

# CONTACT

England & Wales - Charity number 1178557

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2018-05-30

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

## Contact

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**Address** 339 Wilbraham Road  
Whalley Range  
Manchester  
M16 8GL

**Phone** 01618619806

**Email** [enquiries@contacthostel.co.uk](mailto:enquiries@contacthostel.co.uk)

**Website** [www.contacthostel.co.uk](http://www.contacthostel.co.uk)

## Activities

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**Objects:** TO RELIEVE THE NEEDS OF HOMELESS TEENAGE GIRLS AND YOUNG WOMEN IN THE MANCHESTER AREA BY A)PROVIDING SAFE ACCOMMODATION;B)SUPPORTING THE RESIDENTS TO ENABLE THEM TO RETURN TO EDUCATION OR FIND EMPLOYMENT OR TRAINING TO ENABLE THEM TO PARTICIPATE IN SOCIETY AS MATURE AND RESPONSIBLE INDIVIDUALS.

**Activities:** To relieve the needs of homeless teenage girls and young women by providing safe accommodation.Supporting them to return to education or find employment or training to enable them to participate in society as mature and responsible adults.

## Classification

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- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Disability, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, Other Defined Groups

## Geography

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- Manchester City

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£386,116	£326,898	-	-
2024-03-31	£377,014	£304,874	-	-
2023-03-31	£284,912	£296,214	-	-
2022-03-31	£228,930	£253,153	-	-
2021-03-31	£324,438	£256,436	-	-

## Trustees

Name	Role	Appointed
<b>Laura Redhead</b>	Chair	2020-03-18
Alison Jane Murison		2024-01-25
Deborah Yarrow		2025-05-22
Elizabeth Sweeney		2024-04-10
Eram Akram		2024-05-13
Kirsty Mansfield		2024-01-25
Megan Walden-Jones		2022-07-28

**CONTACT**

England & Wales - Charity number 1178557

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# Accounts

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**Company Registration Number: CE014235**  
**Charity No: 1178557**

**REPORT OF THE TRUSTEES AND  
UNAUDITED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2025  
FOR  
CONTACT**

Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY

## CONTACT

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## **CONTACT**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2025**

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The trustees present their annual report and the unaudited financial statements of the charity for the year ended 31<sup>st</sup> March 2025.

The financial statements comply with the Charities Act 2011 and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) (effective 1<sup>st</sup> January 2019) – (Charities SORP (FRS 102)).

#### **LEGAL AND ADMINISTRATIVE DETAILS**

**Registered charity number**  
1178557

**Registered address**  
339 Wilbraham Road  
Whalley Range  
Manchester  
M16 8GL

#### **Trustees and key management personnel**

The trustees who served during the year and appointments since the end of the year were as follows:

Laura Redhead (Chair)  
Joanne Doran (Treasurer)  
Megan Walden-Jones  
Alison Jane Murison  
Kirsty Mansfield  
Elizabeth Sweeney (appointed 10<sup>th</sup> April 2024)  
Eram Akram (appointed 13<sup>th</sup> May 2024)  
Jacqueline Knowles (appointed 22<sup>nd</sup> May 2025)  
Deborah Yarrow (appointed 22<sup>nd</sup> May 2025)

**Independent Examiner**  
Michael Heys FCCA ACA  
Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY

## **CONTACT**

### **REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2025**

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Organisational status**

Contact was registered as a charitable incorporated organisation (CIO) on 30<sup>th</sup> May 2018 under the provisions of the Charities Act (Charity number: 1178557).

##### **Structure, governance and management**

The trust provides for a minimum of three and a maximum of twelve trustees. If a requirement for new trustees were to arise, these would be identified and appointed by the remaining trustees. The chair of trustees is responsible for the induction of any new trustee. This involves awareness of a trustee's responsibilities, the governing document, administrative procedures and the history and philosophical approach of the charity. A new trustee would receive copies of the previous year's annual report.

##### **Risk management**

The trustees have examined the major strategic, business and operational risks that the charity faces and confirm that systems have been established to ensure that regular reports are produced and that necessary steps can be taken to address any issues arising.

#### **OBJECTIVES AND ACTIVITIES**

##### **Our Mission**

Contact offers more than just a place to stay. Contact aims to provide a home that is safe and secure and staffed twenty-four hours a day for vulnerable young women aged 16-19 in the Manchester area. The ethos of Contact is very simple; to provide each young person "what any good parent would do". The hostel offers support and help to move on to a better and happier future. Contact offers seven residential places in the main house and two rooms in an adjacent bungalow on the same site. It also provides an informal outreach service for the young women who have moved into more secure accommodation. All placements at Contact are regarded as short-term.

##### **Public benefit**

In setting out the charity's objectives and planning activities, the trustees have carefully considered the Charity Commission's general guidance and section 17(5) of the Charities Act 2011. The trustees are confident that the charity offers services of fundamental and practical use to the local population and, therefore, complies with the responsibility placed on all charities under the Charities Act 2011 to demonstrate a public benefit.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2025

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#### CHAIR'S REPORT

I am pleased to present our Annual Report for the financial year ending 31 March 2025. Over the last twelve months, the board and Contact colleagues have delivered some large-scale projects and changes, which will ultimately continue to improve the lives of the young women it serves in the community.

#### ACHIEVEMENTS AND PERFORMANCE

The main object of Contact Hostel shall be to provide assistance for homeless adolescent girls;

- i) aged 16 or 17 whom do not have an active looked after status, but irrespective of whether they have been convicted of a Criminal Offence.
- ii) aged 18 irrespective whether they have been in the care of a Local Authority or if they have been convicted of a Criminal Offence.

This assistance shall include:

- a) the provision of safe residential accommodation.
- b) supporting the residents to enable them to return to education or find employment or training to enable them to participate in society as mature and responsible individuals.

#### Who we support

Since being founded in 1970 Contact has provided a safe home and support to over 1000 young women. Although Contact continually modifies its service offering to meet the ever-changing needs of young people, the nature and the ethos of Contact remains consistent with those set by its founder Brigid Murphy 53 years ago. Contact provides "what any good parent would wish to" to vulnerable young women aged 16-19. The young women who access Contact are considered homeless with no suitable housing to live where they can be kept safe and free from harm. Many of the girls will arrive with little or no belongings, with no family or support system.

The young women supported by Contact come from a range of backgrounds with many having experienced parental breakdown, physical and emotional abuse, sexual exploitation, oppressive family regimes, forced marriage and involvement in gangs. Without exception, all carry the wounds of rejection, trauma and loss of childhood. Many of the young women accommodated by Contact were raised in poverty in some of the most socially deprived areas of Greater Manchester.

The main activities undertaken by Contact to further its charitable purposes for the public benefit were:

In the year ending March 2025, Contact received 40 referrals from The Mas Gateway System, which is a centralised referral system hosted by the commissioning team at Manchester City Council. Of those 40 referrals, Contact was able to accommodate 20 young women. This shows that Contact's service is still very much needed in Greater Manchester.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2025

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#### ACHIEVEMENTS AND PERFORMANCE (Continued)

##### The renovation of 2 bathrooms

Bathroom 1, which was previously a separate bathroom and a very small shower room, was knocked through to create a larger bathroom with a walk-in shower. This gives the service users more space to move around and get changed in. This project also involved the replacement of a lintel in the doorway to the hallway, which was necessary for the hall stairs and landing project to be completed in 2025/2026.

Bathroom 2 was also renovated in the same modern style, which is complimented by all visitors to Contact.

##### Good Memories Fund

The Good Memories Fund enables our staff to create positive memories for Service users who are staying at Contact. This year, the service users enjoyed several trips, including trips to Alton Towers, the Trafford Centre for the Cinema and food, as well as a 3-day residential at Centre Parcs. All trips were brilliant bonding experiences for the service users who got to spend quality time with each other and build positive relationships with the staff. During the year 2024-25 this fund also paid for birthday celebrations and Christmas gifts for all residents.

##### Move On Fund

The Move-On Fund supports residents as they move on from Contact. This funding enables us to ensure that they are set up to succeed when they leave and have all they need to live independently. The need for this funding will differ from girl to girl, depending on need. In 2024-25 four of our service users benefited from the move on fund to ensure their new accommodation was up to standard and felt homely. This included complete redecoration of a flat with new furniture and kitchen essentials being purchased.

##### Hardship Fund

The Hardship Fund covers the costs of essential travel, clothing, equipment for education, emergency food parcels, phone credit, period products and prescriptions. In addition to this the Hardship Fund provides money for replacement birth certificates and passports. This provides the young women we support with all the documentation required to begin their independent lives. By having this fund available Contact can continue to relieve poverty and avoid young people borrowing from unregulated lenders. In the year ending March 2025 Contact made 23 payments from the Hardship Fund.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2025

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#### ACHIEVEMENTS AND PERFORMANCE (Continued)

	2024/2025	2023/2024	2022/2023	2021/2022	2020/2021
Number of young women referred	40	63	68	38	46
Number of young women accommodated	20	72	17	13	15
Occupancy	94%	78%	84%	81%	85%
Average length of stay in months	3.7	5.0	4.1	8.1	4.7
Average age in years	17.25	18.20	17.20	17.60	16.80

#### The support we give

Our experienced support staff offer personalised one to one intervention, including employment and education support, advice and guidance, referrals to specialised support agencies and create personal development plans outlining their future goals and aspirations. We are passionate about delivering early intervention and a wraparound service of support to ensure the service users at Contact have the best possible chance to succeed. They will be supported to learn independent living skills, life skills, budgeting and managing money and through the transition into independence.

#### **Success Story**

Amaal\* came to Contact Hostel at the age of 18, after having moved to the UK several years earlier. Despite initially having support and accommodation provided by a family member, Amaal became homeless and was moved into shared accommodation by social services. This was a very distressing experience for Amaal, who felt lonely and isolated as all her immediate family still lived in Malaysia.

In 2024 Amaal joined us at Contact Hostel in our main house, at this time she was not in education or employment. With the support of Contact staff, Amaal engaged with the Princes Trust Foundation and completed this successfully. Her dedication to building a better future for herself continued as she was selected as one of just 20 out of 200 applicants to join the NHS pre-employment programme. Following completion of the course and a successful interview process Amaal secured a job in the NHS as a Lab Technician. She now works full time in a job with an excellent salary and good job prospects, enabling her to plan for her future.

After demonstrating her reliability, trustworthiness and maturity, Amaal was given a room in our Move-On Bungalow – this accommodation is on our main hostel site but allows older girls more independence and responsibility, helping to prepare them for moving out into more suitable permanent accommodation.

After 14 months at Contact, Amaal was able to secure a rented flat nearby and was supported by Contact Hostel when moving out on her own.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2025

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#### ACHIEVEMENTS AND PERFORMANCE (Continued)

As with all residents who move out, a tailored Move-On package was offered to Amaal, this included electrical goods and financial support towards the costs of moving.

Under the guidance of our dedicated Support Workers, Amaal has grown massively in confidence since living at Contact. Her keyworker said “We are very proud of Amaal and of all that she has achieved despite facing such difficult circumstances. We are confident that she will go on and live a very productive, happy and successful life and that she will succeed in whichever career path that she chooses.”

**\*Name changed for confidentiality.**

#### **Fundraising**

In 2024–25, our fundraising income totalled £261,371, a slight increase on the previous year’s £258,885.

Trusts and Foundations remain our strongest source of income, and we are deeply grateful for the continued support of many longstanding funders, alongside the generosity of new supporters who chose to invest in our work this year.

We recognise the importance of diversifying our income streams in response to an increasingly competitive funding landscape. To strengthen our sustainability, in 2024 we focused on increasing Corporate/Community engagement and growing our Individual Giving – seeing increases in the respective income streams as a result. In October 2024, we appointed a Fundraising & Administration Assistant, enabling us to expand our focus on Community Engagement while giving our Fundraising Lead more time to develop higher-value income streams.

## CONTACT

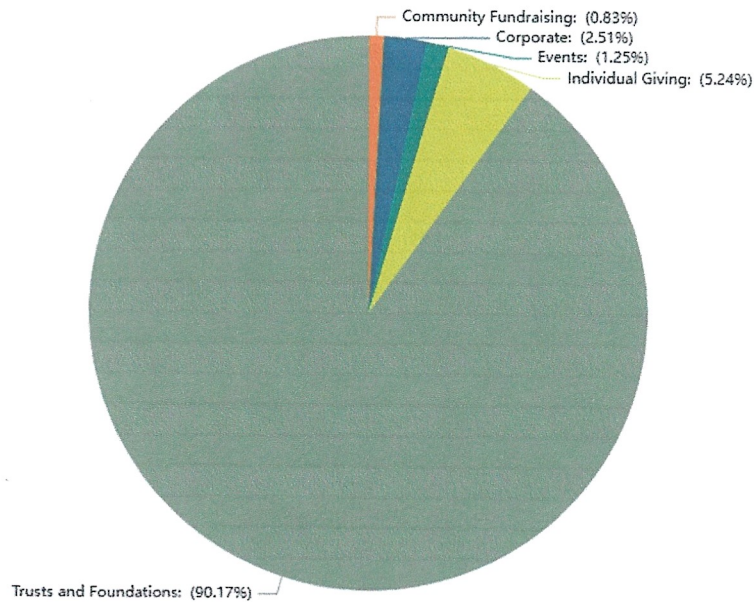
### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2025

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#### Fundraising (continued)

The pie chart below illustrates income generated by each fundraising stream across the financial year.

Fundraising Income by Department 24-25



#### FUTURE PLANS

No changes to the charity's operations are anticipated in the foreseeable future.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2025

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#### FINANCIAL REVIEW

Total incoming resources for the year ended 31<sup>st</sup> March 2025 increased to £385,051 (2024: £377,014). The trustees are extremely grateful for all donations made to the charity.

Total expenditure in the year also increased from the prior year to £326,898 (2024: £304,874).

In the year ended 31<sup>st</sup> March 2025 the charity realised a surplus of £58,153 (2024: £72,140). The surplus has arisen partly from income restricted to particular capital projects. Total expenditure on fixed assets in the year was £45,161 (2024: £86,977).

The trustees are pleased with the surplus this year which has allowed it to reinvest in its facilities nonetheless we are not complacent in looking for additional funding. The charity is dependent on donations, and the trustees appreciate that such an income stream can be erratic from one year to another. Voluntary grants and donations accounted for 68% of the charity's income in the year (2024: 69%).

The charity is in a healthy financial position to continue to help young women in the future.

#### **Reserves policy**

The Trustees have reviewed Contact's need for reserves in line with guidance issued by the Charity Commission. Contact holds reserves to ensure continuity in the event of a large variation of income such as a fall in donations or our inability to secure sufficient grants. This is important due to the general uncertainty around government spending plans and the unpredictability around the availability of suitable grant funding at any given time. We must have sufficient money to meet our contractual liabilities and safeguard both our service users and our employees, together with sufficient funds for emergencies that may arise to cover major repairs to our large, old, three-storey building.

The Trustees have therefore determined that distributable reserves shall be maintained at a level of between 4 and 8 months of budgeted expenditure, plus £10,000 for emergency repairs. This means that the reserve range required is between £109,000 to £218,000. This range allows the Trustees to remain confident that Contact remains a going concern whilst continuing to apply for short and longer-term funding from a variety of sources. As at 31 March 2025 Contact held within unrestricted distributable reserves approximately £234,000. Although this amount is slightly above our reserve range, it is not considered to be excessive.

Additionally, Contact has a significant tangible fixed asset in the Freehold Property, and this increases the Trustees confidence in the future viability of Contact. Whilst this is not a readily distributable asset, it would release significant distributable reserves if Contact ceases to trade.

#### **Designated Funds**

We hold designated funds of £13,959 within our unrestricted reserves to update the main residence.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2025

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#### STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity 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 accounting standards have been followed, subject to any departures disclosed and explained in the financial statements; and
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the accounts comply with the Charities Act 2011: the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. 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.

#### Charity requirements

This report has been prepared in accordance with requirements set down by the Charities SORP (FRS 102).

The trustees' annual report was approved on the 25<sup>th</sup> September 2025 and signed on behalf of the board of trustees by:



Laura Redhead  
*Chair*

## **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CONTACT**

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I report to the trustees on my examination of the accounts of the Charity for the year ended 31st March 2025, which are set out on pages 11 to 23.

### **Responsibilities and Basis of Report**

As the trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the trustees' accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

### **Independent Examiner's Statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of the Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

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

- accounting records were not kept in respect of the Charity as required by section 130 of the 2011 Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



Michael Heys FCCA ACA  
Association of Chartered Certified Accountants  
Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY

Dated the 25<sup>th</sup> September 2025

## CONTACT

### STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 £	2024 £
<b>Income from:</b>					
Donations	2	106,164	155,207	261,371	258,885
Charitable activities	3	124,741	-	124,741	118,121
Investment income	4	4	-	4	8
<b>Total incoming resources</b>		<b>230,909</b>	<b>155,207</b>	<b>386,116</b>	<b>377,014</b>
<b>Expenditure on:</b>					
Charitable activities	5	194,942	131,956	326,898	304,874
<b>Total expenditure</b>		<b>194,942</b>	<b>131,956</b>	<b>326,898</b>	<b>304,874</b>
<b>Net incoming/(outgoing) resources before other recognised gains/(losses)</b>		<b>35,967</b>	<b>23,251</b>	<b>59,218</b>	<b>72,140</b>
Transfers between funds	14	-	-	-	-
<b>Net movement in funds</b>		<b>35,967</b>	<b>23,251</b>	<b>59,218</b>	<b>72,140</b>
<b>Total funds brought forward</b>		<b>747,772</b>	<b>95,908</b>	<b>843,680</b>	<b>771,540</b>
<b>Total funds carried forward</b>	14	<b>783,739</b>	<b>119,159</b>	<b>902,898</b>	<b>843,680</b>

All transactions relate to continuing operations.

There are no other recognised gains or losses for the year other than in the Statement of Financial Activities.

## CONTACT

### STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 31ST MARCH 2025

	Notes	2025		2024	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	11		580,465		554,503
<b>Current assets</b>					
Debtors	12	5,252		6,376	
Cash at bank and in hand		<u>320,063</u>		<u>286,478</u>	
		<b>325,315</b>		<b>292,854</b>	
<b>Current liabilities</b>					
Creditors: Amounts falling due within one year	13	<u>2,882</u>		<u>3,677</u>	
<b>Current assets less current liabilities</b>			<u>322,433</u>		<u>289,177</u>
<b>Net assets</b>			<u>902,898</u>		<u>843,680</u>
<b>Funds</b>					
Restricted	14		119,159		95,908
Unrestricted	14		<u>783,739</u>		<u>747,772</u>
			<u>902,898</u>		<u>843,680</u>

These financial statements were approved by the Board of Trustees on the 25<sup>th</sup> September 2025 and signed on its behalf by:



Laura Redhead  
Chair

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2025

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#### 1. ACCOUNTING POLICIES

##### **Statutory information**

Contact is a charitable incorporated organisation (CIO) registered with the Charity Commission in England. The registered charity number, company registration number and address can be found in the Report of the Trustees on page 1.

