction. Costs are allocated on the basis of time spent working on restricted projects.

TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration or expenses during the year (2021 – nil).

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022
(CONTINUED)

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		<u>2022</u>	<u>2021</u>
		£	£
	Social Security & Other Taxes	5,499	4,319
	Accruals and deferred income	24,324	2,045
	Other Creditors	1,642	1,272
		-----	-----
		<u>31,465</u>	<u>7,636</u>

14. ANALYSIS OF FUNDS

	Balance at <u>01/04/21</u> £	<u>Income</u> £	<u>Expenditure</u> £	<u>Transfer</u> £	Balance at <u>31/03/22</u> £
Restricted funds					
Restricted Funds – Big Lottery	284	68,773	(68,773)	-	284
Restricted Funds – Tameside PPE	-	2,090	-	-	2,090
Restricted Funds – Action Together	-	495	(477)	-	18
	-----	-----	-----	-----	-----
	284	71,358	(69,250)	-	2,392
Unrestricted funds	=====	=====	=====	=====	=====
Unrestricted funds	207,021	264,155	(251,284)	-	219,892
	-----	-----	-----	-----	-----
Total funds	<u>207,305</u>	<u>335,513</u>	<u>(320,534)</u>	<u>-</u>	<u>222,284</u>
	=====	=====	=====	=====	=====

ANALYSIS OF FUNDS – PRIOR YEAR

	Balance at <u>01/04/20</u> £	<u>Income</u> £	<u>Expenditure</u> £	<u>Transfer</u> £	Balance at <u>31/03/21</u> £
Restricted Funds – Big Lottery	-	25,000	(24,716)	-	284
Unrestricted funds	147,538	292,853	(233,370)	-	207,021
	-----	-----	-----	-----	-----
	147,538	317,853	(258,086)	-	207,305
	=====	=====	=====	=====	=====

Big Lottery fund – funding Tameside & counselling service
Tameside PPE – funding to purchase PPE equipment
Action Together - funding Tameside

CALL PLUS
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022
(CONTINUED)

15. ANALYSIS OF ASSETS AND LIABILITIES BETWEEN FUNDS OF THE CHARITY

	Restricted £	Unrestricted £	<u>2022</u> £
Fixed Assets	-	3,293	3,293
Current assets	2,392	248,064	250,456
Current liabilities	-	(31,465)	(31,465)
	2,392	219,892	222,284
	2,392	219,892	222,284
	Restricted £	Unrestricted £	<u>2021</u> £
Fixed Assets	-	2,036	2,036
Current assets	284	212,621	212,905
Current liabilities	-	(7,636)	(7,636)
	284	207,021	207,305
	284	207,021	207,305

16. SHARE CAPITAL

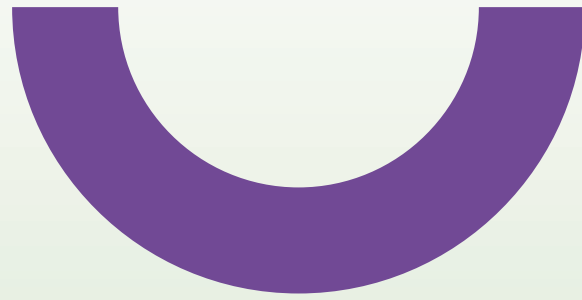
The Company is limited by guarantee and does not have a share capital. The liability of each person is limited to £1.

CALL PLUS

England & Wales - Charity number 1016053

Accounts

being there



life limiting illness support

Annual Report

2020 - 2021



www.beingthere.org.uk



Jim Yates
Chair CALLplus Board of Trustees

Chair of Board of Trustees Report 2020 - 2021

As I am sure you will all appreciate, the year to the end of March 2021 has been the most unusual, challenging and difficult period for Being There, its staff, volunteers and service users. The Board of Trustees has worked to provide an appropriate framework in which the CEO, Karen Mercer, the management team and volunteers could deliver the best possible service whilst adhering to the guidance on dealing with the Covid-19 pandemic.

Their performance has been admirable, demonstrating creative, innovative thinking, a shared willingness to find effective ways of working and importantly doing so with a positive, helpful and compassionate spirit. Being There has certainly lived up to its name over the last year or so and we look forward to reinstating our traditional services whilst building on what we have learned over the crisis period.

We took the decision to cease face to face service provision at the end of the previous business year, in the light of advice from Government and the NHS. We await advice on when we can return to what will no doubt be a new "normal".

We have all found ways of working together but apart - using technology to maintain contact and allow remote working. This has been extended to service provision with telephone / internet befriending, online social groups, care packages and the roll out of technology based solutions to appropriate service users. We will be looking to see how we can integrate these ideas into our service provision as normality returns.

It has been particularly rewarding to see how the recently introduced Counselling Service, Being Heard, has flourished and how this has aided our approach to diversifying funding. The board looks forward to seeing this progress continue.

It is with great sadness that it falls to me to report the deaths of two great stalwarts of the charity. We lost our Founder and Life President Tom Brown and fellow Trustee, Eddie Hurst, within a few months of each other. It is difficult to overstate the impact of losing these dear friends, guiders and radical thinkers but the board will do our best to honour their contribution. I am sure that future discussions are likely to include questions as to "what would Tom have done?". Similarly, I am convinced that we will miss Eddie's good humour, cheery greetings and his well-timed, probing and challenging questions and that will provoke us to deeper thought. Both may be gone but their influence will continue to guide our thinking. We are examining options on how best to honour their contributions to Being There. We are actively seeking additional trustees to diversify our thinking and fill gaps in our skill sets.

On a happier note, we have welcomed Victor Hassan as a trustee. Victor's extensive experience in both the legal and charitable sectors and his diligent approach has been a great benefit to us all.

On behalf of the trustees, I extend thanks to Karen, the management team and volunteers - without them we simply can't be there for our service users. We give especial thanks to those volunteers who have decided that the time is right for them to retire and welcome the new volunteers who have joined us during the pandemic. We thank you all and appreciate your sacrifice, dedication and willingness to help. I look forward to meeting as many of you as possible in the near future.

The financing of the charity, is covered in the accounts section where an overview of the key issues can also be found. We continue to face uncertainties in the future funding regime but our efforts to diversify the sources of funds have paid dividends.

We have also taken active steps to continue to diversify our client and volunteer base and engage with a broader range of communities in Greater Manchester. We regard this as a key priority, particularly as it is clear that disadvantaged and minority groups have been disproportionately affected by the pandemic. We will continue to make focused efforts to deal with the disparities in need and the reach of our services.

It is heartening to hear that clients have appreciated the efforts we have taken to provide support under the most trying of conditions. This reflects the hard work, dedication and effective action of the management team and volunteers alike. Thank you for being there to ensure that we can be there for our clients.

