

CONTACT A FAMILY

England & Wales · Charity number 284912

Details

Other names	CONTACT (FOR FAMILIES WITH DISABLED CHILDREN)
Status	Registered
Legal form	Charitable company
Company number	01633333
Registered	1982-06-20
Register	View on the Charity Commission register

Contact

Address	Go7 Wenlock Studios 50-52 Wharf Road London N1 7EU
Phone	02076088700
Email	info@contact.org.uk
Website	www.contact.org.uk

Activities

Objects: TO PROMOTE THE EDUCATION, WELFARE AND BENEFIT OF THE DISABLED, MORE SPECIFICALLY, BUT NOT LIMITED TO, CARING FOR CHILDREN AND YOUNG PEOPLE WITH ANY KIND OF DISABILITY OR SPECIAL NEED.

Activities: To support parents and families who care for a disabled child by:- Providing access to good quality advice and information, broad ranging appropriate support and contact with other families which will lead to positive outcomes;- Influencing changes in policy and practice in order to substantially improve the quality of lives of parents and families and their children.

Classification

- **How:** Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Children/young People, People With Disabilities, Other Charities Or Voluntary Bodies, Other Defined Groups

Geography

- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£8,758,116	£9,706,498	£4,577,397	104
2024-03-31	£9,345,281	£9,368,385	£5,692,053	99
2023-03-31	£8,497,943	£9,207,616	£5,341,155	100
2022-03-31	£8,821,376	£8,920,807	£6,250,584	90
2021-03-31	£7,388,430	£5,785,577	£6,076,223	87

Trustees

Name	Role	Appointed
Vanessa Longley	Chair	2024-09-17
Benjamin Timothy Peter Clarkson		2022-06-14
Calister Munjeri		2026-03-24
Charles Sladdin		2022-06-14
Deborah Emily Ball		2026-03-24
Deborah Grace Morrow		2026-03-24
Elizabeth Archer		2024-09-17
Georgia Genel Wilson		2026-03-24
Gyllian Kathryn Curtis-Machin		2021-06-15
Ian Russell Sutherland		2026-03-24
Jamileh Tufail		2020-12-02
Laura Godwin		2024-09-17
Ramandeep Kaur		2024-09-17
Sarah Persephone Sutherland Church		2022-06-14

CONTACT A FAMILY

England & Wales - Charity number 284912

Accounts

Company number: 1633333
Charity number: 284912
Charity number (Scotland): SC039169

**Contact a Family
(trading as Contact)**

**Report and financial statements
for the year ended 31 March 2025**

Contact a Family (trading as Contact)

Reference and administrative information

For the year ended 31 March 2025

Charity number (Scotland) SC039169

Registered office and operational address Wenlock Studios, 50-52 Wharf Road, London, N1 7EU

Status The organisation is a charitable company limited by guarantee, incorporated on 5 May 1982 and registered as a charity on 20 June 1982.

Governing document The company was established under a Memorandum of Association which established the objects and powers of the charitable company and was governed under the company's Articles of Association. The Memorandum and Articles of Association were incorporated on 5 May 1982 and amended on 6 December 1999, 22 November 2004, 22 November 2007 and 20 November 2008.

Pursuant to Chapter 3 of Part 13 of the Companies Act 2006, the existing Articles of Association and clauses 1 to 12 of the existing Memorandum of Association were replaced in their entirety by a revised Articles of Association on 26 November 2024.

Summary of investment powers The Trustees may deposit or invest funds in any manner, but only after obtaining advice from a financial expert and having regard to the suitability of investments and the need for diversification. The management of investments may be delegated to a financial expert, provided transactions and performance are reported to and reviewed by the Trustees. The Trustees have the power to arrange for investments to be held in the name of a nominee under the control of the Trustees or of a financial expert acting under their instructions and to pay any reasonable fee required.

Company number 1633333

Charity number 284912

Trading name Contact

Honorary officers Vanessa Longley, Chair (joined Sept 2024), Angela Kitching, Acting Chair (until September 2024); Eleanor Christie, Treasurer

Bankers Unity Trust Bank plc, Nine Brindley place, 4 Oozells Square, Birmingham B1 2HB

Solicitors Russell-Cooke Solicitors, 8 Bedford Row, London, WC1R 4BX

Auditors Sayer Vincent, Chartered accountants and statutory auditors. 110 Golden Lane, London EC1Y 0TG

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For the year ended 31 March 2025

Trustees

The Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Vanessa Longley, Chair, joined September 2024
Angela Kitching, Acting Chair, retired September 2024
Eleanor Christie, Treasurer
Elizabeth (Ed) Archer, joined September 2024
Jamileh Tufail (Wales)
Gyll Curtis-Machin (Scotland)
Charles Sladdin
Sarah Church
Janet Leach, retired July 2025
Ben Clarkson
Kate Fleck (Northern Ireland), resigned July 2025
Laura Riach , resigned May 2025
Laura Godwin, joined September 2024
Ramandeep Kaur, joined September 2024

Patrons

- Patricia Astley
- Josephine Fitzalan-Howard
- Sir Al Aynsley-Green
- Samantha Cameron
- Georgina David
- Henry Hoare
- Ruth, Lady Morris of Kenwood CBE
- Francesca Martinez
- Nigel Nicholls
- Vivienne Parry
- Susan Reizenstein
- Paul Riseborough
- Philippa Russell OBE
- Clare Smyth
- Paul Soames
- Claire Tomalin
- Angus Walker, resigned September 2024
- Elinor and Dafydd Wigley AM

Chief Executive Officer Anna Bird

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Trustees' annual report

For the year ended 31 March 2025

Introduction from the Chair, Vanessa Longley, for the year ended 31 March 2025

This year, Contact has stayed true to what matters most: being there for families with disabled children. We've been unwavering in our commitment to families, offering trusted advice, information and support, and championing their rights through bold and collaborative campaigning.

We know the landscape is shifting. More children are living with complex needs and disabilities than ever before, with increasing diagnoses of autism and mental ill health. At the same time, families continue to face the twin pressures of a cost-of-living crisis and declining access to the services they depend on.

In this context, Contact has been a steady hand, helping parents find their way through an often complicated and under-resourced system. Over the past year, we supported a total of 381,000 families, each interaction a reminder of why our work matters.

Our helpline and regional teams have responded to growing complexity in the questions families are asking. We expanded our work supporting families whose children are in hospital and delivered more workshops than ever before, focusing on the issues that parents tell us matter the most, from managing challenging behaviour to navigating educational support.

We were proud to renew our contract with the Department for Education, enabling us to continue offering information and advice through our helpline and website, and to support parent carer forums across England. In Wales, new and much-needed funding allowed us to deliver a vital series of resilience-building workshops for parent carers - equipping families with tools to cope and feel more in control.

The past year also brought significant political change. A new Government has raised the prospect of reforms that could reshape how families access benefits and education. Through our work at Contact, and as a leading voice within the Disabled Children's Partnership, we've spoken up loudly and clearly on the issues families say matter most: the financial pressures they face, the need for accessible social care, and a fairer education system.

Thanks to our supporters, our financial position remains strong, enabling us to deliver this vital work. I want to extend heartfelt thanks to our funders, volunteers, individual donors and the many Trusts and Foundations whose generosity powers everything we do.

Alongside delivery, we've spent the year shaping our new organisational strategy, a five-year plan we'll formally launch in 2025–26. Grounded in listening and learning, our approach includes regular annual reviews so we can remain responsive in a fast-changing world. That learning has been deeply shaped by the unpredictable context of recent years, including the COVID-19 pandemic, which challenged and redirected so many of our original goals.

To our incredible staff: your commitment, passion and resilience have been the bedrock of all we've achieved this year. Thank you for everything you give.

To our Board of Trustees, I offer sincere thanks for your wisdom and service. We were sad to say farewell to Angela Kitching, whose leadership as Chair left a strong legacy. And we were delighted to welcome Ed Archer, Ramandeep Kaur and Laura Godwin - whose insight, energy and dedication have already made a powerful impact.

Together, we look ahead with hope, grounded in the voices of families, and committed to creating a future where every child with a disability, and every parent carer, gets the support they deserve.

Vanessa Longley

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Trustees' annual report

For the year ended 31 March 2025

TRUSTEES' REPORT

At Contact:

- We deliver trusted, high quality information, advice and support.
- We work with parent carers to influence policy change at a national level and services and systems at a local level.

This report updates on what we have delivered as a charity in 2024-25 in each area.

Contact's impact 2024-25

In 2024/25, Contact helped 381,000 parents with our trusted and valued information, advice and support.

Throughout the year we:

- Answered 16,287 enquiries via our helpline, our work in the devolved nations, local and regional programmes.
- Reached 10,066 parents, 732 children and 2,459 professionals through our workshops, outreach sessions, information stands and family days.
- Provided information via 781,854 unique visits to our website.
- Provided 5,950 hours of support to Parent Carer Forums.

Parent carers reported the outcomes below following Contact's support across all services:

95% feel better informed about how to get the support they need

88% feel more confident

68% feel better able to deal with stress

74% feel less isolated

97% would recommend Contact services to others

Information, advice and support

Helpline

Demand for advice and information from our Helpline team continued and our dedicated parent advisers dealt with 9,851 enquiries throughout the year. Our team provided advice and information on a range of issues. Education and benefit enquiries were the key issues this year, followed by social care concerns.

Our telephone helpline remains the most popular way to reach an adviser, followed by email and live chat. Education enquiries included advice about SEN support in mainstream school, Education Health and Care assessments and plans, SEND Tribunal appeals and attendance. Benefit enquiries included DLA, followed by Universal Credit with a need for expert advice focused on managed migration from legacy benefits to Universal Credit and helping parents to navigate the complexity of claiming benefits for disabled young people in education.

Helpline survey responses include 96% satisfaction and 97% recommendation scores from users this year.

"Accessing Contact has been a lifeline... Contact has saved my sanity."

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Family Finances

Throughout the year our Family Finances team responded to 785 benefits enquiries and made 424 in-depth call-backs for more complex enquiries. As a result of the team's advice, families reported significant improvements to their family's financial situation, with eligible families being better off by an average of £ 5,538 a year (£107 per week).

In addition our team of two expert Family Finance advisers delivered two Facebook Q&As and two webinars supporting 148 parents, as well as creating 3 new videos on Universal Credit.

Following help from our Family Finance team, 100% of parents reported feeling better informed about their rights to benefits and grants and 99% would recommend the service to others.

"Helped me get my UC migration pushed back. I was really worried that I would be made to claim this year and would be left without support for my child." A parent carer

"I felt really supported and that you were on my side." A parent carer

"The system is so harsh and complicated. I've found it a struggle to navigate it all and at least I understand things a lot better having the chance to discuss things with you." A parent carer.

Online

We held nine extremely popular Facebook Q&As and Facebook Live sessions where parents put their questions directly to our parent advisers about pre-arranged topics enabling us to reach many at one time. Issues covered included parent carers most common concerns like Universal Credit, school transport Education, Health and Care plans, Carers Allowance and help with council tax.

This year, while we continued to maintain a presence on Twitter/X, we decided to concentrate on promoting our other social media channels like Facebook, LinkedIn, Instagram - which now has over 3,380 follows - and YouTube. There are now nearly 25,000 members of our Facebook group, a safe space exclusive to parent carers where they can support each other, and during the year we had nearly 66,000 podcast and YouTube views. We also launched some new channels like WhatsApp broadcast, BlueSky, Threads and TikTok which continue to grow.

In addition, we have re-invigorated our Helpful Podcast for Families With Disabled Children by trialing a move from 5 minute audio explanations from one of our parent advisers on a particular topic, to longer 20-30 minute episodes that take one of parent carers' top issues and looks at in more detail with a central host interviewing a mixture of parents, Contact parent advisers and other relevant guests. And nearly 68,000 people have signed up to receive one or more of our regular e-newsletters full of useful resources and information for parents, fundraisers, practitioners and supporters who are interested in hearing more about what we do and our impact.

