

Cumbria Family Support Ltd
ANNUAL REVIEW 2020-2021



Registered in England Number 4151545
Registered Charity Number 1085861

Welcome

It almost goes without saying that the most significant aspect of this year has been the global pandemic through which we have all been living and working. I am very proud of the fact that the commitment and adaptability of our staff together with careful risk management has enabled us to continue to contribute to the emotional well-being of so many families. When we have been unable to maintain visits in person we have used a variety of approaches to keep in touch. We have taken a very personal and individual approach to stay in contact with each family according to their needs and preferences and always staying within government health guidelines.

We have had magnificent support from local communities and other funders to provide resource packs to help keep children occupied and small gifts to raise parents' spirits. We have also been successful in obtaining funding to support some families in accessing IT equipment where this has been needed for home schooling.

We have been able to use Covid specific funding to employ temporary staff to avoid the level of support we can provide being affected by a reduction in the availability of some of our volunteers during the pandemic. We have been able to employ a temporary staff member specialising in support for families who have a member with a learning Difficulty or Disability. Our planning included recruiting someone under the Kickstart scheme to provide them with work experience and bolster our capacity for internal and external communication.

In more general financial terms we have remained a "going concern" with income available to cover our financial commitments and confidence that we can meet the requirements of our funders. Much of our funding is, however, time limited and this year as every year we have monitored our financial position closely as well as looking for opportunities to improve services and long term stability.

This year has seen some other significant developments that help support our work. As a trustee I'm very pleased that I now have online access to agendas and meeting papers and an official CFS email account through our Share point system. More importantly our work with families is becoming better supported through an online case management system and our approach to recording outcomes is now supported by use of the electronic version of the "Outcome Star". I do not think we would have got through the year without online meeting services which have been invaluable in allowing us to remain a cohesive organisation whilst working remotely from each other. As well as routine team and individual meetings we have maintained a commitment to training in this way, including some sessions facilitated by trustees.

I'm very pleased to say that we have recruited two new trustees, the Reverend Mary Edwards and a former volunteer Sue Walker during the year and that Andrew Hill has now completed his first year as a trustee. We are very grateful that they have all continued undeterred by a lack of face to face meetings. A long standing trustee, Jane Taylor, resigned during the year due to the pressure of other commitments. We will miss the academic and energetic commitment to the role, particularly her commitment to the parents' group and thank her for her long contribution to the organisation.

This year also saw us planning for the retirement of long standing Office Manager Jane Huggett whose thorough knowledge and long standing commitment to the organisation was much appreciated. We are now very pleased to welcome Sarah Cooper as her replacement. A number of different people and organisations make our work possible and they all have our heartfelt thanks. We are deeply appreciative of our

volunteers, our funders, our staff and all our stakeholders. We also appreciate the many champions in our local communities whose respect and support encourages us in our work.

Although this report is of necessity concerned with 2020-21, I would also like to recognise two recent events in relation to our team. Firstly we have bid a fond farewell to our Trustee Henry Barker who has been a great support to us over the last three years but has recently had to stand down to focus other family commitments. In addition we have been able to mark a significant milestone - Sarah Craig, our Eden Family Support Coordinator has worked with us for 25 years this year! What an achievement and what a difference she has helped to make for so many families.

Finally it is impossible not to reflect briefly on the current position where, although we are cautiously optimistic, we remain in uncertain times with continuing concerns over infection rates and some concerns over plans for a Local Government Reorganisation which cuts across our service boundaries. However if nothing else 2020-21 has demonstrated our resilience in the face of challenge and I am confident this will continue to stand us in good stead for the future.

Dot Metcalf, Chair of Trustees



Sarah Craig, Family Support Coordinator receiving her award for 25 years' service with Cumbria Family Support!

Our Trustees

Dot Metcalf, Chair of Trustees: Trustee since 2015. Retired Social Services Manager with experience of working in the voluntary sector with a continued commitment to the welfare of children.

Christine Renouf, Vice Chair of Trustees: Trustee since 2018. Retired Probation Inspector, also with 13 years' experience of voluntary sector work. Previously Chief Executive Officer of the National Youth Advocacy Service. Strong belief in the value of family support.

Peter Harrington, Treasurer: Trustee for CFS since 2010. Chartered Accountant for over 23 years.

Venetia Young: Trustee since 2017. Retired GP specialising in Mental Health and Safeguarding Lead for Adults. Trained Family Therapist. Co-author of the book "Ten minutes for the family".



Allan Buckley: Trustee since 2014. Retired Deputy Director of Social Services for Rochdale. Previously trustee for Primary Care Trust and Chair of Cumbria Local Safeguarding Children's Board

Karen Morland: Trustee since 2010. Previously chair of the management committee.

Mary Edwards: Trustee since 2020. Deacon in the Anglican Church in Penrith, and part of the Churches Together in Penrith network.

Andrew Hill: Trustee since 2020. Specialist Family Lawyer with over 25 years' experience working in Kendal and Carlisle Qualified collaborative lawyer and member of national family lawyer's organisation, Resolution. Member of the Law Society's Family Law Panel (advanced) specialising in Financial Claims and Private Children law cases.

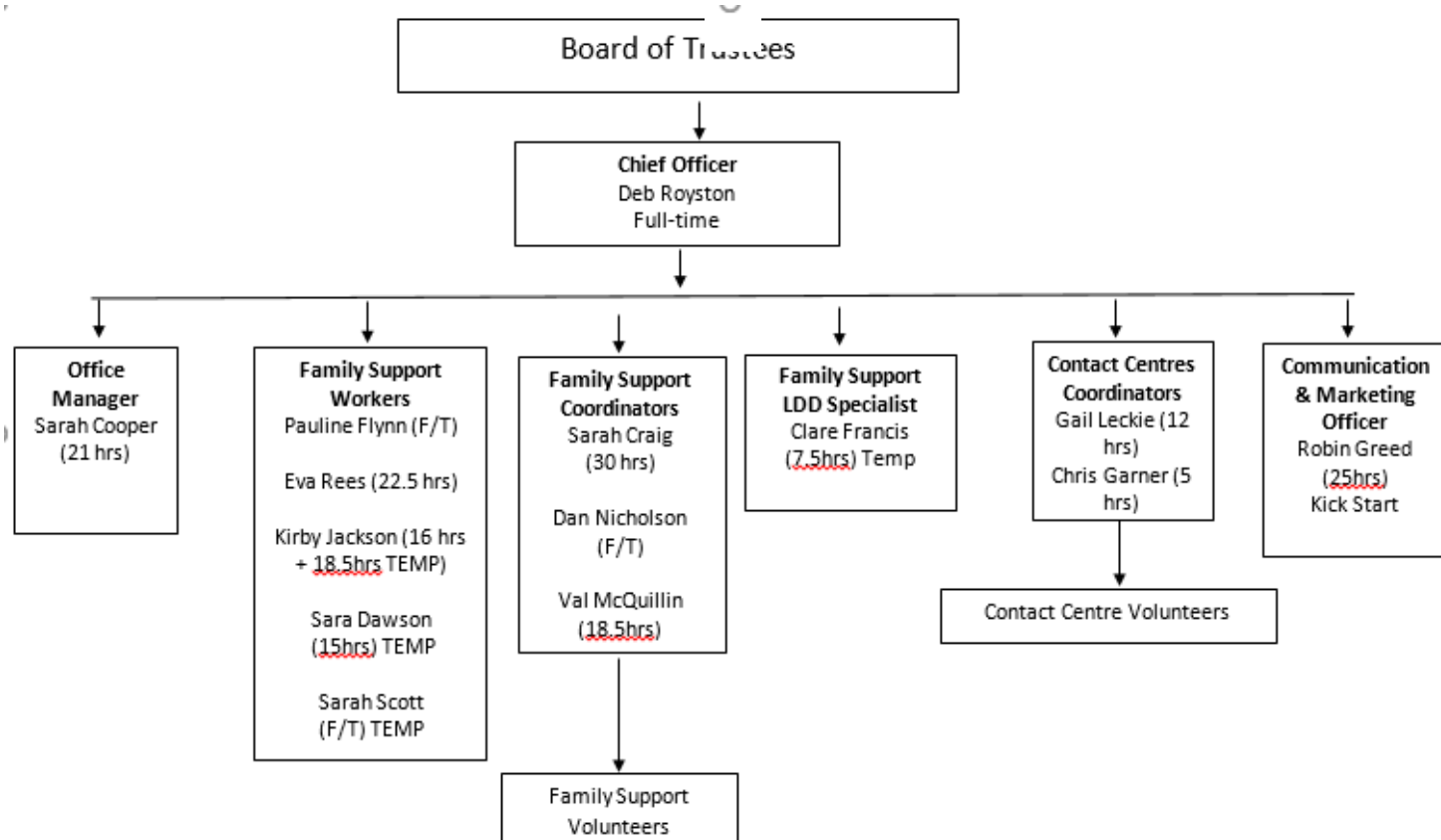
Sue Walker: Volunteer Representative- many years' experience as a Volunteer with Cumbria Family Support and currently volunteering also with Salvation Army

Our Team

At Cumbria Family Support we are fortunate to have a wonderful staff team. Between them the paid staff team have worked for CFS for almost 70 years! Our structure is detailed below and on the next page you can see the "real people"- always good to put a name to a face!