**The board looks forward to an even more successful year and the opportunity to meet you all in person.
Thank you.**

Jim Yates

Jim Yates
Chair CALLplus Board of Trustees

1st July 2021

being there



life limiting illness support

Callplus (trading as Being There) Board of Trustees

1st April 2020 to 31st March 2021



Honorary President:
Tom Brown
(Deceased December 2020)



Chair:
Jim Yates



Treasurer:
Philip Eagle



Trustee:
Dr Minaxi Desai



Trustee:
Atta Hanfi



Trustee:
Victor Hassan



Trustee:
Heather Henry



Trustee:
Nigel Day



Trustee:
Edward Hurst
(Deceased January 2021)

CALLplus Staff - 1st April 2020 to 31st March 2021

Chief Executive:	Karen Mercer
Finance Manager:	Rosalyn Cooper
Being Heard Counselling Manager:	Rebecca Turner
Branch Manager North Branch Manager:	Rebecca Turner
Branch Manager: South:	Paula Hewitt
Branch Manager: Salford:	Deborah Wynn
Branch Manager Tameside:	Suzanne Roberts
Branch Manager Trafford:	Flora Washburn
Volunteer Recruitment Co-ordinator:	Jeff Boardman
Support Services Assistants:	Iain Phillips, Anam Siddiqi, Alison Thomas, Les Whalley



life limiting illness support



Karen Mercer
Chief Executive

Chief Executive's Report 2020 - 2021

Taking stock of the year as I do now, it almost goes without saying how difficult it has been for so many, in so many ways. Many of us have experienced, loss, isolation and sadness in abundance; our world has been more than metaphorically turned upside down. Yet, despite all the difficulties, Being There has remained resolutely 'here' for those already challenged by the diagnosis of a life-limiting illness.

As many of you know, we have had losses ourselves. Our founder, Tom Brown, and trustee, Eddie Hurst, died within months of one other. One way of dealing with their loss has been to give thanks for the huge contributions they made to Being There's listening ethos. More formal acknowledgements will be special activities for volunteers and staff training bursaries created in their names.

Wholehearted thanks are due to all our hard-working staff and volunteers whom, despite the rapid changes and difficulties brought about by the Covid-19 pandemic, have continued to deliver the care and support we at Being There pride ourselves in. It has been a tremendous team effort with each member 'doing their bit' and some; a testament to resilience if ever there was. I must also thank the Board of Trustees for their efforts in steering the charity successfully through this tumultuous year.

We, too, are listening; to the expertise of our colleagues at LMCP and Diversity Matters North West to ensure we are reaching all the diverse communities of Greater Manchester, especially those disproportionately affected by the pandemic. We have welcomed and increased the number of bilingual volunteers to the team this year but there is more recruitment to be done.

Several funders have contributed to our efforts to 'be there' during this Covid-19 period. Huge thanks are due to The Garfield Weston Trust for their core grant of £20,000. The Big Lottery Community Fund also awarded £25,000 towards the running costs of our Tameside & Glossop branch. Smaller, but no less welcome, grants came from CAF Bank, Forever Manchester, Action Together and Salford CVS towards Covid related costs and digital equipment. These grants have contributed to our sustainability and responsiveness during this financially challenging year.

Alongside our NHS contracted delivery, Being There worked in partnership with the NHS and local councils on emergency Covid support, the vaccine rollout, communicating pandemic related health messages and, in Salford, working directly on the Spirit of Salford helpline.

Finally, my thoughts return to our clients who regularly tell us how much they have benefitted from the one-to-one telephone and internet-based befriending, twice monthly online social groups and person-centred counselling we have offered.

I hope as we move forwards out of the pandemic restrictions that we at Being There face whatever comes our way with fortitude and resilience to adapt and deliver as we have for the past 39 years!

Thanks to all who have contributed to Being There. WE couldn't do it without YOU.

Karen Mercer

Karen Mercer
Chief Executive

1st July 2021

Annual Report 2020 - 2021

being there



life limiting illness support

Being There Branch Reports

1st April 2020 to 31st March 2021



Being There North to Central Manchester

Branch Manager
Rebecca Turner

Being There North Manchester Volunteers

- Joy Barker
- John Bosley
- Tommy Day
- Tony Kennedy
- Khadija Khaleel
- Maretta Patten
- Frank Pearson
- Clare Ratchford
- Jim Roban
- Sheila Roban
- Cheryl Robinson
- Susan Siswick

With thanks to the volunteers who have retired/left in this period

Clare Ratchford joined us early on in the pandemic as a telephone support volunteer and gave lots of her time to our clients and we are extremely grateful. Clare is now enjoying her time taking care of her young granddaughter while her parents go out to work.

Branch Activities

- April 2020** Manager attended online webinar training for "Safeguarding in the community".
- August 2020** Manager attended online training with the NHS for "Cancer Screening Programmes".
- August 2020** Manager and some of the volunteer drivers delivered care packages to our client group.
- November 2020** Manager launched the new "Online Social Group" for all clients & volunteers of Being There.
- February 2021** Manager attended an online meeting with The Lord Mayor of Manchester, Councillor Tommy Judge, to discuss our experience and challenges over the past 12 months working through the Covid-19 pandemic.
- February 2021** Manager attended an online training webinar with Manchester Community Central - Local surge testing and what we need to know.

Donations

- September 2020** £250 received from the estate of the late Jessie O'Reilly who volunteered with Being There for over 25 years



Being There South Manchester

Branch Manager
Paula Hewitt

Being There South Volunteers

- Sahar Abdalla
- Janet Bellis
- Eileen Booth
- Ronald Dykstra
- Sarah Fitzgerald
- Brian George
- Mike Hannibal
- Val Harrington
- Victor Hassan
- Katherine Hosking
- Kathleen Keary
- Jane Lawson
- Illa Mehta
- Lynn Moore
- Derek Pretswell
- Joe Regan
- Barbara Sclater
- Anam Siddiqi
- Adina Susan
- Peter Thompson
- Jill White

With thanks to the volunteers who have retired/left in this period

We said goodbye to our volunteer, Katherine Hosking, who returned home to America.

Branch Activities

- Received referrals throughout the year from, amongst other organisations, Care Navigators, High Impact Primary Care Team, Macmillan, Greater Manchester Mental Health Trust
- 9 telephone support volunteers have supported over 30 clients on a weekly or fortnightly basis
- Branch Manager supported over 30 clients on a regular basis
- Branch Manager attended online presentation to Johnnie Johnson Housing Trust
- Branch manager attended Covid-19 updates from Manchester City Council
- Talking about my Generation magazine distributed to over 20 clients and volunteers
- Creative care packs delivered by our volunteer drivers to over 50 clients
- Online social/support group established with other Branch Managers, sessions organised on mindfulness, history of Belle Vue and history of Manchester
- Branch Manager attended 'Keeping people safe and well' webinar
- Branch Manager attended MACC social media training
- Branch Manager attended meeting on the Census
- Supported CCG by identifying volunteers to assist the roll-out of first vaccinations held in Wythenshawe
- Supported Manchester City Council Health Inequalities Team by sending information to 3 volunteers from BME communities to take part in raising vaccine awareness in BME communities in Manchester

Donations

Donation of £100 received from Siemens - Being There nominated by daughter of a client we have supported.