Listening Ear – emotional support for parent carers

Contact delivered 392 Listening Ear appointments during the year with thanks to funding from True Colours Trust and the Roald Dahl Marvellous Children's Charity.

As a result of being helped by the service parents reported:

- 98% felt supported
- 79% felt more confident
- 82% felt less isolated

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- 96% would recommend Contact services to others.

The parent advisers in our Listening Ear team are all parents of disabled children and young people, plus they have a huge wealth of professional experience. Each appointment is one hour long so we can give parent callers the time and space to talk about their difficulties and frustrations, providing emotional support as well as excellent advice and information.

98% of parents who used the service, rated the adviser's knowledge as Excellent or Good; and 100% rated the adviser's communication skills as Excellent or Good.

We continued to ask parents their reason(s) for booking the service, to continue to evidence the need for it. We found that:

- 53% needed emotional support or somebody to talk to
- 53% wanted to speak to someone as their questions were complex;
- 20% preferred to speak to someone as they are not confident about online technology, suggesting that the appointments are also helping some who are digitally excluded.

Thank you so much for our phone conversation yesterday and for your extremely helpful email and the links. I can't stress how appreciative I am for your support and advice, and also just for being a listening ear; it makes such a difference and has definitely made me feel better in myself and I feel more able to push in the right way for greater support for [child].

Thank you again for our Contact conversation last night. I've had multiple people tell me this morning how much my demeanour has changed and that is due to the huge boost of confidence you gave me in our conversation.

By Your Side – reaching out to families in hospital

During the year, our By Your Side team supported 2,413 families whose disabled and sick children need hospital care in London, Newcastle, Birmingham, Liverpool and Glasgow. The team also gave advice and information to 784 professionals, helping them to help families.

Due to increased support from a corporate partner, we were able to recruit a second part-time Parent Adviser, bringing the team to X advisers. With the support of our highly experienced and passionate volunteers, the team are reaching more families in hospital, giving practical advice and information and providing emotional support. They are spending more time at Evelina Children's Hospital as well as holding a second information stand in Great Ormond Street. This opportunity for the second stand is a result of Pears' rare conditions funding.

Following support from our By Your Side team 100% of families reported feeling better informed and 92% felt more confident.

"I'm very grateful for your continued support to me and my family and for your support to the many other families affect by rare conditions who you help to navigate the systems." A parent carer

"Cannot thank you enough for the information, I think life changing for us!!" A parent carer.

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Supporting families of children with rare conditions

Our work to provide support to families whose children have rare or undiagnosed conditions continued to be a much-valued service. We provided 1:1 advice and support to 1186 rare conditions families via our Helpline By Your Side and Listening Ear teams. Our medical information web pages had 91,227 visitors throughout the year. These include information about living with a rare condition, the diagnosis process and our A-Z of medical conditions.

Over the course of the year 81 conditions were updated or added to the medical A-Z hosted on Contact's website.

An additional 29 families with complicated enquiries received in-depth support from our Rare Conditions Officer. This tailored support often involves seeking detailed medical information from our network of specialists as well as connecting families with others, sometimes globally, whose child has the same condition.

We held our second rare condition conference in June which heard from parents sharing their experiences of living with a child with [a rare condition](#), alongside updates from support groups who have received a grant thanks to the Pears Foundation.

Thanks to funding from Pears Foundation, we created the Rare Conditions Network and resources to help the support groups and charities who are part of our network. This includes a toolkit with advice and tips to manage volunteers, guidance on using social media, and our group action pack.

Hemihelp – support for families of children with Hemiplegia

In May, our HemiHelp team hosted a Better Together Family Fun Day for 20 families, offering connection and support for children with hemiplegia, their siblings, and parents. One parent said, "Seeing kids who have been where [my child] is now and their progress really gave us reassurance of how she can positively progress and overcome some of the challenges she currently faces."

We also ran two well-received parent workshops just for our HemiHelp families, and our Facebook group has grown to 6,500 members, offering vital peer support. This year, we launched an updated online version of the HemiHelp schools pack aimed at teachers and other professionals who support children and young people with hemiplegia. Our animation *What is Hemiplegia*—viewed nearly 3,000 times—has received glowing feedback from parents and we saw over 8,500 people use our HemiHelp webpages. Over 2,500 people now receive our quarterly *HemiHelp* online magazine which is full of news and information for families caring for a child with Hemiplegia, alongside Contact's wider support.

Fledglings e-commerce

Our e-commerce venture Fledglings has worked hard to increase the number of products available to families whilst also reducing costs. This year Fledglings average daily sales rose from £1,547 to £1,652 and we had 4,807 new customers. We now offer 12,530 products with new items including sensory furniture and a travel safety collection as well as more sensory toys and new ranges of incontinent swimwear. We are also an official supplier of the only UK registered anti choking device LifeVac. Fledglings also launched virtual coffee mornings, which have been very popular and are booked up well in advance each month.

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Autism Peer Education Programme

Autism Central is a national programme of peer support funded by NHS England. Contact has been delivering information and advice in the Midlands and London as part of the Autism Central project since 2022.

During that time we have recruited, trained and mentored 78 Peer Educators who all have lived experience of autism including some being autistic themselves.

We currently offer 1:1 support via phone calls, in person and through email. Throughout the year we delivered 2500 1:1s and 273 workshops and events covering topics including overwhelm, meltdowns and shutdowns.

"Thank you so much...for being so empathetic and understanding. I really appreciated your advice on the call and the information on this email." A parent carer.

Supporting parent carers in London

An important aspect of all our London local teams is the depth of their reach into communities that are more likely to face exclusion due to racial, cultural, ethnic, religious and language barriers. 64% of our service users are listed as Black, Asian, Mixed or Other Ethnic Group, and 36% are White. This contrasts with London's general ethnic breakdown (46% ethnic minority and 54% White).

The majority of our London colleagues are from the communities they support. For example our multiracial, multilingual and multi faith team and volunteers in Ealing enable us to support families in Punjabi, Arabic, Somali, Tamil, Urdu and Polish.

We were delighted to receive three-year funding to support **Lewisham** families with financial advice from City Bridge Trust. It includes a three-year research project into how being from a black, Asian or other minority ethnic group affects how a child in London with SEND is supported in the education system. The research is looking at the barriers that exist for these parents and children so that practical recommendations for overcoming the barriers can be made.

We continue to support **Lambeth** families with information advice and support, as well as hosting the parent carer forum. Our two-year contract has been extended on a rolling basis and will retender in mid-2024. We have secured new funding to provide a fun day for parents and we are about to start delivery on a new one-year project in conjunction with Lambeth Family Hubs funding to support parents of children aged 0-2.

Our **Ealing** team continue to deliver a huge volume of in-depth support to some of our most vulnerable families, over 80% of whom are from BAME backgrounds and some who are refugees and asylum seekers. We have increased our pool of volunteer translators and now offer support in five languages. The project is now our largest project in London with a team of eight part-time staff.

Our Helping Hand project, which supports families on the waiting list for a neurodevelopmental assessment, in the boroughs of Ealing, Hounslow and Hammersmith & Fulham continued to provide vital support. We are delighted that through this work we received funding for a two-year pilot project in **Hounslow** which has enabled us to set up an office in the borough supporting local families.

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Supporting parent carers in the devolved nations

Our Nations teams in Scotland, Northern Ireland and Wales provide information, guidance and support to parent carers and groups across each country. Devolved governments and services mean the information differs across the UK and needs dedicated expertise.

Northern Ireland

When a child reaches adulthood it can be a difficult time for families as they need to learn to navigate a new system of support. In Northern Ireland we finished the third year of our Preparing Parents for Transition programme and an external evaluator report found that it had been a success. The National Lottery funded project, supported parents with young people moving into adult life, helping them navigate the transition from educational provision to adult life, what to expect at each stage, available support services, parent carers rights, advocating for their young person, and their future options. As part of the project we worked with six special and mainstream schools and two additional schools to deliver the support. Due to the success of this project, we have been invited to apply to the National Lottery and build on the learning and outcomes for our next project.

Scotland

During the year our vital information service supported 134 parents and 70 professionals with 364 advice enquiries from across Scotland. In addition, we delivered 28 information events reaching 565 parents and 377 professionals, including a webinar on Support without a Diagnosis in partnership with Children in Scotland. We have also increased our support to families with children in hospital through our By Your Sid project. We now have information stands at two hospitals, the University Hospital Wishaw Lanarkshire and Queen Elizabeth Children's Hospital Glasgow.

Our policy work includes collaboration with Parenting Across Scotland and chairing the Getting It Right For Every Child Advisory Group bringing third sector and Scottish Government together to improve the lives of families. We are very grateful to the Scottish Government for their continued funding of our information and policy work.

Wales

This year we launched our Building Resilience project in Wales, which has been developed with parents and is funded by the National Lottery. We have two new team members which has significantly increased our capacity and ability to support families across Wales. The project includes a Wellbeing Programme for parents, in person and online workshops, drop ins and digital resources, and much more. In this first year the team has supported 596 parent carers via 226 enquiries, 23 in-person support sessions and 22 online support sessions, and created new resources (digital factsheets) that have benefited 926 families with disabled children in Wales. The feedback from parents involved in the sessions has been overwhelmingly positive.

"I've never had that support before and it really is priceless. Usually once you do a course it's over, and this continued support has been great. I feel that Contact genuinely cares." A parent carer.

Connecting families

Contact was founded on the idea that parents are the best source of support to other parents and through building connections we can reduce isolation. Contact was started by a group of parent carers who came together to share their common challenges, joys and expertise. And today we continue to bring families together in multiple ways including family events, workshops, online and through our rare conditions work.

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Family events

This year we held 65 family events attended by 643 children and young people and 722 parent carers. These included sports days, trips to the beach, science discovery centres and Beamish Open Air Museum. We also provided online yoga to parents to promote wellbeing.

The events are organised by our London teams and through our Better Together programme. They are funding dependent.

Parent workshops

Our parent workshops remain popular, often being fully booked within days. They are a chance not only to learn valuable information, but also for parents to chat to others in a similar situation. This year we held 719 workshops attended by 6,626 parent carers and 1,635 professionals. The sessions cover topics including understanding a child's behaviour, support for a child's anxiety and educational support. They also included 44 Brighter Beginnings workshops targeted to early years parents, with a total attendance of 775 parent carers.

Working with parent carers to influence policy change at a national level and services and systems at a local level

Policy, Campaigns and Media

During the year we raised the profile of Contact in Parliament through the launch of our Counting the Costs flagship research about the financial situation for families with disabled children. 10 parents spoke at the event, sharing their experience and ideas for improving their own and other families' living standards. In addition, our campaigns and policy team had meetings with 29 MPs and 4 Ministers and officials across DfE, DWP, MoJ, NHS England.

Ahead of the General Election in July, 2,277 parent carers engaged with their prospective parliamentary candidates through Contact's campaign action, raising awareness of issues that matter the most to families with disabled children.

Also in the summer, we organised media training for 12 parents which helped build confidence as well as develop important skills of presenting and public speaking. Throughout the year we gave 21 parents a voice, giving them the opportunity to speak to the media on a wide range of topics, from the impact of energy costs, social care, school transport, Child Trust Funds and Free School Meals.

We held seven focus groups on topics including the Law Commission's consultation on the reform of laws surrounding social care for disabled children, as well as school transport and attendance.

We generated more than 60 mentions in the press, reaching people 73.1 million times with Contact's name and messages. Highlights included Chief Executive Anna Bird being interviewed on BBC Breakfast as well as Channel 4 News and mentions in national newspapers including the Sun, the Mirror and Mail online. To pay for equivalent advertising would have cost us £371,442.

"Thanks so much for the opportunity to attend the media and parliamentary training. So informative and a much-needed time for me to learn new skills out of the house and away from my full-time caring role at home! I'm hoping those skills can be put to good use in the not-too-distant future." A parent carer.

Our Chief Executive, Anna Bird, continued to Chair the Disabled Children's Partnership, an influential campaign group of over 120 charities and organisations. Among DCP's highlights of the year were two

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major research reports and interviews and mentions in the national press including Radio 4's Woman's Hour.