##### **Basis of preparation**

The 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 United Kingdom and Republic of Ireland (FRS 102) issued on 16<sup>th</sup> July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and United Kingdom Generally Accepted Practice as it applies from 1<sup>st</sup> January 2015.

Contact 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 note(s).

##### **Cash flow**

The charity is exempt from the requirement to prepare a cash flow statement as it qualifies as a small entity.

##### **Incoming resources**

All incoming resources are included on the Statement of Financial Activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable, and its amount can be measured reliably;
- Legacy income is recognised when receipt is probable and entitlement is established;
- Income from donated goods is measured at the fair value of the goods unless this is impracticable to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers;
- Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

## CONTACT

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

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#### 1. ACCOUNTING POLICIES (Continued)

##### **Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- Expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods;
- Expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities;
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

##### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are funds subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

##### **Tangible assets**

Tangible assets are initially recorded at cost and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

## CONTACT

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

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#### 1. ACCOUNTING POLICIES (Continued)

##### Depreciation

Depreciation is provided at the following rates in order to write off each asset over its estimated useful life:

Freehold Property	2% on cost
Fixtures and fittings	25% reducing balance
Computer equipment	33% on cost

##### Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

##### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

##### Taxation

The company is a registered charity and is therefore exempt from Income Tax and Corporation Tax under the provisions of Section 505(1) of the Income and Corporation Taxes Act 1988.

CONTACT

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

2. INCOME FROM DONATIONS

	Unrestricted Funds £	Restricted funds £	2025 £	2024 £
29 <sup>th</sup> May 1961	-	3,000	3,000	3,000
Albert Hunt Trust		7,000	7,000	7,000
Alchemy Foundation	1,000	-	1,000	1,000
Alma Jean Henry Trust	1,000	-	1,000	-
Archer Trust	2,000	-	2,000	-
Austin & Hope Pilkington Trust	-	-	-	1,000
Barnabas Charitable Trust	2,000	-	2,000	2,000
Broome Family Charitable Trust	15,000	-	15,000	15,000
Charles Lewis Foundation	-	3,000	3,000	-
CO-OP Community Fund	-	-	-	3,338
Desmond Foundation	-	-	-	2,000
Dixie Rose Findley Trust	2,500	-	2,500	-
Dragonfly	1,500	-	1,500	-
Duchy of Lancaster	-	2,000	2,000	-
Equilibrium Foundation	500	-	500	-
Funder Birds	-	-	-	5,000
Garfield Weston Foundation	-	-	-	20,000
General donations	27,777	2,000	29,777	19,977
Gift Aid	1,065	-	1,065	(983)
Grayce Group Limited	2,322	-	2,322	4,372
Grocers Charity	-	-	-	5,000
HCF Grant	-	1,500	1,500	-
HDH Wills	-	500	500	-
Hearth Foundation	1,000	-	1,000	-
High Lee House	-	-	-	1,000
Hiscox	-	10,444	10,444	-
Houghton Dunn Charitable Trust	10,000	-	10,000	5,000
JD Foundation	5,000	-	5,000	-
Joseph Cox Charity	10,000	-	10,000	20,000
Johnsons Group	400	-	400	-
KFC Foundation	-	-	-	2,500
Landsec Grant	-	-	-	1,000
Leeds Building Society	-	-	-	1,000
Lord Barnby Foundation	-	-	-	3,000
National Lottery Cost of living fund	-	20,000	20,000	39,696
Manchester Airport Group	-	-	-	1,925
Manchester City Council	-	15,000	15,000	-
Manchester Guardian	-	1,750	1,750	-
<b>Carried forward</b>	<b>83,064</b>	<b>66,194</b>	<b>149,258</b>	<b>162,825</b>

CONTACT

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

2. INCOME FROM DONATIONS (Continued)

	Unrestricted Funds £	Restricted funds £	2025 £	2024 £
Brought forward	83,064	66,194	149,258	162,825
Manchester Relief in need	-	-	-	5,000
Marsh Charitable Trust	700	-	700	-
MCR Girls	-	-	-	5,000
MDMS	2,000	-	2,000	2,000
Mills and Reeve	500	-	500	-
Oliver Borthwick Fund	4,000	-	4,000	-
Percy Bilton	-	3,513	3,513	-
Rainford Trust	-	1,000	1,000	-
Shears Foundation	-	10,000	10,000	-
Sir Jules Thornton	-	-	-	2,500
Skipton Mo Grant	-	1,900	1,900	-
Spar Community	-	10,000	10,000	-
Stagecoach	500	-	500	1,000
Steinburg Family	-	-	-	2,500
Tara Getty Foundation	-	15,000	15,000	-
The Bennett Family Grantmaking Trust	400	-	400	-
The Camila Trust	1,500	-	1,500	-
The Charity Service	3,000	-	3,000	3,000
The Eric Wright Charitable Trust	-	-	-	2,500
The Mather Family	-	20,000	20,000	-
The Michael Josephson Ball	-	-	-	31,560
The Swire Trust	-	15,000	15,000	-
UKH Foundation	10,000	-	10,000	-
W.O Street	-	-	-	5,000
Warburtons	-	400	400	-
Yorkshire Building Society	-	1,000	1,000	-
Zedra Trust	500	-	500	-
Zochonis Trust	-	11,200	11,200	36,000
	<u>106,164</u>	<u>155,207</u>	<u>261,371</u>	<u>258,885</u>

CONTACT

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

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted funds £	2025 £	2024 £
Housing benefit	65,930	-	65,930	62,465
Housing related support	52,500	-	52,500	50,004
Rental income	6,311	-	6,311	5,652
	<u>124,741</u>	<u>-</u>	<u>124,741</u>	<u>118,121</u>

4. INCOME FROM INVESTMENTS

	Unrestricted funds £	Restricted funds £	2025 £	2024 £
Bank interest	4	-	4	8
	<u>4</u>	<u>-</u>	<u>4</u>	<u>8</u>

5. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted funds £	Restricted funds £	2025 £	2024 £
Fundraising	1,591	-	1,591	2,291
Resident's expenses	6,383	7,584	13,967	13,533
Staff salaries (see note 9)	111,460	117,144	228,604	218,314
Rates and water	1,522	-	1,522	1,571
Light and heat	13,571	-	13,571	9,081
Repairs and maintenance	7,659	2,068	9,727	9,650
Insurance	8,084	-	8,084	7,601
Telephone	1,776	-	1,776	1,321
Postage, printing and stationery	1,417	-	1,417	1,485
Advertising and recruitment	-	-	-	2,496
Training costs	2,625	4,294	6,919	1,474
Carried forward	<u>156,088</u>	<u>131,090</u>	<u>287,178</u>	<u>268,817</u>

## CONTACT

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

#### 5. EXPENDITURE ON CHARITABLE ACTIVITIES (Continued)

	Unrestricted funds £	Restricted funds £	2025 £	2024 £
Brought forward	156,088	131,090	287,178	268,817
IT costs	6,074	-	6,074	5,772
Accountancy and payroll processing fees	2,598	-	2,598	2,370
Legal and professional fees	6,439	-	6,439	4,477
Sundry expenses	1,168	-	1,168	1,800
Subscriptions	4,039	-	4,039	1,554
Finance costs	203	-	203	562
Depreciation	18,333	866	19,199	19,522
	<b>194,942</b>	<b>131,956</b>	<b>326,898</b>	<b>304,874</b>

#### 6. NET INCOME

Net income is stated after charging:

	2025 £	2024 £
Depreciation of tangible fixed assets	<u>19,199</u>	<u>19,522</u>

#### 7. INDEPENDENT EXAMINATION FEES

	2025 £	2024 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,974	1,776
Other services	<u>624</u>	<u>594</u>

#### 8. STAFF COSTS

The total staff costs and employee benefits for the reporting period are as follows:

	2025 £	2024 £
Wages and salaries	210,330	201,083
Social security costs	14,241	13,037
Employer pension contributions	4,033	4,194
	<u>228,604</u>	<u>218,314</u>

## CONTACT

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

The average number of employees during the year is analysed as follows:

	2025 No	2024 No
Number of staff	<u>9</u>	<u>8</u>

No employees were individually paid more than £60,000 during the current or previous year.

#### 9. TRUSTEE REMUNERATION AND EXPENSES

No trustees or persons related or connected by business to them received remuneration or other benefits from the charity during the current or previous year.

#### 10. COMPARITIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	2024 £
<b>Income from:</b>			
Donations	161,694	97,191	258,885
Charitable activities	118,121	-	118,121
Investment income	8	-	8
Other income	-	-	-
<b>Total incoming resources</b>	<u>279,823</u>	<u>97,191</u>	<u>377,014</u>
<b>Expenditure on:</b>			
Charitable activities	239,224	65,650	304,874
<b>Total expenditure</b>	<u>239,224</u>	<u>65,650</u>	<u>304,874</u>
<b>Net (outgoing)/incoming resources before other recognised gains/(losses)</b>	40,599	31,541	72,140
Transfers between funds	40,000	(40,000)	-
<b>Net movement in funds</b>	80,599	(8,459)	72,140
<b>Total funds brought forward</b>	<u>667,173</u>	<u>104,367</u>	<u>771,540</u>
<b>Total funds carried forward</b>	<u>747,772</u>	<u>95,908</u>	<u>843,680</u>

## CONTACT

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

#### 11. TANGIBLE FIXED ASSETS

	Freehold property £	Fixture and fittings £	Computer equipment £	Total £
<b>Cost:</b>				
At 1 <sup>st</sup> April 2024	608,522	101,430	7,589	717,541
Additions	39,450	4,396	1,315	45,161
As at 31 <sup>st</sup> March 2025	<u>647,972</u>	<u>105,826</u>	<u>8,904</u>	<u>762,702</u>
<b>Depreciation:</b>				
At 1 <sup>st</sup> April 2024	74,340	81,555	7,143	163,038
Charge for the year	12,696	5,873	630	19,199
At 31 <sup>st</sup> March 2025	<u>87,036</u>	<u>87,428</u>	<u>7,773</u>	<u>182,237</u>
<b>Net book value:</b>				
At 31 <sup>st</sup> March 2025	<u>560,936</u>	<u>18,398</u>	<u>1,131</u>	<u>580,465</u>
At 31 <sup>st</sup> March 2024	<u>534,182</u>	<u>19,875</u>	<u>446</u>	<u>554,503</u>

#### 12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Other debtors	259	1,891
Prepayments and accrued income	4,993	4,485
	<u>5,252</u>	<u>6,376</u>

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

	2025 £	2024 £
Accruals	2,064	2,910
Other creditors	818	767
	<u>2,882</u>	<u>3,677</u>

## CONTACT

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

#### 14. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
<b>Unrestricted funds</b>				
<i>Designated:</i>				
Capital Fund	552,928	(18,333)	-	534,595
Enhanced Services Future Development Fund	13,959	-	-	13,959
<i>Undesignated:</i>				
General Distributable Fund	180,885	54,300	-	235,185
	<u>747,772</u>	<u>35,697</u>	-	<u>783,739</u>
<b>Restricted funds</b>				
Good Memories	5,365	4,426	-	9,791
Hardship	13,088	(1,603)	-	11,485
Move On	8,174	4,000	-	12,174
Bedroom	10,721	322	-	11,043
Hall, Stairs and Landing	31,560	-	-	31,560
Learning Hub	27,000	(2,046)	-	24,954
Bathroom	-	18,195	-	18,195
Steps	-	(43)	-	(43)
Core Costs	-	-	-	-
	<u>95,908</u>	<u>23,251</u>	-	<u>119,159</u>
<b>Total</b>	<u>843,680</u>	<u>59,218</u>	-	<u>902,898</u>

## CONTACT

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

#### 14. MOVEMENT IN FUNDS(Continued)

	Incoming Resources	Resources Expended	Movement in Funds
	£	£	£
<b>Unrestricted funds</b>			
<i>Designated:</i>			
Capital Fund	-	(18,333)	(18,333)
Enhanced Services Future Development Fund			
<i>Undesignated:</i>			
General Distributable Fund	230,909	(176,609)	54,300
	<b>230,909</b>	<b>(194,942)</b>	<b>35,967</b>
<b>Restricted funds</b>			
Good Memories	8,500	(4,074)	4,426
Hardship	-	(1,603)	(1,603)
Move On	4,300	(300)	4,000
Bedroom	1,750	(1,428)	322
Hall, Stairs and Landing	-	-	-
Learning Hub	3,513	(5,559)	(2,046)
Bathroom	20,000	(1,805)	18,195
Steps	-	(43)	(43)
Core Costs	117,144	(117,144)	-
	<b>155,207</b>	<b>(131,956)</b>	<b>23,251</b>
<b>Total funds</b>	<b>386,116</b>	<b>(326,898)</b>	<b>59,218</b>

The General Distributable Fund represents surplus donations and other incoming resources receivable in excess of outgoing resources payable and available for use by the trustees in accordance with the charitable objects.

Other funds within unrestricted funds are designated funds earmarked by the trustees for particular future projects or commitments. More details of each designated fund can be found in the trustees' report.

The Capital Fund is the net book value of the charity's funds that are held as fixed assets and therefore do not form part of the charity's distributable reserves.

**CONTACT**

England & Wales - Charity number 1178557

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# Accounts

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**Company Registration Number: CE014235**  
**Charity No: 1178557**

**REPORT OF THE TRUSTEES AND  
UNAUDITED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2024  
FOR  
CONTACT**

Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY

## CONTACT

### CONTENTS OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2024

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Statement of financial activities	11
Statement of financial position	12
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## **CONTACT**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2024**

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The trustees present their annual report and the unaudited financial statements of the charity for the year ended 31<sup>st</sup> March 2024.

The financial statements comply with the Charities Act 2011 and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) (effective 1<sup>st</sup> January 2019) – (Charities SORP (FRS 102)).

### **LEGAL AND ADMINISTRATIVE DETAILS**

#### **Registered charity number**

1178557

#### **Registered address**

339 Wilbraham Road  
Whalley Range  
Manchester  
M16 8GL

#### **Trustees and key management personnel**

The trustees who served during the year and appointments since the end of the year were as follows:

Laura Redhead (Chair)  
Joanne Doran (Treasurer)  
Andrew Farrell – Resigned 30<sup>th</sup> November 2023  
Susanne Flinn – Resigned 25<sup>th</sup> January 2024  
Kay Smith – Resigned 25<sup>th</sup> January 2024  
Susan Taylor – Resigned 25<sup>th</sup> July 2024  
Megan Walden-Jones  
Alison Jane Murison – Appointed 25<sup>th</sup> January 2024  
Kirsty Mansfield – Appointed 25<sup>th</sup> January 2024  
Elizabeth Sweeney – Appointed 10<sup>th</sup> April 2024  
Eram Akram – Appointed 16<sup>th</sup> April 2024

#### **Independent Examiner**

Michael Heys FCCA ACA  
Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY

## **CONTACT**

### **REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2024**

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Organisational status**

Contact was registered as a charitable incorporated organisation (CIO) on 30<sup>th</sup> May 2018 under the provisions of the Charities Act (Charity number: 1178557).

##### **Structure, governance and management**

The trust provides for a minimum of three and a maximum of twelve trustees. If a requirement for new trustees were to arise, these would be identified and appointed by the remaining trustees. The chair of trustees is responsible for the induction of any new trustee. This involves awareness of a trustee's responsibilities, the governing document, administrative procedures and the history and philosophical approach of the charity. A new trustee would receive copies of the previous year's annual report.

##### **Risk management**

The trustees have examined the major strategic, business and operational risks that the charity faces and confirm that systems have been established to ensure that regular reports are produced and that necessary steps can be taken to address any issues arising.

#### **OBJECTIVES AND ACTIVITIES**

##### **Our Mission**

Contact offers more than just a place to stay. Contact aims to provide a home that is safe and secure and staffed twenty-four hours a day for vulnerable young women aged 16-19 in the Manchester area. The ethos of Contact is very simple; to provide each young person "what any good parent would do". The hostel offers support and help to move on to a better and happier future. Contact offers seven residential places in the main house and two rooms in an adjacent bungalow on the same site. It also provides an informal outreach service for the young women who have moved into more secure accommodation. All placements at Contact are regarded as short-term.

##### **Public benefit**

In setting out the charity's objectives and planning activities, the trustees have carefully considered the Charity Commission's general guidance and section 17(5) of the Charities Act 2011. The trustees are confident that the charity offers services of fundamental and practical use to the local population and, therefore, complies with the responsibility placed on all charities under the Charities Act 2011 to demonstrate a public benefit.

## **CONTACT**

### **REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2024**

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#### **CHAIR'S REPORT**

I am pleased to present our Annual Report for the financial year ending 31 March 2024. Over the last twelve months, the board and Contact colleagues have delivered some large-scale projects and changes, which will ultimately continue to improve the lives of the young women it serves in the community.

#### **ACHIEVEMENTS AND PERFORMANCE**

The main object of Contact Hostel shall be to provide assistance for homeless adolescent girls;

- i) aged 16 or 17 whom do not have an active looked after status, but irrespective of whether they have been convicted of a Criminal Offence.
- ii) aged 18 irrespective whether they have been in the care of a Local Authority or if they have been convicted of a Criminal Offence.

This assistance shall include:

- a) the provision of safe residential accommodation.
- b) supporting the residents to enable them to return to education or find employment or training to enable them to participate in society as mature and responsible individuals.

#### **Who we support**

Since being founded in 1970 Contact has provided a safe home and support to over 1000 young women. Although Contact continually modifies its service offering to meet the ever-changing needs of young people, the nature and the ethos of Contact remains consistent with those set by its founder Brigid Murphy 53 years ago. Contact provides "what any good parent would wish to" to vulnerable young women aged 16-19. The young women who access Contact are considered homeless with no suitable housing to live where they can be kept safe and free from harm. Many of the girls will arrive with little or no belongings, with no family or support system.

The young women supported by Contact come from a range of backgrounds with many having experienced parental breakdown, physical and emotional abuse, sexual exploitation, oppressive family regimes, forced marriage and involvement in gangs. Without exception, all carry the wounds of rejection, trauma and loss of childhood. Many of the young women accommodated by Contact were raised in poverty in some of the most socially deprived areas of Greater Manchester.

The main activities undertaken by Contact to further its charitable purposes for the public benefit were:

In the year ending March 2024 Contact received 63 referrals from The Mas Gateway System, which is a centralised referral system hosted by the commissioning team at Manchester City Council. Of those 63 referrals, Contact was able to accommodate 22 young women. This shows that Contact's service is still very much needed in Greater Manchester.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2024

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#### ACHIEVEMENTS AND PERFORMANCE (Continued)

##### The Renovation of Brigid's Bungalow

This turned the 1 bed bungalow on site into move on accommodation for 2 service users. The bungalow has a shared kitchen and bathroom with 2 separate bedrooms and living spaces. To stay in the bungalow the service users have to have lived in the main house, be in education, training or employment and shown they are ready for more independent living. The service users can live in the Bungalow up to the age of 22.

