

**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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## **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 touch 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 advice, 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% <b>BAME</b>	67% <b>BAME</b>	56% <b>BAME</b>
Asian			
Mixed Heritage			
Sexuality			
LGBTQ	33%	9.50%	8%

## **CONTACT**

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

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#### **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 have 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

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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:

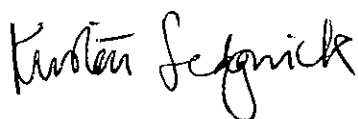
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any departures disclosed 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.

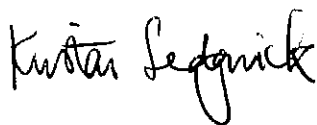
## CONTACT

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

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	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><b>269,602</b></u>
<b>Net assets</b>		<u><b>807,065</b></u>	<u><b>739,063</b></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><b>739,063</b></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

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#### 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.