Our paid and volunteer staff team continue to bring a wealth of experience to the organisation:

- We have an experienced staff team with a combined experience (across the 14 paid staff) of more than 60 years with CFS. This includes 2 qualified and registered Social Workers (both of whom are Practice Educators for the regular Student Social Worker placements we host), a qualified primary school teacher, and, a specialist in Learning Difficulties and Disabilities. We also have a temporary staff member (Communications and Marketing Officer) through the Kickstart employment programme.
- Our CEO who joined in late January 2020 has over 25 years' experience working in the statutory and voluntary sector, primarily in Criminal Justice and Youth Offending. She also has a number of years' experience leading CSE, Domestic Abuse and Safeguarding work for the local Authority's Children's services
- Our Volunteer workforce includes retired teachers, youth workers, and many who have relevant other personal or professional experience to bring the role.





Sarah Cooper
Office Manager



Deb Royston
Chief Officer



Chris Garner,
Kendal Contact
Centre Coordinator

Our Team



Robin Greed
Communication &
Marketing Officer



Gail Leckie
Eden & Carlisle
Contact Centre
Coordinator



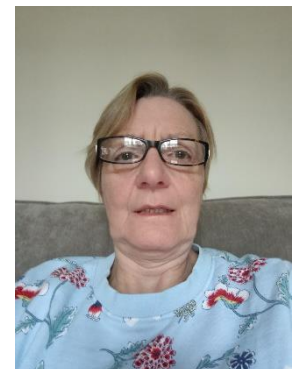
Dan Nicholson,
Family Support
Coordinator; Carlisle



Val McQuillin
Family Support
Coordinator, Allerdale



Sarah Craig,
Family Support
Coordinator; Eden



Clare Francis
Family Support
Adviser LDD



Eva Rees
Family Support
Worker; Carlisle



Sara Dawson
Family Support
Worker; Carlisle



Kirby Jackson
Family Support
Worker; Carlisle &
Allerdale



Sarah Scott
Family Support
Worker; Eden



Pauline Flynn
Family Support
Worker; Eden

Adapting to "new ways"

What a year we have seen! Building on from Dot's introduction, it is wonderful to see how we have been able to not only maintain but enhance and deliver our services over the last 12 months.

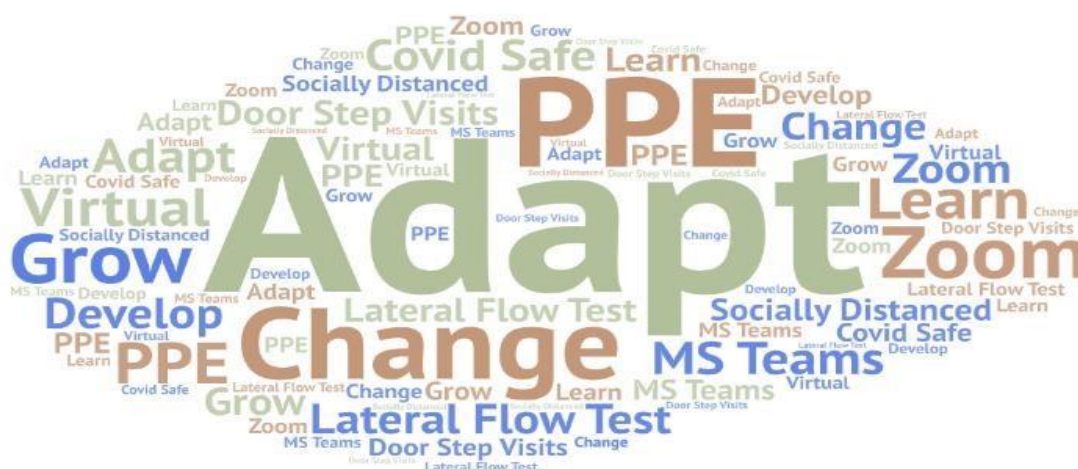
When I wrote my last report I had only been in the post as Chief Officer for a few months and most of that had been spent adapting to the world in which Covid dominated so much of what we had to focus on. However we knew we had our families to serve, and ensure our support was maintained.

Adapting to a new way or working has been very much a theme since the last report. Now over a year later, so many things have become every day adaptations

- Virtual Trustee meetings
- Virtual Team and Supervision meetings
- Remote working
- On line training
- Hybrid Working

As you will read in the following pages, our team adapted across all areas - our paid staff, volunteers and Trustees. Not only have we had to adapt, but our families have found ways to engage with us and with the other areas of life that they needed to. Twelve months later and "socially distanced walks", "doorstep meetings", "Virtual Meetings" "PPE" and "Lateral Flow Tests" are all common phrases of everyday CFS parlance!

As Dot has referred to in her introduction, we have had another year of change unrelated to Covid. We have said our "goodbyes" to Trustees Jane and Henry, and Jane our Office Manager. However, we have also welcomed new paid staff, volunteers and Trustees. It's so great to know in amongst such difficulties and world-wide pandemic, we have been able to grow and thrive and continue to support so many families who need us.



Alongside this, we have been responding to growing needs around Emotional Well Being for our families; we have formed a new partnership with ICan Health and Fitness. This has, with generous funding from Cumbria County Council Local Committees, enabled us to deliver 2 "MOG" (My Own Guide to resilience") programmes with great successes, more detail to read later in the report!

We have also developed and adapted our work to enable more focussed support for those families with additional challenges for families who have children's with Special Educational Needs (SEND) or parents who themselves have Learning Difficulties or Disabilities (LDD).

We have of course continued to work hard to make sure we keep providing our core services of homebased family support, and running our three Contact Centres (although they each had to be closed for periods across the last year). In the following pages of the review you will see all the key information about our referrers and the families we supported, as well as what people thought of the support we have provided.



Our CEO ready to start getting packs together for delivery Christmas 2020!

Building on the success of the fundraising, and donations to provide activity packs last summer, we have been incredibly fortunate enough to have raised several thousand pounds, plus donations of goods from generous sources to enable us to have provided Christmas and Easter treats and activity packs- we even managed to host 2 virtual Christmas parties for our families that were very well received. As 2021 draws towards winter we will again need to have an adapted approach to Christmas festivities making sure we keep our families supported but safe, knowing how Covid is still very much a consideration.

We have been fortunate enough to have had a stable funding period over the last 12-18 months, although we know as 2022-23 approaches our work will continue, and hope that funding challenges ahead can be met to allow the new "adapted" approach to family support, and some exciting partnership opportunities can progress, providing relevant and well received support to so many children and families.

We have an incredible team of paid staff and volunteers that work so hard to keep our families supported and make sure they remain at the heart of all that we do.

What We do

Our mission statement is: ***Cumbria Family Support helps families with children in Cumbria to get through difficult times. Our staff and trained volunteers provide support to families in their own homes until their difficulties have passed.*** We aim to relieve family difficulties and offer support, to reduce isolation and health inequalities and to empower children and their parents to be the best that they can be. We provide our unique flexible approach to supporting families, ensuring positive changes are embedded into family life and helping to eradicate issues entrenched through generations. Overall we focus on achieving a sustainable outcome for children, families and the positive impact this has on the wider community. We also benefit community members by employing a supported and well trained volunteer force drawn from local communities.

We know there is a need for our work- our referrers and families have told us through word and deed i.e. taking up the offer of support, positive feedback, and making referrals to us. In the last year alone (June 2020 to July 2021), we received 93 new referrals for families support and we are actively currently supporting over 90 families. In summary we employ a range of ways of helping families.

We:

- Provide a listening ear/befriending support.
- Provide practical support (decluttering/tip runs/ help with shopping etc.).
- Provide general advice and support, particularly helping to access other specialist services (sign posting and/or making referrals with beneficiaries), and also advocate on behalf of families
- Provide a "family organiser" role, helping to make sure families can navigate and access a range of other, specialist services
- Offer parenting support through general advice, role modelling, and use of evidence-based parenting programmes.
- In partnership we provide emotional wellbeing and healthy living courses
- Run three Supported Contact Centres (Carlisle, Eden, and Kendal) providing a safe setting for children to have supported contact and have a relationship with an absent parent or grandparent
- Ensure that we listen to the parents and learn from their experience, by continuing to support our "Parents' Forum"

Prior to the impact of the Covid-19 pandemic we also delivered group work for children including "Best Buddies" (for 5 - 8 year olds). The groups give children the chance to take part in group activities which encourage the building of positive relationships and develop awareness of personal safety and other key skills. The groups empower children to develop a greater emotional resilience, confidence, and self-esteem. We paused this work due to the Covid-19 pandemic. We have however this year now been able to deliver virtual groups and more recently "in person" groups with a new Partner- ICan Health and Fitness. The group is a 12 session Emotional Well Being and Health Living programme which includes physical activities. In 2021 we have so far seen 27 different children participate in the programme, with great feedback- we asked the parents of those participating if their children had learnt anything or benefitted from the programme

"Walking away with better understanding on knowing their own mental wellbeing"