Being There Salford

**Branch Manager
Deborah Wynn**

Being There Salford Volunteers

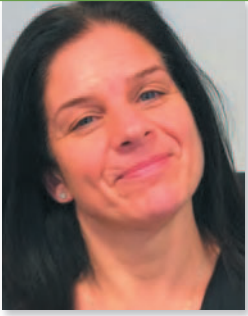
- Karen Ainsworth
- Margaret Bryne
- Jeff Boardman
- John Bilsborough
- Carole Chapman
- Ann Beesley
- Helen Daley
- Lucy Fallon
- Lindsay Hetherington
- Susan Kendall
- Helen King
- John Kane
- Weichuan Kwok
- Maria Kidd
- Vic Longdon
- Barry Lord
- Kieran McGowan
- Stuart Mollekin
- Elizabeth Novak
- Noel O'Grady
- Brian Phoenix
- Iain Phillips
- Jim Pilling
- Chris Wellings
- Les Whalley

With thanks to the volunteers who have retired/left in this period

We would like to say thank you and farewell to the following volunteers; Gordon Bury, James Coffeey, Stefan Conciu, Susan Ferguson, David Greenhalgh, Angela Harris, Tanya Louis, Owen Nunney, Janet Strike, Susan Stott and a special thank you to our longstanding volunteer (and former Salford Branch Manager) Margaret Carlton who had supported Being There for over two decades.

Branch Activities

- Out of 130 charities nominated for the Salford Community Voluntary Services (Salford CVS) Special Recognition Award, 20 organisations including Being There, won the top prize for their community contribution during the covid pandemic. A small hamper and certificate were presented by the Salford CVS Executive team.
- An amazing 86% of Being There volunteers confirmed they were willing to provide telephone befriending assistance during the coronavirus outbreak.
- All telephone befrienders were matched to their clients (3 each) within 12 working days from the beginning of the first lockdown.
- An effective partnership was formed with the Salford Clinical Commissioning Group (Salford CCG) and the Salford CVS in order to refer potential clients and volunteers to the befriending service so people could be supported more quickly.
- Approximately 600 telephone befriending calls were made during the first quarter of the financial year.
- We worked closely with the 'Spirit of Salford' which is a centralised network of organisations set up specifically for the pandemic and managed by the Salford CVS. Many of our clients got help with shopping, dog walking, benefit advice, utility payments and help with housing issues.
- Many clients struggled with their mental health during the lockdowns, but a small number of clients required professional psychological intervention. Therefore, these clients were referred to the new Being Heard Counselling Service.
- We have contributed to the organisation and delivery of bingo, quizzes and singing entertainment for the online social group.
- Every month Being There's Volunteer Recruitment Co-ordinator; Jeff Boardman has been keeping in contact with some of the hospital drivers that chose not to participate in the befriending. Jeff offered his support and updated them on service development.
- Due to a successful partnership with the Salford CCG and the Salford CVS, 99% of our volunteers had their first covid vaccination by April 2021.
- To raise spirits during lockdown, clients had a surprise doorstep visit from the Branch Manager, who presented them with care and art packs.



Being There Tameside

**Branch Manager
Suzanne Roberts**

Being There Tameside Volunteers

- Julie Bell
- Eleanor Butler
- Catherine Cole
- Ian Cole
- Wendy Collins
- Siobhan Devlin
- Victoria Filipe
- Barry Forster
- Mark Garratt
- Gillian Hartley
- Lesley Hopkins
- Jane Hopkinson
- Abbie Johnson
- Frank Kerr
- John Ling
- Mariana Macedo
- Rosemary Maddy
- Chris Matthews
- Ian McDonald
- Lata Mehta
- Kathleen Preston,
- Madeleine Pugh
- Angela Rayner
- Lynette Rumley
- Panna Shah
- Mahesh Shah
- Vivienne Taylor
- Alison Thomas
- John Webb

With thanks to the volunteers who have retired/left in this period

Siobhan Devlin, Mariana Macedo and Hannah McConville left the service after providing invaluable telephone befriending.

Branch Activities

Tameside branch has had a productive 12 months despite the pandemic and adaptations to the services we provide. Most noticeably our volunteer base grew thanks to our awareness raising across social media and online Zoom information sessions. We also attracted further funding for the branch via The Big Lottery, Garfield Weston and Forever Manchester. We also continued to develop our partnership working with Cancer Warriors, Diversity Matters North West (DMNW), Indian Community, Henshaws and Silverchord. We have risen to the challenge and thrived!

June 2020 Being There Tameside was delighted to receive "The High Sheriff of Greater Manchester 'Special Recognition Award' for outstanding activity and contribution of our volunteers to the community during the C-19 pandemic

August 2020, December 2020 & April 2021 Being There staff and volunteers delivered care packs to clients. This enabled us to safely see many of our clients, check in on their wellbeing and bring some hope and positivity!

Sept 2020 Tameside branch moved to a new home The Old Courthouse, Dukinfield

Nov 2020 Being There online social group was born! Fun sessions included: nostalgia film clips, local history talks, quizzes, arts & crafts, bingo, exercise and mindfulness to name a few!

Dec 2020 Christmas packs and gift cards delivered to clients and volunteers

Jan 2021 Tameside volunteer vaccinations started at Tameside General to prepare for face to face services

Jan 2021 The branch hosted its first Volunteer Information session on Zoom together with Being There's Jeff Boardman and Action Together resulting in many new enquiries and applications!

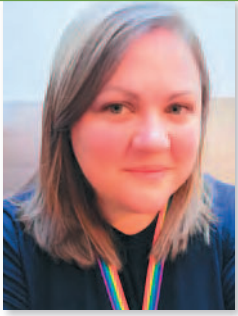
Feb 2021 Tameside branch appeared in Tameside Council's Community News brochure distributed to all Tameside residents, businesses, community groups and charities.

Notable fundraising activities

May 2020 Forever Manchester awarded £5000 to Being There (£1000 to Tameside) to help towards the costs of running our listening line.

June 2020 Garfield Weston foundation awarded Being There Tameside £20,000.

June 2020 The National Lottery Community Fund awarded Being There Tameside a cash grant of £25,000.