Parent Participation

Parent carer forums are active across up to 153 local authorities in England; ensuring that the needs of disabled children and their families are prioritised in local, regional, and national decision making.

Contact continues to work closely with Parent Carer Forums and the National Network of Parent Carer forums to support parent carer participation across England. We administer the Department for Education grant for parent carer forums, and provide training, information, and advice to the forums through a team of advisers.

There are now 153,249 parent carer forum members, a huge increase of 25,328 in just one year. This demonstrates forums' continued commitment to building connections with new parents in their communities.

The Participation team provided 5,950 hours of support and delivered 11 online learning sessions during the year with a total of 301 live attendances and 4,197 online views.

Together with the National Network of Parent Carer forums we ran the National Participation Conference, held in Northampton, with 195 representatives in attendance. In addition we held a virtual conference which attracted 155 attendees on the day and the recorded sessions have been viewed 1,225 times on our YouTube channel.

"The forum feels very well supported by Contact, both regarding funding and any other support we need. Information about funding application and reporting is always very clear and relevant. Queries and emails get responded quickly and information/help provided is always very good." A parent carer forum.

Strategic developments and looking forward

We've spent the year shaping our new organisational strategy, a five-year plan we'll formally launch in 2025–26. Our new strategy was co-produced with parent carers, who shaped it from start to finish. We consulted and sought feedback from groups and individual parents throughout the process.

We learnt from recent experience and wanted our strategy to remain responsive in a fast-changing world, so it includes regular annual reviews. That learning has been deeply shaped by the unpredictable context of recent years, including the COVID-19 pandemic, which challenged and redirected so many of our original goals.

Parents tell us that the thing that would make the biggest difference to their lives is to make it simpler and easier to get the help they need. Too often, families have to fight long, traumatic battles to get support for their child and themselves. Through our trusted information, advice and support which helps parents navigate complex systems, and our work to campaign and influence alongside families, Contact is uniquely placed to change this reality. Over the next five years, we will focus all of our efforts to end the battle that parent carers face, so that families can live more fulfilling and joyful lives.

With the right information, advice and support, parents tell us they feel less isolated and more equipped to care for their child and family. They also all say they wish they knew about Contact's support earlier.

In future, every parent carer should get quality information and advice when they need it most. So our job over the next five years is to make sure every parent carer knows that help is at hand so we can reach families much sooner. That means more people knowing about Contact. And it means growing our services, so we are ready to help parents when they need us, every time.

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Alongside that, parents also tell us the system itself must change. It must be simpler, kinder and fairer. Help needs to come quicker, and to adapt over time because children grow, families change, and their needs change too.

Parents know what change is needed, and what will work for them. Our job is to make sure those parents have a voice at every level where change is happening.

Financial Review

The total incoming resources decreased by 9.07% in the financial year to £8,758k (2023/24: £9,345k).

Unrestricted income was £4,622k (2023/24: £4,986k) and contributed to 53% of total income, in line with the prior year contribution. Unrestricted income includes contract income of £2,867k (2023/24: £2,839k) which is spent on deliverables stipulated within the contracts.

Unrestricted income from donations and legacies is significantly lower than the prior year at £743k (2023/24: £1,195k). This is because the prior year recognised two exceptional legacy gifts amounting to £456k, with the level of income from legacies in the current year being £80k. Additional unrestricted income was raised from the Contact Lottery, which continued to grow steadily in 2024/25.

Restricted income was £4,136k (2023/24: £4,359k) and includes conduit funding in relation to Parent Carer Forum Grants of £2,678k (2023/24: £2,667k). Income from charitable trusts and major donors was lower than prior year reflecting the increasingly challenging fundraising environment.

Total expenditure increased by 1.72% to £9,706k (2022/23: £9,368k). Unrestricted expenditure was £5,388k (2023/24: £5,066k) and restricted expenditure was £4,318k (2023/24: £4,302k) and recognises the outgoing conduit funding for the Parent Carer Forum grants.

The unrestricted net expenditure position before gains or losses on investments was £(766)k, and compares unfavourably to the prior year position of £(80)k. The difference in the end of year position is exacerbated by exceptional income from legacy gifts included in the prior financial year, and exceptional expenditure items in the current financial year.

Nevertheless, it is recognised that there is an underlying trend in the decrease of the general funds level, and an operational deficit position (excluding the investment of designated funds in the current year of £404k) of £(362)k. This is being actively addressed by the Executive Leadership Team to ensure a sustainable operating model for the organisation in the mid to long term. The budget for the new financial year currently forecasts an operational deficit position at a similar level to the current year to support the evolution and implementation of the new strategy. This represents a strategic deficit and will be funded from designated funding.

Total unrestricted expenditure in the financial year of £5,388k (2023/24: £5,066k) continued to recognise the investment of designated funds in income growth, service expansion and continuity, and strategic development initiatives at a level of £404k (2023/24: £280k), and a net increase in headcount of 10 during the year.

During the year the Board undertook a comprehensive review of Fledglings trading activity, to address the continuing trading deficit position that has been subsidised from core funding and other fundraising activities.

Following this review, the Board concluded that the best option for Fledglings was to transfer the activity to a Community Interest Company (CIC) to be run independently from Contact. Doing so will ensure the long-term future of the Fledglings offer, which is an invaluable service for parents, while recognising that the current operating model was no longer sustainable within Contact. The transfer to the CIC was completed in June 2025.

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In the current financial year, trading income from Fledglings activities was £513k (2023/24: £435k) Trading expenditure for Fledglings was £632k (2023/24: £515k) and included the initial investment required to support the transition of Fledglings to the CIC. Fledglings operated at a trading deficit of £(119)k (2023/24: £(80)k).

Overall, support costs of £894k (2023/24: £927k) are slightly lower than in the prior year. The prior year costs recognised the additional investment in senior interim resources and professional services costs to support the charity during a period of transition. Current year costs recognise inflationary cost increases including the annual staff salary increase, and redundancy costs of £31,441 (2023/24: £10,698)

The level of unrestricted funds at the financial year end was £4,180k (2023/24: £5,114k).

The unrestricted funds comprise of designated funds of £3,042k (2023/24: £3,445k) and general funds of £1,139k (2023/24: £1,668k).

The general funds balance recognises the loss on investments in the financial year of £(166k) whereas in the prior year the profit on investments was £374k.

The decrease in the level of general funds is being taken into consideration when forecasting unrestricted and restricted income streams, monitoring and managing unrestricted and restricted expenditure, and in assessing the sustainability of the underlying operational financial position of the charity, to ensure the continuity of service delivery. The reserves policy is also under review to ensure that it continues to be appropriate from an operational, income generation, strategic planning and assessment of risk perspective.

However, in recognition that the organisation is in a transition period and will need to be in a position to be agile and respond to opportunities and any risks to financial performance as they arise, including through the impactful utilization of the designated funding reserves. The Trustees support the continuance of an operational deficit position for the next financial year to support the development and implementation of the new strategy with a clear strategic framework in place to guide decision-making and priorities.

Designated Funds

Following the sale of Contact's City Road building in January 2021, a sum of £4,681k was allocated to designated reserves, and £3,750k of the proceeds were transferred to the CCLA – COIF Charity Funds-Ethical Investment Fund.

The original allocation included the establishment of a designated property fund at a level of £2,500k to meet future property needs in the mid to longer-term.

However during the financial year, the purpose of this fund was reassessed by the Executive Leadership Team and Trustees, in recognition that it was no longer the intention to invest in a property in the mid to long-term and that the development and implementation of new strategy for the organisation was now the priority and will require a significant level of investment, The property fund was therefore redesignated by Trustees at the end of the financial year to a Strategic Investment Fund.

Investments from this fund will build Contact's positioning and brand to grow our future profile, reach and impact, help Contact to reach more families through service innovation, strengthen organisational infrastructure, and to ensure the future sustainability of the charity including the growth of unrestricted income streams.

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At the end of the financial year the level of designated reserves was £3,042k (2023/24: £3,445k)

Contact will continue to invest in research and insight projects to further inform strategic decision making, policy and campaign activities and service delivery, continuity and expansion initiatives to support both existing and future key services, including those delivered in the devolved nations.

In addition to the strategic investment fund, a portion of the remaining designated funds, £105k has been reallocated for strategic development to enable Contact to be more agile in response to opportunities and risks in the new financial year.

The allocation of investment from this fund will consider learnings gathered from the foundation year and strategy development processes, the uncertainty in the fundraising environment, particularly around unsecured restricted income that may lead to an increase in the use of the bridging fund allocation to keep services going for longer periods of time while funding decisions are pending, and uncertainties in relation strategic development projects, including brand implementation.

Restricted Funds

Restricted income increased to £4,136k (2023/24: £4,359k). The continuing challenges in the fundraising environment contributed to a decrease in income from charitable trusts of £(219)k and from corporate donations of £(81)k. The level of government grants at a level of £3,3087k (2023/24: £3,337k) remained consistent with prior year. These decreases were offset by an increase in restricted income from the National Lottery Community Fund with income at a level of £198k (2023/24: £142k).

Reserves policy and performance

The Trustees have reserves in order to provide some financial security, to fund working capital and to enable the charity to cope with setbacks or take advantage of opportunities. The free reserves comprise general funds excluding the net book value of tangible fixed assets funded by unrestricted funds and excluding the movement in valuation of investment funds.

The target reserve levels represent the free reserves of the charity which are readily available to be spent on charitable activities.

The policy is to be further reviewed with reference to the assessment of risk relating to individual income streams for programmes of work, the maintenance of essential services, expenditure commitments and any potential liabilities.

For 2024/25, Trustees are comfortable to continue to set the free reserves level between £1.2m and £1.4m, on the understanding that some designated funding could be allocated to support working capital requirements in the short term if required.

Unrealised losses on investments of £(166)k are not included in the trustees' review of general reserves due to continuing volatility in the financial markets.

Excluding the designated reserves movements and the unrealised gains and losses on investments, the level of general reserves at the end of the current financial year was £1,294k (2023/24: £1,569k).

Investments

CCLA were appointed as investment managers in February 2021. Following the sale of the building in 2021, £3.75m was transferred to the CCLA – COIF Charity Funds – Ethical Investment Fund.

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For the year ended 31 March 2025

This fund aims for long term return comprising of both capital growth and distributions. It has a wider range of ethical restrictions, including avoiding tobacco companies, alcohol producers and companies with significant involvement in armaments, fossil fuel extraction, gambling and pornography. The fund is benchmarked against market comparators, and the performance of these funds is monitored by the Business Affairs Committee on a quarterly basis.

Investments with a fair value of £3,764k (2023/24: £4,181k) are included in the balance sheet. There was an unrealised loss in the value of the investment of £(166)k reflecting the overall decline in financial market performance over the course of the financial year. In addition, £250k was drawn down from the investment to fund some of the allocations from designated reserves.

Going Concern

In recognition that despite the prevailing financial risks, the charity is in a stable position in terms of unrestricted reserves and cash, primarily due to the designated funding reserve established following the sale of the building in 2021, it is considered that there continues to be no material uncertainties about the charity's ability to continue as a going concern for the 12 months following the approval of the financial statements.

Risk Management

The significant risks facing Contact are reviewed every six months by the Board and more regularly by the executive leadership team and committees of the Board, and enhancements have been made to the existing risk analysis and ratings produced to facilitate the review, monitoring and management of risks and the mitigations in place by trustees.

The most significant risks identified in the financial year were as follows:-

- Unsecured restricted funding targets do not yield the target return due to the existing and anticipated statutory and restricted funding economic and political landscape changing, and the impact of continuing to hold the current high levels of designated reserves.
- Impact of inflation and cost of living considerations for staff on unrestricted and restricted costs, and on funding applications and bids.
- Investment in developing and growing unrestricted income streams does not reach the required income forecast / return of investment target - with a subsequent impact on the financial operating position
- Ensuring that the organisation's comprehensive set of policies are continually updated in a timely manner, and are sufficiently robust
- Safeguarding policies are regularly reviewed and updated, and mandatory safeguarding training is in place for staff members, as failure to protect children and vulnerable adults is an area of risk requiring constant attention.
- IT security in terms of ransomware attack and data being compromised with a negative impact from an operational and financial cost perspective.