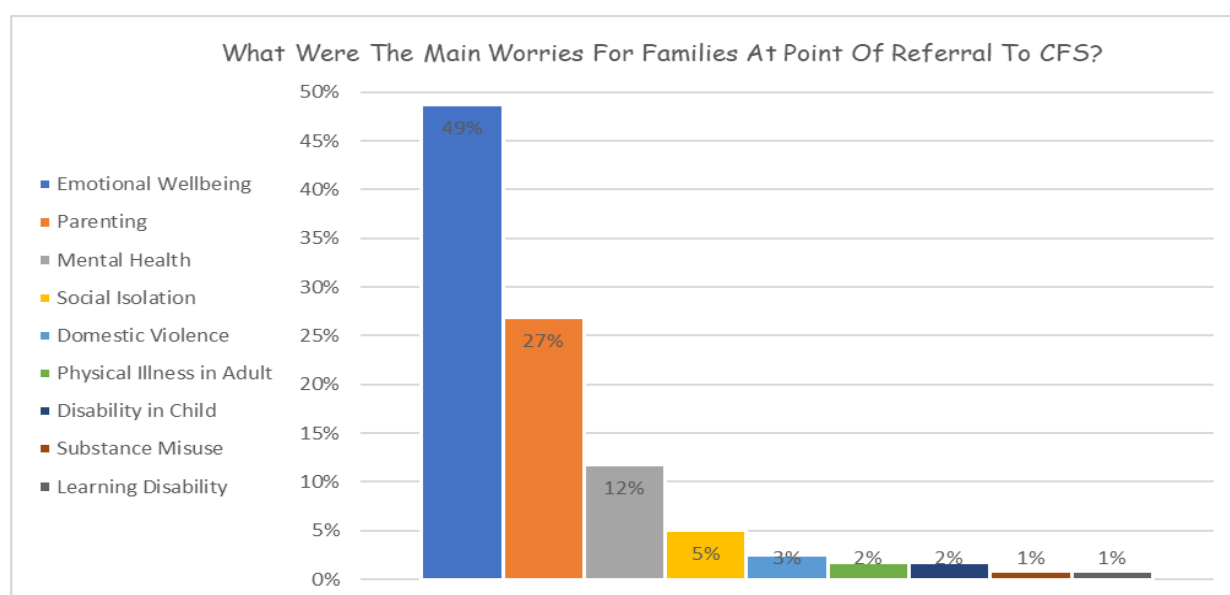
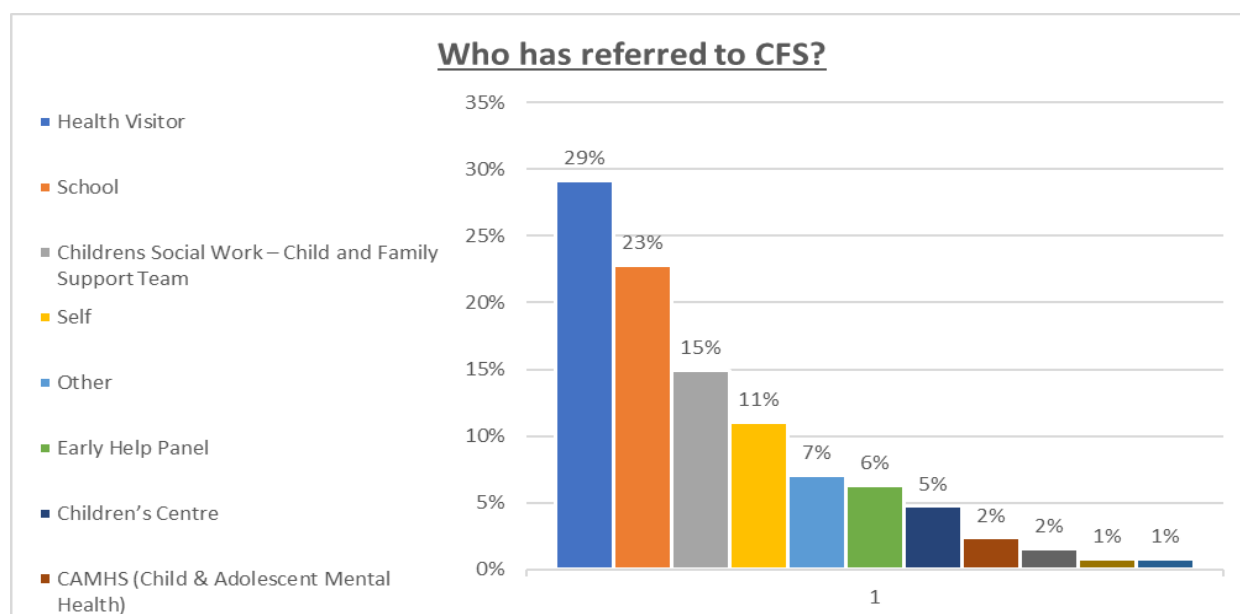


"Definitely, how to relax, importance of exercise, sleep and healthy diet"

Who Have We Supported?

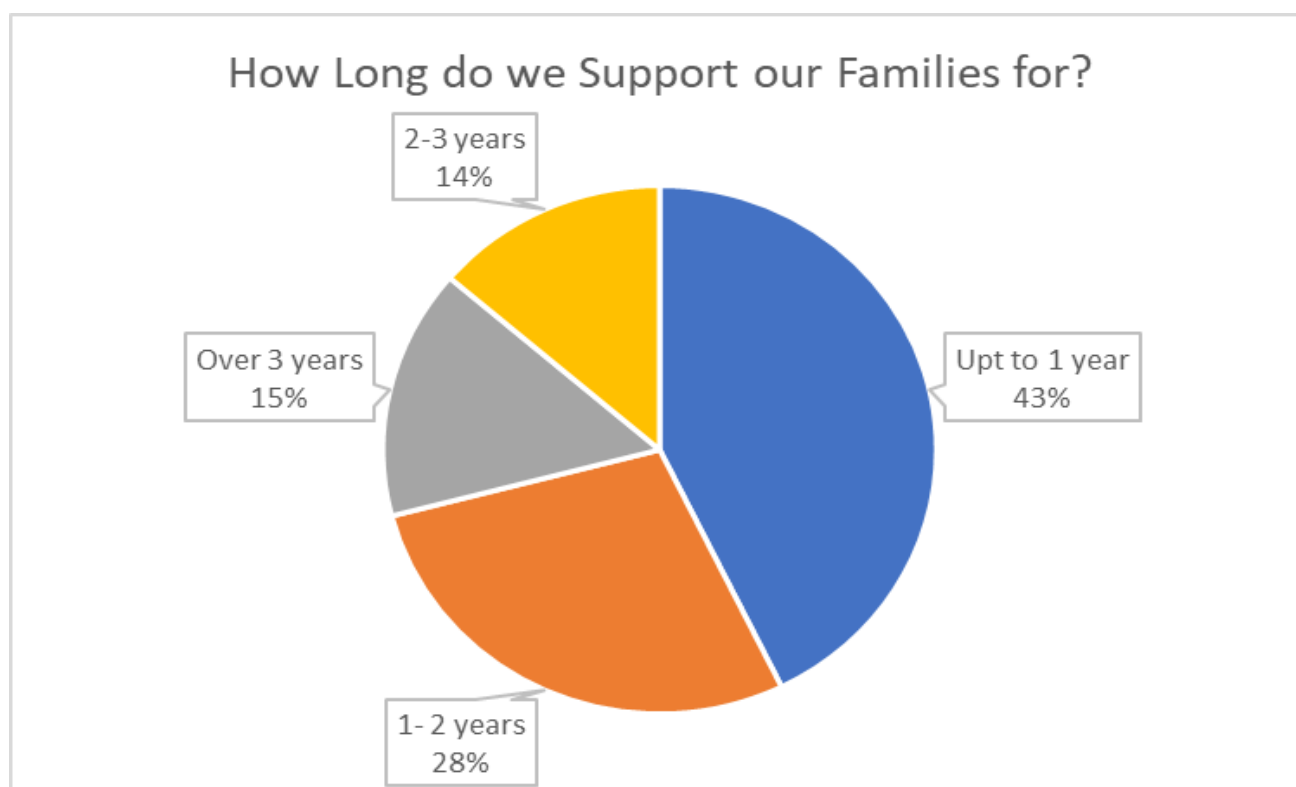
Over the last year we have provided Family Support to 127 families across Carlisle, Eden and Allerdale. This has meant that 283 children & young people and, 204 parent/carers have been supported in one way or another over the year. This has meant over 4600 hours of direct delivery hours for our families, plus working with over 30 referrals for our Contact Centres.

As you will see below, we have a wide range of referrers and some key “presenting worries” for our families.



We know that when a family is referred for generic "parenting support", this is very often as a result of underlying issues due to Mental Health difficulties, or, living with Learning difficulty or disability in the family. Such difficulties are often not evident at the point of referral but become apparent as the trust builds between family members and CFS, and they share more of their family story with us. A recent review of supported families showed that 57% have been supported by us for over 12 months. This does not build dependency as we shape the focus and frequency of visits to reflect the changing needs of the families, listening to their views about this. 100% of recent family feedback surveys, showed, when asked if they were visited enough, that it was "just right".

As you can see, our commitment to supporting families until their difficulties have eased and they can manage independently is borne out by how long we stay alongside them.



During the last year we have been able to capture the voice of our families. Their feedback has helped us reflect on our delivery and build on those areas that the families tell us works best for them:

The support we've had has been very different to what we expected with the coronavirus restrictions preventing someone from coming to the house but we have had some great support and advice over the phone which has helped

The skills to be able to see things from a different view.

Feeling that I am being listened is really important to me, I get the impression that they (CFS) want help us, with other services I do always feel the same. Knowing there is someone to talk to makes me feel reassured in case I need to talk.

Support keeps me motivated and it helps me stay on track. I benefit from the reminders I get and knowing that there is someone to talk to. I feel that my confidence has improved in my ability to parent my son. I feel like you (CFS) are genuinely interested in how we're doing, it can take a while for me to feel comfortable around people. It's taken a while but I definitely feel able to talk openly, I will get in touch in between visits if I need to.