Being There Trafford

**Branch Manager
Flora Washburn**

Being There Trafford Volunteers

- Stephen Armitage
- Paul Bercik
- Mike Boulton
- Peter Bradshaw
- Francesca Brady
- Antoinette Byrne
- Stella Dean
- Mina Desai
- Brian Edden
- Robert Ellis
- Roy Gallagher
- Oliver Gilbert
- Pippa Goodall
- Eileen Griffin
- Heather Henry
- Margaret Henry
- John Hogan
- Joanne Holmes
- Mark Howorth
- Margaret Kirrane
- Cedric Knipe
- Stuart Laing
- Christine Lampard
- John Latham
- McCloud Ngonga
- Carl Palmer
- Duncan Salton
- Julia Strawinska
- Daniel Usanky
- Tony Welch
- Linda Whitelegg
- Kathleen Whittle

With thanks to the volunteers who have retired/left in this period

Duncan Salton Special thanks to Duncan for his dedication to our clients as a volunteer driver, always on hand to get clients to and from their vital appointments with a smile. We wish you the very best Duncan.

Eileen Griffin A very big thank you to Eileen who supported Being There for a number of years, helping transport clients to and from appointments, supporting the social group and acting as a telephone befriender during the pandemic. You will be very much missed by our clients. All the best Eileen!

Linda Whitelegg A tremendous thank you to Linda, who volunteered with Being There for an enormous 15 years. Linda's dedication to our charity has been invaluable in improving the lives of many of our clients. Linda visited people in their homes, supported our social group and helped transport clients to and from the group. We will truly miss her. All the best Linda!

McCloud Ngonga Thank you to McCloud for his commitment to Being There. Despite being unable to volunteer during the pandemic, McCloud was always enthusiastic and keen to step in to help. Best wishes for the future McCloud!

Branch Activities

- Volunteers from across our roles came together in response to the pandemic to offer telephone befriending to our clients, ensuring that no one was left feeling isolated whilst shielding. We were delighted to welcome on board a number of new volunteers who applied to help with our telephone role, meaning we were able to support further clients.
- The social group joined forces with our other GM branches and moved online! Several of our Trafford clients quickly got to grips with Zoom thanks to family members and support from their Branch Manager. A variety of activities were enjoyed, including nostalgic film shows, 'love to move' chair exercises, mindfulness and a talk on swifts and swallows from the Wildlife Trust!
- Trafford Manager, Flora and transport volunteer, Carl Palmer, joined forces with the National Citizen's Service at Lancashire Cricket Club to talk to their young people about the work of Being There and the benefits of volunteering. In turn, the young people produced a lovely booklet of activities for some of our clients.
- Our fantastic team of volunteer drivers banded together with Flora to deliver care packages to our clients to bring a smile during the pandemic. Goodie bags were filled with activity books, colouring pencils, crafts, sweet treats and much more!
- Branch Manager, Flora, was delighted to be invited by the LifeChurch in Sale to deliver afternoon teas to some of our clients in the surrounds on Easter Sunday. Thanks to the wonderful volunteers at the LifeChurch, Being There clients enjoyed a doorstep chat with Flora and a goodie bag of fresh sandwiches, cakes and a tasty Easter Egg!



Volunteer Promotion and Recruitment

Jeff Boardman

It has been an extremely difficult year for everyone. Being There has had to adjust how we work and how we communicate with our clients, managers and potential volunteers.

New technology has been very useful, but it is no replacement for personal face to face contact!

I have attended Virtual Recruitment Fairs online with other charities and organisations across Greater Manchester. The recruitment fairs are well attended and give Being There a captive audience to try to recruit new volunteers. Being There have a 10-minute slot for me to explain what great support work we provide in the community and what we are looking for in new volunteers.

I have worked with Action Together in Tameside to produce a Being There Volunteer questions and answer video that has been posted on YouTube. This has ensured that our services are publicised and to identify what really good volunteering opportunities are available.

I have kept in touch with our partner organisations such as Macmillan, The Wythenshawe Forum and the Tameside Indoor Market to let them know that we are still providing support for clients, to offer our services and to maintain some continuity with them.

Minutes Matter Support

I have also been able to provide support to some of our clients across our branches. It has been a pleasure keeping in touch with some great people using different methods of communication. We have learned together with our clients how to use new technology such as WhatsApp and Zoom.

I have developed good relationships with these clients during the last 14 months and look forward to our conversations every week. However, I am so looking forward to meeting our clients and potential volunteers in person. Being There is looking forward to a brighter future!





Being There Counselling Service

Rebecca Turner

The Being There Counselling Service "Being Heard" managed by Rebecca Turner continued to offer counselling 1 day a week via telephone and online to our clients and carers ensuring they were still offered a much-needed confidential therapeutic service.

All referrals into the service have been managed effectively allowing our clients to receive counselling sessions within a 2-3 week turn around from the referral being received. This was our vision when setting up the service, it is so important to offer a client who is ready to engage in therapy access to sessions as soon as possible.

This financial year we have been able to offer counselling to 42 clients completing 261 therapeutic hours. We have supported 36 clients and 6 carers of which 27 have been females and 15 males.

42 clients completing **261** therapeutic hours
36 clients | **6** carers | **27** females | **15** males

We have continued to offer placements to student counsellors from Salford University and The Manchester College.

Jessica Humphries
Salford University

Juliet Christmas
The Manchester College

Flora Washburn
The Manchester College

As we continue to expand the counselling service we are able to continue to work closely with the local universities and offer more student placements.

Towards the end of the financial year we were able to open up our service to outside referrals ensuring the client is an adult living with a life limiting illness or a carer. We have noticed an increase in referrals and are very proud that we are offering this extra service.

We decided that the counselling service should come under a different name to differentiate the services already offered and "Being Heard" seemed very fitting with what we do. As the service has expanded it has become necessary to extend the running days from 1 day a week to 5 days a week. In the coming financial year Rebecca Turner will run the service as Counselling Manager full time, allowing more clients and carers access to the service which is proving to be a much needed part of the Being There service.

The Being Heard team lead by Ann Grant were able to run 3 Wellbeing Groups online which ran for 6 weeks for clients and volunteers who needed some support but may not have been ready for one to one counselling. The wellbeing groups worked on thoughts, feelings, behaviours, relaxation and mindfulness which the clients really enjoyed.

Following on from the online wellbeing group we noticed that the clients really benefited from meeting up each week and seeing others in a social setting. Becky then created with the support of Karen and the other branch manger's an online social group to run fortnightly for clients and volunteers from across all the Being There branches, this enabled clients and volunteers some social interaction they had been missing in the pandemic and we continue to run the groups fortnightly. The groups have been a huge success and we have had some great feedback allowing us to consider the online groups continuing in the future when we are back to a face to face service.

We are hoping that in the coming financial year we are able to get back to a face to face service but we will ensure we do this when it is safe to do so for our clients, in the mean time we will continue to offer telephone and online therapy.