The Trustees review these risks on an on-going basis through the committees of the Board and satisfy themselves that adequate systems and procedures are in place to manage the risks identified. Where appropriate, risks are covered by insurance. The following framework dictates how we

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mitigate the identified risks:

- Formulating detailed fundraising plans and having regular financial reviews, together with a system of phased expenditure to enable responsible budget management;
- Maintaining reserves in line with the charity's reserves policy, and providing informed and timely reporting in relation to the investment strategy for designated reserves and the timeline for this investment;
- Funding application bids incorporate real costs including higher than anticipated cost of living salary increases, and the close monitor the impact of the cost-of-living pressures on individual donors;
- Regular monitoring of contracts and work delivery programmes:
- A clear structure of delegated authority and control;
- Investment in a comprehensive set of enhanced system security and IT security awareness training initiatives has been made.

In assessing risk, the Trustees recognise that some areas of our work require the acceptance and the management of risk, if our key objectives are to be achieved.

The Trustees believe the above approach is adequate in managing the risks of the organisation.

Objects of the charity

1. The Memorandum of Association incorporated in 1982, as replaced by the revised Articles of Association in November 2024 have the objects "to promote the education, welfare and benefit of the disabled, more specifically, but not limited to, caring for children and young people with any form of disability or special need.

To support parents and families who care for a disabled child or young person by:

- a) providing access to good quality advice and information, broad ranging appropriate support and contact with other families which will lead to positive outcomes;
- b) influencing changes in policy and practice in order to substantially improve the quality of lives of parents and families and their children.

Structure, governance and management

2. Members of the charity guarantee to contribute an amount not exceeding £5 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2025 was 13 as only the trustees are now members of the charity.

3. On 1 December 2004 Contact entered into a transfer of charitable undertakings with the Lady Hoare Trust which is a registered charity number 1067492 and a company limited by guarantee number 3482560. Following the merger a governance review commenced and new Standing Orders were adopted by the Trustees. These Standing Orders were reviewed by the Trustees in 2021.

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4. On 1 April 2018 Contact entered into a transfer of charitable undertakings with HemiHelp which was a registered charity (number 1085349) and a company limited by guarantee (number 4156922).

This charity was closed on 14 May 2019.

5. On 4 January 2019 Contact entered into a transfer of charitable undertakings with Fledglings Family Services which is a registered charity (number 1112618) and a company limited by guarantee (number 4592971).

This charity was dissolved on 22 September 2020.

6. With regard to the recruitment of new Trustees, the Standing Orders state that "The Board should ensure that the recruitment process is open to all sections of the community, and should consider open advertising and a range of other recruitment methods to attract a wide range of candidates. Candidates should be interviewed formally and appointed on merit." In line with this, new Trustees have been recruited via an open and competitive recruitment process during the year. Our Board Member Induction, Support and Development policy outlines a process to support new Trustees and ensure they are provided with sufficient information to enable them to fulfil their duties.

7. Trustees are appointed at a Board Appointment Meeting for a three-year term, and can be appointed during the year. The Standing Orders set out a maximum of three consecutive terms for Trustees, however it is anticipated that the norm will be only two terms in office, and three terms would only be served under exceptional circumstances.

8. As well as meeting regularly as a full Board, the Trustees have also established a number of committees and councils, each with their own Terms of Reference and each reporting back to the Board:

- a) A Business Affairs Committee to take delegated responsibility for overseeing all financial and business aspects of Contact to ensure short and long-term viability, and to report back to the Board accordingly.
- b) A Governance Strategy and People Committee to take delegated responsibility for ensuring effective and efficient governance over Contact. This includes identifying and proposing new members to the Board and to oversee all people and administrative support activity that supports the work of Contact.

9. The Trustees approve the overall strategy of the organisation and delegate the operational management, development and administration of the charity to the Chief Executive. The Executive Leadership Team (ELT) are comprised of the Chief Executive, the Executive Director of Finance & Resources, the Executive Director of Income Generation, the Executive Director of Information, Advice and Family Support, and the Executive Director of Communications and Engagement.

The ELT is responsible for the day to day running of the organisation, in line with the agreed strategy, and makes recommendations to the Board of Trustees.

All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 8 to the financial statements.

Contact Trustees are covered by trustee indemnity insurance.

A safeguarding lead trustee who works with the trained safeguarding review group.

A declaration of interest register is maintained and monitored.

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10. Although not part of the overall governance structure of the charity, there is also a Medical Advisory Panel (MAP). The MAP was established to support Contact in its provision of medical information to families of disabled children and professionals who work with them. The MAP assist in ensuring the accuracy and validity of medical information produced and provided via the website, publications and enquiries.

11. Staff salaries are benchmarked and increased by inflation on an annual basis.

Statement of responsibilities of the Trustees

The Trustees (who are also directors of Contact for the purposes of company law) are responsible for preparing the report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- a) select suitable accounting policies and then apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgements and estimates that are reasonable and prudent;
- d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware: there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Public benefit focus on ensuring that the activities achieve the charitable aims

The Trustees reviewed the organisation's objectives and activities on a quarterly basis in 2024-2025 in line with the organisation's Foundation Year objectives and detailed budget submissions to support the development and implementation of the new strategy.

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The annual report reviews what Contact has achieved and the outcomes of its work during the 2024-2025 transitional year. The Trustees report on the success of each key activity and the benefits that they have brought to those groups of people the organisation is set up to help. The review also helps to ensure that the organisation's aims, objectives and activities remain focused on its stated purposes.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

All charitable activities of Contact focus on the support of parents and families who care for a disabled child and are undertaken to further the charitable purposes for the public benefit.

UK Bribery Act 2010

Contact commits to a policy of zero-tolerance of bribery in any form. The Board of Trustees and the Senior Management Team commit to and oversee the implementation of a policy of zero-tolerance, recognising that bribery is contrary to fundamental values of integrity, transparency and accountability and undermines organisational effectiveness.

Bribery risk assessment forms part of Contact's overall and ongoing risk management process.

Fundraising review

The majority of Contact's fundraising is conducted by paid Contact staff. Contact is registered with the Fundraising Regulator. A third party, CFP Lottery and Raffles Ltd is commissioned to administer the Contact Lottery.

Contact's fundraising team and CFP Lottery and Raffles Ltd comply with fundraising and Gambling Commission regulations and the Code of Fundraising Practice set by the Fundraising Regulator. Contact's society lottery is registered with Hackney Council under registration number SSL/2023/005.

No areas of non-compliance have been identified. There was one complaint received on fundraising activities in 2024/25 that was resolved with the complainant. In this financial year, Contact continued to engage the services of Formunauts One, a face-to-face fundraising agency, for the purpose of recruiting regular monthly individual givers.

Charity Governance Code

Trustees review the principles of the Charity Governance Code and apply these principles.

Strategy update

The end of the previous financial year marked the conclusion of the booster year to the 3-year strategy (2020-2023) Transforming Lives Together, that consolidated the achievements of the past years and enabled additional focus on meeting the growing needs of families, including building capacity to support families with high levels of complexity and distress, strengthening the information, advice and support for families in the devolved nations and the operation of a bridging fund to support the transition of existing services to new funding arrangements.

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During the financial year, Contact's next organisational strategy – a five year plan, was being developed and led by a discovery phase, gathering insights from staff, parent carers and other key stakeholders to look at current strengths, weaknesses and opportunities for the new strategy.

As the next long-term vision, mission and aims for the organisation were being developed a one-year plan, budget and KPIs were put in place for 2024-25 and have formed the Foundation year of the next strategy to help build the foundations required for the charity's future work.

The new strategy aims to grow Contact's reach and profile, so more parents get high quality information, advice and support, grow parent carers' influence to achieve policy change, and to secure Contact's long-term sustainability, so that support for families is there for as long as it is needed.

Further details of the strategic developments to be launched in 2025-26 can be found in the Trustees report.

Further Information

The Trustees warmly thank all our donors, volunteers and advisers for their valuable help during the year. We also thank our staff for the commitment and skills that they bring to all the varied tasks inherent in running Contact.

Auditor Sayer Vincent LLP were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

BY ORDER OF THE BOARD

Vanessa Longley

Chair

Date: 30 September 2025

Contact Wenlock Studios

50-52 Wharf Road

London

N1 7EU

Opinion

We have audited the financial statements of Contact a Family (trading as Contact, the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended)

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Contact a Family's (trading as Contact) ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

are described in the relevant sections of this report.

Other Information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report, has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

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

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management and the business affairs committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Orchard (Senior statutory auditor)

Date 2 December 2025

for and on behalf of Sayer Vincent LLP, Statutory Auditor

110 Golden Lane, LONDON, EC1Y 0TG

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

Contact a Family (trading as Contact)

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2025

	Note	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Income from:							
Donations and legacies	2	743,445	217,647	961,092	1,195,030	167,415	1,362,445
Charitable activities	4						
Supporting families – central information,		1,203,751	154,902	1,358,653	1,075,132	155,280	1,230,412
Supporting families locally		447,646	982,070	1,429,716	564,824	972,031	1,536,855
Bringing families together		2,107,870	2,696,556	4,804,426	2,011,491	2,999,505	5,010,996
Helping families take action for others		78	84,820	84,898	10,214	65,000	75,214
Investments		119,331	–	119,331	129,359	–	129,359
Total income		4,622,121	4,135,995	8,758,116	4,986,050	4,359,231	9,345,281
Expenditure on:							
Raising funds		890,827	–	890,827	713,737	–	713,737
Charitable activities							
Supporting families – central information,		1,399,852	242,996	1,642,848	1,239,256	188,283	1,427,539
Supporting families locally		541,796	1,151,707	1,693,503	573,452	1,038,314	1,611,766
Bringing families together		2,427,420	2,745,765	5,173,185	2,389,699	2,983,602	5,373,301
Helping families take action for others		128,113	178,022	306,135	150,188	91,854	242,042
Total expenditure	5	5,388,008	4,318,490	9,706,498	5,066,332	4,302,053	9,368,385
Net income / (expenditure) before net gains / (losses) on investments		(765,887)	(182,495)	(948,382)	(80,282)	57,178	(23,104)
Net gains / (losses) on investments	13	(166,276)	–	(166,276)	374,002	–	374,002
Net income/(expenditure) for the year	7	(932,163)	(182,495)	(1,114,658)	293,720	57,178	350,898
Transfers between funds		(1,266)	1,266	–	(92,753)	92,753	–
Net movement in funds		(933,429)	(181,229)	(1,114,658)	200,967	149,931	350,898
Reconciliation of funds:							
Total funds brought forward		5,113,896	578,157	5,692,053	4,912,929	428,226	5,341,155
Total funds carried forward	18a	4,180,467	396,928	4,577,395	5,113,896	578,157	5,692,053

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18a to the financial statements.

Contact a Family (trading as Contact)

Balance sheet

Company no. 01633333

As at 31 March 2025

	Note	£	2025 £	£	2024 £
Fixed assets:					
Tangible assets	12		9,188		20,455
Listed investments	13		<u>3,764,436</u>		<u>4,180,712</u>
			3,773,623		4,201,167
Current assets:					
Stock		49,111		80,580	
Debtors	14	598,241		742,515	
Cash at bank and in hand		<u>1,198,698</u>		<u>1,283,927</u>	
		1,846,050		2,107,022	
Liabilities:					
Creditors: amounts falling due within one year	15	<u>1,042,278</u>		<u>616,136</u>	
Net current assets			<u>803,772</u>		<u>1,490,886</u>
Total net assets			<u><u>4,577,395</u></u>		<u><u>5,692,053</u></u>
The funds of the charity:	18a				
Restricted income funds			396,928		578,157
Unrestricted income funds:					
Designated Fund		3,041,893		3,445,419	
General funds		<u>1,138,574</u>		<u>1,668,477</u>	
Total unrestricted funds			<u>4,180,467</u>		<u>5,113,896</u>
Total charity funds			<u><u>4,577,395</u></u>		<u><u>5,692,053</u></u>

Approved by the trustees on 30 September 2025 and signed on their behalf by

Vanessa Longley
Chair

Eleanor Christie
Treasurer

Contact a Family (trading as Contact)

Statement of cash flows

For the year ended 31 March 2025

	Note	2025 £	£	2024 £	£
Cash flows from operating activities					
Net cash used in operating activities	19		(454,560)		(227,065)
Cash flows from investing activities:					
Dividends, interest and rents from investments		119,331		129,359	
Transfer from/ (to) short-term deposits		–		272,000	
Transfer from/ (to) listed investments		250,000		–	
Net cash provided by/(used in) investing activities			369,331		401,359
Change in cash and cash equivalents in the year			(85,229)		174,294
Cash and cash equivalents at the beginning of the year			1,283,927		1,109,633
Cash and cash equivalents at the end of the year			1,198,698		1,283,927

1 Accounting policies

a) Statutory information

Contact a Family (Trading as Contact) is a charitable company limited by guarantee and is incorporated in United Kingdom.