The support we received helped us to reconnect as a family.. we learned how to go back to basic & listen to each other.

I have someone to talk to. So it helps with my anxiety, I don't like putting on people. So it's good to be able to talk without being judged and to get good advice too.

The help I have had has given me, confidence, support, less anxiety. Stress levels much reduced. A great balance of befriending and professional input. I feel Sarah knows exactly where I was, which wasn't a good place and matched Fay to me perfectly. I kept getting checked on all the time even through Covid, nothing has been too much trouble.

X and Y, my volunteer, understood my problems and listened 100%. Y has been a great match for me, she has been amazing. I have been able to relax in the knowledge I am being listened to and had great understanding.

Staff Reflections and thoughts for Next Year "Adapting to Change"

Carrying on the theme of adapting our work over the last year, our paid staff team share their thoughts below about the last 12 months, and looking forward to how we will continue to deliver some element of support differently, having found that our "adapted" approach due to Covid has brought some real benefits:

Q: What is your most positive reflection on the last 12 months in CFS?

- Retaining the majority of volunteers during the pandemic for me was very positive.
- Facilitating the Volunteer Development training program remotely allowed us to continue to offer training opportunities to our volunteers at time where in person contact was restricted.
- As a staff team we experienced how training could be developed and presented in a format that we are likely to not have considered in the past. I found the training to be very successful on a person level and also based on the level of engagement/attendance and through feedback.
- Having the opportunity to work with Clare Francis as a means of developing my own knowledge in relation to LDD and as a resource and source of support for families has been very valuable.
- Staff morale remains high and from what I've heard staff made significant changes to their working practices to enable them to continue to provide support to families.
- That we have all managed to adapt our service well to cope and have supported many families through an incredibly challenging year.
- families that really needed us were still getting support even though covid hit
- The parents were very proactive when the contact centre was closed for 3 months at the beginning of the year. They took on board advice that was given and organised FaceTime, telephone calls and letter writing so that they still had contact with their children.
- All of the families were very happy to have regular contact & appreciated the commitment of CFS to providing this. Those who also faced increased hardship as a result of the Pandemic, were helped by the extra funds CFS was able to "tap into", this resulted in them feeling less burdened by the financial stresses they faced too. Worries about home schooling were also eased, through conversations around tips, ideas & resources to help them cope with this additional pressure on their home life.
- It has been lovely to see the families I'm working with, coping really positively with the difficulties posed by Covid. Despite it being a difficult year, families have made real progress in securing positive change - most memorable - seeing a Mum cope with her anxieties about being apart from her children, and enrolling them back in school. Seeing a boy who was very anxious about contact with Dad, now visiting Dad regularly and having increased self-esteem. Seeing a Mum with a history of social care involvement find secure housing so that she is able to have both of her children at home. Supporting a mum to win her appeal to a secondary school for her child, having had a really difficult year.

Q: What part of your work have you adapted even though we are now technically "restriction free"

- Having experienced facilitating volunteer training remotely I would feel far more confident developing that as a future format to provide training and or volunteer support meetings.

- Flexible working.
- Continued with some telephone calls in amongst face to face work. And some zoom meetings where appropriate.
- My computer skills are a lot better as we have had more time at home to look at the laptops/ipads with being indoors
- As of next month, I will have worked for CFS for 12 months. In that time, my most positive reflection is coming into a new role in the middle of a pandemic, making my role slightly more difficult than normal, but still creating positive relationships and changes with my families.
- A number of families who are socially isolated enjoy meeting outside much more now, for a walk or a visit to a café. Others, who in the past would have weekly visits in their home, now feel more comfortable to have a face to face visit once a fortnight & a phone call in between. This cuts down on the time, cost & environmental impact of the service provided. While "hard to reach families", who may otherwise have declined CFS support, have been much keener to engage via txt messages & e mails too.
- I've become more flexible in my approach to working with families. I've learned that most things don't need to be cancelled if you have a child home isolating or a school closure! J - you just need to be creative and think outside the box. I have learned that advocating for families, during a pandemic, is really important. Sometimes you need to be the voice that (not a great saying, but...) 'shouts the loudest' on behalf of a family when resources are scarce.
- Each family now have a room of their own at the contact centre to reduce the spread of infection. This has worked well and the families have enjoyed not having to share the space with other families. It has allowed them to feel more relaxed and this in turn has helped relationships.
- Although I came into this role in the middle of the pandemic, I feel a lot of my work involved being flexible for others and adapting to their needs and feelings regarding Covid-19.
- I am looking forward to working with families face to face and offering some more of the practical support that hasn't always been possible over the last 18 months. I'm looking forward to building more networks with partner organisations - it's nice to begin putting names to faces and seeing people back in offices etc. I'm looking forward to finally working from the office J. I hope that our organisation continues to grow and expand so we can support even more families in our localities.

Q What (Non Covid related) hope do you have for the next 12mths in CFS?

- I hope to be able to recruit more volunteers and increase the volunteer pool in Carlisle.
- Continue with electronic systems with a view to going paperless,
- Contribute to the successful implementation of Charity Log, and maximise the use of QuickBooks to enable more streamline financial reporting
- I hope to uphold my (currently temporary) position within CFS as I have thoroughly enjoyed my role and being part of the team. If this happens, my hope would be to continue and grow with my work in helping support families and making positive changes
- I hope that we continue to receive funding for the contact centre as it is a vital service to children and their families and no other service offers this facility.
- To consolidate after a lot of change/new staff etc.
- CFS will continue to thrive, growing more volunteers & funders will appreciate & award the charity with sustainable funds to keep the service expanding more.
- That we all get together more and that the Christmas party makes the parents socialise more with help from

Supported Child Contact Centres

Our 3 Centres (Eden, Carlisle and Kendal) continue to provide a relaxed friendly environment for parents and children to establish, renew and develop relationships.

The impact of Covid saw us have to close each centre, although each one was able to re-start at various points during the year, it was a testimony to the commitment of the Coordinators and our team of Contact Centre Volunteers, that the re-openings were so well managed. Families benefited from regular updates on when and if we could run sessions. We know it was not always easy for parents living away from their children, to only see them in full "PPE" at times, but it did mean at least they could keep their relationships growing. As restrictions allowed, said PPE and other measures have been reduced or removed and the centres' needs for adaptations have reduced.

That said, it was wonderful to hear the different ways that families were helped to keep in contact while they couldn't meet in person. Adapting to virtual contact was certainly a theme for our centres over the last year!

Volunteers are vital to our Contact Centres as without them, we would not be able to run the service. We have very reliable volunteers who have a thorough understanding of the importance of children forming and maintaining a relationship with the parents with whom they do not live. Over the last year we have really appreciated their willingness to work across the pandemic, and their understanding when we had to close the centres.

It is of course wonderful that all three centres are operational again, and parents and children can meet and keep their relationships growing in a safe and supported way.

Finally we remain grateful for the advice and guidance of NACCC (National Association of Child Contact Centres) across the last year.