What people say about Being There

"Volunteering makes me feel like I am making a difference! If you are thinking about volunteering, I would advise you to go for it! Do not hold back!"

"I chose to volunteer for Being There because it fills a gap in the care of people with life limiting illness. I do recommend volunteering for Being There for everyone. It is really rewarding".

"I don't know how I would have coped without the telephone support from Being There. Being There is the only service that has regularly kept in touch with me, listens to me and understands my needs."

"My volunteer has been a lifeline when no one has been able to visit and when I have been really down".

"The service is brilliant...absolutely wonderful! Receiving a phone call from my volunteer is like a lifeline and a friendly voice on the other side of the phone. It makes you feel appreciated".

"I don't know how you managed to get me to talk about the things I didn't think I would, but you did it in such an easy way I felt so comfortable to share".

"Volunteering has helped to keep me busy too and to appreciate all I have in my life. There's nothing better than knowing you are really helping someone else and yourself too!"

"Several months ago during lockdown I was approached by BeingThere to ask if I had time to become a Befriender, which meant calling someone in the community who may have different levels of vulnerability, it didn't take too long to agree. I had previous training & checks the year before to visit someone at their homes but this was obviously put on hold due to Covid".

"Their support is priceless".

"It means so much to me that someone is willing to call me and chat for an hour every week. My volunteer is such a lovely, young woman - always cheery and leaves me feeling positive at the end of the call".

"The volunteers spend time building rapport with you. I can talk to my befriender in confidence. I truly can laugh and cry with her".

"The drivers reduce my stress and anxiety when going on my hospital appointments. They are all wonderful".

"Over the past few months I've been matched with 2 different ladies, both of whom have been so lovely to talk to, and I've thoroughly enjoyed it. Of course initially there is apprehension on both sides, we don't know each other but after a few calls you realise how important this service is to the person receiving the call; in addition you look forward to ringing them and you're happy to hear that they're ok, and its nice to listen and discuss a number of subjects".

"At this time of Covid the older members perhaps aren't doing much, but it's not long before you find common interests and you can chat away as long as necessary. You generally ring once a week at an agreed time and for what one puts in, i.e. time or effort, you get so much more back."

"I chose to volunteer because I love to help people. [My befriender] is great, we get on really well! Thank you for pairing me with her."

"Being There have been fantastic, I don't know what I would have done without them".

"My counsellor helped me to come to terms with two terminal diagnoses. I am so grateful for her support".

"Being There has been a lifeline for me. I am severely disabled and completely housebound and don't have much social interaction other than limited close family. Having access to support from Being There online group has literally been a lifesaver and has helped build my confidence. I definitely feel I have found a place I belong, surrounded by support and care. This has helped drastically with my mental health and has offered a safety net during some challenging and difficult times. I cannot thank Suzanne and the rest of the brilliant Being There Team and service users enough. Thank you for always Being There. Amazing charity, Amazing people!"

Being There Impact Report 2020 - 2021

Measuring Impact

2020-21 has been a particularly difficult year for Being There clients who are trying to manage a life limiting illness or that of a family member. The Covid-19 pandemic has added additional layers of isolation, loneliness and anxiety to those already at greater risk of negative impacts following diagnosis. Demand for our empathic listening and psychological support services has increased, in some cases ten-fold, with many clients requesting weekly telephone support, where previously they would have managed on twice monthly or less. Our online support & social group, replacing our five, twice monthly face-to-face groups, has also seen regular attendances, although many in our client group are digitally excluded which we are actively trying to address.

Number of clients supported **412**

Number of people receiving person-centred counselling **42**

Client Outcomes (excluding counselling)

Helping to meet user wishes on preferred place of care **883**

Improving Self-Management of long-term conditions **1080**

Improving Patient/Carer experience/Wellbeing **6896**

Reducing Isolation/Anxiety **6907**

Reducing Inappropriate Admissions **893**



Case Studies



Gender - Male

Age - 72

Condition - COPD, emphysema, acute insomnia and anxiety.

Brief Overview

Client was referred by the Macmillan Information Centre in July 2020 for hospital transport support and some telephone support. He lives alone but does have some family support. He was in and out of hospital at various stages during Covid as a result of his COPD, regularly having flare ups, and he had a fractured spine.

Although his family visit him, he can feel quite isolated and finds it difficult to get outside much due to his COPD.

What Being There does

Being There provides telephone support once a week. His illness affects him quite considerably and on a bad day he is unable to walk into his garden as his breathing is so bad. This makes things like cooking and having a shower extremely difficult as any form of movement causes a shortness in his breath and this makes him feel like he has no choice other than to just stay in. He finds the telephone support calls extremely valuable as he can spend the whole day not speaking to anyone and being stuck inside his home so having contact with someone from the "outside world" is worth its weight in gold. During the phone calls, the client talks about anything and everything and enjoys having a wide-ranging conversation with no specific topics.

Being There's intervention has resulted in the following outcomes:

1. Reducing isolation/anxiety
2. Improving patient/carer experience wellbeing
3. Improving self-management of long-term conditions



Gender - Female

Age - 83

Condition - Breast cancer

Brief Overview

The client was referred to the service by her daughter who lives in South West England. Our client was recently diagnosed with breast cancer. Due to her age and other health conditions, she was advised to have a Lumpectomy. She was worried about the operation in addition to the aftercare support, as she lives on her own and has no family nearby. It was evident when speaking to the branch manager that she had a lack of awareness and understanding about the procedure. The client was matched to a volunteer who successfully had a Lumpectomy 5 years ago. The befriender and the client shared their experiences of initial diagnosis. In the befriending sessions the volunteer elaborated on what happens before, during and after the operation. The branch manager also liaised with social services so they could contact the client and talk about their aftercare support. The client reported feeling informed and reassured about the future operation.

"I was in shock when I was diagnosed with cancer and I didn't understand what the doctor was telling me. My befriender really made a difference to how I viewed the operation and she reduced my worries about the aftercare too."

Being There's intervention has resulted in the following outcomes:

1. Reducing the number of DNAs (Did not Attend)
2. Reducing anxiety
3. Improving patient experience/wellbeing

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
DIRECTORS' AND TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021

CHAIR'S FOREWORD

An overview of the key issues faced by Being There, its performance and achievements during the business year to the end of March 2021 is presented in the introduction the Annual Report. The comments below are focused on the financial performance of the charity.

The funding we have received from the local NHS commissioners has remained broadly the same as for last year £227,428 (2020-21) compared with £225,158 (2019-20). We are grateful for their continued support. The funding regime for NHS in Greater Manchester has remained unchanged during the pandemic but we are aware that changes are envisaged as the commissioning structure is updated. We await advice on the likelihood and timing of any changes.

We also received continuing funding administered by Action Together for Tameside which has enabled the provision of services there for another year. As of the year end we have applied for funding from other sources which will hopefully provide some certainty us being able to offer these services on a longer, more sustainable basis.