The registered office address is Wenlock Studios Unit G.07, 50–52 Wharf Road, London, N1 7EU

b) Basis of preparation

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

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

There are no significant uncertainties around future funding which the Trustees believe will impact on the organisation continuing as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

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

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

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is a treated as a contingent asset and disclosed if material.

1 Accounting policies (continued)

e) Income (continued)

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

Rental income is recognised in the financial statements in the period it relates to.

Lottery income is received and recognised weekly from a third party. The amount recognised is the player payment less prizes paid. Service charges include a player set up fee and a management fee calculated on income which is recognised in expenditure as it is incurred.

f) Donations of Special Events, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated Special Events, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

i) Expenditure and irrecoverable VAT

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

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

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

1 Accounting policies (continued)

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

● Computer equipment	3 years
● Fixtures fittings and equipment	4 to 12 years
● Software development	4 years

m) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

n) Investment assets

Investment properties are measured in the balance sheet at fair value. Investment properties are not depreciated. Any change in fair value is recognised in the statement of financial activities. The valuation method used to determine fair value will be stated in the notes to the accounts.

o) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

p) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

1 Accounting policies (continued)

q) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

r) Pensions

The charity operates a stakeholder auto-enrolment workplace pension scheme and contributes up to a maximum of 4% of employee's eligible gross salary into the scheme. The costs to the charity are recognised as they are incurred.

s) Grants payable

Grants payable are made to third parties in furtherance of the charity's objects. Grants are accounted for when either the recipient has a reasonable expectation that they will receive a grant and the trustees have agreed to pay the grant without condition, or the recipient has a reasonable expectation that they will receive a grant and that any condition attaching to the grant is outside of the control of the charity.

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

2a Income from donations and legacies (current year)

	Unrestricted £	Restricted £	2025 Total £
Gifts	406,411	30,154	436,565
Legacies	79,797	–	79,797
Charitable Trusts	59,455	–	59,455
Major Donors	139,277	–	139,277
Corporate	7,126	177,462	184,588
Special Events	51,379	10,031	61,410
	<u>743,445</u>	<u>217,647</u>	<u>961,092</u>

Income from legacies in the year includes unrestricted legacy income of £68,505 in relation to the sale of shares, other income and a property from one estate.

Notes to the financial statements

For the year ended 31 March 2025

2b Income from donations and legacies (prior year)

	Unrestricted £	Restricted £	2024 Total £
Gifts	405,272	11,013	416,285
Legacies	456,000	13,000	469,000
Charitable Trusts	85,151	–	85,151
Major Donors	158,910	–	158,910
Corporate	37,591	135,366	172,957
Special Events	52,106	8,036	60,142
	1,195,030	167,415	1,362,445

Income from legacies in the prior year includes unrestricted income of £366,000 in relation to the sale of a property, and £90,000 in relation to the sale of shares in a trust.

3a Income from government grants (current year)

	Unrestricted £	Restricted £	2025 Total £
Department for Education	–	2,795,288	2,795,288
Scottish Government	–	87,968	87,968
London Borough of Ealing	–	56,651	56,651
London Borough of Lambeth	–	61,058	61,058
London Borough of Wandsworth	–	22,690	22,690
London Borough of Hounslow	–	75,651	75,651
NHS Cheshire and Merseyside ICB	–	6,660	6,660
NHS Ealing CCG	–	139,500	139,500
Other government bodies	78	62,753	62,831
	78	3,308,219	3,308,297

3b Income from government grants (prior year)

	Unrestricted £	Restricted £	2024 Total £
Department for Education	–	2,816,341	2,816,341
Scottish Government	–	85,050	85,050
Northern Ireland Executive	–	5,832	5,832
London Borough of Ealing	–	65,705	65,705
London Borough of Lambeth	–	24,173	24,173
London Borough of Wandsworth	–	5,833	5,833
NHS Ealing CCG	–	135,000	135,000
Other government bodies	7,609	199,469	207,078
	7,609	3,337,403	3,345,012

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2025

4a Incoming resources from charitable activities (current year)

	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	2025 Total £	2024 Total £
Restricted:						
Government grants (note 3)	–	611,663	2,696,556	–	3,308,219	3,337,403
National Lottery Community Fund	–	185,568	–	12,320	197,888	142,427
Charitable trusts	55,620	169,690	–	72,500	297,810	516,986
Major Donors	99,282	15,149	–	–	114,431	195,000
Total restricted incoming resources from charitable activities	154,902	982,070	2,696,556	84,820	3,918,348	4,191,816
Unrestricted:						
Contractual income						
– SEN and Disability Reforms support	647,692	–	2,107,870	–	2,755,562	2,636,568
– London Borough of Wandsworth	–	–	–	–	–	95,893
– London Borough of Lambeth	–	77,511	–	–	77,511	80,197
– Northern Ireland Health Board	–	34,323	–	–	34,323	26,624
Government grants	–	–	–	78	78	7,609
Business Development – other	–	335,812	–	–	335,812	356,925
Business Development – Alder Hey	–	–	–	–	–	2,100
Business Development – Durham	–	–	–	–	–	18,153
Trading Income	513,485	–	–	–	513,485	434,987
Publication income	–	–	–	–	–	2,605
Other income	42,574	–	–	–	42,574	–
Total unrestricted incoming resources from charitable activities	1,203,751	447,646	2,107,870	78	3,759,345	3,661,661
Total incoming resources from charitable activities	1,358,653	1,429,716	4,804,426	84,898	7,677,693	7,853,477

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2025

4b Incoming resources from charitable activities (prior year)

	Supporting families – central information, advice and support	Supporting families locally	Bringing families together	Helping families take action for others	2024 Total £
	£	£	£	£	£
Restricted:					
Government grants (note 3)	–	587,898	2,749,505	–	3,337,403
National Lottery Community Fund (NLCF)	–	142,427	–	–	142,427
Charitable trusts	45,280	236,706	170,000	65,000	516,986
Major Donors	110,000	5,000	80,000	–	195,000
Other	–	–	–	–	–
Total restricted incoming resources from charitable activities	155,280	972,031	2,999,505	65,000	4,191,816
Unrestricted:					
Contractual income					
– SEN and Disability Reforms support	625,077	–	2,011,491	–	2,636,568
– NHS England	–	–	–	–	–
– London Borough of Wandsworth	–	95,893	–	–	95,893
– London Borough of Lambeth	–	80,197	–	–	80,197
– Northern Ireland Health Board	–	26,624	–	–	26,624
Government grants	–	–	–	7,609	7,609
National Lottery Community Fund (NLCF)	–	–	–	–	–
Business Development – other	15,068	341,857	–	–	356,925
Business Development – Alder Hey	–	2,100	–	–	2,100
Business Development – Durham	–	18,153	–	–	18,153
Trading Income	434,987	–	–	–	434,987
Publication income	–	–	–	2,605	2,605
Total unrestricted incoming resources from charitable activities	1,075,132	564,824	2,011,491	10,214	3,661,661
Total incoming resources from charitable activities	1,230,412	1,536,855	5,010,996	75,214	7,853,477

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2025

5a Analysis of expenditure (current year)

	Charitable activities							
	Cost of raising funds £	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	Governance costs £	2025 Total £	2024 Total £
Direct costs	814,587	1,460,643	1,490,445	4,706,545	276,915	63,461	8,812,596	8,441,244
Support costs								
HR	15,159	27,182	27,737	87,587	5,153	–	162,818	130,462
Finance	21,086	37,809	38,580	121,829	7,168	–	226,472	286,926
IT	10,353	18,565	18,943	59,820	3,520	–	111,201	111,935
Rental Costs	6,860	12,301	12,552	39,638	2,332	–	73,683	103,548
Management	15,344	27,514	28,075	88,655	5,216	–	164,804	166,353
Monitoring and Evaluation	1,529	48,239	66,360	34,974	3,822	–	154,924	127,917
	884,918	1,632,253	1,682,692	5,139,048	304,126	63,461	9,706,498	9,368,385
Governance costs	5,909	10,595	10,811	34,137	2,009	(63,461)	–	–
Total expenditure 2025	890,827	1,642,848	1,693,503	5,173,185	306,135	–	9,706,498	9,368,385

Direct costs recognise an increase in the level of designated funds invested during the current financial year, and an increase in the costs associated with the Fledglings trading activity.

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2025

5b Analysis of expenditure (prior year)

	Charitable activities						2024	Total £
	Cost of raising funds £	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	Governance costs £		
Direct costs	645,216	1,268,510	1,399,533	4,846,408	216,226	65,351		8,441,244
Support costs								
HR	10,050	19,758	21,799	75,487	3,368	–		130,462
Finance	22,100	43,455	47,943	166,021	7,407	–		286,926
IT	8,623	16,952	18,703	64,767	2,890	–		111,935
Rental Costs	7,976	15,681	17,301	59,917	2,673	–		103,548
Management	12,815	25,195	27,797	96,251	4,295	–		166,353
Monitoring and Evaluation	1,923	28,091	67,770	26,637	3,496	–		127,917
	708,703	1,417,642	1,600,846	5,335,488	240,355	65,351		9,368,385
Governance costs	5,034	9,897	10,920	37,813	1,687	(65,351)		–
Total expenditure 2024	713,737	1,427,539	1,611,766	5,373,301	242,042	–		9,368,385

Total support costs recognise an increase in expenditure relating to support services provided by Finance and HR, including the investment in senior interim resources internally and the extension of a service agreement with an external employee relations advisor, to support the organisation during a period of transition.

Notes to the financial statements

For the year ended 31 March 2025

6 Grant making

	Grants to institutions £	Support costs £	2025 £	2024 £
Cost				
DCMS Parent Carer Forums	2,679,720	42,578	2,722,298	2,738,827
Pears/DCMS Rare Conditions Group	–	4,524	4,524	237,762
	<u>2,679,720</u>	<u>47,102</u>	<u>2,726,822</u>	<u>2,976,589</u>

Under the Community Challenge programme Pears Foundation and the Department of Culture, Media and Sport funded grants to small parent carer support groups such as rare conditions groups and Parent Carer Forums.

Grant funding to enable the strategic involvement of parent carers in local area strategic decision making & policy development.

Parent Carer Forum (PCF). Throughout the year, 2025: 153 (2024: 157) organisations received full or partial grants totalling £2,722,298 (2024: £2,700,667 net of £38,160 support costs.)

Rare Conditions: Throughout the year, 2025: Nil (2024: 20) organisations received full or partial grants totalling 2025: £0 (2024: £170,000 net of £67,762 support costs). The historical grant arrangement was not renewed by the funder for the current year.