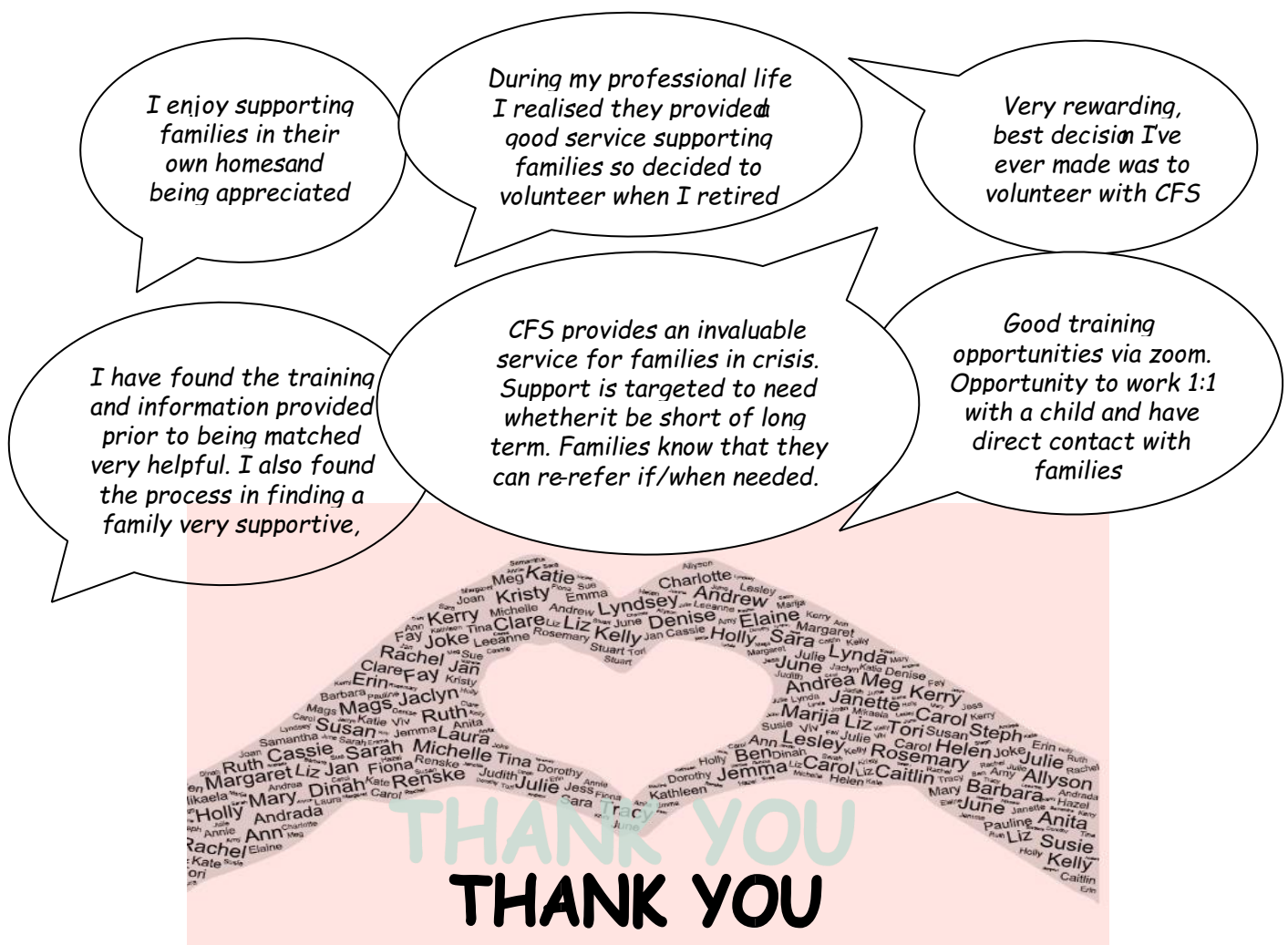


Our Volunteers

Recruitment and retention of volunteers remains one of our highest priorities. Recruitment has become increasingly difficult as a climate of austerity affects people's ability to volunteer, and more latterly of course the impact of Covid has also been prominent. Cumbria Family Support has a recruitment strategy that is reviewed regularly by the Family Support Coordinators and this has proved to be invaluable in our attempt to promote the organisation to the wider public; it is notable how much more we rely on (and get positive responses from) Social Media and the "Virtual" world- again, adapting to change and development. We have good track record for supporting and valuing volunteers and they have fed back that they feel as if they are making a difference in the lives of the children they support. We are very fortunate with the volunteers who come along to work with us as they tend to stay with us for a number of years. We still have a volunteer who has been with us since 1993 when the organisation started.

We have adapted and developed our training for volunteers taking into account what volunteers have told us they need, and to accommodate the changing needs of families. Across the last year we have had to move support and training primarily to virtual platforms. We had a great response to our "Zoom" based Volunteer Development programme early in 2021 which included a number of sessions exploring the impact of Learning Difficulties and Disabilities for our supported families.

We asked our volunteers about working with us; here is a flavour of what they said:



A Learning Organisation

Despite the challenges of Covid 19 we have continued to be a learning organisation across the last year.

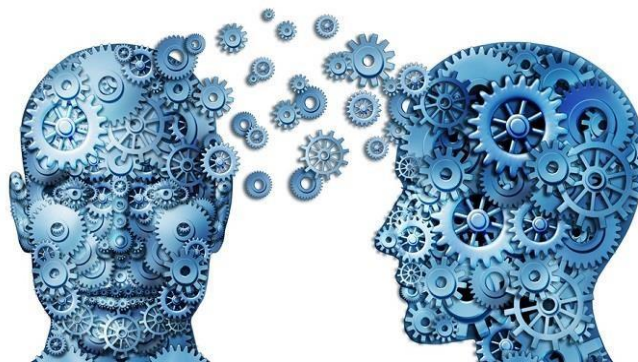
We recognise not only the huge benefit that volunteers bring to our organisation, but that with the correct support and development, we are able to offer them opportunities for growth and development. If we are fortunate enough to secure sufficient funding we will be using some of this to focus on a broader and more personalised approach to Volunteer training and development. Most recently for example, we were permitted to re-direct some of a Covid related grant to volunteer training and as such we employed a temporary staff member who has vast amounts of skills and experience working with families where Learning difficulties /disabilities (LDD) are a feature. One of the first pieces of work she delivered was 5 sessions (7.5hrs) with volunteers (and paid staff) in relation to supporting families where LDD is present

Alongside this, during the year our paid staff team have undertaken a range of training (online). This has covered the following:

- Information Sharing and GDPR refresher
- Reducing Parental Conflict / Family Matters Cumbria (including one staff member participating in the "train the trainer" element
- Early Help
- Signs of Safety
- CSCP Safeguarding
- Paediatric First Aid
- Outcome Star
- Charity Log (CRM system)
- Keeping Children Safe Online (NSPCC)

In addition to the above this year is our first year supporting Social Work students (first placements for BA and MA Social Work courses) using our own "in house" Practice Educators. Following the retirement of the independent Practice Educators in spring 2020, we decided to invest in, and support our two Social Work qualified practitioners and ensure they completed the required training to support students, as well as our existing trained and experienced on site Practice Supervisors. With flexibility and adapting to socially distanced and virtual work, it is wonderful to have seen two successful placements completed this year.

Finally in recognition of the importance of supporting the development of a future workforce, CFS has supported the Kickstart government funded scheme. The Kickstart Scheme provides funding to create new jobs for 16 to 24 year olds on Universal Credit who are at risk of long term unemployment. CFS has been fortunate to have our Communications and Marketing Officer employed with us this year- look out for updates in next year's review about the difference this has made for us and for him!



Partnership and Strategic Working

Recognising the importance of collaboration, support we ensure CFS are strategically placed to inform and influence practice across children and family services in Cumbria:

- The CEO co-chairs the Children & Young Peoples Voluntary Sector Reference Group
- The CEO is a member of the Children's Trust Board and chairs the Eden CTB locality partnership group
- The CEO is co-chair of the Eden and Carlisle Practitioner's Forum of the Cumbria Safeguarding Children Partnership's (CSCP)
- The CEO is the voluntary sector representative on the main CSCP Board and the Carlisle and Eden Safeguarding Group
- The CEO attends Eden, Carlisle and Allerdale Early Help and Family Support Panels.

The above aids strategic work to minimise duplication and maximise partnership working. At an organisational level we have many years' experience of working collaboratively with other providers such as Barnardos, Schools, and Childrens Services etc.

More recently we have formed a partnership with a local Social Enterprise (ICan) developing and delivering Emotional Wellbeing and Health leaving programmes for children and young people. We are also currently developing partnership opportunities with other local and national voluntary sector providers such as Carlisle Youth Zone.

As well as the strategic level partnership work, our staff are well embedded with multi agency forums that aid practice, and maximise the benefit of support services available for families. CFS Staff members

- Attend Carlisle and Eden practitioner forums.
- Take part in Early Help assessments and take on the coordination of these assessments if appropriate.
- Participate in the Domestic Violence Champions Network.
- Participate in the new locality Think Family Support Groups
- Are represented in the Family Matters Cumbria training pool

CYPVSRG

Cumbria
Children's trust

**Cumbria Safeguarding
Children Partnership**



A snap shot of supported families earlier in 2020/21 showed that for the 95 families:

- 61% (59 families) were supported via a multi-agency Early Help plan (CFS being the coordinator for 9 of these).
- 13% (12 families) were supported at Child in Need or Child Protection level
- The remaining 26% (24 families) were not supported via multi agency plans. This is generally due to one of two reasons; either the family agree to us working with other relevant professionals but are not yet ready to consent to a more formal "Early Help" approach. Alternatively some families are ready to step down from our support and as such the multi-agency support for various unmet needs is no longer required. Following the cessation of multi-agency support, we will often provide minimal/low level support whilst the family become ready to manage independently / via single agency support.

We asked our partners whether we have met their expectations over the last year; this is a selection of what they told us:

Excellent help
and reassurance
to families and
non-judgmental.

Excellent support
for families
struggling or just
need to befriend
and feel valued

*They can work alongside
the adults / impacting
positively on the adults
parenting/ a positive family
dynamic.*

*They have a vast range
of knowledge , in
particular to our local
area and other support
agencies*

*... they help support families
when they need it most to help
prevent families getting in
further need. They also
support the families in so
many different ways have a a
wide and adaptable brief*

*Cumbria Family Support have supported
so many families. They have impacted
positively on parental confidence, have
worked with adults to maximise the
family dynamic when there are huge
social and emotional challenges eg.
separation, divorce, etc. They have
helped parents analyse behaviours/
responses worked on setting
parameters/boundaries, ensuring positive
behaviour intervention at home.*

Links with the Community

Cumbria Family Support is well known in the area with voluntary and statutory agencies and community groups. We have a good reputation and have the trust of those we support and work with. Our commitment to provide a good service and our well established track record is known and recognised by:

The Mothers' Union who donate goods for Hampers at Christmas and provide some of the families with financial help to have a break or a day out through their Away From It All fund.

The Penrith Lions who always find the money for us to hold Christmas parties for the children we support. They have also helped young people financially to further their education.

CFM Cash for kids who support the families at Christmas with their toy appeal.

Queen Elizabeth Grammar school who collect and wrap toys for children at Christmas.

Swansway/Carlisle Audi who have donated goods and activity packs across the last year for our families

CFM Radio Cumbria Family Support has been asked to comment on a number of headline articles in relation to the effects of Covid for the families we support across the last year.



Looking Ahead

Have been so fortunate to be able to adapt and continue to deliver our high quality family Support and Contact Centre services across the last year which we hope you have enjoyed reading about. However it would be remiss not to look ahead to new developments for 2021-2022 and beyond. Some of the highlights we hope to be telling you about in more detail in next year's review are:

- We have been privileged to have been asked to become the host organisation for SENDAC (SEND Alliance Cumbria); the Parent / Carer forum of families with a child/children who have Special Education Needs and Disabilities. This will hopefully not only help SENDAC continue to grow and flourish, but given the high prevalence of children with SEND in our supported families, will be mutually beneficial for our families to find new ways to be supported and have their voices heard.