The Counselling Service will be fully set up by the end of the first quarter of the 2021-22 business year. Similar comments on funding apply here. This has created the opportunity to recruit from within and has encouraged a further member of staff to benefit from the Staff Development Bursary championed by Eddie Hurst.

As a result of the revisions to the level and types of services provided, the expenditure has reduced compared to previous years, resulting in a surplus of £59,767 compared with a deficit of £8,774 reported last year. We anticipate that the charity will continue to operate at approximately break even as more normal conditions return. Some of this surplus has been allocated to additional staffing to support the counselling service and to facilitate our attempts to broaden the reach of the organisation. The involvement of an outside agency, IMPACT, reported last year has enabled us to apply for a broader range of funding and early indications are that this is likely to bear fruit early in the 2021 - 22 business year. The impact of changes to NHS payment practices has now worked its way through our accounts and the figures quoted here are broadly comparable with those presented last year. As mentioned elsewhere we are aware of likely changes to the funding regime but have had no advice on the nature or likely impact of any such changes.

We have reviewed our governance procedures for funding operations. We have defined a basis for maintaining an appropriate reserve fund on an operational basis which takes account of both planned and imposed changes to the nature, location and extent of the services we provide. In parallel, we have allocated funding to enable extensions of our services on both a geographical and provision basis. This will involve the recruitment of additional staff to accomplish these aims.

The local Clinical Commissioning Groups (CCGs), through our contracts with them, continue provide our core funding. This demonstrates that we continue to meet their understandably high requirements and to bridge the gap between NHS services in Greater Manchester and the support patients, carers and their families need. This reflects the purpose for which we were originally set up. Currently we are working on the basis of agreed extension to existing contracts. We anticipate that the scope and basis of future contracts is likely to change in line with broader NHS restructuring.

The board of trustees together with the management team is taking appropriate steps to ameliorate these concerns, most notably by the engagement of a fundraising consultant, Impact, to help with the diversification and increased professionalism of our funding processes.

The board remains aware of the need for greater diversity at all levels and continues to work with appropriate external agencies to reach and serve communities which need our help and have authorised expenditure to facilitate the desired improvements

On the staffing front, there have been no unplanned changes and we have been able to increase the involvement of several part-time workers to accommodate short-term workloads, holiday cover, etc. It is anticipated that at least two additional staff members will be recruited in 2021-22 to meet the planned growth of services

We have continued the practice of providing statistical details under the heading of "Client Outcomes". This shows various ways in which we have helped service users by "Being There". This information also demonstrates the benefits and savings we provide for the National Health Service and helps us to make a case for continued and enhanced funding. We are exploring methods to illustrate and identify the value of the indirect benefits our efforts deliver to carers, family and society at large.

Overall, this has been a very successful year for Being There despite the challenges of the pandemic and provides a basis for us to continue improvement as the various restrictions are lifted.

Jim Yates
Chair CALLplus Board of Trustees

Date: 1st July 2021

CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543. DIRECTORS' AND TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021

REFERENCE AND ADMINISTRATIVE INFORMATION

Company registration number is 2709543.

The Charity is registered with the Charity Commissioners. Its registration number is 1016053. The working name of the Charity is BEING THERE formerly CALL PLUS.

The registered office of the Charity is 2-4 Primrose Avenue, Urmston, Manchester, M41 0TY. The Company Secretary is Ms K Mercer.

BOARD OF TRUSTEES

The Directors of the Company who are also Trustees of the Charity and who held office during the year ended 31st March 2021 are as follows:

Mr N G S Day

Dr Minaxi Desai

Mr P Eagle

Mr A Hanfi

Mr V Hassan

Mrs H Henry

Mr E Hurst (deceased January 2021)

Mr J A Yates

SENIOR MANAGEMENT TEAM

Ms K Mercer - General Manager

Mrs Rosalyn Cooper - Finance Manager

INDEPENDENT EXAMINER

The Charity's independent examiner is:

Mr James Wheelan FCCA of James Wheelan Accountancy, Minshull House, 67 Wellington Road North, Stockport, SK4 2LP.

BANKERS

The Charity's bankers are currently:

CAF Bank Ltd at 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ.

SOLICITORS

The Charity's solicitors are:

Chafes Hague Lambert at 2-4 Primrose Avenue, Urmston, Manchester M41 0TY.

STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

The Charity is constituted as a company limited by guarantee and is therefore governed by a memorandum and articles of association.

RECRUITMENT AND APPOINTMENT OF DIRECTORS AND TRUSTEES

The directors of the Charity are also trustees of the Charity. They are appointed in accordance with company law and the Charity's articles of association.

The articles require one third of the directors to retire each year. A retiring director is eligible for re-election. Additional directors may be co-opted during the year but must stand for election at the Annual General Meeting. Dr Minaxi Desai and Heather Henry are offering themselves for re-election.

TRUSTEE INDUCTION AND TRAINING

Trustees normally attend a Board of Directors meeting prior to joining the Charity to meet their fellow trustees and are inducted by a longstanding trustee. They are briefed on their legal obligations under charity and company law and the content of the Memorandum and Articles of Association. Visits to the Charity's branches to meet staff and volunteers are encouraged. Any new Trustee will undergo a formal training programme.

RISK MANAGEMENT

The trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems are in place to mitigate our exposure to the major risks. The major income source is from a number of different Greater Manchester Clinical Commissioning Groups.

ORGANISATIONAL STRUCTURE

The Charity is governed by its Board of Directors. The Board of Directors is responsible for formulating the strategy and policies for the Charity including the approval of budgets and the exercising of financial controls through regular financial reporting.

The Charity is run on a day-to-day basis by the Senior Management Team.

CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543. DIRECTORS' AND TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021

OBJECTIVES AND ACTIVITIES

To promote the relief and support of any person affected, directly or indirectly, by cancer in any form or any other life-limiting illness by:-

- (1) **Providing social, emotional and practical support;**
- (2) **Offering counselling and home support services;**
- (3) **Providing facilities for the exchange of experience, views and Information amongst those so affected, their relatives and friends and other relevant, interested persons and organisations;**
- (4) **Providing any other support which may from time to time become appropriate or necessary**

In deciding what activities the charity should undertake the trustees have paid due regard to the Charity Commission's guidance on public benefit.

The Charity operates from branches in Beswick (North/Central Manchester), Trafford, Salford Wythenshawe (South/Central Manchester) and Ashton-under-Lyne (Tameside) and through the telephone Listening Line on 0845 123 23 29.

The aim of the Charity is to achieve a high level of professionalism. Funding continues to be sought to support the central infrastructure to accelerate that process.