7 Net income / (expenditure) for the year

This is stated after charging:

	2025 £	2024 £
Depreciation	11,268	11,268
Operating lease rentals:		
Property	64,275	62,202
Other	4,977	31,183
Auditor's remuneration (excluding VAT):		
Audit	20,850	18,800
Other services	3,500	3,300

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	3,426,061	3,065,179
Social security costs	342,133	302,482
Employer's contribution to defined contribution pension schemes	109,405	97,714
	<u>3,877,599</u>	<u>3,465,375</u>

The following number of employees received employee benefits (excluding employer pension costs) during the year between:

	2025 No.	2024 No.
£60,000 – £69,999	2	1
£70,000 – £79,999	2	3
£80,000 – £89,999	1	–

The total employee benefits including pension contributions of the key management personnel were £422,384 (2024: £428,946). Redundancy costs were £31,441 (2024: £10,698).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2024: £nil). No charity trustee received payment for professional or other services supplied to the charity (2024: £nil). Charity trustees are covered by indemnity insurance.

Trustees' expenses represents the cost of travel and subsistence totalling £1,866 (2024: £884) incurred by three (2024: three) members relating to attendance at meetings of the trustees.

Notes to the financial statements

For the year ended 31 March 2025

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2025 No.	2024 No.
Raising funds	10	6
Supporting Families Locally	41	40
Supporting Families – Central	19	20
Policy and Communications	7	7
Bringing Families Together	18	18
Support	6	6
Governance	3	2
	104	99

10 Related party transactions

Contact received donations totalling £0 (2024: £1,000) from no trustees (2024: one). The trustees receive no benefit from donations made to the charity. There are no other related party transactions to disclose for 2025 (2024: none).

11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

	Fixtures, fittings and equipment, software development £	Total £
Cost or valuation		
At the start of the year	33,803	33,803
Additions in year	–	–
	33,803	33,803
At the end of the year		
Depreciation		
At the start of the year	13,347	13,347
Charge for the year	11,268	11,268
	24,615	24,615
At the end of the year		
Net book value		
At the end of the year	9,188	9,188
	20,455	20,455
At the start of the year		

Notes to the financial statements

For the year ended 31 March 2025

13 Listed investments

	2025 £	2024 £
Fair value at the start of the year	4,180,712	3,806,709
Additions at cost	–	–
Disposal proceeds	(250,000)	–
Net gain / (loss) on change in fair value	(166,276)	374,003
	3,764,436	4,180,712
Fair value at the end of the year	3,764,436	4,180,712

Investments comprise:

	2025 £	2024 £
UK Common investment funds	3,764,436	4,180,712
	3,764,436	4,180,712

14 Debtors

	2025 £	2024 £
Trade debtors	394,317	436,314
Other debtors	33,596	28,862
Prepayments	59,484	41,411
Accrued income	110,844	235,927
	598,241	742,515

15 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	245,027	168,242
Taxation and social security	128,221	144,843
Other creditors	21,293	69,118
Accruals	127,046	142,512
Deferred income	520,691	91,421
	1,042,278	616,136

16 Deferred income

	2025 £	2024 £
Balance at the beginning of the year	91,421	218,649
Amount released to income in the year	(91,421)	(218,649)
Amount deferred in the year	520,691	91,421
Balance at the end of the year	520,691	91,421

Deferred income recognises grant funding received in advance in relation to grant agreements for the next financial year.

17a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	9,188	–	9,188
Listed investments	3,764,436	–	3,764,436
Net current assets	406,844	396,927	803,771
Net assets at the end of the year	4,180,468	396,927	4,577,395

17b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	20,455	–	20,455
Listed investments	4,180,712	–	4,180,712
Net current assets	912,729	578,157	1,490,886
Net assets at the end of the year	5,113,896	578,157	5,692,053

18a Movements in funds (current year)

	At the start of the year £	Income and gains £	Expenditure and losses £	Transfers £	At the end of the year £
Restricted funds:					
Core funding for Scotland	–	87,968	(87,968)	–	–
Core funding for Northern Ireland	–	11,664	(11,664)	–	–
COR Family Support	–	–	–	–	–
Supporting families in Ealing	17,522	247,743	(267,897)	8,549	5,916
Supporting families in Lewisham	–	–	–	–	–
Supporting families in Wimbledon	1,956	–	(1,956)	–	–
Supporting families in Lambeth	4,593	50,391	(54,596)	(49)	339
Alder Hey	25,230	32,364	(57,594)	–	–
NHS England	37,610	333	(12,444)	–	25,499
Better Together	–	–	(9,655)	9,655	–
Motability	82,220	112,698	(93,777)	–	101,141
City Bridge Trust	7,638	65,100	(72,738)	–	–
Autism in Schools project	5,356	1,800	(2,426)	–	4,730
Fledglings	–	1,000	–	–	1,000
Hemihelp	69,651	12,315	(48,395)	–	33,571
Welfare rights helpline	12,378	86,950	(98,329)	–	999
Early years SEN and disabilities	–	105,948	(105,948)	–	–
Brighter Beginnings	60,907	–	(473)	(60,434)	–
Wales Family Events	959	25,000	(24,047)	–	1,912
Rare Conditions	84	28,510	(28,594)	–	–
Covid Response	–	–	–	–	–
Listening Ear	10,388	10,410	(16,054)	(4,744)	–
Pears/ DCMS Grants	34,969	–	(30,193)	(3,170)	1,606
National Lottery Community Fund (NLCF)	–	–	–	–	–
– Me, myself, I and us (N.I)	–	–	–	–	–
–Strengthening support networks (Wales)	–	–	–	–	–
Bridge House Estates	–	–	–	–	–
NI Preparing for Transition – National Lottery CF NI	3,643	23,869	(31,155)	3,643	–
Other Donors	–	–	–	–	–
By your side	352	113,906	(129,439)	42,230	27,049
Other funds	–	–	–	–	–
DFE Parent Carers Grants	–	2,680,526	(2,567,330)	(113,196)	–
DFE parent carer forum grants	–	–	–	–	–
– Contact-led forums	41,499	198,618	(272,436)	96,786	64,467
South Tees & Darlington Family Support	29,906	–	(13,362)	–	16,544
Respiratory syncytial project	–	–	–	–	–
Wellbeing Project Wales	4,695	–	(1,500)	–	3,195
Lambeth Parent Carer Forum	15,928	10,667	(29,574)	7,660	4,681
Scotland	–	13,500	(3,938)	–	9,562
Policy	54,218	160,471	(144,993)	(14,903)	54,793
Other funds Policy	–	–	–	–	–
Other funds Digital	1	–	–	(1)	–
Other funds Northern Ireland	14,908	4,244	(48,393)	29,241	–
Volunteering	41,545	50,000	(51,622)	–	39,923
Total restricted funds	578,157	4,135,995	(4,318,490)	1,266	396,928
Designated Fund	3,445,419	–	(403,526)	–	3,041,893
General funds	1,668,477	4,455,845	(4,984,482)	(1,266)	1,138,574
Total unrestricted funds	5,113,896	4,455,845	(5,388,008)	(1,266)	4,180,467
Total funds	5,692,053	8,591,840	(9,706,498)	–	4,577,395
Purpose of Designated Funds					
					£
Strategic Investment Fund (formerly Property Fund)	2,500,000	–	–	–	2,500,000
Income diversification	461,731	–	(299,983)	–	161,748
Service continuity & expansion	300,688	–	(103,543)	–	197,145
Organisational development and infrastructure	183,000	–	–	(104,739)	78,261
Strategic Development Fund	–	–	–	104,739	104,739
	3,445,419	–	(403,526)	–	3,041,893

Notes to the financial statements

For the year ended 31 March 2025

18a Movements in funds (current year continued)

Strategic Investment Fund

A designated fund was originally set up to invest in a smaller replacement office property from the proceeds of the sale of the former office premises. The requirements for office space in the medium to long term have been reassessed in the context of the organisational development and investment strategies of the Charity, and the existing Property Fund has been reallocated to a Strategic Investment Fund to support the future sustainability, growth and impact of Contact.

Income Diversification

Funds have been designated to invest in the continued growth of the Contact lottery, in new acquisition methods for regular givers, in the development of a legacy programme, and in digital marketing initiatives.

Funds have also been allocated to support the initial stages of a brand review and evaluation process, and in impact measurement initiatives.

Service continuity & expansion

There has continued to be investment in strengthening information, advice and support for families in the devolved nations, and to operate a bridging fund to protect continuity of key services whilst funding extensions and alternative sources of funding are secured.

Organisational development and infrastructure

Funds have been designated to invest in the review, development and implementation of financial and management information systems.

Strategic Development Fund

A part of the fund allocated to organisational development and infrastructure has been relabeled as a strategic development fund to enable Contact to be more agile in response to opportunities and risks in the new financial year.

18b Movement in funds (prior year)

	At the start of the year £	Income and gains £	Expenditure and losses £	Transfers £	At the end of the year £
Restricted funds:					
Core funding for Scotland	–	85,050	(97,099)	12,049	–
Core funding for Northern Ireland	–	11,663	(36,168)	24,504	–
Supporting families in Ealing	11,266	262,671	(256,415)	–	17,522
Supporting families in Lewisham	–	–	–	–	–
Supporting families in Wimbledon	–	11,323	(9,367)	–	1,956
Supporting families in Lambeth	–	8,840	(4,247)	–	4,593
Alder Hey	–	61,770	(36,540)	–	25,230
NHS England	–	67,999	(30,389)	–	37,610
Better Together	–	11,801	(11,801)	–	–
Motability	–	89,196	(6,976)	–	82,220
City Bridge Trust	–	75,550	(67,912)	–	7,638
Autism in Schools project	–	10,800	(5,444)	–	5,356
Fledglings	–	–	–	–	–
Hemihelp	30,080	24,849	(41,478)	56,200	69,651
Welfare rights helpline	23,578	74,500	(85,700)	–	12,378
Early years SEN and disabilities	–	90,782	(90,782)	–	–
Brighter Beginnings	82,519	94,633	(116,245)	–	60,907
Wales Family Events	250	25,000	(24,291)	–	959
Rare Conditions	3,322	24,300	(27,538)	–	84
Covid Response	6,832	–	(6,832)	–	–
Listening Ear	–	16,080	(5,692)	–	10,388
Pears/ DCMS Grants	24,641	250,000	(239,672)	–	34,969
National Lottery Community Fund (NLCF)	–	–	–	–	–
– Me, myself, I and us (N.I)	–	–	–	–	–
–Strengthening support networks (Wales)	4,803	4,000	(8,803)	–	–
Bridge House Estates	–	–	–	–	–
NI Preparing for Transition – National Lottery CF NI	8,135	91,528	(96,020)	–	3,643
Other Donors	–	–	–	–	–
By your side	18,051	57,800	(75,499)	–	352
Other funds	–	–	–	–	–
DfE Parent Carers Grants	–	2,702,203	(2,642,440)	(59,763)	–
DfE parent carer forum grants	–	–	–	–	–
– Contact-led forums	49,935	28,961	(97,160)	59,763	41,499
South Tees & Darlington Family Support	38,671	–	(8,765)	–	29,906
Respiratory syncytial project	–	–	–	–	–
Wellbeing Project Wales	3,820	1,000	(125)	–	4,695
Lambeth Parent Carer Forum	13,601	15,333	(13,006)	–	15,928
Scotland	2,661	17,500	(20,161)	–	–
Policy	72,901	65,000	(83,683)	–	54,218
Other funds Digital	1	–	–	–	1
Other funds Northern Ireland	3,739	39,098	(27,929)	–	14,908
Volunteering	29,420	40,000	(27,875)	–	41,545
Total restricted funds	428,226	4,359,231	(4,302,053)	92,753	578,157
Designated Fund	3,543,398	–	–	(97,979)	3,445,419
General funds	1,369,531	5,360,052	(5,066,332)	5,226	1,668,477
Total unrestricted funds	4,912,929	5,360,052	(5,066,332)	(92,753)	5,113,896
Total funds	5,341,155	9,719,283	(9,368,385)	–	5,692,053

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2025

18b Movement in funds (prior year continued)

Transfers between funds

The transfers between restricted funds in the year relate to the offset of restricted funding balances and project underspends to support other funding arrangements in line with the charitable purpose of the organisation and in accordance with the obligations associated with the funding agreement and transfers.