##### The Renovation of the Learning Hub

This project created a new learning space for the service users where they can study, meet with professionals privately or participate in group sessions. It has 3 private desk areas where service users can use laptops, a main meeting table with a smart board for presentations and a lovely window seat area for meetings, private study and reading.

##### Good Memories Fund

The Good Memories Fund enables our staff to create positive memories for Service users who are staying at Contact. This year the service users enjoyed several trips our including a trip to the Christmas Markets in Manchester city centre. This was a brilliant bonding experience for the service users who got to spend quality time with each other and build positive relationships with the staff. Service users were also able to go out for meals, go bowling and to a funfair thanks to this funding. During the year 23-24 this fund also paid for 3 birthday celebrations and Christmas gifts for all residents.

##### Move On Fund

The Move-On Fund supports residents as they move on from Contact. This funding enables us to ensure that they are set up to succeed when they leave and have all they need to live independently. The need for this funding will differ from girl to girl, depending on need. In 2023-24 four of our service users benefited from the move on fund to ensure their new accommodation was up to standard and felt homely. This included complete redecoration of a flat with new furniture and kitchen essentials being purchased.

##### Hardship Fund

The Hardship Fund covers the costs of essential travel, clothing, equipment for education, emergency food parcels, phone credit, period products and prescriptions. In addition to this the Hardship Fund provides money for replacement birth certificates and passports. This provides the young women we support with all the documentation required to begin their independent lives. By having this fund available Contact can continue to relieve poverty and avoid young people borrowing from unregulated lenders. In the year ending March 2024 Contact made 73 payments from the Hardship Fund.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2024

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#### ACHIEVEMENTS AND PERFORMANCE (Continued)

	2023/2024	2022/2023	2021/2022	2020/2021
Number of young women referred	63	68	38	46
Number of young women accommodated	22	17	13	15
Occupancy	78%*	84%	81%	85%
Average length of stay in months	5	4.1	8.1	4.69
Average age in years	18.2	17.2	17.6	16.8

\*Please note the reduced occupancy rate in 23/24 is due to us having to keep bedrooms vacant to decorate the bedroom and complete building work in the learning hub.

The older average age is due to use opening a second bedroom in the bungalow and changing our criteria to only accepting 18 year olds whom have been through the care system.

Additional statistics indicate that of our 22 young women accommodated, 25% are part of LGBTQIA+ community, and 55% from ethnic minorities. The board have recognised this and adapted their recruitment process to try to attract board members that are more representative of the young women we accommodate.

#### **The support we give**

Our experienced support staff offer personalised one to one intervention, including employment and education support, advice and guidance, referrals to specialised support agencies and create personal development plans outlining their future goals and aspirations. We are passionate about delivering early intervention and a wraparound service of support to ensure the service users at Contact have the best possible chance to succeed. They will be supported to learn independent living skills, life skills, budgeting and managing money and through the transition into independence.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2024

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#### ACHIEVEMENTS AND PERFORMANCE (Continued)

##### Success story

Tina \* came to Contact in May 2023 as a care leaver. Tina had been in a local authority placement but was required to leave upon turning 18. Her childhood was deeply traumatic, marked by numerous placements due to her challenging behaviour, alongside struggles with her mental health, having been diagnosed with Autism and ADHD. Tina arrived at Contact feeling guarded and confrontational, insisting on controlling every situation, from room checks to support sessions. Years of being let down by adults in her life had left her with no trust for professionals.

Initially, building trust with Tina was a slow and difficult process. She refused to engage, missed appointments, broke simple project rules and often pushed boundaries. Demonstrating multiple attempts to self-sabotage—patterns she had learned from being repeatedly moved on after challenging behaviour. However, with patience, empathy and consistent reassurance that we wouldn't abandon her, Tina began to thrive.

Over time, she started to engage with staff, participate in group activities and enjoy creative outlets like arts, crafts and poetry. She also enrolled in education and with our help, received grants for new clothes and other essentials. When it came time to secure housing, we advocated for her as a care leaver, ensuring she received priority status. Once she was allocated a flat, we helped her make it a home by funding decorations, carpets, furniture and assisting with setting up utilities and addresses.

When Tina left Contact in March 2024, she was emotional and expressed her gratitude with a heartfelt poem. She told us she would always cherish her happy memories here and thanked us for the unwavering support that had made such a difference in her life.

\*Name changed for confidentiality.

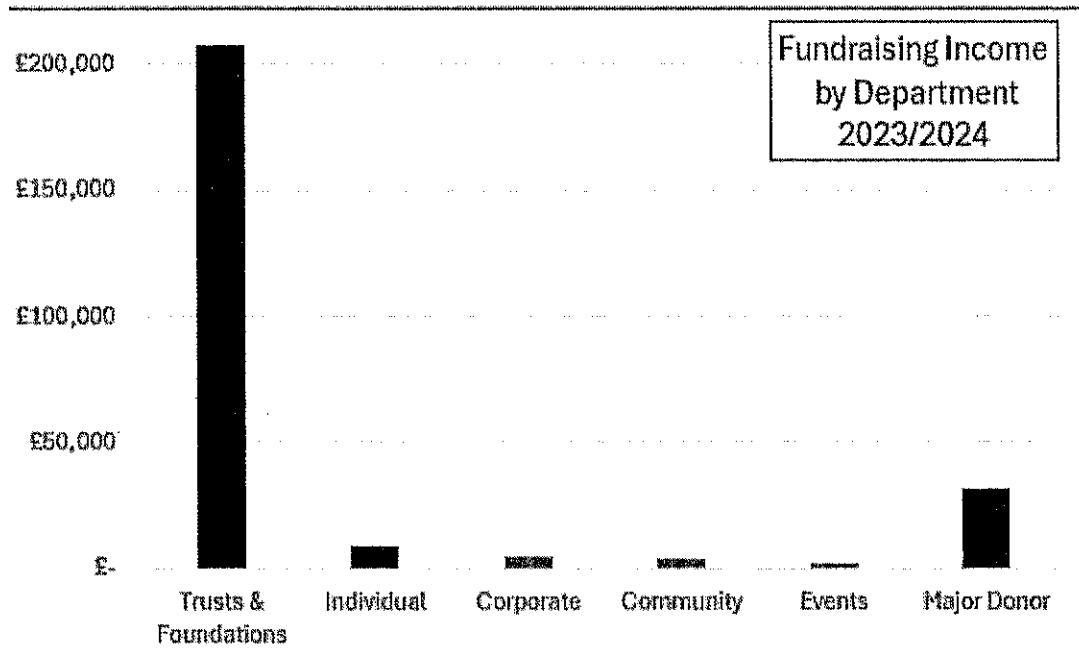
##### Fundraising

	2023-24	Percentage of total fundraising income
Trusts & Foundations	£ 207,720	80.2%
Individual	£ 8,982	3.5%
Corporate	£ 4,672	1.8%
Community	£ 3,874	1.5%
Events	£ 2,077	0.8%
Major Donor	£ 31,560	12.2%
Total	£ 258,885	100%

**CONTACT**

**REPORT OF THE TRUSTEES (CONTINUED)  
FOR THE YEAR ENDED 31ST MARCH 2024**

**Fundraising (continued)**



Our fundraising income for 2023-24 was £258,885, this was an increase from the previous year when our fundraising income was £172,282. In 2023, we recruited a new fundraiser who remained in post throughout the year and implemented a new system for managing donations and our grant application process. This resulted in renewing a number of lapsed relationships with funders and securing significant Core Cost/Staff Salary funding.

Trust & Foundations income remains the highest source of fundraising for the year, equivalent to 80.2% of our total fundraising income. Our second highest income department (12.2% of overall fundraised income) in 23-24 was Major Donors and reflects a £31,560 donation from Michael Josephson, which has been restricted to our Hall, Stairs & Landing Project, which will take place in 2025.

Whilst Trust & Foundations remain the main source of our fundraising income, we recognise the importance of diversifying our income streams due to the changing funding climate and increased competition for grants. In 2023 we began a programme of increasing community engagement and developing our individual giving programme. The bar chart shows the income for each department over the financial year.

**FUTURE PLANS**

No changes to the charity's operations are anticipated in the foreseeable future.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2024

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#### FINANCIAL REVIEW

Total incoming resources for the year ended 31<sup>st</sup> March 2024 increased to £377,014 (2023: £284,912). The trustees are extremely grateful for all donations made to the charity.

Total expenditure in the year also increased from the prior year to £304,874 (2023: £296,214).

In the year ended 31<sup>st</sup> March 2024 the charity realised a surplus of £72,140 (2023: deficit of £11,302). The surplus has arisen partly from income restricted to future year projects: Hall, Stairs and Landing £31,560 and the Learning Hub £6,000. Total expenditure on fixed assets in the year was £86,977.

The trustees are pleased with the surplus this year which has allowed it to reinvest in its facilities, but nonetheless are not complacent in looking for additional funding. The charity is dependent on donations and the trustees appreciate that such an income stream can be erratic from one year to another. Voluntary grants and donations accounted for 69% of the charity's income in the year, up from 60% in the preceding year.

The charity is in a healthy financial position to continue to help young women in the future.

#### **Reserves policy**

The Trustees have reviewed Contact's need for reserves in line with guidance issued by the Charity Commission. Contact holds reserves in order to ensure continuity in the event of a large variation of income such as a fall in donations or our inability to secure sufficient grants. This is important due to the general uncertainty around government spending plans and the unpredictability around the availability of suitable grant funding at any given time. We must have sufficient money to meet our contractual liabilities and safeguard both our service users and our employees, together with sufficient funds for emergencies that may arise to cover major repairs to our large, old, three-storey building.

The Trustees have therefore determined that distributable reserves shall be maintained at a level of between 4 and 8 months of budgeted expenditure, plus £10,000 for emergency repairs. This means that the reserve range required is between £108,500 to £197,000. This range allows the Trustees to remain confident that Contact remains a going concern whilst still continuing to apply for short and longer-term funding from a variety of sources. At 31 March 2024 Contact held within unrestricted distributable reserves approximately £179,000. This amount is within our reserve range, and not deemed to be excessive.

Additionally, Contact has a significant tangible fixed asset in the Freehold Property, and this increases the Trustees confidence in the future viability of Contact. Whilst this is not a readily distributable asset, it would release significant distributable reserves in the event that Contact ceases to trade.

#### **Designated Funds**

We had designated £60,000 of our unrestricted reserves to fund future developments. This year £46,041 was used to fund the development of the bungalow. We have kept the remaining £13,959 as designated to update the main residence.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2024

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#### STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity 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 accounting standards have been followed, subject to any departures disclosed and explained in the financial statements; and
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the accounts comply with the Charities Act 2011; the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. 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.

#### Charity requirements

This report has been prepared in accordance with requirements set down by the Charities SORP (FRS 102).

The trustees' annual report was approved on the 21<sup>st</sup> of November 2024 and signed on behalf of the board of trustees by:



Laura Redhead  
*Chair*

## INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CONTACT

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I report to the trustees on my examination of the accounts of the Charity for the year ended 31st March 2024, which are set out on pages 11 to 22.

### Responsibilities and Basis of Report

As the trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the trustees' accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

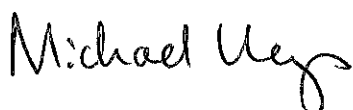
### Independent Examiner's Statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of the Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

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

- accounting records were not kept in respect of the Charity as required by section 130 of the 2011 Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



Michael Heys FCCA ACA  
Association of Chartered Certified Accountants  
Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY

Dated the 21<sup>st</sup> of November 2024

## CONTACT

### STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 £	2023 £
<b>Income from:</b>					
Donations	2	161,694	97,191	258,885	172,282
Charitable activities	3	118,121	-	118,121	112,625
Investment income	4	8	-	8	5
<b>Total incoming resources</b>		<b>279,823</b>	<b>97,191</b>	<b>377,014</b>	<b>284,912</b>
<b>Expenditure on:</b>					
Charitable activities	6	239,224	65,650	304,874	296,214
<b>Total expenditure</b>		<b>239,224</b>	<b>65,650</b>	<b>304,874</b>	<b>296,214</b>
<b>Net incoming/(outgoing) resources before other recognised gains/(losses)</b>		<b>40,599</b>	<b>31,541</b>	<b>72,140</b>	<b>(11,302)</b>
Transfers between funds	15	40,000	(40,000)	-	-
<b>Net movement in funds</b>		<b>80,599</b>	<b>(8,459)</b>	<b>72,140</b>	<b>(11,302)</b>
<b>Total funds brought forward</b>		<b>667,173</b>	<b>104,367</b>	<b>771,540</b>	<b>782,842</b>
<b>Total funds carried forward</b>	15	<b>747,772</b>	<b>95,908</b>	<b>843,680</b>	<b>771,540</b>

All transactions relate to continuing operations.

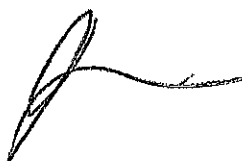
There are no other recognised gains or losses for the year other than in the Statement of Financial Activities.

## CONTACT

### STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 31ST MARCH 2024

	Notes	2024		2023	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	12		554,503		487,048
<b>Current assets</b>					
Debtors	13	6,376		7,329	
Cash at bank and in hand		<u>286,478</u>		<u>282,762</u>	
		292,854		290,091	
<b>Current liabilities</b>					
Creditors: Amounts falling due within one year	14	<u>3,677</u>		<u>5,599</u>	
<b>Current assets less current liabilities</b>			<u>289,177</u>		<u>284,492</u>
<b>Net assets</b>			<u>843,680</u>		<u>771,540</u>
<b>Funds</b>					
Restricted	15		95,908		104,367
Unrestricted	15		<u>747,772</u>		<u>667,173</u>
			<u>843,680</u>		<u>771,540</u>

These financial statements were approved by the Board of Trustees on the 21<sup>st</sup> of November 2024 and signed on its behalf by:



Laura Redhead  
Chair

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2024

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#### 1. ACCOUNTING POLICIES

##### **Statutory information**

Contact is a charitable incorporated organisation (CIO) registered with the Charity Commission in England. The registered charity number, company registration number and address can be found in the Report of the Trustees on page 1.

##### **Basis of preparation**

The 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 United Kingdom and Republic of Ireland (FRS 102) issued on 16<sup>th</sup> July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and United Kingdom Generally Accepted Practice as it applies from 1<sup>st</sup> January 2015.

Contact 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 note(s).

##### **Cash flow**

The charity is exempt from the requirement to prepare a cash flow statement as it qualifies as a small entity.

##### **Incoming resources**

All incoming resources are included on the Statement of Financial Activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably;
- Legacy income is recognised when receipt is probable and entitlement is established;
- Income from donated goods is measured at the fair value of the goods unless this is impracticable to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers;
- Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

## CONTACT

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

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#### 1. ACCOUNTING POLICIES (Continued)

##### Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- Expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods;
- Expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities;
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

##### Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are funds subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

##### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

## CONTACT

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

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#### 1. ACCOUNTING POLICIES (Continued)

##### Depreciation

Depreciation is provided at the following rates in order to write off each asset over its estimated useful life:

Freehold Property	2% on cost
Fixtures and fittings	25% reducing balance
Computer equipment	33% on cost

##### Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

##### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

##### Taxation

The company is a registered charity and is therefore exempt from Income Tax and Corporation Tax under the provisions of Section 505(1) of the Income and Corporation Taxes Act 1988.

**CONTACT**

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

**2. INCOME FROM DONATIONS**

	Unrestricted funds £	Restricted funds £	2024 £	2023 £
29 <sup>th</sup> May 1961	3,000	-	-	-
Albert Hunt Trust	7,000	-	7,000	-
Alchemy Foundation	1,000	-	1,000	-
Arnold Clarke	-	-	-	1,000
Austin & Hope Pilkington Trust	1,000	-	1,000	-
B & Q Foundation	-	-	-	5,000
Barnabas Charitable Trust	2,000	-	2,000	-
Betty Messenger Trust	-	-	-	25,000
Broome Family Charitable Trust	15,000	-	15,000	15,000
CO-OP Community Fund	3,338	-	3,338	-
Cost of Living Grant	-	-	-	5,000
Desmond Foundation	2,000	-	2,000	-
Edward Holt Trust	-	-	-	20,000
Funder Birds	5,000	-	5,000	5,000
Garfield Weston Foundation	20,000	-	20,000	-
Grayce	4,372	-	4,372	-
Gift Aid	(983)	-	(983)	-
Grocers Charity	-	5,000	5,000	-
Hedley Grant	-	-	-	1,000
High Lee House	1,000	-	1,000	-
Royal Sun Alliance	-	-	-	1,540
Houghton Dunn Charitable Trust	5,000	-	5,000	-
Joseph Cox Charity	20,000	-	20,000	20,000
KFC Foundation	2,500	-	2,500	-
Landsec Grant	1,000	-	1,000	-
Leeds Building Society	-	1,000	1,000	-
Lord Barnby Foundation	-	3,000	3,000	-
National Lottery Cost of living fund	-	39,696	39,696	19,136
Manchester Relief in need	5,000	-	5,000	-
MCR Girls	-	5,000	5,000	5,000
Manc Airport Group	-	1,925	1,925	-
MDMS	2,000	-	2,000	-
Screwfix foundation	-	-	-	5,000
STJP	-	-	-	2,500
SWMCC M Murphy	-	-	-	2,000
Sir Jules Thornton	-	2,500	2,500	-
Stagecoach	1,000	-	1,000	-
Steinburg Family	2,500	-	2,500	-
The Charity Service	3,000	-	3,000	-
<b>Carried forward</b>	<u>105,727</u>	<u>58,121</u>	<u>163,847</u>	<u>132,176</u>

**CONTACT**

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

**2. INCOME FROM DONATIONS (Continued)**

	Unrestricted Funds £	Restricted funds £	2024 £	2023 £
<b>Brought forward</b>	105,727	58,121	163,847	132,176
The Eric Wright Charitable Trust	2,500	-	2,500	-
The Michael Josephson Ball	-	31,560	31,560	-
General donations	17,467	2,510	19,977	17,106
W.O Street	-	5,000	5,000	-
Xspand	-	-	-	3,000
Zochonis Trust	36,000	-	36,000	20,000
	<u>161,694</u>	<u>97,191</u>	<u>258,885</u>	<u>172,282</u>

**3. INCOME FROM CHARITABLE ACTIVITIES**

	Unrestricted Funds £	Restricted funds £	2024 £	2023 £
Housing benefit	62,465	-	62,465	52,064
Housing related support	50,004	-	50,004	58,338
Rental income	5,652	-	5,652	2,223
	<u>118,121</u>	<u>-</u>	<u>118,121</u>	<u>112,625</u>

**4. INCOME FROM INVESTMENTS**

	Unrestricted funds £	Restricted funds £	2024 £	2023 £
Bank interest	8	-	8	5
	<u>8</u>	<u>-</u>	<u>8</u>	<u>6</u>

## CONTACT

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

#### 5. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted funds £	Restricted funds £	2024 £	2023 £
Fundraising	2,291	-	2,291	1,075
Resident's expenses	4,056	9,477	13,533	11,540
Staff salaries (see note 9)	163,118	55,196	218,314	205,839
Rates and water	1,571	-	1,571	1,785
Light and heat	9,081	-	9,081	8,494
Repairs and maintenance	8,673	977	9,650	11,708
Insurance	7,601	-	7,601	7,441
Telephone	1,321	-	1,321	1,975
Postage, printing and stationery	1,485	-	1,485	867
Advertising and recruitment	2,496	-	2,496	-
IT costs	5,772	-	5,772	6,283
Accountancy and payroll processing fees	2,370	-	2,370	2,354
Legal and professional fees	4,477	-	4,477	4,838
Sundry expenses	3,274	-	3,274	8,772
Subscriptions	1,554	-	1,554	2,626
Finance costs	562	-	562	202
Depreciation	19,522	-	19,522	20,415
	<b>239,224</b>	<b>65,650</b>	<b>304,874</b>	<b>296,214</b>

#### 6. NET INCOME

Net income is stated after charging:

	2024 £	2023 £
Depreciation of tangible fixed assets	<u>19,522</u>	<u>20,415</u>

## CONTACT

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

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#### 7. INDEPENDENT EXAMINATION FEES

	2024	2023
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	360	360
Other services	<u>2,010</u>	<u>1,994</u>

#### 8. STAFF COSTS

The total staff costs and employee benefits for the reporting period are as follows:

	2024	2023
	£	£
Wages and salaries	201,083	189,410
Social security costs	13,037	12,315
Employer pension contributions	4,194	4,114
	<u>218,314</u>	<u>205,839</u>

The average number of employees during the year is analysed as follows:

	2024	2023
	No	No
Number of staff	<u>8</u>	<u>8</u>

No employees were individually paid more than £60,000 during the current or previous year.