ACHIEVEMENTS AND PERFORMANCE 2020/21

- Swift and effective response to the Covid - 19 Pandemic
- Development of Socially Distant and virtual services to clients.
- Successful completion of project with IMPACT on identifying alternative funding sources
- Successful bidding for funding from Garfield Weston Fund and the Big Lottery Fund
- Successful completion of the pilot Counselling service.
- Seek to establish effective working partnerships with like-minded parties in pursuit of the equality objectives
- Establishment of partnerships with LMCP and other BAME organisations.
- Maintained dialogue with Greater Manchester NHS commissioners to enable renewal of contracts in the light of restricted operation and likely changes in their personnel, structure and contracting approaches.

FINANCIAL REVIEW

The attached financial statements show the current state of the finances, which the Board of Trustees considers to be acceptable. Total incoming resources were £317,853 (2020 - £291,822) and the net income for the year was £59,767 (2020 - excess £8,774). Unrestricted funds amounted to £207,305 (2020 - £147,538) of which fixed assets represented £2,036.

PRINCIPAL FUNDING SOURCES

The Charity continued to work closely with the Greater Manchester Combined Authority, Central, North & South Manchester, Salford and Trafford CCGs and acquired the bulk of its funding through a one year contract made with these bodies. Remaining funds stemmed from donations and fund raising.

INVESTMENT POLICY

The Charity has a policy of re-investing surplus funds in the Charity in order to support service developments and improvement in line with user feedback and identified gaps in the overall provision of support services for cancer and life limiting conditions. Available funds are held at CAF Bank or in term Bonds and short term deposits.

CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543. DIRECTORS' AND TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021

RESERVES POLICY

In the light of the funding profile of the charity, the board considers it appropriate to maintain a working reserve equivalent to either three months operating costs for the entire charity or six months operating costs for any individual branch, together with the associated costs of closing or relocating that branch, whichever is the higher.

This will provide the ability for an orderly close down of the organisation if necessary and or opportunities to explore alternative funding routes. For the current year, this value is assessed at £60,000, this figure and the appropriateness of the policy is to be reviewed on an annual basis.

PLANS FOR THE FUTURE

OUR AIMS FOR 2021/2022

- Build on experience of funding bids to increase diversity of funding sources to ensure sustainability and reduce uncertainty.
- Seek to establish effective working partnerships with like-minded parties in pursuit of the equality objectives, building on existing relationships and expanding focus to cover BAME, LGBTQ+ and other disadvantaged communities.
- Recruit a Bilingual Diversity and Inclusion Link Worker post (Tameside).
- Establish the Counselling Service as a permanent offering and recruit a manager for the service.
- Continue and negotiate new contracts with Greater Manchester NHS commissioners
- Explore new areas of service development.
- Recruit at least one additional trustee, ideally with IT / Data Security experience.

The Charity continues to deliver the objectives listed in its memorandum of association.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Call Plus for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial 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 charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements 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 statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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 the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

By order of the Board of Trustees

Jim Yates
Chair CALLplus Board of Trustees

Date: 26th October 2021

James Yates
James Yates (Oct 26, 2021 15:55 GMT+1)

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021 which are set out on pages 9 to 16.

RESPONSIBILITIES AND BASIS OF REPORT

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination, I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

INDEPENDENT EXAMINERS' STATEMENT

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am member of the Association of Chartered Certified Accountants (ACCA), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a "true and fair view" which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

James Wheelan
James Wheelan FCCA

Date: 26th October 2021

James Wheelan Accountancy Limited, Chartered Certified Accountants

Minshull House, 67 Wellington Road North, Stockport, SK4 2LP.



**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE
ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2021**

	Notes	Restricted Funds £	Unrestricted Funds £	Total 2021 £	Total 2020 £
Income and endowments from					
Donations and legacies	2	25,000	64,831	89,831	65,941
Charitable activities	3	-	227,428	227,428	225,158
Investments	4	-	594	594	723
		-----	-----	-----	-----
		25,000	292,853	317,853	291,822
		-----	-----	-----	-----
Expenditure on					
Fund raising	5	-	8,880	8,880	-
Charitable activities	6	24,716	224,490	249,206	300,596
		-----	-----	-----	-----
Total		24,716	233,370	258,086	300,596
		-----	-----	-----	-----
Net income/(expenditure) for the year					
Funds brought forward at 1 April 2020		284	59,483	59,767	(8,774)
		-	147,538	147,538	156,312
		-----	-----	-----	-----
Funds carried forward at 31 March 2021		284	207,021	207,305	147,538
		=====	=====	=====	=====

All amounts relate to continuing operations

The Company has no recognised gains or losses other than as disclosed in the Statement of Financial Activities.

The notes on pages 11 to 16 form part of these accounts.



**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
BALANCE SHEET AS AT 31ST MARCH 2021**

	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	9	2,036	557
CURRENT ASSET			
Debtors	10	2,138	9,223
Investments	11	125,380	94,800
Cash at bank and in hand	12	85,387	55,050
		-----	-----
		212,905	159,073
		-----	-----
LIABILITIES			
Creditors: Amounts falling due within one year	13	7,636	12,092
		-----	-----
NET CURRENT ASSETS		205,269	146,981
		-----	-----
TOTAL ASSETS LESS CURRENT LIABILITIES		207,305	147,538
		=====	=====
THE FUNDS OF THE CHARITY			
Restricted funds	14	284	-
Unrestricted funds	14	207,021	147,538
		-----	-----
		207,305	147,538
		=====	=====

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

Approved by the Board of Trustees and signed on its behalf on 26 October 2021

J Yates Director and Trustee

P Eagle Director and Trustee

James Yates
James Yates (Oct 26, 2021 15:55 GMT+1)

P J Eagle
P J Eagle (Oct 26, 2021 16:14 GMT+1)

The notes on pages 11 to 16 form part of these accounts

**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021**

1. ACCOUNTING POLICIES

BASIS OF ACCOUNTING

These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these financial statements. These financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014; with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102); with the Charities Act 2011 and with the Companies Act 2006.

The charity meets the definition of a public benefit entity as defined by FRS 102.

FUND ACCOUNTING

Unrestricted funds are funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

INCOME

Income is included in the Statement of Financial Affairs (SOFA) when the charity is legally entitled to the income, it is more than likely that the trustees will receive the funds and the amount can be measured with reasonable reliability.

Gift aid is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor has specified otherwise.

Grants and donations are only included in the SoFA when the general income recognition criteria are met.

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

Income from interest, royalties and dividends is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

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.

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. The irrecoverable element of VAT is included with the item of expense to which it relates. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

Fundraising costs are those incurred raising income for the charity through events.

Charitable expenditure 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.

**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021**

1. ACCOUNTING POLICIES (CONTINUED)

The charity made no redundancy payments during the reporting period.

No material item of deferred income has been included in the accounts.