Purpose of Designated Funds

					£
Property Fund	2,500,000	-	-	-	2,500,000
Income diversification	643,398	-	(181,667)	-	461,731
Service continuity & expansion	400,000	-	(99,312)	-	300,688
Organisational development and infrastructure	-	183,000	-	-	183,000
					<u>3,445,419</u>

19 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2025 £	2024 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	(948,382)	(23,104)
Depreciation charges	11,268	11,268
Dividends, interest and rent from investments	(119,331)	(129,359)
(Increase)/decrease in stocks	31,469	4,594
(Increase)/decrease in debtors	144,274	58,450
Increase/(decrease) in creditors	426,142	(148,913)
Net cash provided by / (used in) operating activities	<u>(454,560)</u>	<u>(227,065)</u>

20 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases are as follows for each of the following periods

	Property		Equipment	
	2025 £	2024 £	2025 £	2024 £
Less than one year	41,440	64,068	-	-
One to five years	-	46,965	-	-
	<u>41,440</u>	<u>111,033</u>	<u>-</u>	<u>-</u>

21 Post Balance Sheet event

On 30th June 2025 Fledglings, a part of the charity's operations and all of the relevant stock was transferred to a Community Interest Company, to be run independently from Contact to ensure the long term sustainability of the Fledglings offer and service to parents. During the financial year the Fledglings trading activity raised income of £513k and incurred expenditure of £632k, operating at a trading deficit of £119k.

22 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £5.

CONTACT A FAMILY

England & Wales - Charity number 284912

Accounts

Company number: 1633333
Charity number: 284912
Charity number (Scotland): SC039169

Contact a Family

(trading as Contact)

Report and financial statements
for the year ended 31 March 2024

Contact a Family (trading as Contact)

Reference and administrative information

For the year ended 31 March 2024

Status The organisation is a charitable company limited by guarantee, incorporated on 5 May 1982 and registered as a charity on 20 June 1982.

Governing document The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The Memorandum and Articles of Association were incorporated on 5 May 1982 and amended on 6 December 1999, 22 November 2004, 22 November 2007 and 20 November 2008.

Summary of investment powers The Trustees may deposit or invest funds in any manner, but only after obtaining advice from a financial expert and having regard to the suitability of investments and the need for diversification. The management of investments may be delegated to a financial expert, provided transactions and performance are reported to and reviewed by the Trustees. The Trustees have the power to arrange for investments to be held in the name of a nominee under the control of the Trustees or of a financial expert acting under their instructions and to pay any reasonable fee required.

Company number 1633333

Charity number 284912

Charity number (Scotland) SC039169

Registered office and operational address Wenlock Studios, 50-52 Wharf Road, London, N1 7EU

Trading name Contact

Honorary officers Angela Kitching, Acting Chair; Eleanor Christie, Treasurer

Bankers Unity Trust Bank plc, Nine Brindley place, 4 Oozells Square, Birmingham B1 2HB

Solicitors Russell-Cooke Solicitors, 2 Putney Hill, Putney, London, SW15 6AB

Auditors Sayer Vincent LLP, Chartered accountants and statutory auditors. 110 Golden Lane, London EC1Y 0TG

Contact a Family (trading as Contact)

Reference and administrative information

For the year ended 31 March 2024

Trustees

The Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Chris Carr, Chair, retired November 2023
Angela Kitching, Acting Chair
Eleanor Christie, Treasurer
Janet Leach
Jamileh Tufail
Gyll Curtis-Machin
Charles Sladdin
Sarah Church
Ben Clarkson
Kate Fleck joined September 2023
Laura Riach joined September 2023
Matt Wynes retired April 2023
David Duly retired November 2023
Jamie Holmes retired March 2024

Patrons

- Patricia Astley
- Josephine Fitzalan-Howard
- Sir Al Aynsley-Green
- Samantha Cameron
- Georgina David
- Henry Hoare
- Ruth, Lady Morris of Kenwood CBE
- Francesca Martinez
- Nigel Nicholls
- Vivienne Parry
- Susan Reizenstein
- Paul Riseborough
- Philippa Russell OBE
- Clare Smyth
- Paul Soames
- Claire Tomalin
- Angus Walker
- Elinor and Dafydd Wigley AM

Chief Executive Officer

Amanda Batten until March 2023
Anna Bird joined June 2023

Introduction from the Interim Chair, Angela Kitching, for the year ended 31 March 2024

Resilience can be an over-used word – a pat on the back for coping with the impossible – but taking the definition of ‘successfully adapting to difficult or challenging life experiences’ – and we can confidently say families with disabled children have shown great resilience this year.

The continued cost of living crisis, increasing pressures on schools and the NHS, as well as a social care workforce crisis has been felt disproportionately by the families that Contact supports. This has meant we are dealing with enquiries which are increasingly complex, or with families experiencing multiple difficulties at one time.

Contact has remained steadfast in its resolve to support families during times of crisis and this year, the charity was pleased to continue that solid foundation of providing information, advice and support to families with disabled children, regardless of disability or condition.

The figures speak for themselves. This year we helped 413,000 parents with information, advice and support. Across all our services throughout the year 93% of families felt better informed about how to get the support they needed and 96% would recommend Contact's services to others.

We are reaching more families with disabled children than ever before through our information-packed workshops. Our e-commerce venture, Fledglings continues to provide essential products and equipment for disabled children and young people across the UK.

We were delighted to welcome Anna Bird as Chief Executive at Contact in June 2023. Her experience of driving social change at Mind, Scope and the Fawcett Society stands her in good stead when families are crying out for change. We were very grateful to Directors Jenny Jones, Gail Walshe and Rachel Millington, for stepping in as interim chief executives during a period of transition this year.

This year we were delivering a booster year to our strategic plan, Transforming Lives Together, as we wanted to ensure we consolidated the success we had achieved before embarking on a new strategy. We added an ambition to the year's strategy to trial new approaches to strengthen our support and bridge gaps in services, to better meet the escalating needs of families. We have achieved these additional aims.

Contact's financial position remains stable with good operational performance this year. For this, I particularly want to thank all of our supporters, volunteers, individual fundraisers and the many Trusts and Foundations who have enabled us to continue and to expand our work.

I would also like to pass on my heartfelt thanks to the Board of Trustees for their dedicated service, their wisdom and commitment. We said a sad goodbye to Chris Carr who has led Contact commendably over the last six years as Chair. We also bid farewell to David Duly, Jamie Holmes and Matt Wynes. I am very grateful for their loyal and expert tenure. We welcomed new trustees Kate Fleck and Laura Riach who have brought enthusiasm and expertise to our work.

Finally, I want to thank all our staff members without whom Contact couldn't achieve its objectives. They are on the frontline, building the resilience of our families and we are so grateful for their efforts.

Angela Kitching

TRUSTEES' REPORT

At Contact we work in three inter-connected ways.

- We support families with the best possible guidance and information.
- We bring families together to support each other.
- We help families to campaign, volunteer and fundraise to improve life for themselves and others.

This report updates on what we have delivered as a charity in 2023-24 in each area.

Strategic report

Supporting families Contact's impact 2023-24

In 2023/24 Contact helped 413,000 parents with information, advice and support. The figure is quite a lot higher than last year, and that's mostly because of the growth in engaged website users, though we've also seen impressive growth in newsletter sign-ups; social media; and attendees to group activities such as workshops and events.

This year:

- Our helpline responded to 9,671 enquiries. This includes the Family Finances team responding to 782 benefits enquiries and delivering 332 in-depth call-backs.
- Our teams in the regions, nations and our By Your Side and London teams attended to 5,298 enquiries/1:1 appointments. This includes 719 Listening Ear appointments.
- 9,130 parent carers, 1740 children and young people and 1,676 professionals attended our workshops, events and other group sessions.
- Our By Your Side team supported 1,731 parents in and out of hospital.
- There were 1,299,395 visitors to our website with 545,947 visitors spending time on the advice and support sections of our website.
- We inspired 7,032 parent carers to take campaign action including writing to their MPs, taking part in research, and speaking out in the media.
- Our private Facebook group, a safe space and online community network for parent carers, reached 21,500 members.
- We also had 4,784 new customers to our Fledglings shop.

After accessing Contact's services, families reported:

- 93% feel better informed about how to get the support they need;
- 85% feel more confident;
- 75% feel less isolated;
- 96% would recommend Contact's services to others.

Information, advice and guidance

The reach and impact of Contact's trusted and accessible information and advice remained impressive throughout 2023/24. As we adapt our model of delivery to reach more families face-to-face, while maintaining an online offer, our reach across different activities remains stable reflecting the sustained quality of Contact's services.

Helpline

Demand for advice and information from our Helpline team remained steady and our team of dedicated parent advisers dealt with almost 9,617 enquiries throughout the year. Our advisers provided a first-rate service to families, advising them on issues including benefits, education, getting a diagnosis and getting support. The challenges families raise through the service continue to rise in complexity.

Family Finances

Our Family Finances team responded to 782 benefits enquiries and made 332 in-depth call-backs for more complex enquiries. As a result of the team's advice, families reported significant improvements to their family's financial situation, with eligible families being better off by an average of **£5,918** a year (£114 per week).

The total annual estimated gain for families this year is **£710,000**.

Our Family Finances team is working hard to support parent carers through the 'Managed Migration' process for Universal Credit (UC). Subject to securing additional funding, we will be increasing the team's capacity in the year ahead to help meet this increased workload.

Online

We continue working to improve access to our online services. We have a new accessibility toolbar on our website called ReciteMe. As a vital source of trusted advice and expertise, we are testing the translation efficacy of ReciteMe to ensure it provides an accurate service. Once this is completed, we hope to roll out the ability to translate our support into thousands of languages. We reached more families online who use our website, podcasts and our new chatbot tool, enabling thousands of families to resolve their queries faster online.

We also held nine extremely popular Facebook Q&As and Facebook Live sessions where parents put their questions directly to our parent advisers about pre-arranged topics enabling us to reach many at one time. Issues covered included parent carers most common concerns like post 16 education, universal credit for young people in education, school transport and exclusions. In addition, we grew our digital engagement with families. Nearly 18,000 people entered a welcome journey this year and more parents than ever before are engaging with us on social media. Our private Facebook page, exclusively for parent carers, now has 21,800 members.

Key programmes of support

Listening Ear

Our Listening Ear service continued to provide vital emotional and practical support.

The parent advisers in our Listening Ear team are all parents of disabled children and young people, plus they have a huge wealth of professional experience. Each appointment is one hour long so we can give parent callers the time and space to talk about their difficulties and frustrations, providing a shoulder to cry on as well as excellent advice and information.

During the year, the team supported 516 individual parent carers, with 719 Listening Ear appointments.

Contact a Family (trading as Contact)

Trustees' annual report

For the year ended 31 March 2024

As a result of being helped by the service:

- 93% of parents said they feel better informed;
- 89% told us they feel more confident;
- 84% feel less isolated;

"Always good to share an experience where the person at the other end does understand what we are going through, the isolation at times can be unbearable and your service does give you hope." Parent carer

"I was very upset when I initially reached out. Just having a person validate my feelings and hear me was fabulous enough. For the first time in months, I feel like I might just have a plan...or the start of one. I definitely feel more informed and confident to take the next steps. Thank you!" Parent carer

By Your Side

As of May 2023, all our teams were back in hospitals following covid restrictions being lifted. This means we are in children's hospitals in London, Newcastle, Birmingham, Liverpool and Glasgow.

During the year we supported 1,374 families. We also secured increased funding to enable us to expand this much needed and valuable service next year.

After help from the team:

- 99% of parents said they feel better informed about how to get the support they need;
- 85% feel more confident;
- 75% feel less isolated;

"Thanks for all the support and information you have provided. We have now been offered suitably adapted housing to enable my husband and I to continue to support our daughter. She has complex needs, is peg fed and a wheelchair user. I also didn't know our local council could offer help which I have now requested." Parent carer.

"I'm so relieved to talk with you and chat about all the services and support my niece who has a rare and complex condition could receive, I had no idea." Parent carer.

We Care About Rare

Our work to provide support to families whose children have rare or undiagnosed conditions continued to be a much-valued service. We provided 1:1 advice and support to 997 rare conditions families via our Helpline team. Our medical information web pages had 96,681 visitors throughout the year. These include information about living with a rare condition, the diagnosis process and our A-Z of medical conditions.