#### 9. TRUSTEE REMUNERATION AND EXPENSES

No trustees or persons related or connected by business to them received remuneration or other benefits from the charity during the current or previous year.

## CONTACT

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

#### 10. COMPARITIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	2023 £
<b>Income from:</b>			
Donations	87,146	85,136	172,282
Charitable activities	112,625	-	112,625
Investment income	5	-	5
Other income	-	-	-
<b>Total incoming resources</b>	<u>199,776</u>	<u>85,136</u>	<u>284,912</u>
<b>Expenditure on:</b>			
Charitable activities	261,643	34,571	296,214
<b>Total expenditure</b>	<u>261,643</u>	<u>35,571</u>	<u>296,214</u>
<b>Net (outgoing)/incoming resources before other recognised gains/(losses)</b>	(61,867)	50,565	(11,302)
Transfers between funds	9,180	(9,180)	-
<b>Net movement in funds</b>	(52,687)	41,385	(11,302)
<b>Total funds brought forward</b>	<u>719,860</u>	<u>62,982</u>	<u>782,842</u>
<b>Total funds carried forward</b>	<u>667,173</u>	<u>104,367</u>	<u>771,540</u>

#### 11. TANGIBLE FIXED ASSETS

	Freehold property £	Fixture and fittings £	Computer equipment £	Total £
<b>Cost:</b>				
At 1 <sup>st</sup> April 2023	524,571	98,404	7,589	630,564
Additions	83,951	3,026	-	86,977
As at 31 <sup>st</sup> March 2024	<u>608,522</u>	<u>99,855</u>	<u>7,589</u>	<u>717,541</u>
<b>Depreciation:</b>				
At 1 <sup>st</sup> April 2023	62,591	75,224	5,701	143,516
Charge for the year	11,749	6,331	1,442	19,522
At 31 <sup>st</sup> March 2024	<u>74,340</u>	<u>81,555</u>	<u>7,143</u>	<u>163,038</u>
<b>Net book value:</b>				
At 31 <sup>st</sup> March 2024	<u>534,182</u>	<u>19,875</u>	<u>446</u>	<u>554,503</u>
At 31 <sup>st</sup> March 2023	<u>461,980</u>	<u>23,180</u>	<u>1,888</u>	<u>487,048</u>

CONTACT

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

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Other debtors	1,891	2,874
Prepayments	4,485	4,455
	<u>6,376</u>	<u>7,329</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade creditors	-	1,991
Accruals	2,910	3,608
Other creditors	767	-
	<u>3,677</u>	<u>5,599</u>

14. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
<b>Unrestricted funds</b>				
<i>Designated:</i>				
Capital Fund	487,048	(19,522)	85,402	552,928
Enhanced Services Future Development Fund	60,000	-	(46,041)	13,959
<i>Undesignated:</i>				
General Distributable Fund	120,125	60,121	639	180,885
	<u>667,173</u>	<u>40,599</u>	<u>40,000</u>	<u>747,772</u>
<b>Restricted funds</b>				
Good Memories	8,194	(2,829)	-	5,365
Hardship	14,908	(1,820)	-	13,088
Move On	48,567	(393)	(40,000)	8,174
Bedroom	11,698	(977)	-	10,721
Hall, Stairs and Landing	-	31,560	-	31,560
Learning Hub	21,000	6,000	-	27,000
Core Costs	-	-	-	-
	<u>104,367</u>	<u>31,541</u>	<u>(40,000)</u>	<u>95,908</u>
<b>Total</b>	<u>771,540</u>	<u>72,140</u>	<u>-</u>	<u>843,680</u>

CONTACT

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

14. MOVEMENT IN FUNDS(Continued)

	Incoming Resources	Resources Expended	Movement in Funds
	£	£	£
<b>Unrestricted funds</b>			
<i>Designated:</i>			
Capital Fund	-	(19,522)	(19,522)
Enhanced Services Future Development Fund	-	-	-
<i>Undesignated:</i>			
General Distributable Fund	279,823	(219,702)	60,121
	<b>279,823</b>	<b>(239,224)</b>	<b>40,599</b>
<b>Restricted funds</b>			
Good Memories	-	(2,829)	(2,829)
Hardship	10	(1,830)	(1,820)
Move On	4,425	(4,818)	(393)
Bedroom	-	(977)	(977)
Hall, Stairs and Landing	31,560	-	31,560
Learning Hub	6,000	-	6,000
Core Costs	55,196	(55,196)	-
	<b>97,191</b>	<b>(65,650)</b>	<b>31,541</b>
<b>Total funds</b>	<b>377,014</b>	<b>(304,874)</b>	<b>72,140</b>

The General Distributable Fund represents surplus donations and other incoming resources receivable in excess of outgoing resources payable and available for use by the trustees in accordance with the charitable objects.

Other funds within unrestricted funds are designated funds earmarked by the trustees for particular future projects or commitments. More details of each designated fund can be found in the trustees' report.

The Capital Fund is the value of the charity's funds that are held as fixed assets, and therefore do not form part of the charity's distributable reserves. As at 31 March 2023, this fund represented the depreciated value of the freehold property transferred to it following the conversion of the unincorporated charity to a CIO. In the year to 31 March 2024, the fund value has increased to represent the net book value of all tangible fixed assets held.

**CONTACT**

England & Wales - Charity number 1178557

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# Accounts

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**Company Registration Number: CE014235**  
**Charity No: 1178557**

**REPORT OF THE TRUSTEES AND  
UNAUDITED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2023  
FOR  
CONTACT**

Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY



## CONTACT

### CONTENTS OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

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## **CONTACT**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2023**

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The trustees present their annual report and the unaudited financial statements of the charity for the year ended 31<sup>st</sup> March 2023.

The financial statements comply with the Charities Act 2011 and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) (effective 1<sup>st</sup> January 2015) – (Charities SORP (FRS 102)).

## **LEGAL AND ADMINISTRATIVE DETAILS**

### **Registered charity number**

1178557

### **Registered address**

339 Wilbraham Road  
Whalley Range  
Manchester  
M16 8GL

### **Trustees and key management personnel**

The trustees who served during the year and appointments since the end of the year were as follows:

Andrew Farrell  
Joanne Doran  
Susanne Flinn  
Laura Redhead  
Kay Smith  
Susan Taylor  
Megan Walden-Jones - Appointed 28<sup>th</sup> July 2022

### **Independent Examiner**

Michael Heys FCCA ACA  
Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY



## **CONTACT**

### **REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023**

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## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Organisational status**

Contact was registered as a charitable incorporated organisation (CIO) on 30<sup>th</sup> May 2018 under the provisions of the Charities Act (Charity number: 1178557).

### **Structure, governance and management**

The trust provides for a minimum of three and a maximum of twelve trustees. Were there a requirement for new trustees, these would be identified and appointed by the remaining trustees. The chair of trustees is responsible for the induction of any new trustee which involves awareness of a trustee's responsibilities, the governing document, administrative procedures and the history and philosophical approach of the charity. A new trustee would receive copies of the previous year's annual report.

### **Risk management**

The trustees have examined the major strategic, business and operational risks which the charity faces and confirm that systems have been established to ensure that regular reports are produced and that necessary steps can be taken to address any issues arising.

## **OBJECTIVES AND ACTIVITIES**

### **Our Mission**

Contact offers more than just a place to stay. Contact aims to provide a home that is safe and secure and staffed twenty-four hours a day for vulnerable young women aged 16-19 in the Manchester area. The ethos of Contact is very simple; to provide each young person "what any good parent would do". The hostel offers support and help to move on to a better and happier future. Contact offers seven residential places in the main house and one place in an adjacent bungalow on the same site. It also provides an informal outreach service for the young women who have moved into more secure accommodation. All placements at Contact are regarded as short term.

### **Public benefit**

In setting out the charity's objectives and planning of activities the trustees have given careful consideration to the Charity Commission's general guidance and section 17(5) of the Charities Act 2011. The trustees are confident that the charity offers services of real and practical use to the local population and therefore complies with the responsibility placed on all charities under the Charities Act 2011 to demonstrate a public benefit.

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## **CONTACT**

### **REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023**

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#### **CHAIR'S REPORT**

I am pleased to present our Annual Report for the financial year ending 31 March 2023.

Over the last twelve months, the board and Contact colleagues have delivered some large-scale projects and changes, which will ultimately continue to improve the lives of the young women it serves in the community.

We have a new celebrity patron on board – the highly acclaimed actress Siobhan Finneran, who has visited Contact and is using her status to champion and promote the work we do. She is a welcome addition to spreading the message about the care and service we provide.

Comms and social media continue to attract attention from benefactors as well as from one-off donations and we have received many gifts over the past year including toiletries, personal hygiene goods, laptops and furniture. Thank you to those companies who have kindly offered products and cash.

We were also pleased to welcome new Trustee, architect Megan Walden-Jones. Her professional advice and support with several refurbishment projects have been very much appreciated.

We have an exciting 12 months ahead in terms of further development on the building including the completion of our learning hub and the restoration of the hall, stairs and landing. Here's to a very bright 2024.

#### **ACHIEVEMENTS AND PERFORMANCE**

The board has several sub-committees. One of the key committees has been to bring the bungalow project to fruition. The bungalow will be fully completed in the following financial year to offer move on accommodation to 2 girls.

Another main focus this year has been to introduce a more detailed finance and fundraising plan. Whilst this is still underway we are making progress in agreeing a plan that the whole team can support and work towards. This is vital to ensure our fundraising strategy is robust.

#### **Who we support**

Since being founded in 1970 Contact has provided a safe home and support to over 800 young women. Although Contact continually modifies its service offering to meet the ever-changing needs of young people, the nature and the ethos of Contact remains consistent with those set by its founder Brigid Murphy 52 years ago. Contact provides "what any good parent would wish to" to vulnerable young women aged 16-19. The young women who access Contact are considered homeless with no suitable housing to live where they can be kept safe and free from harm. Many of the girls will arrive with little or no belongings, with no family or support system.

The young women supported by Contact come from a range of backgrounds with many having experienced parental breakdown, physical and emotional abuse, sexual exploitation, oppressive family regimes, forced marriage and involvement in gangs. Without exception all carry the wounds of rejection, trauma and loss of childhood. Many of the young women accommodated by Contact were raised in poverty in some of the most socially deprived areas of Greater Manchester.

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## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023

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#### ACHIEVEMENTS AND PERFORMANCE (Continued)

##### Young women accommodated

In the year ending March 2023 Contact received 68 referrals from The Gateway which is a centralised referral system hosted by Centre Point in central Manchester. Of those 68 referrals, Contact was able to accommodate 17 young women. This shows that Contact's service is still very much needed in Greater Manchester.

	2022/2023	2021/2022	2020/2021
<b>Number of young women referred</b>	68	38	46
<b>Number of young women accommodated</b>	17	13	15
<b>Occupancy</b>	84%	81%	85%
<b>Average length of stay in months</b>	4.1	8.1	4.69
<b>Average age in years</b>	17.2	17.6	16.8

Additional statistics indicate that of our 17 young women accommodated, 41% are part of LGBTQIA+ community, and 58% from ethnic minorities.

##### The support we give

Our experienced support staff offer personalised one to one intervention including employment and education support, advice and guidance, referrals to specialised support agencies and create personal development plans outlining their future goals and aspirations. We are passionate about delivering early intervention and a wraparound service of support to ensure the girls at Contact have the best possible chance to succeed. They will be supported to learn independent living skills, life skills, budgeting and managing money and through the transition into independence.

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## **CONTACT**

### **REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023**

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#### **ACHIEVEMENTS AND PERFORMANCE (Continued)**

##### **Success story**

Yin Ran was born in China but was left with grandparents when her parents came to England to try and start a better life. Her parents separated once in England. Her mother remarried and had another child. The mother sent for Yin Ran in 2014. It became apparent to her that her mother had only brought her to England to be a live in babysitter and very much favoured the other child. The relationship broke down and Yin Ran was asked to leave.

Yin Ran then became homeless age 17. She was referred here and another service. When she was interviewed at the other service, Yin ran stated that she planned to go to Switzerland Dignitas when she turned 18 because she no longer wanted to be alive. This was flagged and she was refused from that service due to mental health needs.

We accepted Yin Ran and started to work with her. She was very solemn, lacking confidence and self-esteem when she first moved in. Her key worker began support work. She needed some time where she felt listened to. We helped her enrol in education and find part time work.

Celebrating her 18<sup>th</sup> birthday was a special moment for Yin Ran. No one had celebrated her birthday with her before and she became so emotional. She had never had a birthday cake or presents before. She said that it was a moment she would never forget.

She lived here for 9 months over that time we supported her to flourish and progress. Her confidence and self-esteem improved. She began to socialise within her own culture and made new friends. Over the 9 months we watched Yin Ran change from being sad and pessimistic to a happy, confident, positive young lady. She began to think about the future and making plans to become a psychologist so she could help other young people who have been through similar experiences.

Her independence skills developed really well and she outgrew the service. She chose to go into a private house share with friends and we supported her with this. Buying her a move on package for her new home that included; Bedding, crockery, pots and pans, towels, utensils etc.

Yin Ran was very sad the day she was leaving as she enjoyed her time at contact so much. She still keeps in touch and is doing really well.

**Andy Farrell**  
**Chair of the Board of Trustees**



## **CONTACT**

### **REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023**

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#### **ACHIEVEMENTS AND PERFORMANCE (Continued)**

##### **Because of you**

In the year ending 31<sup>st</sup> March 2023 over 60% (2022: over 52%) of the income Contact received came from charitable donations. Without the loyal and outstanding generosity of our benefactors Contact would not have been able to provide our vital service during this difficult period. This generosity enables Contact to maintain our high level of service and to be staffed to the required levels to achieve this.

Our benefactors enable us to have funds readily available to meet the immediate needs of those we support, to start to combat the poverty and deprivation that has oppressed their early years and develop the skills they need to thrive in the future.

##### **Moving On Fund**

Contact continued to support young women to move on to more independent living. Moving on can be a traumatic transition in any young person's life but it is greater when there is absence of support which, under normal circumstances, a young person would expect to receive from parents or other family members.

##### **Hardship Fund**

The Hardship Fund covers the costs of essential travel, clothing, equipment for education, emergency food parcels, phone credit, sanitary products and prescriptions. In addition to this the Hardship Fund provides money for replacement birth certificates and passports. This provides the young women we support with all the documentation required to begin their independent lives. By having this fund available Contact can continue to relieve poverty and avoid young people borrowing from unregulated lenders. In the year ending March 2023 Contact made 27 payments from the Hardship Fund.

#### **FUTURE PLANS**

##### **Brigid's Bungalow**

Contact received 68 referrals from The Gateway in year ending 31<sup>st</sup> March 2023, of which we supported 17 young women. The service we provide is still very much needed within the Greater Manchester community. With this in mind we continue to plan for our future. We are planning an expansion of Brigid's Bungalow so that we may offer our services to more young women in need. Suitable rental accommodation is in decline and the average length of stay at Contact is increasing. In addition to this we have a commitment to not disrupt young people at vital stages in education, close to university entry or vocational training. This commitment enables us to support young people through the vulnerable period of transition to further independence.

Currently we house 7 young women in the main house and 1 in an adjacent independent living bungalow, where service users learn to live independently day to day, taking full responsibility for themselves, safe in the knowledge that our Support Workers are close at hand. The bungalow is in need of repair and renovation, coupled with the increased need for Move On accommodation we intend to develop the bungalow into two single person dwellings. This exciting opportunity enables more young women to successfully live independently when they eventually move on from Contact.

Plans for the bungalow were submitted and approved by the board of trustees and quotations obtained to move to the build phase of the project. Brigid's Bungalow was completed after the year end in July 2023.



## **CONTACT**

### **REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023**

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#### **FUTURE PLANS (Continued...)**

##### **Positive Futures**

Contacts' Positive Futures project will provide the young women we support with the tools to live happier, healthier and more fulfilled lives. Funding will be utilised to deliver workshops and training that will enable the young women to develop into adulthood including independent living skills, vocational learning, budgeting and money management, wellbeing support and personalised learning.

Through consultation with beneficiaries, we have found that access to mental health support, tackling loneliness and isolation, support with learning and development are in significant need. They also require support in managing their home and personal lives, budgeting and basic core skills including Maths, English and Communication Skills. As the young women come from a variety of different backgrounds and cultures they may require additional support to help them transition. With this information we have planned our Positive Futures project. At Contact we have a communal space that is in need of repair and refurbishment. We intend to turn this space into a learning hub that the young women can utilise to continue with their development. The space will offer a calm and relaxing atmosphere where they can complete homework, apply for jobs and training opportunities and take part in one-to-one learning sessions with their support worker. The space will also be utilised for mental health and wellbeing support and workshops.