- Recognising the impact that the Covid pandemic has had for many families, we are currently exploring plans with one of our partners to develop capacity in 2021-2022 and beyond. This will help us to help families manage the risks and reduce the spread of Covid outbreaks and associated issues.
- Becoming operational with our new Case Management System "Charity Log". This will help streamline how we work, allowing our delivery team to focus more on direct support and less on administration.
- Following an internal task and finish group, we are further developing our Volunteer roles, and looking to recruit to a wider range of volunteers to fulfil several new roles:
- "School buddy" specifically for supporting families to manage school attendance, including helping them to and from school, and helping manage homework
- Practical helpers for short term / emergency work such as declutter, gardening, childcare, shipping etc where a specific situation arises and needs a short term "fix"
- Driver support for specific appointments/situations
- Delivery of a pilot programme with Multi Agency Safeguarding Hub aimed at improving relationships between estranged parents and resolving conflict in relation to contact with children for non-resident parents Ensuring we keep abreast of, and respond to the challenges and opportunities that Local Government Reform may bring Working with partners to develop improved support for children of prisoners and those involved in the Criminal Justice System Continued development and co-delivery of the "MOG" with ICan



FINANCES

Cumbria Family Support Ltd is a registered charity and company limited by guarantee governed by its Articles of Association.

The Charity's policy on reserves is to hold at least three months running costs in free reserves. Free reserves are calculated using the unrestricted funds and making allowance for any potential closure costs. These potential closure costs amounted to £43,609 at 31 March 2021 and these funds have been designated as a contingency fund. Free reserves at 31 March 2021 were £141,412 representing approximately six months' running costs.

Our dedicated volunteers provided over 3,000 hours of support.

We extend our thanks to the following organisations who funded our revenue costs for last year: Cumbria County Council Children's Services, and Local Committees (Eden, Carlisle and Allerdale), BBC Children in Need, National Lottery Community Fund and Covid Community Fund,, The Henry Smith Charity, Cumbria Community Foundation Grants, Masonic Charitable Trust, Penrith Lions and Mothers' Union, Buckland Trust. In addition we received many individual donations and generated additional income by hosting students on placement. Support from Children and Family Court Advisory and Support Service (CAFCASS) enabled us to continue running Eden, Carlisle and Kendal Supported Child Contact Centres.

BANKERS

Barclay's Bank PLC
Market Square
Penrith
CA11 7BY

INDEPENDENT EXAMINER

Stuart Oake
Chartered Accountant
Suite 8, Cumbria House
Gilwilly Industrial Estate
Penrith
CA11 9FF

Our Supporters

OUR SUPPORTERS Thank you to our many supporters. Their continued funding and support, year on year, has enabled our organisation to flourish and develop.



Cumbria Family Support Ltd

(A company limited by guarantee)



Annual Report and Financial Statements

31 March 2021

Company registration number: 04151545

Charity registration number: 1085861

Cumbria Family Support Ltd

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Cumbria Family Support Ltd
Reference and Administrative Details

Charity name	Cumbria Family Support Ltd
Charity registration number	1085861
Company registration number	04151545
Principal office	The Office Mardale Road PENRITH CA11 9EH
Registered office	The Office Mardale Road PENRITH CA11 9EH
Trustees	D A Metcalf, Chair K Morland J Taylor (Resigned 28 October 2020) P Harrington, Treasurer A Buckley Dr V Young C Renouf H Barker A D S Hill Revd M Edwards (Appointed 28 October 2020) S Walker (Appointed 28 October 2020)
Chief executive officer	D Royston
Secretary	D Royston
Accountant	Stuart Oake Limited Suite 8 Cumbria House Gilwilly Road Gilwilly Industrial Estate PENRITH CA11 9FF

Cumbria Family Support Ltd
Trustees' Report for the Year Ended 31 March 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the charities act 2011 and accounting and reporting by charities. Statement of recommended practice applicable to charities preparing their accounts in accordance with the financial reporting standards applicable in the UK and republic of Ireland (FRS102) (effective 1st January 2015)

1. Structure, Governance and Management

a Structure

The organisation is a company limited by guarantee and registered as a charity by the Charity Commission.

b Governance

The organisation is overseen by a Management Board which consists of the Trustees (who are also company directors) and staff representatives. Only the Trustees can vote at Management Board meetings with the remaining members acting in an advisory capacity.

The Management Board meets every six weeks with decisions taken collectively although they do not have to be unanimous.

The Chair of Trustees has delegated power to work with the Chief Executive Officer between Board Meetings when time constraints require decisions to be taken. Whenever possible this will be done in conjunction with the Vice Chair and or Treasurer. All decisions taken in this manner are ratified at the next Board Meeting.

There shall be a minimum of three trustees but no maximum at each AGM a third of trustees are required to retire by rotation.

The Chief Executive Office is also the Company Secretary.

c Management

The Chief Executive Officer is in operational control over all the activities of the charity this includes dealing with all fundraising and grant applications and monitoring

Support is provided by the Office Manager who deals with administration, training and finances.

Assistance is provided to the management by the Chair and other Trustees on specific areas of expertise such as volunteer training, finance, media relations, recruitment, policies and contract meetings.

d Risk Assessment

It is important to keep fundraising to make up the shortfall for the next 12 months, but to also have a financial plan for the continuation of funding for 2023-2026.

The organisation works to a volunteer recruitment and retention strategy which has made a big difference to the organisation of recruitment this year. Whilst the Covid-19 crisis since March 2020 has impacted on this we have still been able to recruit new volunteers and maintain a good level of engagement even during ongoing national Covid restrictions. The Trustees continue to ensure there is a clear plan going forward that will have a staffing and system structure that will support our development and growth.

2. Objectives and Activities

a Objectives

The Charity's objects are:

'To relieve families in Cumbria with children up to nineteen years old who are in conditions of need, hardship or distress.'

b Activities

In order to meet these objects the charity undertakes the following activities:

Cumbria Family Support Ltd
Trustees' Report for the Year Ended 31 March 2021

- Providing practical and emotional support to families in their own homes through assistance of family support workers and volunteers.
- Providing a range of accredited parenting support interventions, informed by evidence based programmes on an individual basis.
- Providing groups for children to learn emotional resilience and healthy living
- Providing the Eden, Carlisle and Kendal Contact Centres providing a safe neutral venue for supported contact.
- We have also provided individual work with children to find out from them what it is like to live in their world and what they would like to change. This work has been instrumental in including the child's voice in the way we work with parents in achieving positive outcomes for children.
- Keeping all of our work child focussed and evidence the outcomes for children and young people.

Cumbria Family Support Ltd
Trustees' Report for the Year Ended 31 March 2021

3. Achievements and Performance

During the year the charity:

- Maintained, wherever possible (in line with local and national Covid restrictions) our Contact Centre sessions, responding to a total of 31 referrals in the year.
- Received referrals for 73 new families for family support.
- Provided new or ongoing support to 134 families, comprising 287 children and young people and 220 parents/carers; building confidence, empowerment and belief in their own abilities.
- We have supported 6 children and young people to access 10 hours of Emotional Wellbeing group support work online.
- We have supported 12 children and young people to access 90 hours of online group work aimed at improving Emotional Resilience and Healthy Living.
- Provided 3903 hours of support for families from Volunteers and paid family support staff. This has been via home visits, socially distanced meeting outdoors or phone/video calls (all subject to local and national Covid restrictions and risk assessments in place across the year).
- We have delivered Family Links accredited parenting programme on an individual basis. Through this programme we supported 6 families. Volunteers and staff who are trained in the Family Links programme deliver this to families on an individual basis.
- Worked with children on an individual basis, giving them an opportunity to explore their wishes and feelings. Worked in partnership with local and statutory agencies to pool resources, strengthen funding bids and support families to reach their goals.
- In partnership with voluntary and statutory agencies has been actively involved in the ongoing development and delivery of the Early Help and Think Family Panels in Carlisle, Eden and Allerdale on which the charity has representation.
- The CEO has co-chaired the Childrens Safeguarding Partnership Practitioner Forum for Carlisle and Eden and the Voluntary Sector Reference Group.
- The CEO has been the chair of the Eden Children and Families Partnership group of the Childrens Trust Board.
- The CEO is the representative of the Voluntary Sector Reference Group on The Cumbria Local Safeguarding Childrens Board, The Childrens Trust board and a member of the Early Help Group and the Eden & Carlisle Safeguarding Group.
- Supported two staff members to be Domestic Abuse Champions for the charity.
- Recruited trustees ensuring the Board has the right skill set to provide effective governance.
- Continued to recruit and train new volunteers to sustain our data base of 50 plus volunteers.
- Recruited and retained temporary staff as a result of Covid support funding via the National Lottery Covid Community Fund.

The charity has also

- Continued to support staff and volunteers in their development by providing high quality training both externally and in house.
- Provided 2 Social Work placements for Student from the University of Cumbria.