The charity has creditors which are measured at settlement amounts less any trade discounts

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date

The charity accounts for basic financial instruments on initial recognition as per paragraph 10.7 FRS102 SORP. Subsequent measurement is as per paragraphs 11.17 to 11.19, FRS102 SORP.

VALUATION, CAPITALISATION AND DEPRECIATION OF TANGIBLE FIXED ASSETS

The charity capitalises relevant items that exceed £500 in cost. Tangible Fixed Assets are capitalised at cost and are depreciated over their estimated useful economic lives as follows:

Office Furniture & Equipment 25% reducing balance

DEBTORS

Debtors are measured initially at the settlement amount due. Subsequently, they are measured at the cash or other consideration expected to be received.

INVESTMENTS

Investments are short term deposits held in UK banks, they are valued at initially at cost and subsequently at fair value (their market value) at the year end.

CASH AT BANK AND IN HAND

This relates to current accounts held with UK banks and petty cash.

TAXATION

The organisation is exempt from income tax by reason of its charitable status.

PENSION

The Charity contributes to a defined contribution scheme.



**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021**

2. DONATIONS AND LEGACIES

Donations and gifts
Gift Aid
General grants provided by government/other charities
Other

	Restricted £	Unrestricted £	2021 £	2020 £
Donations and gifts	-	6,101	6,101	20,601
Gift Aid	-	3,643	3,643	3,733
General grants provided by government/other charities	25,000	55,087	80,087	41,467
Other	-	-	-	140
	-----	-----	-----	-----
	25,000	64,831	89,831	65,941
	=====	=====	=====	=====

3. CHARITABLE ACTIVITIES

Contracts for services:
NHS Salford CCG
NHS Trafford CCG
NHS North Manchester
NHS South Manchester

	2021 £	2020 £
	55,678	56,383
	55,774	54,721
	57,988	57,027
	57,988	57,027
	-----	-----
	227,428	225,158
	=====	=====

4. INCOME FROM INVESTMENTS

Interest income

	2021 £	2020 £
	594	723
	-----	-----
	594	723
	=====	=====

5. FUND RAISING

Costs of goods sold and other costs

	2021 £	2020 £
	8,880	-
	-----	-----
	8,880	-
	=====	=====



**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021**

6. CHARITABLE ACTIVITIES

Counselling, support and information:

Staff Costs: Counselling, support and information
Admin support
Travelling & Volunteer Expenses
Telephone
Drop in Costs, Care Packs, Refreshments and Trips
Depreciation
Publicity and website
Professional Fees and independent examination
Others

	Restricted £	Unrestricted £	2021 £	2020 £
Staff Costs: Counselling, support and information	19,683	174,964	194,647	200,419
Admin support	-	17,542	17,542	16,074
Travelling & Volunteer Expenses	1,386	1,944	3,330	32,278
Telephone	275	3,397	3,672	4,153
Drop in Costs, Care Packs, Refreshments and Trips	-	3,391	3,391	10,334
Depreciation	-	508	508	187
Publicity and website	157	140	297	2,236
Professional Fees and independent examination	500	10,214	16,214	8,911
Others	2,715	12,890	15,605	26,004
	-----	-----	-----	-----
	24,716	224,490	249,206	300,596
	=====	=====	=====	=====

7. FEES FOR EXAMINATION OF THE ACCOUNTS

Independent examiner's fees

	2021 £	2020 £
Independent examiner's fees	500	1,000
	-----	-----
	500	1,000
	=====	=====

8. STAFF COSTS

Wages & Salaries
Social Security Costs
Pension Costs

	2021 £	2020 £
Wages & Salaries	191,109	195,018
Social Security Costs	12,394	13,050
Pension Costs	8,686	8,425
	-----	-----
	212,189	216,493
	=====	=====

No employees earned £60,000 per annum or more.

The total employment benefits including employer pension contributions of the key management personnel were £35,085.

The average number of employees analysed by function was Services

	2021	2020
The average number of employees analysed by function was Services	10	10
	==	==

Defined contribution pension scheme

The amount recognised in the SOFA as an expense was £8,686 (2020: £8,425), the costs are allocated to restricted funds only when those costs are permitted to be under the terms of the restriction. Costs are allocated on the basis of time spent working on restricted projects.

TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration or expenses during the year (2020 - nil).

**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021**

9. TANGIBLE ASSETS

COST

At 1st April 2020

Additions in Year

At 31st March 2021

DEPRECIATION

At 1st April 2020

Charge for the year

At 31st March 2021

NET BOOK VALUE

At 31st March 2021

At 31st March 2020

**Office Furniture
& Equipment
£**

7,254

1,987

9,241

=====

6,697

508

7,205

=====

2,036

=====

557

=====

10. DEBTORS

Other Debtors

Prepayments and accrued income

2021

£

1,124

1,014

2,138

=====

2020

£

6,716

309

7,025

=====

11. FIXED ASSET INVESTMENTS

Carrying (fair) value at 1 April 2020

Additions to investments during period

Disposals at carrying value

Carrying (fair) value at 31 March 2021

All fixed asset investments are held at fair value.

**Cash & Cash
Equivalents
£**

94,800

30,580

-

125,380

=====

12. CASH AT BANK AND IN HAND

Short term deposits

Cash at bank and in hand

2021

£

51,535

33,852

85,387

=====

2020

£

37,722

17,328

55,050

=====

**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021**

**13. CREDITORS: AMOUNTS FALLING DUE
WITHIN ONE YEAR**

Social Security & Other Taxes
Accruals and deferred income
Other Creditors

2021 £	2020 £
4,319	4,315
2,045	6,560
1,272	1,217
-----	-----
7,636	12,092
=====	=====

14. ANALYSIS OF FUNDS

	Balance at 01/04/20 £	Income £	Expenditure £	Transfer £	Balance at 31/03/21 £
Restricted Funds - Big Lottery	-	25,000	(24,716)	-	284
Unrestricted funds	147,538	292,853	(233,370)	-	207,021
	-----	-----	-----	-----	-----
	147,538	317,853	(258,086)	-	207,305
	=====	=====	=====	=====	=====

**ANALYSIS OF FUNDS
- PRIOR YEAR**

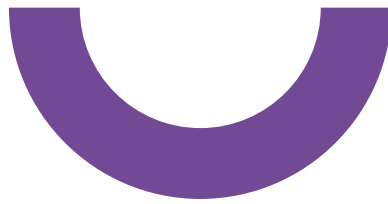
	Balance at 01/04/19 £	Income £	Expenditure £	Transfer £	Balance at 31/03/20 £
Unrestricted funds	156,312	291,822	(300,596)	-	147,538
	-----	-----	-----	-----	-----
	156,312	291,822	(300,596)	-	147,538
	=====	=====	=====	=====	=====

15. SHARE CAPITAL

The Company is limited by guarantee and does not have a share capital. The liability of each person is limited to £1.



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