#### **FINANCIAL REVIEW**

Total incoming resources for the year ended 31<sup>st</sup> March 2023 increased to £284,912 (2022: £228,930). The trustees are extremely grateful for all donations made to the charity.

Total expenditure in the year also increased from the prior year to £296,214 (2022: £253,153).

In the year ended 31<sup>st</sup> March 2023 the charity realised a deficit of £11,302 (2022: deficit of £24,223).

The trustees are pleased with the reduction of the deficit on normal operations but nonetheless are not complacent in looking for additional funding. The charity is dependent on donations and the trustees appreciate that such an income stream can be erratic from one year to another.

The charity is in a healthy financial position to continue to help young women in the future.



## **CONTACT**

### **REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023**

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#### **FINANCIAL REVIEW (Continued...)**

##### **Reserves policy**

The Trustees have reviewed Contact's need for reserves in line with guidance issued by the Charity Commission. Contact holds reserves in order to ensure continuity in the event of a large variation of income such as a fall in donations or our inability to secure sufficient grants. This is important due to the general uncertainty around government spending plans and the unpredictability around the availability of suitable grant funding at any given time. We must have sufficient money to meet our contractual liabilities and safeguard both our service users and our employees, together with sufficient funds for emergencies that may arise to cover major repairs to our large, old, three-storey building.

The Trustees have therefore determined that distributable reserves shall be maintained at a level of between 4 and 8 months of budgeted expenditure, plus £10,000 for emergency repairs. This means that the reserve range required is between £98,000 to £186,000. This range allows the Trustees to remain confident that Contact remains a going concern whilst still continuing to apply for short and longer-term funding from a variety of sources. At 31 March 2023 Contact held within unrestricted distributable reserves approximately £120,000. This amount is within our reserve range, and not deemed to be excessive.

Additionally, Contact has a significant tangible fixed asset in the Freehold Property, and this increases the Trustees confidence in the future viability of Contact. Whilst this is not a readily distributable asset, it would release significant distributable reserves in the event that Contact ceases to trade.

##### **Designated Funds**

We have designated some of our unrestricted reserves to fund future developments. Our proposed plan for this designated fund of £60,000 is set out below:

Enhanced Services Future Development Fund: £60,000

This capital expenditure is earmarked to help develop the service Contact offers to adapt our buildings to provide more 'independent' move on accommodation. The key focus for 2023 is the development of the bungalow within the grounds of the existing house to create additional accommodation.

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## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023

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#### STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity 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 accounting standards have been followed, subject to any departures disclosed and explained in the financial statements; and
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the accounts comply with the Charities Act 2011; the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. 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.

#### Charity requirements

This report has been prepared in accordance with requirements set down by the Charities SORP (FRS 102).

The trustees' annual report was approved on ...30/11/..... 2023 and signed on behalf of the board of trustees by:



A Farrell  
Chair

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## CONTACT

### STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 £	2022 £
<b>Income from:</b>					
Donations	2	87,146	85,136	172,282	119,842
Charitable activities	3	112,625	-	112,625	109,080
Investment income	4	5	-	5	6
Other income	5	-	-	-	2
<b>Total incoming resources</b>		<b>199,776</b>	<b>85,136</b>	<b>284,912</b>	<b>228,930</b>
<b>Expenditure on:</b>					
Charitable activities	6	261,643	34,571	296,214	253,153
<b>Total expenditure</b>		<b>261,643</b>	<b>35,571</b>	<b>296,214</b>	<b>253,153</b>
<b>Net (outgoing)/incoming resources before other recognised gains/(losses)</b>		<b>(61,867)</b>	<b>50,565</b>	<b>(11,302)</b>	<b>(24,223)</b>
Transfers between funds	15	9,180	(9,180)	-	-
<b>Net movement in funds</b>		<b>(52,687)</b>	<b>41,385</b>	<b>(11,302)</b>	<b>(24,223)</b>
<b>Total funds brought forward</b>		<b>719,860</b>	<b>62,982</b>	<b>782,842</b>	<b>807,065</b>
<b>Total funds carried forward</b>	15	<b>667,173</b>	<b>104,367</b>	<b>771,540</b>	<b>782,842</b>

All transactions relate to continuing operations.

There are no other recognised gains or losses for the year other than in the Statement of Financial Activities.




## CONTACT

### STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 31ST MARCH 2023

	Notes	2023		2022	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	12		487,048		495,600
<b>Current assets</b>					
Debtors	13	7,329		7,720	
Cash at bank and in hand		<u>282,762</u>		<u>282,392</u>	
		<u>290,091</u>		<u>290,112</u>	
<b>Current liabilities</b>					
Creditors: Amounts falling due within one year	14	<u>5,599</u>		<u>2,870</u>	
<b>Current assets less current liabilities</b>			<u>284,492</u>		<u>287,242</u>
<b>Net assets</b>			<u>771,540</u>		<u>782,842</u>
<b>Funds</b>					
Restricted	15		104,367		62,982
Unrestricted	15		<u>667,173</u>		<u>719,860</u>
			<u>771,540</u>		<u>782,842</u>

These financial statements were approved by the Board of Trustees on ..... 2023 and signed on its behalf by:

  
30/11/2023

A Farrell  
Chair

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## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

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#### 1. ACCOUNTING POLICIES

##### **Statutory information**

Contact is a charitable incorporated organisation (CIO) registered with the Charity Commission in England. The registered charity number, company registration number and address can be found in the Report of the Trustees on page 1.

##### **Basis of preparation**

The 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 United Kingdom and Republic of Ireland (FRS 102) issued on 16<sup>th</sup> July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and United Kingdom Generally Accepted Practice as it applies from 1<sup>st</sup> January 2015.

Contact 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 note(s).

##### **Cash flow**

The charity is exempt from the requirement to prepare a cash flow statement as it qualifies as a small entity.

##### **Incoming resources**

All incoming resources are included on the Statement of Financial Activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably;
- Legacy income is recognised when receipt is probable and entitlement is established;
- Income from donated goods is measured at the fair value of the goods unless this is impracticable to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers;
- Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.



## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023

---

#### 1. ACCOUNTING POLICIES (Continued)

##### **Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- Expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods;
- Expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities;
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

##### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are funds subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

##### **Tangible assets**

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.



## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023

---

#### 1. ACCOUNTING POLICIES (Continued)

##### Depreciation

Depreciation is provided at the following rates in order to write off each asset over its estimated useful life:

Freehold Property	2% on cost
Fixtures and fittings	25% reducing balance
Computer equipment	33% on cost

##### Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

##### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

##### Taxation

The company is a registered charity and is therefore exempt from Income Tax and Corporation Tax under the provisions of Section 505(1) of the Income and Corporation Taxes Act 1988.

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## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023

#### 2. INCOME FROM DONATIONS

	Unrestricted funds £	Restricted funds £	2023 £	2022 £
Arete Foundation	-	-	-	1,000
Arnold Clarke	1,000	-	1,000	-
Austin & Hope Pilkington Trust	-	-	-	1,000
B & Q Foundation	-	5,000	5,000	8,300
Barley Corn Trust	-	-	-	2,000
Bernard Sunley Foundation	-	-	-	5,000
Betty Messenger Trust	25,000	-	25,000	2,000
Broome Family Trust	15,000	-	15,000	15,000
Charlotte Marshall Trust	-	-	-	1,000
Cinderella trust	-	-	-	534
Cost of Living Grant	-	5,000	5,000	-
Desmond Foundation	-	-	-	2,000
Duchy of Lancaster Benevolent Fund	-	-	-	5,000
Edward Holt Trust	-	20,000	20,000	-
Ford Britain Trust	-	-	-	3,000
Funder birds	5,000	-	5,000	4,700
Grocers Charity	-	-	-	5,000
Hedley Grant	-	1,000	1,000	-
Heineken Community Foundation Foundation	-	-	-	500
Royal Sun Alliance	1,540	-	1,540	-
Houghton Dunn Charitable Trust	-	-	-	5,000
Joseph Cox Charity	10,000	10,000	20,000	-
Lottery Fund Awards For All	-	19,136	19,136	-
Marsh Charitable Trust	-	-	-	600
MCR Girls	5,000	-	5,000	-
Morrisons Foundation	-	-	-	3,300
MPO O'Halloran Trust	-	-	-	5,000
Screwfix foundation	-	5,000	5,000	-
Shepherd Street Trust	-	-	-	500
STJP	2,500	-	2,500	-
SWMCC M Murphy	2,000	-	2,000	-
Sydney Black Trust	-	-	-	500
General donations	17,106	-	17,106	44,793
Gift aid	-	-	-	2,615
X Pand	3,000	-	3,000	-
Zochonis Trust	-	20,000	20,000	-
	<u>87,146</u>	<u>85,136</u>	<u>172,282</u>	<u>119,842</u>

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**CONTACT****NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31ST MARCH 2023****3. INCOME FROM CHARITABLE ACTIVITIES**

	<b>Unrestricted Funds</b>	<b>Restricted funds</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Housing benefit	52,064	-	52,064	48,400
Housing related support	58,338	-	58,338	54,170
Rental income	2,223	-	2,223	6,510
	<u>112,625</u>	<u>-</u>	<u>112,625</u>	<u>109,080</u>

**4. INCOME FROM INVESTMENTS**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Bank interest	5	-	5	6
	<u>5</u>	<u>-</u>	<u>5</u>	<u>6</u>

**5. OTHER INCOME**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
HMRC JRS grants	-	-	-	-
Other income	-	-	-	2
	<u>-</u>	<u>-</u>	<u>-</u>	<u>2</u>

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## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023

#### 6. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted funds £	Restricted funds £	2023 £	2022 £
Fundraising	1,075	-	1,075	599
Resident's expenses	3,990	7,550	11,540	6,002
Staff salaries (see note 9)	181,703	24,136	205,839	178,839
Rates and water	1,785	-	1,785	2,735
Light and heat	8,494	-	8,494	7,312
Repairs and maintenance	8,823	2,885	11,708	8,083
Insurance	7,441	-	7,441	7,023
Telephone	1,975	-	1,975	1,868
Postage, printing and stationery	867	-	867	1,372
Advertising and recruitment	-	-	-	2,983
IT costs	6,283	-	6,283	5,529
Accountancy	2,354	-	2,354	2,127
Legal and professional fees	4,838	-	4,838	6,332
Sundry expenses	8,772	-	8,772	4,161
Subscriptions	2,626	-	2,626	-
Finance costs	202	-	202	161
Depreciation	20,415	-	20,415	18,027
	<u>261,643</u>	<u>34,571</u>	<u>296,214</u>	<u>253,153</u>

#### 7. NET INCOME

Net income is stated after charging:

	2023 £	2022 £
Depreciation of tangible fixed assets	<u>20,415</u>	<u>18,027</u>

#### 8. INDEPENDENT EXAMINATION FEES

	2023 £	2022 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	360	325
Other services	<u>1,994</u>	<u>1,802</u>



## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023

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#### 9. STAFF COSTS

The total staff costs and employee benefits for the reporting period are as follows:

	2023	2022
	£	£
Wages and salaries	189,410	166,957
Social security costs	12,315	8,683
Employer pension contributions	4,114	3,199
	<u>205,839</u>	<u>178,839</u>

The average number of employees during the year is analysed as follows:

	2023	2022
	No	No
Number of staff	<u>8</u>	<u>8</u>

No employees were individually paid more than £60,000 during the current or previous year.

#### 10. TRUSTEE REMUNERATION AND EXPENSES

No trustees or persons related or connected by business to them received remuneration or other benefits from the charity during the current or previous year.



## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023

#### 11. COMPARITIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	2022 £
<b>Income from:</b>			
Donations	87,208	32,634	119,842
Charitable activities	109,080	-	109,080
Investment income	6	-	6
Other income	2	-	2
<b>Total incoming resources</b>	<b>196,296</b>	<b>32,634</b>	<b>228,930</b>
<b>Expenditure on:</b>			
Charitable activities	247,710	5,443	253,153
<b>Total expenditure</b>	<b>247,710</b>	<b>5,443</b>	<b>253,153</b>
<b>Net (outgoing)/incoming resources before other recognised gains/(losses)</b>	<b>(51,414)</b>	<b>27,191</b>	<b>(24,223)</b>
Transfers between funds	31,231	(31,231)	-
<b>Net movement in funds</b>	<b>(20,183)</b>	<b>(4,040)</b>	<b>(24,223)</b>
<b>Total funds brought forward</b>	<b>740,043</b>	<b>67,022</b>	<b>807,065</b>
<b>Total funds carried forward</b>	<b>719,860</b>	<b>62,982</b>	<b>782,842</b>

#### 12. TANGIBLE FIXED ASSETS

	Freehold property £	Fixture and fittings £	Computer equipment £	Total £
<b>Cost:</b>				
At 1 <sup>st</sup> April 2022	514,791	97,485	6,425	618,701
Additions	9,780	919	1,164	11,863
As at 31 <sup>st</sup> March 2023	<b>524,571</b>	<b>98,404</b>	<b>7,589</b>	<b>630,564</b>
<b>Depreciation:</b>				
At 1 <sup>st</sup> April 2022	52,242	67,648	3,211	123,101
Charge for the year	10,349	7,576	2,490	20,415
At 31 <sup>st</sup> March 2023	<b>62,591</b>	<b>75,224</b>	<b>5,701</b>	<b>143,516</b>
<b>Net book value:</b>				
At 31 <sup>st</sup> March 2023	<b>461,980</b>	<b>23,180</b>	<b>1,888</b>	<b>487,048</b>
At 31 <sup>st</sup> March 2022	<b>462,549</b>	<b>29,837</b>	<b>3,214</b>	<b>495,600</b>



## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2023

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#### 15. MOVEMENT IN FUNDS (Continued)

The General Distributable Fund represents surplus donations and other incoming resources receivable in excess of outgoing resources payable and available for use by the trustees in accordance with the charitable objects.

Other funds within unrestricted funds are designated funds earmarked by the trustees for particular future projects or commitments. More details of each designated funds can be found in the trustees' report.

The Capital Fund is the value of the charity's funds that are held as fixed assets, and therefore do not form part of the charity's distributable reserves. As at 31 March 2022, this fund represented the depreciated value of the freehold property transferred to it following the conversion of the unincorporated charity to a CIO. In the year to 31 March 2023, the fund value has increased to represent the net book value of all tangible fixed assets held.



**CONTACT**

England & Wales - Charity number 1178557

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# Accounts

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**Company Registration Number: CEO14235**  
**Charity No: 1178557**

**REPORT OF THE TRUSTEES AND  
UNAUDITED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2022  
FOR  
CONTACT**

**Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY**

## CONTACT

### CONTENTS OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

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Report of the trustees	1 - 9
Independent examiner's report to the trustees of Contact	10
Statement of financial activities	11
Statement of financial position	12
Notes to the financial statements	13 - 22

## **CONTACT**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2022**

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The trustees present their annual report and the unaudited financial statements of the charity for the year ended 31<sup>st</sup> March 2022.

The financial statements comply with the Charities Act 2011 and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) (effective 1<sup>st</sup> January 2015) – (Charities SORP (FRS 102)).

## **LEGAL AND ADMINISTRATIVE DETAILS**

### **Registered charity number**

1178557

### **Registered address**

339 Wilbraham Road  
Whalley Range  
Manchester  
M16 8GL

### **Trustees and key management personnel**

The trustees who served during the year and appointments since the end of the year were as follows:

Andrew Farrell	-	Appointed as Chair on 25 <sup>th</sup> November 2021
Joanne Doran		
David Fitzgerald	-	Appointed 28 <sup>th</sup> July 2022
Susanne Flinn	-	Appointed 27 <sup>th</sup> January 2022
Megan Walden-Jones	-	Appointed 28 <sup>th</sup> July 2022
Daressa Mullen	-	Resigned 31 <sup>st</sup> March 2022
Janet O'Connor	-	Resigned 25 <sup>th</sup> November 2021
Laura Redhead		
Kirsten Sedgwick	-	Resigned as Chair on 25 <sup>th</sup> November 2021
Kay Smith		
Susan Taylor		

### **Independent Examiner**

Michael Heys FCCA ACA  
Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY

## **CONTACT**

### **REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022**

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#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Organisational status**

Contact was registered as a charitable incorporated organisation (CIO) on 30<sup>th</sup> May 2018 under the provisions of the Charities Act (Charity number: 1178557).

##### **Structure, governance and management**

The trust provides for a minimum of three and a maximum of twelve trustees. Were there a requirement for new trustees, these would be identified and appointed by the remaining trustees. The chair of trustees is responsible for the induction of any new trustee which involves awareness of a trustee's responsibilities, the governing document, administrative procedures and the history and philosophical approach of the charity. A new trustee would receive copies of the previous year's annual report.

##### **Risk management**

The trustees have examined the major strategic, business and operational risks which the charity faces and confirm that systems have been established to ensure that regular reports are produced and that necessary steps can be taken to address any issues arising.

#### **OBJECTIVES AND ACTIVITIES**

##### **Our Mission**

Contact offers more than just a place to stay. Contact aims to provide a home that is safe and secure and staffed twenty-four hours a day for vulnerable young women aged 16-19 in the Manchester area. The ethos of Contact is very simple; to provide each young person "what any good parent would do". The hostel offers support and help to move on to a better and happier future. Contact offers seven residential places in the main house and one place in an adjacent bungalow on the same site. It also provides an informal outreach service for the young women who have moved into more secure accommodation. All placements at Contact are regarded as short term.

##### **Public benefit**

In setting out the charity's objectives and planning of activities the trustees have given careful consideration to the Charity Commission's general guidance and section 17(5) of the Charities Act 2011. The trustees are confident that the charity offers services of real and practical use to the local population and therefore complies with the responsibility placed on all charities under the Charities Act 2011 to demonstrate a public benefit.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

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#### Chair's report

I am pleased to present our annual report for the financial year ending 31<sup>st</sup> March 2022.

Over the last twelve months, and despite restrictions with Covid, the board have continued to work with all colleagues at Contact and have achieved a great result and affected some extremely effective change.

We have restructured the roles within the core team of Manager, Deputy Manager, Administrator and Fundraiser and created three new roles of Service Manager, Operations Manager and Fundraising Partner. The board worked with colleagues affected by the change to ensure that clear roles and responsibilities were outlined, documented and agreed with our external HR business partners. Trustees and staff agree that the new structure works better and all involved have a clear job description, line manager and key objectives where applicable.

As a board we have two main projects on our agenda – Governance and Risk, and the renovation of Brigid's Bungalow. Governance is an ongoing process and we have started by reviewing all current documentation to ensure it is relevant and up to date. The Bungalow project is gathering pace with work due to start in the new year.