Cumbria Family Support Ltd
Trustees' Report for the Year Ended 31 March 2021

4. Financial Review

a. Income

The movement during the year can be summarised as follows:

	£
Income 2020	273,673
National Lottery Covid Fund	33,136
National Lottery Community Fund	18,663
Henry Smith	22,500
Cumbria Community Fund	(25,500)
Francis C Scott	(19,000)
Frieda Scott Charitable Trust	(10,000)
Other grants and income	(4,142)
Income 2021	<u>289,330</u>

New funding obtained for the 2020-21 year included Grants from The National Lottery Covid Fund and additional amounts from The Henry Smith Charity and the National Lottery Community Fund.

In addition funding for 2021 was secured from a 1 year contract with Cumbria County Council for Targeted Family Support. Continuation funding is in place from The National Lottery Community Fund, BBC Children in Need and The Henry Smith Charity.

b Expenditure

The movement during the year can be summarised as follows:

	£
Expenditure 2020	232,238
Staff costs	42,564
Families expenses	10,141
Computer software expenses	5,359
Staff and Volunteer expenses	(5,593)
Legal and professional fees	(3,068)
Other costs	1,363
Expenditure 2021	<u>283,004</u>

Wages and salaries and pension costs have increased due to the additional temporary Family Support staff and the uplift in salary for the new CEO (appointed January 2020). Direct staff costs have increased due to the significant spend in relation to group and families expenses funded from donations and staff training (virtual) funded by the Newcastle Building Society grant and the National Lottery Covid Community Fund.

The reduced depreciation charge reflects that we are now in our third year of utilising the new computers and equipment in the period. Computer and telephone fees have increased due to the additional staff members. Legal and professional fees have significantly reduced as we now have an internal Social Work Practice Educators as opposed to paying for said services from external sources.

c Restricted Funds

The restricted funds cover a range of Family Support and Contact Centre delivery across the three districts of Carlisle, Eden and Allerdale.

d Total Funds

The total funds have increased by £6,326.

Cumbria Family Support Ltd
Trustees' Report for the Year Ended 31 March 2021

5. Training

Staff and volunteers have taken part in the CSCP and/or County Council funded courses including:

- ACE's (Adverse Childhood Experiences)
- Signs of Safety
- Reducing Parental Conflict
- Safeguarding Briefings

Staff members have also attended the practitioner forums.

We have also run an internal training programme in respect to working with families who have a family member with a Learning difficulty or disability. These sessions were led by a new temporary staff member with significant experience in the field of Learning disability.

Staff have also attended other external courses including :

- Outcome Star
- Improving delivery of Parenting Programmes

We have developed our own Practice Development meetings to keep up to date with current practice and legislation.

6. Reserves

The Charity's policy on reserves is to hold at least three months running costs in free reserves. Free reserves are calculated using the unrestricted funds and making allowance for any potential closure costs. These potential closure costs amounted to £43,609 at 31 March 2021 and these funds have been designated as a contingency fund. Free reserves at 31 March 2021 were £141,412 representing approximately six months' running costs.

7. Volunteers

30 home based support Volunteers matched at any one time @2.5 hours x 40 weeks provided the organisation with 3000 hours of support.

10 trustees 5 hours x 12 months provided the trustee board with 600 hours of expertise and governance.

8. Future Events

The Charity has delivered a further year of work through the County Council Targeted Support contract. We are now in a single year contract with them, and anticipate working closely during this year with the Council to anticipate and respond to future funding opportunities with them.

During 2020-2021 we continue to develop and deliver our work in Allerdale. Alongside this we have extended the reach of our Family Support workers as a result of the National Lottery Covid Community Grant. Those workers have supported an additional 20 families with over 30 children benefitting from this.

The coming year 2021-2022 will bring unique challenges as well as opportunities. We have seen unprecedented changes as a result of the Covid 19 crisis. Our face to face work has had to be postponed with almost all contact and support via phone, text, and video communications for period during the year. We have retained the vast majority of our families receiving support in this way but we have, particularly due to age profiles, had a number of volunteers pause their work commitments with us.

There is an appropriate organisational structure in place to support current activities, but in order to further develop services and build on both success to date, and the very recent Covid-19 challenges, this will need to grow to reflect a broader service reach. A new post focussing on Communications and Marketing has been developed and is progressing via the Government's kickstart programme for a six month period. This post will increase our ability to attract and retain more volunteers and thus increase our capacity to support more families.

9. Going Concern

The charity is in a positive financial position. We have secured sufficient funding to meet its current commitments for this financial year, and meet its reserves policy plus winding up costs. However we are mindful that we need to continue to secure funding to deliver services from 2022-2023. Although funding is secured towards some of this without further successful funding bids we would deplete our reserves below the reserves policy.

Cumbria Family Support Ltd
Trustees' Report for the Year Ended 31 March 2021

Therefore these accounts are prepared on the going concern basis.

Small company provisions

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

Approved by the Board on 15 September 2021 and signed on its behalf by:

A handwritten signature in black ink, appearing to read 'D A Metcalf', is written over a horizontal dotted line.

D A Metcalf
Trustee

Cumbria Family Support Ltd

Trustees' Responsibilities in relation to the Financial Statements

The trustees (who are also directors of Cumbria Family Support Ltd for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and the Financial Reporting Standard 102 - 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 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 then 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; and
- 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 that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Independent Examiner's Report to the Trustees of
Cumbria Family Support Ltd**

I report on the accounts of the company for the year ended 31 March 2021, which are set out on pages 10 to 23.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under Part 16 of the Companies Act 2006 and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the General Directions given by the Charity Commission under section 145 (5) (b) of the 2011 Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.


.....
Stuart Oake Limited
Chartered Accountants
Date: 15/9/2021

Suite 8
Cumbria House
Gilwilly Road
Gilwilly Industrial Estate
PENRITH
CA11 9FF

Cumbria Family Support Ltd

**Statement of Financial Activities (including Income and Expenditure Account) for the Year
Ended 31 March 2021**

		Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	Note	£	£	£	£
Income and endowments from:					
Donations and legacies	2	9,845	200	10,045	4,473
Other trading activities	3	1,500	-	1,500	4,544
Income from investments	4	31	-	31	65
Income from charitable activities	5	122,000	155,754	277,754	264,591
Total income and endowments		<u>133,376</u>	<u>155,954</u>	<u>289,330</u>	<u>273,673</u>
Expenditure on:					
Fundraising trading: cost of goods sold and other costs		-	-	-	2,098
Charitable activities		<u>121,527</u>	<u>161,477</u>	<u>283,004</u>	<u>230,140</u>
Total expenditure		<u>121,527</u>	<u>161,477</u>	<u>283,004</u>	<u>232,238</u>
Net income before transfers		11,849	(5,523)	6,326	41,435
Transfers					
Transfers between funds		<u>(1,187)</u>	<u>1,187</u>	<u>-</u>	<u>-</u>
Net movements in funds		10,662	(4,336)	6,326	41,435
Reconciliation of funds					
Total funds brought forward		<u>173,819</u>	<u>14,010</u>	<u>187,829</u>	<u>146,394</u>
Total funds carried forward		<u>184,481</u>	<u>9,674</u>	<u>194,155</u>	<u>187,829</u>

All of the Charity's activities derive from continuing operations during the above periods.

The notes on pages 12 to 23 form an integral part of these financial statements.

Cumbria Family Support Ltd
Company registration number: 04151545
Balance Sheet as at 31 March 2021

		2021	2020
	Note	£	£
Fixed assets			
Tangible assets	12	3,621	4,828
Current assets			
Debtors	13	1,043	988
Cash at bank and in hand		190,281	182,803
		<u>191,324</u>	<u>183,791</u>
Creditors: Amounts falling due within one year	14	<u>(790)</u>	<u>(790)</u>
Net current assets		<u>190,534</u>	<u>183,001</u>
Net assets		<u><u>194,155</u></u>	<u><u>187,829</u></u>
The funds of the charity:			
Restricted funds		9,674	14,010
Unrestricted funds			
Unrestricted income funds		<u>184,481</u>	<u>173,819</u>
Total charity funds		<u><u>194,155</u></u>	<u><u>187,829</u></u>

For the financial year ended 31 March 2021, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476 of the Act.


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

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

Approved by the Board on 15 September 2021 and signed on its behalf by:



 D A Metcalf
 Trustee



 P Harrington
 Trustee

The notes on pages 12 to 23 form an integral part of these financial statements.

Cumbria Family Support Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

1 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees assess whether the use of the going concern basis is appropriate i.e whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

The Charity has sufficient funding for the 2021-22 financial year.

The trustees have prepared contingency plans if total funding requirements are not met.

Therefore these accounts are prepared on the going concern basis.

Fund accounting policy

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Designated funds are unrestricted funds set aside at the discretion of the trustees for specific purposes.

Further details of each fund are disclosed in note 19.

Cumbria Family Support Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

Income and endowments

Donations are recognised when the Charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the Charity before the Charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the Charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measured with a degree of reasonable accuracy and the title to the asset having been transferred to the Charity.

Income from investments is recognised on a receivable basis.

Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Expenditure

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating funds are the costs of trading for fundraising purposes.

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.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Taxation

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Fixed assets

Individual fixed assets costing £100 or more are initially recorded at cost.

Depreciation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Office equipment	25% on a reducing balance basis
------------------	---------------------------------

Trade Debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business. Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due according to the original terms of the receivables.

Cumbria Family Support Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

Cash and Cash Equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Liabilities

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the Charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Operating leases

Leases in which substantially all the risks and rewards of ownership are retained by the lessor are classified as operating leases. Rentals payable under operating leases are charged in the Statement of Financial Activities on a straight line basis over the lease term.

Pensions

The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

Financial instruments

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument. Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the Charity after deducting all of its liabilities.

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the Charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the Charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the Charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Cumbria Family Support Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

2 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Donations and legacies				
Donations	9,845	200	10,045	4,473

Of the donations and legacies income in 2020, £1,363 related to unrestricted funds and £3,110 related to restricted funds.

3 Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Fees charged	1,500	-	1,500	4,544

Of the other trading activities income in 2020, £4,544 related to unrestricted funds and nil related to restricted funds.

4 Income from investments

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Interest on cash deposits	31	-	31	65

Of the interest on cash deposits income in 2020, £65 related to unrestricted funds and nil related to restricted funds.

Cumbria Family Support Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

5 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Donations	-	487	487	-
Cumbria CC Childrens Services Contract	72,000	-	72,000	71,190
Children In Need Grant	-	48,461	48,461	47,664
CAFCASS Grant	-	8,010	8,010	9,990
Other grants	5,000	-	5,000	16,750
National Lottery Community Fund	-	56,160	56,160	37,497
Henry Smith Charity	45,000	-	45,000	22,500
Francis C Scott	-	-	-	19,000
Frieda Scott Trust	-	-	-	10,000
Cumbria Community Foundation	-	4,500	4,500	30,000
Eden Residents Covid Fund	-	5,000	5,000	-
Lottery Covid 19 Fund	-	33,136	33,136	-
	<u>122,000</u>	<u>155,754</u>	<u>277,754</u>	<u>264,591</u>

Of the income from charitable activities in 2020, £148,690 related to unrestricted funds and £115,901 related to restricted funds.

Cumbria Family Support Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

6 Expenditure

	Family Support Services	Total 2021	Total 2020
	£	£	£
Direct costs			
Wages and salaries	177,202	177,202	148,503
Staff pensions	7,946	7,946	5,953
Staff training	2,337	2,337	402
Staff expenses	4,487	4,487	7,779
Volunteer expenses	1,569	1,569	3,870
Volunteer training	473	473	1,923
Groups and families expenses	11,311	11,311	1,170
Cleaning	639	639	-
	<u>205,964</u>	<u>205,964</u>	<u>169,600</u>
Support costs			
Employment costs	44,334	44,334	32,462
Rent	6,507	6,507	5,563
Service charges	2,856	2,856	2,792
Insurance	1,734	1,734	1,597
Repairs and maintenance	1,911	1,911	2,110
Telephone and fax	6,995	6,995	4,792
Office expenses	1,870	1,870	2,316
Computer software and maintenance costs	6,254	6,254	895
Printing, postage and stationery	933	933	1,675
Membership fees	738	738	436
Sundry expenses	42	42	138
Travel and subsistence	-	-	337
Advertising	29	29	1,560
Accountancy fees	744	744	398
Independent examiner's fee	750	750	750
Legal and professional fees	53	53	3,121
Bank charges	83	83	86
Depreciation of office equipment	1,207	1,207	1,610
	<u>77,040</u>	<u>77,040</u>	<u>62,638</u>
	<u>283,004</u>	<u>283,004</u>	<u>232,238</u>

Of the expenditure in 2020, £116,459 related to unrestricted funds and £115,779 related to restricted funds.

7 Government grants

Income from government grants comprises performance related grants made by local authorities to fund home based family support.

Cumbria Family Support Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

8 Governance costs

	2021	2020
	£	£
Cost of trustee meetings	-	337
Accountancy fees	744	398
Independent examiner's fee	750	750
Legal and professional fees	53	3,121
	<u>1,547</u>	<u>4,606</u>

9 Trustees' remuneration and expenses

Trustees were paid expenses of £nil (2020 - £337) in the year. No remuneration was paid to any trustee in the current or previous year.

10 Net income

Net income is stated after charging:

	2021	2020
	£	£
Depreciation of tangible fixed assets	<u>1,207</u>	<u>1,610</u>

11 Employees' remuneration

The monthly average number of persons (including senior management) employed by the charity during the year was as follows:

	2021	2020
	No.	No.
Charitable activities	<u>8</u>	<u>7</u>

The aggregate payroll costs of these persons were as follows:

	2021	2020
	£	£
Wages and salaries	219,532	178,917
Other pension costs	9,950	8,001
	<u>229,482</u>	<u>186,918</u>

No employee received emoluments of more than £60,000 during the year.

The key management personnel comprise the Trustees and the Chief Officer. The total employee benefits of the key management personnel of the Charity were £40,972 (2020 - £31,998).

Cumbria Family Support Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

12 Tangible fixed assets

	Fixtures, fittings and equipment £
Cost	
As at 1 April 2020 and 31 March 2021	<u>48,600</u>
Depreciation	
As at 1 April 2020	43,772
Charge for the year	<u>1,207</u>
As at 31 March 2021	<u>44,979</u>
Net book value	
As at 31 March 2021	<u>3,621</u>
As at 31 March 2020	<u>4,828</u>

13 Debtors

	2021 £	2020 £
Prepayments and accrued income	<u>1,043</u>	<u>988</u>

14 Creditors: Amounts falling due within one year

	2021 £	2020 £
Accruals and deferred income	<u>790</u>	<u>790</u>

15 Members' liability

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

16 Other financial commitments

At 31 March 2021 the Charity had commitments under operating leases of £3,108 (2020 - £10,634).

Cumbria Family Support Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... *continued*

17 Pension scheme

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the charity to the scheme and amounted to £9,950 (2020 - £8,001).

There were no outstanding or prepaid contributions at either the beginning or end of the financial year.

Cumbria Family Support Ltd
Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

18 Related parties

Controlling entity

The charity is controlled by the trustees who are all directors of the company.

19 Analysis of funds

	At 1 April 2020	Incoming resources	Resources expended	Transfers	At 31 March 2021
	£	£	£	£	£
Designated Funds					
Contingency Fund	46,964	-	-	(3,895)	43,069
General Funds					
Unrestricted income fund	126,855	133,376	(121,527)	2,708	141,412
Restricted Funds					
Carlisle & Eden Home Based Family Support Fund	-	95,020	(95,020)	-	-
Eden Contact Centre Fund	-	2,670	(3,857)	1,187	-
Development Fund	-	3,000	(3,000)	-	-
Allerdale Home Based Family Support Fund	9,568	9,601	(14,046)	-	5,123
Kendal Contact Centre Fund	2,791	2,670	(4,188)	-	1,273
Carlisle Contact Centre Fund	1,531	3,157	(4,076)	-	612
Families Transport Fund	120	200	(320)	-	-
Covid Fund	-	39,636	(36,970)	-	2,666
	<u>14,010</u>	<u>155,954</u>	<u>(161,477)</u>	<u>1,187</u>	<u>9,674</u>
	<u>187,829</u>	<u>289,330</u>	<u>(283,004)</u>	<u>-</u>	<u>194,155</u>

The Home Based Family Support Fund represents funding received specifically to fund salaries for staff engaged in home based family support in Carlisle and Eden council areas.

The Contact Centre Fund represents funds received from NACCC for the provision of the Penrith Child Contact Centre.

The Allerdale Home based family support fund represents funds obtained to run the home based family support service in the Allerdale council area.

The Carlisle and Kendal contact centres are funds received to run contact centres in those locations.

Cumbria Family Support Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

Prior period

	At 1 April 2019	Incoming resources	Resources expended	Transfers	At 31 March 2020
	£	£	£	£	£
Designated Funds					
Contingency Fund	-	-	-	46,964	46,964
General Funds					
Unrestricted income fund	138,037	154,662	(116,459)	(49,385)	126,855
Restricted Funds					
Carlisle & Eden Home Based Family Support Fund	-	75,861	(75,861)	-	-
Eden Contact Centre Fund	-	2,805	(5,226)	2,421	-
Allerdale Home Based Family Support Fund	8,357	28,300	(27,089)	-	9,568
Kendal Contact Centre Fund	-	5,223	(2,432)	-	2,791
Carlisle Contact Centre Fund	-	6,130	(4,599)	-	1,531
Families Transport Fund	-	692	(572)	-	120
	-	-	-	-	-
	8,357	119,011	(115,779)	2,421	14,010
	146,394	273,673	(232,238)	-	187,829

20 Transfers

The Contingency fund has been included to reflect the potential liabilities the charity has regarding closing down costs.

Funds have also been allocated to the running of the Eden Contact Centre.

Cumbria Family Support Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

..... continued

21 Net assets by fund

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	£	£	£	£
Tangible assets	3,621	-	3,621	4,828
Current assets	181,650	9,674	191,324	183,791
Creditors: Amounts falling due within one year	(790)	-	(790)	(790)
Net assets	<u>184,481</u>	<u>9,674</u>	<u>194,155</u>	<u>187,829</u>

Prior period

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	£	£	£	£
Tangible assets	4,828	-	4,828	5,800
Current assets	169,781	14,010	183,791	141,384
Creditors: Amounts falling due within one year	(790)	-	(790)	(790)
Net assets	<u>173,819</u>	<u>14,010</u>	<u>187,829</u>	<u>146,394</u>

**Independent Examiner's Report to the Trustees of
Cumbria Family Support Ltd**

I report on the accounts of the company for the year ended 31 March 2021, which are set out on pages 10 to 23.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under Part 16 of the Companies Act 2006 and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the General Directions given by the Charity Commission under section 145 (5) (b) of the 2011 Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.


Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.


.....
Stuart Oake Limited
Chartered Accountants
Date: 15/9/2021

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PENRITH
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