I would like to welcome Suzanne Flinn, Megan Walden-Jones and David Fitzgerald as new trustees. They bring a wealth of experience from their respective careers which will only bolster the skill set of the Board.

On that matter, I would like to thank our outgoing trustees - Daressa Mullen, who has served us well over the years and Kirsten Sedgwick, who has dedicated a substantial amount of her time as former Chair of the Board. I wish them well in their next endeavours.

I am looking forward to what the next twelve months has in store for Contact and the further changes we are making; we can only hope that we continue to significantly improve the lives of the women who pass through our doors.

*Andy Farrell*  
*Chair of the Board of Trustees*

## ACHIEVEMENTS AND PERFORMANCE

#### Who we support

Since being founded in 1970 Contact has provided a safe home and support to over 800 young women. Although Contact continually modifies its service offering to meet the ever-changing needs of young people, the nature and the ethos of Contact remains consistent with those set by its founder Brigid Murphy 52 years ago. Contact provides "what any good parent would wish for" to vulnerable young women aged 16-19. The young women who access Contact are considered homeless with no suitable housing to live where they can be kept safe and free from harm. Many of the young women will arrive with few or no belongings and with no family or support system.

The young women supported by Contact come from a range of backgrounds with many having experienced parental breakdown, physical and emotional abuse, child sexual exploitation, oppressive family regimes, forced marriage and involvement in gangs. Without exception all carry the wounds of rejection, trauma and loss of childhood. Many of the young women accommodated by Contact were raised in poverty in some of the most socially deprived areas of Greater Manchester.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

#### ACHIEVEMENTS AND PERFORMANCE (Continued...)

##### Young women accommodated

In the year ending 31<sup>st</sup> March 2022 Contact received 38 referrals from The Gateway which is a centralised referral system hosted by Centre Point in central Manchester. Of those 38 referrals, Contact was able to accommodate 13 young women. This shows that Contact's service is still very much needed in Greater Manchester.

##### Our Performance

	2021/2022	2020/2021	2019/2020
Number of young women referred	38	46	58
Number of young women accommodated	13	15	21
Occupancy	81%	85%	97%
Average length of stay in months	8.1	4.69	4.7
Average age in years	17.6	16.8	17.2

Ethnicity			
White British	31%	33%	33%
Black British	69% <b>BAME</b>	67% <b>BAME</b>	67% <b>BAME</b>
Asian			
Mixed Heritage			
Sexuality			
LGBTQ	46%	33%	9.50%

##### Average age

The average age of those accommodated by Contact in 2021 was 17 years and 6 months. This is an increase on 2020 when the average age was 16 years and 8 months. The Gateway prioritises this group when making referrals to Contact because we have a longstanding reputation of supporting extremely vulnerable young women who would be considered at high risk of grooming and exploitation in larger, mixed gendered, homelessness providers.

##### Race and sexuality

Of the 13 young women accommodated at Contact during 2021/22, 69% (2020/21: 67%) identified as being Black, Asian or of mixed heritage. This reflects the diverse population of Manchester.

##### The support we give

Our experienced support staff offer personalised one to one intervention including employment and education support, advice and guidance, referrals to specialised support agencies and create personal development plans outlining their future goals and aspirations. We are passionate about delivering early intervention and a wraparound service of support to ensure the young women at Contact have the best possible chance to succeed. They will be supported to learn independent living skills, life skills, budgeting and managing money and through the transition into independence.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

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#### ACHIEVEMENTS AND PERFORMANCE (Continued...)

##### Shelly's\* success

(\*Name has been changed to protect service user identity.)

At Contact we encourage the young women we support to dream and make plans for their futures. A perfect example of this is Shelly\* who entered Contact in January 2020.

Shelly came from a loving home where she lived with her mother and younger brother. When Shelly was in her mid-teens her mother's mental health began to decline resulting in the loss of the family home. Upon being made homeless her brother entered the care system and Shelly was placed in emergency accommodation, while their mother continued to live homeless on the streets. The emergency accommodation ended once Shelly turned 18 and on her 18<sup>th</sup> birthday she came to Contact.

Shelly was very distressed upon arriving at Contact, struggling with having been separated from her mother, brother and everything she was familiar with. Support Staff at Contact worked to gain her trust and offered emotional support, kindness and stability. Although incredibly resilient and fiercely independent Shelly was vulnerable and fragile at times. Upon arrival Contact provided clothing, bedding and food. Contact assisted Shelly with her Housing Benefit application. As Shelly had enrolled on a legal apprenticeship her Housing Benefit entitlement was reduced, therefore Contact helped to finance the shortfall to enable her to continue the apprenticeship and achieve her goal of becoming a paralegal.

Contact further supported Shelly with her apprenticeship by improving the internet connection in the hostel to enable all occupants to work remotely while Covid-19 restrictions were in place.

At the end of 2021, with no other suitable independent accommodation available, Shelly moved into Contact's Move On Bungalow, she continued her apprenticeship, taking responsibility for the bungalow and herself, safe in the knowledge that her Key Worker was close at hand. In 2022 Shelly was allocated her own property. Contact's Moving On Fund provided financial support, purchasing most of her furniture, a television, white goods, cutlery, kettle and new carpets. Contact paid for the removal and provided support to ensure that she didn't struggle in the initial stages. Shelly continues to thrive and keeps Contact updated on her progress. She has finished her apprenticeship and is now working full time at a law firm.

Shelly said the following upon her departure from Contact:

*"I miss Contact and all the staff with all of my heart. It brings me to tears to think of all the great memories I made at Contact, especially remembering the young naïve lady I walked in as. Contact saved me in many ways that they don't even know. Contact was there for me when I needed a helping hand most. Contact provided me with the life skills any young, independent person needed and without this step in my life, I don't believe I would be where I am today. Most of all Contact provided me with not just a place to stay, they provided me with a warm, loving HOME. I am eternally grateful for all of Contact and their amazing staff that cannot be credited enough."*

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

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#### ACHIEVEMENTS AND PERFORMANCE (Continued...)

##### **Because of you**

In the year ending 31<sup>st</sup> March 2022 over 52% (2021: over 67%) of the income Contact received came from charitable donations. Without the loyal and outstanding generosity of our benefactors Contact would not have been able to provide our vital service during this difficult period. This generosity enables Contact to maintain our high level of service and to be staffed to the required levels to achieve this.

Our benefactors enable us to have funds readily available to meet the immediate needs of those we support, to start to combat the poverty and deprivation that has oppressed their early years and develop the skills they need to thrive in the future.

##### **Moving On Fund**

Contact continued to support young women to move on to more independent living. Moving on can be a traumatic transition in any young person's life but it is greater when there is absence of support which, under normal circumstances, a young person would expect to receive from parents or other family members.

##### **Hardship Fund**

The Hardship Fund covers the costs of essential travel, clothing, equipment for education, emergency food parcels, phone credit, sanitary products and prescriptions. In addition to this the Hardship Fund provides money for replacement birth certificates and passports. This provides the young women we support with all the documentation required to begin their independent lives. By having this fund available Contact can continue to relieve poverty and avoid young people borrowing from unregulated lenders. In the year ending March 2022 Contact made 37 payments from the Hardship Fund.

#### FUTURE PLANS

##### **Brigid's Bungalow**

Contact received 38 referrals from The Gateway in year ending 31<sup>st</sup> March 2022, of which we supported 13 young women. The service we provide is still very much needed within the Greater Manchester community. With this in mind we continue to plan for our future. We are planning an expansion of Brigid's Bungalow so that we may offer our services to more young women in need. Suitable rental accommodation is in decline and the average length of stay at Contact is increasing. In addition to this we have a commitment to not disrupt young people at vital stages in education, close to university entry or vocational training. This commitment enables us to support young people through the vulnerable period of transition to further independence.

Currently we house 7 young women in the main house and 1 in an adjacent independent living bungalow, where service users learn to live independently day to day, taking full responsibility for themselves, safe in the knowledge that our Support Workers are close at hand. The bungalow is in need of repair and renovation, coupled with the increased need for Move On accommodation we intend to develop the bungalow into two single person dwellings. This exciting opportunity enables more young women to successfully live independently when they eventually move on from Contact.

Plans for the bungalow were submitted and approved by the board of trustees and we are currently obtaining quotations to move to the build phase of the project. We expect expansion of Brigid's Bungalow to be completed in 2023.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

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#### FUTURE PLANS (Continued...)

##### Positive Futures

Contacts' Positive Futures project will provide the young women we support with the tools to live happier, healthier and more fulfilled lives. Funding will be utilised to deliver workshops and training that will enable the young women to develop into adulthood including independent living skills, vocational learning, budgeting and money management, wellbeing support and personalised learning.

Through consultation with beneficiaries, we have found that access to mental health support, tackling loneliness and isolation, support with learning and development are in significant need. They also require support in managing their home and personal lives, budgeting and basic core skills including Maths, English and Communication Skills. As the young women come from a variety of different backgrounds and cultures they may require additional support to help them transition. With this information we have planned our Positive Futures project. At Contact we have a communal space that is in need of repair and refurbishment. We intend to turn this space into a learning hub that the young women can utilise to continue with their development. The space will offer a calm and relaxing atmosphere where they can complete homework, apply for jobs and training opportunities and take part in one-to-one learning sessions with their support worker. The space will also be utilised for mental health and wellbeing support and workshops.

In addition to the learning hub we will review options to engage a part-time Learning and Development Support Worker to assist our young women with their academic needs and provide vocational support through workshops and one-to-one sessions.

#### FINANCIAL REVIEW

Total incoming resources for the year ended 31<sup>st</sup> March 2022 decreased to £228,930 (2021: £324,438). In the prior year there was an exceptional, one-off donation of £110,000 from a charity that was ceasing and had to pass its charitable funds onto others with similar objects. The trustees are extremely grateful for all donations made to the charity.

Total expenditure in the year decreased from the prior year to £253,153 (2021: £256,436).

In the year ended 31<sup>st</sup> March 2022 the charity realised a deficit of £24,223 (2021: surplus of £68,002) and this is in comparison to a deficit of £41,998 in the prior year on normal operations.

The trustees are pleased with the reduction of the deficit on normal operations but nonetheless are not complacent in looking for additional funding. The charity is dependent on donations and the trustees appreciate that such an income stream can be erratic from one year to another.

The charity is in a healthy financial position to continue to help young women in the future.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

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#### FINANCIAL REVIEW (Continued...)

##### Reserves policy

The trustees understand that to meet our contractual liabilities should the organisation have to close we must have sufficient reserves to cover redundancy pay and paying our creditors. We must have sufficient money for emergencies that may arise to cover major repairs to the building and sufficient monies to cover unexpected costs that may arise due to staff illness, maternity leave or legal costs defending the charity's interest.

We believe that we must ensure the organisation Contact can provide a stable and quality service to those who need them and to protect its employees and the young women who depend on its support against unforeseen financial crisis. We have agreed that £145,000 is to be set aside within our reserves budget to fund the following:

Operating contingency fund: £90,000

This covers six months operating costs to manage cash flow in periods of uneven income and expenditure. For example, changes to Housing Benefit could delay cash inflow or reduced donations.

Closure fund: £45,000

In the event of closing down the organisation would use this fund to cover redundancies, legal costs, outstanding bills to creditors and winding up costs. With the political climate being one of austerity and uncertainty we believe that we have a responsibility to our employees to be prepared for this eventuality.

Emergency repairs fund: £10,000

Contact is based in a large, old, three-storey building which is maintained by our Manager. However, in the absence of an asset management plan we believe it is prudent to have a fund to cover unforeseen emergency repairs.

##### Designated Funds

We have designated some of our unrestricted reserves to fund future developments. Our proposed plan for this designated fund of £60,000 is set out below:

Enhanced Services Future Development Fund: £60,000

This capital expenditure is earmarked to help develop the service Contact offers. We are exploring how we can adapt our buildings to provide more 'independent' move on accommodation. The key focus for 2022 and 2023 is the development of the bungalow within the grounds of the existing house to create additional accommodation. We will use a mixture of fund raising and our reserves to fund this project.

Refurbishment of Living Accommodation:

This fund was to finalise the refurbishment the bedrooms. Sufficient funds have been raised for this project to enable completion in 2022 and these are now part of the restricted funds, therefore designated funds are no longer required.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

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#### STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

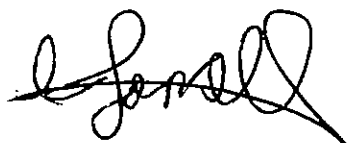
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any departures disclosed and explained in the financial statements; and
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the accounts comply with the Charities Act 2011: the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. 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.

#### Charity requirements

This report has been prepared in accordance with requirements set down by the Charities SORP (FRS 102).

The trustees' annual report was approved on 24<sup>th</sup> November 2022 and signed on behalf of the board of trustees by:



A Farrell  
*Chair*

## **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CONTACT**

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I report to the trustees on my examination of the accounts of the Charity for the year ended 31st March 2022, which are set out on pages 11 to 22.

### **Responsibilities and basis of report**

As the trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the trustees' accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

### **Independent examiner's statement**

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

- accounting records were not kept in respect of the Charity as required by section 130 of the 2011 Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Michael Heys FCCA ACA  
Association of Chartered Certified Accountants  
Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY

Dated 24<sup>th</sup> November 2022

## CONTACT

### STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 £	2021 £
<b>Income from:</b>					
Donations	2	87,208	32,634	119,842	218,629
Charitable activities	3	109,080	-	109,080	104,163
Investment income	4	6	-	6	8
Other income	5	2	-	2	1,638
<b>Total incoming resources</b>		<b>196,296</b>	<b>32,634</b>	<b>228,930</b>	<b>324,438</b>
<b>Expenditure on:</b>					
Charitable activities	6	247,710	5,443	253,153	256,436
<b>Total expenditure</b>		<b>247,710</b>	<b>5,443</b>	<b>253,153</b>	<b>256,436</b>
<b>Net (outgoing)/incoming resources before other recognised gains/(losses)</b>		<b>(51,414)</b>	<b>27,191</b>	<b>(24,223)</b>	<b>68,002</b>
Transfers between funds	15	31,231	(31,231)	-	-
<b>Net movement in funds</b>		<b>(20,183)</b>	<b>(4,040)</b>	<b>(24,223)</b>	<b>68,002</b>
<b>Total funds brought forward</b>		<b>740,043</b>	<b>67,022</b>	<b>807,065</b>	<b>739,063</b>
<b>Total funds carried forward</b>	15	<b>719,860</b>	<b>62,982</b>	<b>782,842</b>	<b>807,065</b>

All transactions relate to continuing operations.

There are no other recognised gains or losses for the year other than in the Statement of Financial Activities.

## CONTACT

### STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 31ST MARCH 2022

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	Notes	2022		2021	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	12		495,600		481,713
<b>Current assets</b>					
Debtors	13	7,720		9,566	
Cash at bank and in hand		<u>282,392</u>		<u>320,978</u>	
		290,112		330,544	
<b>Current liabilities</b>					
Creditors: Amounts falling due within one year	14	<u>2,870</u>		<u>5,192</u>	
<b>Current assets less current liabilities</b>			<u>287,242</u>		<u>325,352</u>
<b>Net assets</b>			<u>782,842</u>		<u>807,065</u>
<b>Funds</b>					
Restricted	15		62,982		67,022
Unrestricted	15		<u>719,860</u>		<u>740,043</u>
			<u>782,842</u>		<u>807,065</u>

These financial statements were approved by the Board of Trustees on 24<sup>th</sup> November 2022 and signed on its behalf by:



A Farrell  
Chair

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

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#### 1. ACCOUNTING POLICIES

##### **Statutory information**

Contact is a charitable incorporated organisation (CIO) registered with the Charity Commission in England. The registered charity number, company registration number and address can be found in the Report of the Trustees on page 1.

##### **Basis of preparation**

The 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 United Kingdom and Republic of Ireland (FRS 102) issued on 16<sup>th</sup> July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and United Kingdom Generally Accepted Practice as it applies from 1<sup>st</sup> January 2015.

Contact 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 note(s).

##### **Cash flow**

The charity is exempt from the requirement to prepare a cash flow statement as it qualifies as a small entity.

##### **Incoming resources**

All incoming resources are included on the Statement of Financial Activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably;
- Legacy income is recognised when receipt is probable and entitlement is established;
- Income from donated goods is measured at the fair value of the goods unless this is impracticable to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers;
- Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

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#### 1. ACCOUNTING POLICIES (Continued)

##### **Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- Expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods;
- Expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities;
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

##### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are funds subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

##### **Tangible assets**

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

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#### 1. ACCOUNTING POLICIES (Continued)

##### **Depreciation**

Depreciation is provided at the following rates in order to write off each asset over its estimated useful life:

Freehold Property	2% on cost
Fixtures and fittings	25% reducing balance
Computer equipment	33% on cost

##### **Impairment of fixed assets**

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

##### **Defined contribution plans**

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

##### **Taxation**

The company is a registered charity and is therefore exempt from Income Tax and Corporation Tax under the provisions of Section 505(1) of the Income and Corporation Taxes Act 1988.

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

#### 2. INCOME FROM DONATIONS

	Unrestricted funds £	Restricted funds £	2022 £	2021 £
Albert Hunt Trust	-	-	-	5,000
Anton Jungen Charitable Trust	-	-	-	2,000
Arete Foundation	-	1,000	1,000	-
Austin & Hope Pilkington Trust	1,000	-	1,000	-
B & Q Foundation	-	8,300	8,300	-
Barley Corn Trust	-	2,000	2,000	-
Bernard Sunley Foundation	-	5,000	5,000	-
Betty Messenger Trust	2,000	-	2,000	-
Broome Family Trust	15,000	-	15,000	10,000
Charlotte Marshall Trust	-	1,000	1,000	-
Cinderella trust	-	534	534	-
Desmond Foundation	-	2,000	2,000	-
Duchy of Lancaster Benevolent Fund	-	5,000	5,000	-
Edward Holt Trust	-	-	-	10,000
Ford Britain Trust	-	3,000	3,000	-
Funderbirds	4,700	-	4,700	-
Grocers Charity	5,000	-	5,000	-
Heineken Community Foundation	500	-	500	-
Herefordshire Community Foundation	-	1,500	1,500	-
Houghton Dunn Charitable Trust	5,000	-	5,000	-
Housing Link	-	-	-	110,000
Joseph Cox Charity	-	-	-	19,381
Manchester Relief in Need	-	-	-	2,000
Marsh Charitable Trust	600	-	600	-
Morrisons Foundation	-	3,300	3,300	-
MPO O'Halloran Trust	5,000	-	5,000	-
Shepherd Street Trust	500	-	500	-
Sydney Black Trust	500	-	500	-
Zochonis Trust	-	-	-	20,000
General donations	44,793	-	44,793	32,455
Gift aid	2,615	-	2,615	2,793
	<u>87,208</u>	<u>32,634</u>	<u>119,842</u>	<u>218,629</u>

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

#### 3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted funds £	Restricted funds £	2022 £	2021 £
Housing benefit	48,400	-	48,400	74,019
Housing related support	54,170	-	54,170	24,444
Rental income	6,510	-	6,510	5,700
	<u>109,080</u>	<u>-</u>	<u>109,080</u>	<u>104,163</u>

#### 4. INCOME FROM INVESTMENTS

	Unrestricted funds £	Restricted funds £	2022 £	2021 £
Bank interest	6	-	6	8
	<u>6</u>	<u>-</u>	<u>6</u>	<u>8</u>

#### 5. OTHER INCOME

	Unrestricted funds £	Restricted funds £	2022 £	2021 £
HMRC JRS grants	-	-	-	1,638
Other income	2	-	2	-
	<u>2</u>	<u>-</u>	<u>2</u>	<u>1,638</u>

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

#### 6. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted funds	Restricted funds	2022	2021
	£	£	£	£
Fundraising	599	-	599	372
Resident's expenses	1,931	4,071	6,002	8,496
Staff salaries (see note 9)	178,839	-	178,839	169,943
Rates and water	2,735	-	2,735	2,673
Light and heat	7,312	-	7,312	13,289
Repairs and maintenance	6,771	1,312	8,083	15,406
Insurance	7,023	-	7,023	6,819
Telephone	1,868	-	1,868	2,311
Postage, printing and stationery	1,372	-	1,372	2,984
Advertising and recruitment	2,983	-	2,983	1,285
IT costs	5,529	-	5,529	5,588
Accountancy	2,127	-	2,127	3,649
Legal and professional fees	6,332	-	6,332	2,681
Sundry expenses	4,101	60	4,161	5,867
Finance costs	161	-	161	112
Depreciation	18,027	-	18,027	14,961
	<u>247,710</u>	<u>5,443</u>	<u>253,153</u>	<u>256,436</u>

#### 7. NET INCOME

Net income is stated after charging:

	2022	2021
	£	£
Depreciation of tangible fixed assets	<u>18,027</u>	<u>14,961</u>

#### 8. INDEPENDENT EXAMINATION FEES

	2022	2021
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,620	1,600
Other services	<u>507</u>	<u>2,049</u>

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

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#### 9. STAFF COSTS

The total staff costs and employee benefits for the reporting period are as follows:

	2022	2021
	£	£
Wages and salaries	166,957	161,734
Social security costs	8,683	4,809
Employer pension contributions	3,199	3,400
	<u>178,839</u>	<u>169,943</u>

Social security costs above in the year ended 31 March 2021 includes a credit for overpaid social security costs in the prior year of £3,320.

The average number of employees during the year is analysed as follows:

	2022	2021
	No	No
Number of staff	<u>8</u>	<u>9</u>

No employees were individually paid more than £60,000 during the current or previous year.

#### 10. TRUSTEE REMUNERATION AND EXPENSES

No trustees or persons related or connected by business to them received remuneration or other benefits from the charity during the current or previous year.

CONTACT

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31ST MARCH 2022

11. COMPARITIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	2021 £
<b>Income from:</b>			
Donations	177,208	41,421	218,629
Charitable activities	104,163	-	104,163
Investment income	8	-	8
Other income	1,638	-	1,638
<b>Total incoming resources</b>	<b>283,017</b>	<b>41,421</b>	<b>324,438</b>
<b>Expenditure on:</b>			
Charitable activities	248,248	8,188	256,436
<b>Total expenditure</b>	<b>248,248</b>	<b>8,188</b>	<b>256,436</b>
<b>Net (outgoing)/incoming resources before other recognised gains/(losses)</b>	<b>34,769</b>	<b>33,233</b>	<b>68,002</b>
Transfers between funds	579	(579)	-
<b>Net movement in funds</b>	<b>35,348</b>	<b>32,654</b>	<b>68,002</b>
<b>Total funds brought forward</b>	<b>704,695</b>	<b>34,368</b>	<b>739,063</b>
<b>Total funds carried forward</b>	<b>740,043</b>	<b>67,022</b>	<b>807,065</b>

12. TANGIBLE FIXED ASSETS

	Freehold property £	Fixture and fittings £	Computer equipment £	Total £
<b>Cost:</b>				
At 1 <sup>st</sup> April 2021	505,409	75,636	5,742	586,787
Additions	9,382	21,849	683	31,914
As at 31 <sup>st</sup> March 2022	514,791	97,485	6,425	618,701
<b>Depreciation:</b>				
At 1 <sup>st</sup> April 2021	42,117	61,869	1,088	105,074
Charge for the year	10,125	5,779	2,123	18,027
At 31 <sup>st</sup> March 2022	52,242	67,648	3,211	123,101
<b>Net book value:</b>				
At 31 <sup>st</sup> March 2022	462,549	29,837	3,214	495,600
At 31 <sup>st</sup> March 2021	463,292	13,767	4,654	481,713

CONTACT

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31ST MARCH 2022

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Other debtors	2,874	6,286
Prepayments	4,846	3,280
	<u>7,720</u>	<u>9,566</u>

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Other creditors	-	1,433
Accruals	2,870	3,759
	<u>2,870</u>	<u>5,192</u>

15. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
<b>Unrestricted funds</b>				
<i>Designated:</i>				
Capital fund	435,613	-	(10,028)	425,585
Enhanced services future development fund	40,000	-	20,000	60,000
Refurbishment of living accommodation fund	20,000	-	(20,000)	-
<i>Undesignated:</i>				
General fund	244,430	(51,414)	41,259	234,275
	<u>740,043</u>	<u>(51,414)</u>	<u>31,231</u>	<u>719,860</u>
<b>Restricted funds</b>				
Good Memories fund	3,241	(696)	-	2,545
Hardship fund	7,052	293	-	7,345
Move On fund	30,463	(1,134)	-	29,329
Bedroom refurbishment fund	26,266	28,728	(31,231)	23,763
	<u>67,022</u>	<u>27,191</u>	<u>(31,231)</u>	<u>62,982</u>
<b>Total funds carried forward</b>	<u>807,065</u>	<u>(24,223)</u>	<u>-</u>	<u>782,842</u>

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2022

#### 15. MOVEMENT IN FUNDS (continued)

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	196,296	(247,710)	(51,414)
<b>Restricted funds</b>			
Good Memories fund	1,534	(2,230)	(696)
Hardship fund	1,000	(707)	293
Move On fund	-	(1,134)	(1,134)
Bedroom refurbishment fund	30,100	(1,372)	28,728
	<u>32,634</u>	<u>(5,443)</u>	<u>27,191</u>
	<u>228,930</u>	<u>(253,153)</u>	<u>(24,223)</u>

The general fund represents surplus donations and other incoming resources receivable in excess of outgoing resources payable and available for use by the trustees in accordance with the charitable objects.

Other funds within unrestricted funds are designated funds earmarked by the trustees for particular future projects or commitments. More details of each designated funds can be found in the trustees' report.

There are two transfers between funds as follows:

- i. A transfer of £10,028 (2021: £10,205) between the general fund and the capital fund in respect of depreciation charged to the statement of financial activities on assets transferred from the previous charity;
- ii. A transfer of £31,231 (2021: £579) from the Bedroom refurbishment fund to the general fund in respect of capital additions funded by restricted funds, the restriction on which is satisfied once the funds are spent for the purpose for which they were given.

**CONTACT**

England & Wales - Charity number 1178557

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# Accounts

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**Company Registration Number: CEO14235**  
**Charity No: 1178557**

**REPORT OF THE TRUSTEES AND  
UNAUDITED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2021  
FOR  
CONTACT**

**Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY**

## CONTACT

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Independent examiner's report to the trustees of Contact	10
Statement of financial activities	11
Statement of financial position	12
Notes to the financial statements	13 - 21

## **CONTACT**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021**

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The trustees present their annual report and the unaudited financial statements of the charity for the year ended 31<sup>st</sup> March 2021.

The financial statements comply with the Charities Act 2011 and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) (effective 1<sup>st</sup> January 2015) – (Charities SORP (FRS 102)).

## **LEGAL AND ADMINISTRATIVE DETAILS**

### **Registered charity number**

1178557

### **Registered address**

339 Wilbraham Road  
Whalley Range  
Manchester  
M16 8GL

### **Trustees and key management personnel**

The trustees who served during the year were as follows:

Kirsten Sedgwick (Chair)  
Judith Dennerley - resigned September 2020  
Janet O'Connor  
Daressa Mullen  
Susan Taylor  
Joanne Doran  
Kay Smith  
Laura Redhead  
Andrew Farrell - appointed 28<sup>th</sup> January 2021

### **Independent Examiner**

Michael Heys FCCA ACA  
Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Organisational status**

Contact was registered as a charitable incorporated organisation (CIO) on 30<sup>th</sup> May 2018 under the provisions of the Charities Act (Charity number: 1178557).

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2021

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#### **Structure, governance and management**

The trust provides for a minimum of three and a maximum of twelve trustees. Were there a requirement for new trustees, these would be identified and appointed by the remaining trustees. The chair of trustees is responsible for the induction of any new trustee which involves awareness of a trustee's responsibilities, the governing document, administrative procedures and the history and philosophical approach of the charity. A new trustee would receive copies of the previous year's annual report.

#### **Risk management**

The trustees have examined the major strategic, business and operational risks which the charity faces and confirm that systems have been established to ensure that regular reports are produced and that necessary steps can be taken to address any issues arising.

## OBJECTIVES AND ACTIVITIES

#### **Our Mission**

Contact offers more than just a place to stay. Contact aims to provide a home that is safe and secure and staffed twenty-four hours a day for vulnerable young women aged 16-19 in the Manchester area. The ethos of Contact is very simple; to provide each young person "what any good parent would do". The hostel offers support and help to move on to a better and happier future. Contact offers seven residential places in the main house and one place in an adjacent bungalow on the same site. It also provides an informal outreach service for the young women who have moved into more secure accommodation. All placements at Contact are regarded as short term.

#### **Public benefit**

In setting out the charity's objectives and planning of activities the trustees have given careful consideration to the Charity Commission's general guidance and section 17(5) of the Charities Act 2011. The trustees are confident that the charity offers services of real and practical use to the local population and therefore complies with the responsibility placed on all charities under the Charities Act 2011 to demonstrate a public benefit.

#### **Chair's report**

I am pleased to present our annual report for the financial year ending 31 March 2021.

This has been an extraordinary year but not just because of Covid. Ruth Seabrook, our manager of 21 years took early retirement in February. We thank her for her years of service to Contact, that has seen us through some tough and go times. Ruth's dedication to Contact enabled her to navigate those difficult times and she has left us in a really strong position for the future. Ruth is thoroughly enjoying her retirement and we wish her all the very best. Our trustee Jan O' Connor has also moved on, to Chair a charity close to her heart. We are grateful to all her time and energy given to Contact over the last 6 years.

New to our board are Laura Redhead and Andy Farrell. They both bring a wealth of experience that will be a great asset to Contact.

The challenges of Covid have been expertly managed by all our team but with a special thank you to our deputy manager Alison Lievesley who has stepped in as acting Manager, following the departure of Ruth. Everyone has worked arduously to look after the health and wellbeing of our residents and staff and with no reported Covid infections.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2021

#### Chair's report (continued)

The renovation of the bedrooms is nearly complete. This has taken longer than expected due to availability of materials and has had a knock on effect to our occupancy rate. But we are delighted with the 'new look' bedrooms and have had very positive feedback from our young women staying in them.

After being Chair for the last 5 years it is now time for me to step down. I have found it to be both challenging and rewarding role and I don't feel I could have done it without the support of our board members, who have given me advise, guidance and encouragement along the way. I am proud of our achievements during these 5 years.

*Out going Chair, Kirsten Sedgwick*

#### ACHIEVEMENTS AND PERFORMANCE

##### Who we support

Since Contact was founded by Brigid Murphy in 1970 it has provided a safe home and support to at least 680 young women. Although Contact continually modifies its service offering to meet the ever-changing needs of today's young people, the nature and ethos of Contact remains consistent with those set out by its founder 51 years ago. The young women accommodated by Contact come from a range of backgrounds and needs. Without exception all carry the wounds of rejection, trauma and loss of childhood. Contact has established a reputation in Greater Manchester for accommodating extremely vulnerable young women who would be high risk of exploitation and bullying in mixed gendered, mainstream accommodation.

The young women supported by Contact have experienced parental breakdown, physical and emotional abuse, child sexual exploitation, oppressive family regimes, forced marriage and involvement with gangs. Many of the young women cared for by Contact display premature independence upon their arrival. This is in many cases associated with being the responsible person for younger family members and dysfunctional/dependant parents or other adults in the household. Many of the young women accommodated by Contact were raised in poverty in some of the most socially deprived areas of Greater Manchester.

##### Our Performance

	2020/2021	2019/2020	2018/2019
Number of young women referred	46	58	27
Number of young women accommodated	15	21	25
Occupancy	85%	97%	87%
Average length of stay in months	4.69	4.7	3.4
Average age	16.8 yrs	17.2 yrs	17.3 yrs

Ethnicity			
White British	33%	33%	44%
Black British	67% BAME	67% BAME	56% BAME
Asian			
Mixed Heritage			
Sexuality			
LGBTQ	33%	9.50%	8%

## **CONTACT**

### **REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2021**

---

#### **Young women accommodated**

In the year ending March 2021 Contact received 46 referrals from The Gateway, which is the centralised referral system hosted by Centre Point in central Manchester. Of those 46 referrals, Contact was able to accommodate 15 young women. The service Contact offers is still very much needed in Greater Manchester. Our support staff enabled all 15 young women to secure an income, reconnect with education, training and to enter or continue employment. In addition to this, Contact made referrals to services such as mental health provision and dental care.

#### **Average age**

The average age of those accommodated by Contact in 2020 was 16 years 8 months. This is a decrease from 2019 when the average age was 17 years 2 months. The Gateway prioritises this age group when referring to Contact because we are considered to be smaller, safer, and less intimidating than larger homelessness provision may be.

#### **Race and sexuality**

Of the 15 young women accommodated at Contact in 2020, 67% identified as being Black, Asian or of mixed heritage. This reflects the diverse population of Manchester.

#### **The support we give**

Each young woman is allocated a named key worker upon their arrival at Contact. With this key worker the young woman will forge a relationship of trust and caring with someone they can seek out to share their problems. Breaking down barriers and overcoming difficulties are the primary focus of the regular meetings between key worker and each young woman, leading to the development of a life plan and setting goals. This plan focuses on financial wellbeing, personal safety, healthy relationships, education, employment and preparing to live independently – the beginning of their journey of self-empowerment.

#### **Average occupancy levels**

The occupancy level for 2020 decreased by 12% to 85%. This was partly due to Covid-19 restrictions affecting the referral process and the staggered refurbishment of bedrooms. When a young woman moved on, whether to independent accommodation or returning to family, in several instances the bedroom they had used was refurbished to an impeccably high standard. The 2020 localised and national lockdown restrictions highlighted the need to improve the bedrooms, with all our young women directed to work/study from home. With this in mind we have installed larger desks, additional electrical sockets, and improved lighting. This is the first time in Contact's history when all bedrooms have been refurbished to the same standard. In the future this will mean a quicker turnaround in admissions as the rooms will not require such intensive cleaning or potential repairs. By taking care in the refurbishment of these rooms we are showing our young women we care about their comfort and that each young woman is in receipt of the same level of care.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2021

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#### **Brigid's Bungalow**

In addition to the hostel accommodation Contact has a single storey self-contained bungalow which accommodates one young person at any one time. Young people may stay in the bungalow for up to 2 years. During this time, they have the support of a keyworker, coaching and mentoring towards the next stage accommodation. The young people accommodated are those who are currently living in the main hostel and have reached a reasonable level of independence but still need regular support and to feel safe. Time in the bungalow enables young people to advance in independence and resilience. It enables them to start to adjust to living alone and to begin to manage the responsibilities of a property. Tenants are trusted to have overnight visitors to socialise but must behave responsibly. The bungalow has proven to be a vital addition to our service. We have been able to assess when young people are ready to move to more independent living and as importantly when young people are struggling with independence which will influence future accommodation placements. In 2020 the bungalow was given a much need update of soft furnishing which included both new curtains and flooring. In the year to March 2021, 1 young woman was accommodated in the bungalow.

#### **Aisha's\* journey**

(\*Name has been changed to protect service user identity.)

We remain phenomenally proud of all the young women we have supported in their transition to independence. In particular, Aisha who came to Contact in October 2019. She was raised in a very strict and religious household. Her home life became even more oppressive when her father joined a radicalised group and was imprisoned for terrorism-related offences. She lived under a constant threat of honour-based violence and forced marriage.

Aisha did not share the same cultural or religious beliefs as her family and in addition to this is a lesbian. She was not able to share this with her family for fear of what would happen to her. She escaped her family with the help of her school and was referred to Contact. When she first arrived, she was understandably nervous and reluctant to share her experiences. Following her admission to Contact there were a number of instances where family members saw Aisha in public and attempted to abduct her using the threat of violence. Contact supported her to understand that the way she had been treated was not normal and that she didn't have to follow the path her family had chosen for her. Aisha had a keyworker who gained her trust and with whom she was able to build a relationship of care and understanding. Aisha informed the police of the abduction attempts and eventually her family stopped trying to contact her.

Over time Aisha came to feel safe at Contact and was able to express herself as an individual and share her experiences with staff. She attended college and passed her A-levels. She applied for university and was accepted at Salford. Due to Covid-19 she decided to defer a year and save money before she starts her course, hoping to have the true university experience.

She was selected to move into our Move On Bungalow, where she continued to develop her independence skills, taking responsibility for the bungalow and herself in the knowledge that her keyworker was close at hand. She found full-time employment in a call centre, which considerably increased her confidence. The changes we have seen in this young woman are amazing. She has turned from a shy, timid and fearful young girl into a confident, independent woman who is not scared or ashamed to be herself. Aisha moved out of the bungalow in October 2021 and moved in with a college friend. We send her every best wish for her future and hopes she will check in with Contact from time to time.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2021

---

Aisha said the following upon her departure from Contact:

*"I want to say a massive thank you to everyone. I wouldn't have been able to get through this journey without you all. The support and love I received is unreal and I hope Contact prides itself on this. The work put in doesn't go unnoticed, especially with Covid making things more difficult. You are all the real superheroes of this world. Thank you for helping me heal my wounds and for supporting me to become the best version of myself."*

#### **Moving on**

This year, staff at Contact supported five young women to move on to more independent living which included Foyer type accommodation, more independent supported housing and, in one instance, a young woman was supported in moving on to live-in employment as a care worker. On two occasions young women were assisted with being able to return to the family home when safe to do so, and in consultation with other professionals. However, Covid-19 impeded opportunities for other young women supported by Contact to move on to more independent accommodation.

This year there were no evictions from Contact.

<b>Moving On</b>	
Independent accommodation	4
Returned to family	2
Other*	1

\*Moved on to lived-in employment as a care worker

Moving on is a traumatic transition in any young person's life but it is greater when there is absence of support which under usual circumstances a young person would expect to receive from parents or other family members.

#### **Because of you**

In the year ending March 2021, over 67% of the income Contact received came from charitable donations. Without the loyal and outstanding generosity of our benefactors Contact would not have been able to provide our vital service during this difficult period. This generosity enables Contact to maintain our high level of service and to be staffed to the required levels to achieve this.

Our benefactors enable us to have funds readily available to meet the immediate needs of those we support, to start to combat the poverty and deprivation that has oppressed their early years and develop the skills they need to thrive in the future.

#### **Hardship Fund**

Contact made 50 payments from the Hardship Fund year ending March 2021. The Hardship Fund covers the costs of essential travel, clothing, equipment for education, emergency food parcels, phone credit, sanitary products and prescriptions. In addition to this the fund pays for replacement birth certificates and passports. This provides the young women we support with all the documentation required to begin their independent lives. By having this fund available, Contact can continue to relieve poverty and avoid young people having to borrow from unregulated lenders.

## CONTACT

### REPORT OF THE TRUSTEES (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2021

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#### Hardship Fund (continued)

The above payments included:

23 Emergency food parcels

12 Bus passes to ensure young women could get to college or places of employment

4 Taxi rides to appointments with health services

3 Prescriptions

3 Mobile phones and charger. This ensures communication between staff and service user

1 Replacement passport

#### FUTURE PLANS

Contact received 46 referrals from The Gateway in year ending March 2021, of which we supported 15 young women. The service we provide is still very much needed within the Greater Manchester community. With this in mind we continue to plan for our future. We are planning an expansion of Brigid's Bungalow so that we may offer our services to more young women in need. Suitable rental accommodation is in decline and the average length of stay at Contact is increasing. In addition to this we have a commitment not disrupting young people at vital stages in education; close to university entry or vocational training. This commitment enables us to support young people through the vulnerable period of transition to further independence.

Currently we house seven young women in the main house and one in an adjacent independent living bungalow, where older service users learn to live independently day to day, taking full responsibility for themselves, safe in the knowledge that our Support Workers are close at hand.

Because of the increased need, we hope to replace/expand the bungalow with a building which will house multiple single-person dwellings. This exciting opportunity would mean we can be safe in the knowledge that more young women will successfully live independently when they eventually move on from the hostel.

#### FINANCIAL REVIEW

Total incoming resources for the year ended 31<sup>st</sup> March 2021 increased to £324,438 (2020: £247,308). The main reason for the increase was an exceptional, one off donation from a charity that was ceasing and had to pass its charitable funds onto others with similar objects. The trustees are extremely grateful for all donations made to the charity.

Total expenditure in the year increased a modest 2.5% from the prior year to £256,436 (2020: £250,072).

As a consequence of the exceptional, one-off donation received in the year, the charity realized a surplus in the year of £68,002. This is in comparison to a deficit of £2,764 in the prior year on normal operations, prior to the transfer of the net book value of assets of £458,594 held by the charity's predecessor entity.

The trustees are pleased to show a surplus but nonetheless are not complacent in looking for additional funding. The charity is dependent on donations and the trustees appreciate that such an income stream can be erratic from one year to another.

The charity is in a healthy financial position to continue to help young women in the future.

**REPORT OF THE TRUSTEES (CONTINUED)  
FOR THE YEAR ENDED 31ST MARCH 2021**

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**Reserves policy**

The trustees understand that to meet our contractual liabilities should the organisation have to close we must have sufficient reserves to cover redundancy pay and paying our creditors. We must have sufficient money for emergencies that may arise to cover major repairs to the building and sufficient monies to cover unexpected costs that may arise due to staff illness, maternity leave or legal costs defending the charity's interest.

We believe that we must ensure the organisation Contact can provide a stable and quality service to those who need them and to protect its employees and the young women who depend on its support against unforeseen financial crisis. We have agreed that £145,000 is to be set aside within our reserves budget to fund the following:

Operating contingency fund: £90,000

This covers six months operating costs to manage cash flow in periods of uneven income and expenditure. For example, changes to Housing Benefit could delay cash inflow or reduced donations and grants due to Covid-19.

Closure fund: £45,000

In the event of closing down, the organisation this fund would cover redundancies, legal costs, outstanding bills to creditors and winding up costs. With the political climate being one of austerity and uncertainty we believe that we have a responsibility to our employees to be prepared for this eventuality.

Emergency repairs fund: £10,000

Contact is based in a large, old, three-storey building which is maintained by our Manager. However, in the absence of an asset management plan we believe it is prudent to have a fund to cover unforeseen emergency repairs.

**Designated Funds**

We have designated some of our unrestricted reserves to fund future developments. Our proposed plan for this designated fund of £60,000 is set out below:

Enhanced Services Future Development Fund: £40,000

This capital expenditure is earmarked to help develop the service Contact offers. We are exploring how we can adapt our buildings to provide more 'independent' move on accommodation. The key focus for 2021 is the development of the bungalow within the grounds of the existing house to create additional accommodation. We will look to match fund this cost in our fundraising to allow us to budget for this project.

Refurbishment of Living Accommodation: £20,000

This fund is to refurbish the bedrooms. We will look to match fund this cost in our fundraising to allow us to budget for this project.

**REPORT OF THE TRUSTEES (CONTINUED)  
FOR THE YEAR ENDED 31ST MARCH 2021**

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**STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

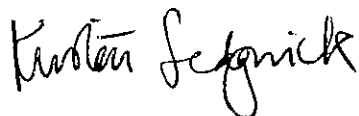
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any departures disclosed and explained in the financial statements; and
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the accounts comply with the Charities Act 2011: the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. 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.

**Charity requirements**

This report has been prepared in accordance with requirements set down by the Charities SORP (FRS 102).

The trustees' annual report was approved on 25<sup>th</sup> November 2021 and signed on behalf of the board of trustees by:



K Sedgwick  
Chair

## **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CONTACT**

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### **Independent examiner's report to the trustees of Contact ('the Charity')**

I report to the trustees on my examination of the accounts of the Charity for the year ended 31st March 2021, which are set out on pages 11 to 21.

### **Responsibilities and basis of report**

As the trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the trustees' accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

### **Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of the Association of Chartered Certified Accountants which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Charity as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Michael Heys FCCA ACA  
Association of Chartered Certified Accountants  
Ainsworths Limited  
Charter House  
Stansfield Street  
Nelson  
Lancashire  
BB9 9XY

Dated 25<sup>th</sup> November 2021

## CONTACT

### STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 £	2020 £
<b>Income from:</b>					
Donations and legacies	2	177,208	41,421	218,629	147,349
Charitable activities	3	104,163	-	104,163	99,469
Investment income	4	8	-	8	254
Other income	5	1,638	-	1,638	236
<b>Total incoming resources</b>		<b>283,017</b>	<b>41,421</b>	<b>324,438</b>	<b>247,308</b>
<b>Expenditure on:</b>					
Charitable activities	6	248,248	8,188	256,436	250,072
<b>Total expenditure</b>		<b>248,248</b>	<b>8,188</b>	<b>256,436</b>	<b>250,072</b>
<b>Net (outgoing)/incoming resources before other recognised gains/(losses)</b>		<b>34,769</b>	<b>33,233</b>	<b>68,002</b>	<b>(2,764)</b>
Transfer of assets from previous charity		-	-	-	458,594
Other transfers	15	579	(579)	-	-
<b>Net movement in funds</b>		<b>35,348</b>	<b>32,654</b>	<b>68,002</b>	<b>455,830</b>
<b>Total funds brought forward</b>		<b>704,695</b>	<b>34,368</b>	<b>739,063</b>	<b>283,233</b>
<b>Total funds carried forward</b>	15	<b>740,043</b>	<b>67,022</b>	<b>807,065</b>	<b>739,063</b>

All transactions relate to continuing operations.

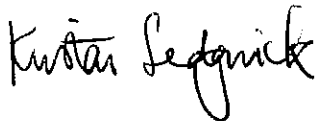
There are no other recognised gains or losses for the year other than in the Statement of Financial Activities.

## CONTACT

### STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	2021		2020	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	12		481,713		469,461
<b>Current assets</b>					
Debtors	13	9,566		2,786	
Cash at bank and in hand		<u>320,978</u>		<u>270,768</u>	
		<b>330,544</b>		<b>273,554</b>	
<b>Current liabilities</b>					
Creditors: Amounts falling due within one year	14	<u>5,192</u>		<u>3,952</u>	
<b>Current assets less current liabilities</b>			<u><b>325,352</b></u>		<u>269,602</u>
<b>Net assets</b>			<u><b>807,065</b></u>		<u>739,063</u>
<b>Funds</b>					
Restricted	15		67,022		34,368
Unrestricted- capital reserve	15		435,613		445,818
Unrestricted- other income funds	15		<u>304,430</u>		<u>258,877</u>
			<u><b>807,065</b></u>		<u>739,063</u>

These financial statements were approved by the Board of Trustees on 25<sup>th</sup> November 2021 and signed on its behalf by:



K Sedgwick  
Chair

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

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#### 1. ACCOUNTING POLICIES

##### **Statutory information**

Contact is a charitable incorporated organisation (CIO) registered with the Charity Commission in England. The registered charity number, company registration number and address can be found in the Report of the Trustees on page 1.

##### **Basis of preparation**

The 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 United Kingdom and Republic of Ireland (FRS 102) issued on 16<sup>th</sup> July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and United Kingdom Generally Accepted Practice as it applies from 1<sup>st</sup> January 2015.

Contact 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 note(s).

##### **Cash flow**

The charity is exempt from the requirement to prepare a cash flow statement as it qualifies as a small entity.

##### **Incoming resources**

All incoming resources are included on the Statement of Financial Activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably;
- Legacy income is recognised when receipt is probable and entitlement is established;
- Income from donated goods is measured at the fair value of the goods unless this is impracticable to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers;
- Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2021

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#### 1. ACCOUNTING POLICIES (Continued)

##### **Expenditure**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- Expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods;
- Expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities;
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

##### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are funds subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

##### **Tangible assets**

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2021

#### 1. ACCOUNTING POLICIES (Continued)

##### Depreciation

Depreciation is provided at the following rates in order to write off each asset over its estimated useful life:

Freehold Property	2% on cost
Equipment	25% reducing balance
Computer equipment	33% on cost

##### Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

##### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

##### Taxation

The company is a registered charity and is therefore exempt from Income Tax and Corporation Tax under the provisions of Section 505(1) of the Income and Corporation Taxes Act 1988.

#### 2. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted Funds	Restricted Funds	2021	2020
	£	£	£	£
Donations	32,034	21	32,055	98,740
Broome Family Trust	10,000	-	10,000	10,000
Pilgrim Trust	-	-	-	10,000
Lloyds Foundation	-	-	-	15,439
The Edward Holt Trust	-	10,000	10,000	10,000
Gift aid	2,793	-	2,793	2,820
Zochonis Trust	-	20,000	20,000	-
The Joseph Cox Charity	17,381	2,000	19,381	-
The Housing Link	110,000	-	110,000	-
Houghton Dunn Charitable Trust	5,000	-	5,000	-
Manchester Relief in Need	-	2,000	2,000	-
Anton Jungen Charitable Trust	-	2,000	2,000	-
The Albert Hunt Trust	-	5,000	5,000	-
Other funds	-	400	400	350
	<u>177,208</u>	<u>41,421</u>	<u>218,629</u>	<u>147,349</u>

CONTACT

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31ST MARCH 2021

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds	Restricted Funds	2021	2020
	£	£	£	£
Housing Related Support	74,019	-	74,019	43,203
Housing benefit	24,444	-	24,444	52,887
Personal rent contributions	5,700	-	5,700	3,379
	<u>104,163</u>	<u>-</u>	<u>104,163</u>	<u>99,469</u>

4. INCOME FROM INVESTMENTS

	Unrestricted Funds	Restricted Funds	2021	2020
	£	£	£	£
Bank interest	8	-	8	254
	<u>8</u>	<u>-</u>	<u>8</u>	<u>254</u>

5. OTHER INCOME

	Unrestricted Funds	Restricted Funds	2021	2020
	£	£	£	£
HMRC JRS grants	1,638	-	1,638	-
Other income	-	-	-	236
	<u>1,638</u>	<u>-</u>	<u>1,638</u>	<u>236</u>

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2021

#### 6. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted	Restricted	2021	2020
	£	£	£	£
Staff salaries (see note 9)	169,943	-	169,943	162,073
Rates	2,673	-	2,673	3,268
Light and heat	13,289	-	13,289	1,272
Repairs and maintenance	14,679	1,602	16,281	32,234
Insurance	6,819	-	6,819	4,807
Telephone	2,311	-	2,311	2,892
Fundraising	372	-	372	45
Postage, printing and stationery	2,984	-	2,984	2,856
Resident's expenses	1,689	4,656	6,345	6,076
IT costs	5,588	-	5,588	8,624
Accountancy	3,649	-	3,649	5,179
Professional fees	3,775	-	3,775	1,026
Sundry expenses	5,404	1,930	7,334	4,887
Depreciation	14,961	-	14,961	14,640
Finance costs	112	-	112	193
	<u>248,248</u>	<u>8,188</u>	<u>256,436</u>	<u>250,072</u>

#### 7. NET INCOME

Net income is stated after charging:

	2021	2020
	£	£
Depreciation of tangible fixed assets	<u>14,961</u>	<u>14,640</u>

#### 8. INDEPENDENT EXAMINATION FEES

	2021	2020
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,600	2,600
Other services	<u>2,049</u>	<u>2,579</u>

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2021

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#### 9. STAFF COSTS

The total staff costs and employee benefits for the reporting period are as follows:

	2021	2020
	£	£
Wages and salaries	161,734	146,846
Social security costs	4,809	9,850
Employer pension contributions	3,400	5,377
	<u>169,943</u>	<u>162,073</u>

Social security costs above in the year ended 31 March 2021 includes a credit for overpaid social security costs in the prior year of £3,320.

The average number of employees during the year is analysed as follows:

	2021	2020
	No	No
Number of staff	<u>9</u>	<u>6</u>

No employee received employee benefits in excess of £60,000 during the year (2020: £nil)

#### 10. TRUSTEE REMUNERATION AND EXPENSES

No trustees received remuneration in the period under review.

CONTACT

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31ST MARCH 2021

11. COMPARITIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	2020 £
<b>Income from:</b>			
Donations and legacies	109,071	33,584	142,655
Charitable activities	104,163	-	104,163
Investment income	254	-	254
Other income	236	-	236
<b>Total incoming resources</b>	<b>213,724</b>	<b>33,584</b>	<b>247,308</b>
<b>Expenditure on:</b>			
Charitable activities	200,676	49,396	250,072
<b>Total expenditure</b>	<b>200,676</b>	<b>49,396</b>	<b>250,072</b>
<b>Net (outgoing)/incoming resources before other recognised gains/(losses)</b>	<b>13,048</b>	<b>(15,812)</b>	<b>(2,764)</b>
Transfer of assets from previous charity	458,594	-	458,594
<b>Net movement in funds</b>	<b>471,642</b>	<b>(15,812)</b>	<b>455,830</b>
<b>Total funds brought forward</b>	<b>233,053</b>	<b>50,180</b>	<b>283,233</b>
<b>Total funds carried forward</b>	<b>704,695</b>	<b>34,368</b>	<b>739,063</b>

12. TANGIBLE FIXED ASSETS

	Freehold property £	Equipment £	Computer equipment £	Total £
<b>Cost:</b>				
At 1 <sup>st</sup> April 2020	487,000	72,574	-	559,574
Additions	18,409	3,062	5,742	27,213
As at 31 <sup>st</sup> March 2021	<b>505,409</b>	<b>75,636</b>	<b>5,742</b>	<b>586,787</b>
<b>Depreciation:</b>				
At 1 <sup>st</sup> April 2020	32,240	57,873	-	90,113
Charge for the year	9,877	3,996	1,088	14,961
At 31 <sup>st</sup> March 2021	<b>42,117</b>	<b>61,869</b>	<b>1,088</b>	<b>105,074</b>
<b>Net book value:</b>				
At 31 <sup>st</sup> March 2021	<b>463,292</b>	<b>13,767</b>	<b>4,654</b>	<b>481,713</b>
At 31 <sup>st</sup> March 2020	454,760	14,701	-	469,461

CONTACT

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31ST MARCH 2021

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Prepayments	3,280	2,786
Social security	6,286	-
	<u>9,566</u>	<u>2,786</u>

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Accruals	3,759	3,952
Other creditors	1,433	-
	<u>5,192</u>	<u>3,952</u>

15. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfer between funds £	At 31.3.21 £
<b>Unrestricted funds</b>				
General fund	198,877	34,769	10,784	244,430
Capital fund	445,818	-	(10,205)	435,613
Enhanced services future development fund	40,000	-	-	40,000
Refurbishment of living accommodation fund	20,000	-	-	20,000
	<u>704,695</u>	<u>34,769</u>	<u>579</u>	<u>740,043</u>
<b>Restricted funds</b>				
Good Memories fund	4,217	(976)	-	3,241
Hardship fund	5,988	1,064	-	7,052
Move On fund	24,163	6,300	-	30,463
Bedroom refurbishment fund	-	26,845	(579)	26,266
	<u>34,368</u>	<u>33,233</u>	<u>(579)</u>	<u>67,022</u>
<b>Total funds carried forward</b>	<u>739,063</u>	<u>68,002</u>	<u>-</u>	<u>807,065</u>

## CONTACT

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31ST MARCH 2021

#### 15. MOVEMENT IN FUNDS (continued)

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	283,017	(248,248)	34,769
<b>Restricted funds</b>			
Good Memories fund	2,000	(2,976)	(976)
Hardship fund	2,021	(957)	1,064
Move On fund	10,000	(3,700)	6,300
Bedroom refurbishment fund	27,400	(555)	26,845
	41,421	(8,188)	33,233
	324,438	(256,436)	68,002

The general fund represents surplus donations and other incoming resources receivable in excess of outgoing resources payable and available for use by the trustees in accordance with the charitable objects.

Other funds within unrestricted funds are designated funds earmarked by the trustees for particular future projects or commitments. More details of each designated funds can be found in the trustees' report.

There are two transfer between funds as follows:

- i. A transfer of £10,205 between the general fund and the capital fund in respect of depreciation charged to the statement of financial activities on assets transferred from the previous charity;
- ii. A transfer of £579 from the Bedroom refurbishment fund to the general fund in respect of capital additions funded by restricted funds, the restriction on which is satisfied once the funds are spent for the purpose for which they were given.