Over the course of the year 77 conditions were updated or added to our A-Z with the help of our Medical Advisory Panel.

An additional 30 families with complicated enquiries received in-depth support from our Rare Conditions Officer. This tailored support often involves seeking detailed medical information from our

Contact a Family (trading as Contact)

Trustees' annual report

For the year ended 31 March 2024

network of specialists as well as connecting families with others, sometimes globally, whose child has the same condition.

Hemihelp

Our HemiHelp team has developed a new animation to help explain hemiplegia and has developed a new education section that will launch soon on our HemiHelp hub. This replaces the previous primary school pack that was very popular but had become outdated and unusable. This is in addition to ongoing hemiplegia-specific advice and support. Each month roughly 1,400 people visit our HemiHelp webpages.

Parent workshops

Our parent workshops proved to be more popular than ever before this year. We offer the workshops online and in person providing valuable information and a chance for parents to meet others in a similar situation. It's an area of growth at Contact and this year we held 692 workshops attended by 5,955 parents and 798 professionals. Topics included Educational Support, Understanding your Child's Behaviour, Support for your Child's Anxiety, Speech, language and communication and managing your child's sleep. They also included 37 Brighter Beginnings workshops targeted to parents of young children, with a total attendance of 686 parent carers.

Fledglings

Our e-commerce venture Fledglings has worked hard to increase the number of products available to families. Fledglings now deliver straight from the supplier to the customer, which has enabled us to increase the number of available products to 11,012. The equipment and specialist clothing we supply is often not available anywhere else and families can find everything that they need in one place. In 2023/24, we fulfilled 7,744 orders from parent carers of disabled children, an increase of 24% from the previous year. Fledglings also delivered a number of innovative projects during the year funded by trusts and foundations and corporates including a lending library in Nottingham.

Autism Peer Education Programmes

Contact is proud to be a pan-disability charity. But many of the families we support have autistic children and we are delighted to be part of the Autism peer education programme, commissioned by NHS England and led by the National Autistic Society.

Throughout the year we worked in London and the Midlands with our partner Ambitious About Autism to build knowledge and understanding of autism. We also worked to empower families and carers to advocate for autistic people they support. Everything the programme does is informed by or co-produced with autistic people, families and carers. And all our sessions are run by Peer Educators who are parents or carers of autistic people.

London, nations and the regions

During the year our teams in the regions, nations and London responded to 3,205 enquiries, either by telephone, e-mail or face-to-face appointments.

London

Across our London teams we are seeing increased demand for family support.

Contact a Family (trading as Contact)

Trustees' annual report

For the year ended 31 March 2024

We were delighted to receive three-year funding to support **Lewisham** families with financial advice from City Bridge Foundation. This includes a three-year evaluation project to look at the impact of our London family support services, particularly around marginalised groups. We utilised our bridging fund from designated funds to cover a funding gap while we awaited confirmation of City Bridge funding.

Unfortunately, we were unsuccessful in the re-tender for our **Wandsworth** service, so our office closed in August 2023, after over 40 years supporting families. We continue to offer some family events to maintain our connection with families in the borough and are looking at ways of getting our vital services back there.

We continue to support **Lambeth** families with information advice and support, as well as hosting the parent carer forum. Our two-year contract has been extended on a rolling basis and will retender in mid-2024. We have secured new funding to provide a fun day for parents and we are about to start delivery on a new one-year project in conjunction with Lambeth Family Hubs funding to support parents of children aged 0-2.

Our **Ealing** team continue to deliver a huge volume of in-depth support to some of our most vulnerable families, over 80% of whom are from BAME backgrounds and some who are refugees and asylum seekers. We have increased our pool of volunteer translators and now offer support in five languages. The project is now our largest project in London with a team of eight part-time staff.

Our Helping Hand project, which supports families on the waiting list for a neurodevelopmental assessment, in the boroughs of **Ealing, Hounslow and Hammersmith & Fulham continued to provide vital support**. We are delighted that through this work we have been able to secure funding for a two-year pilot project in Hounslow and we will be setting up a new office in the borough in 2024.

Nations

Our Nations teams in Scotland, Northern Ireland and Wales provide information, guidance and support to parent carers and groups in their region. Devolved services and governments mean this information differs to the rest of the UK and so needs dedicated expertise.

Northern Ireland

Our *Preparing Parents for Transition* programme is in its third and final year. Working with two mainstream schools and two special schools, the team has supported 120 parents with workshops, peer support sessions and opportunity fairs highlighting new opportunities and options for their young people. In this final year we continue to support parents and are also developing new transition resources for parents as a legacy to the project that will support other parents across Northern Ireland in future.

Scotland

By Your Side Scotland supports families with children at Queen Elizabeth Children's Hospital Glasgow. Our parent adviser has responded to 554 different enquiry issues of advice since April 2023. Often the enquiries will take many calls and research once the parent adviser has met with the parents at the stand. We work in partnership with the Office for Rare Conditions and Family Fund to ensure we have a holistic approach to our service for families.

Wales

This was the first year of Contact Cymru's Better Together through Sport project. The project aims to provide sporting opportunities for disabled children and young people in Wales. Due to a lack of access and social stigma, those opportunities are often not there, and we want to turn the tide on that. During the year we provided eight sporting days with one session in the morning and one in the afternoon attended by 105 disabled children and 89 parents (57 families) who made new friendships and connections. Following the events, 97% of parents said they felt less isolated and 77% felt more confident to do it again. Children's feedback showed that 100% of respondents said they had fun, tried new activities, and made friends.

Connecting families

Contact was founded on the idea that parents are the best source of support to other parents and through building connections we can reduce isolation. Contact was started by a group of parent carers who came together to share their common challenges, joys and expertise. And today we continue to bring families together in multiple ways including family events, workshops, online and through our rare conditions work.

Family events

This year we held 100 family events attended by 1,424 children and young people and 1,288 parent carers. These included sports days, trips to the beach, visits to the zoo and soft play, relaxed cinema screenings, as well as activities such as trampolining. They also included some parent-only activities such as online yoga to promote wellbeing and give carers the chance to recharge their batteries. The events are organised by our London teams and through our Better Together programme, which has been funded by the Masonic Charitable Foundation, to run activities in Wales and the Midlands.

One parent carer said: "We are very restricted on the things we can do together as a family for all sorts of reasons, so events like this are the perfect opportunity for us to enjoy something together alongside other families who understand and don't judge."

Online communities

We continue to run private Facebook groups for parent carers, which offer a safe space for families to network, share ideas and information. This in turn creates a sense of community and helps to reduce isolation. This year the Contact Facebook group grew to more than 21,000 members and our HemiHelp group has almost 6,200 members. We moderate both groups, which allows us to give additional support and advice where needed.

"I'm a member of the Contact Facebook group and find the online discussions and advice really useful. It makes me feel that I'm not alone as a carer and as a volunteer for a local online group for carers I often find myself signposting Contact as a place online where information and support is trusted, helpful and understanding." Parent carer and member of our closed Facebook group.

Parent Participation

Contact continues to provide support, advice and training for Parent Carer Forums. We provide a core offer of support for each Parent Carer Forum, including a dedicated Parent Carer Participation Adviser, who forums can access via phone and email to help them run their forum.

These parent-led groups, which are active in each of the 151 local authorities in England, are vital to ensure that disabled children and their families aren't ignored, overlooked or forgotten.

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There are now 127,921 forum members, a huge increase of 17,370 in just one year. It is testament to the forums' strength that they are still attracting members despite the increased pressures on parents.

The Parent Participation team provided 5,798 hours of support during the year and delivered 10 online learning sessions during the year with a total of 315 live attendances and 1,303 online views.

Together with the National Network of Parent Carer forums we ran our annual face to face conference, which this year took place in Newcastle. We had 186 in person, and 55 virtual attendees on the day. During the same month Contact ran a Participation Matters month to highlight the fantastic impact and work Forums do.

A parent carer told us: "As always, we receive an excellent service from Contact, and we cannot praise them enough for all they do for us. The grants team go over and above to help as well as our advisor who is just wonderful, we could not want for better support."

Rare conditions groups

Contact continued to build support for families whose children have rare conditions throughout the year. Thanks to funding from the Pears Foundation, we did this by providing grants to parent-led rare conditions groups helping to build knowledge, skills, and a network of support. In the first year, it is estimated that the grants given out impacted 41,900 people affected by rare conditions.

In addition to the grant giving, we also provided workshops, in-person events and monthly newsletters to rare condition groups. We hosted an online conference and are developing a resource toolkit to help groups build their skills and resilience to support families.

"Thank you so much, it has all been so great - inspiring and informative." Parent carer.

Working with families to take action for others

Policy, Campaigns and Media

During the year we inspired 7,032 family carers to take action for others, including writing to their MPs, meeting government ministers and speaking out in the media.

We secured over 100 mentions in the press with equivalent advertising value of £1.8 million, raising awareness of the issues affecting families with disabled children.

This year we were proud to support two wonderful parent-led campaigns. This ensured we put the voices of families with seriously ill and disabled children at the forefront of our campaign work.

Despite the challenges of political uncertainty and continued austerity our policy and campaign work helped secure significant changes this year.

Child Trust Funds

80,000 disabled young people are at risk of being locked out of their savings. Parent Andrew Turner began a campaign after realising that his son could not access the money set aside for him in his Child Trust Fund due to his lack of mental capacity to manage his own finances.

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Contact has been supporting and amplifying Andrew's campaign, ensuring parents in similar situations know what their options are and campaigning for a fairer process.

We were part of a new alliance to campaign on the issue alongside a legal firm and representatives from the finance industry led by Andrew.

Together we galvanised campaign supporters to take action, secured media coverage from the BBC and financial campaigner Martin Lewis to raise awareness, and there was a Westminster Hall Debate on the issue.

Free School Meals

160,000 eligible disabled children have been missing out on their free school meal due to their disability or sensory needs.

Parent Natalie Hay recognised the discrimination that was taking place and began campaigning on the issue during lockdown. At the start of 2023 Contact joined the campaign and helped to amplify it through our networks.

During the year we secured media coverage on the issue and a Westminster Hall debate. Natalie Hay crowdfunded to take legal action against the government. It culminated in the government conceding that discrimination could be taking place and agreeing to update its free school meals guidance. The guidance now includes new sections making clear that most disabled children should be offered an alternative such as a supermarket voucher if they can't access a free school meal in the regular way. This will benefit many low-income families who have been missing out on the equivalent of £570 of financial help.

Contact continues to highlight the issue to our parent carer audiences, providing clear advice on how to claim their child's food vouchers and template letters. We have also provided webinars for schools.

Poverty

Families with disabled children are at greater risk of living in poverty due to the difficulties of juggling work and caring. In addition, they have been disproportionately affected by the cost-of-living crisis.

Ahead of the March budget we shone a spotlight on the continuing struggles some families are experiencing to pay their energy bills. Families of children with complex needs who require electrical equipment for their care, continue to experience sky high bills.

We worked with another extraordinary family – Samantha and her son Lewis – who wrote to the Chancellor of the Exchequer asking for a social tariff to help families like theirs – it received the support of 3,000 other families. Samantha and Lewis' story was featured in a powerful film shown on the BBC. Although it didn't get the response it deserved from the government, we are determined to continue pressing ministers and opposition parties to take action on energy bills for families running hospital equipment in their home.

During the year we also highlighted the injustices of the Universal Credit system which is less generous for many families with disabled children.

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"I feel less isolated and alone 'in society' and positive that there is an intelligent national body supporting parents and fighting for disabled children's rights that is being respected and heard by every government and across the country - its integrity shines out!" Parent carer.

Strategic developments

Contact strategy 2020-2024: Transforming Lives Together

Our vision is that every family with a disabled child feels valued, supported, confident and informed. In order to make progress towards this, our strategy sets out the following ambitions for 2020-2024:

- To double the number of families we support through our high-quality information and advice services.
- To build a sustainable funding model which is more responsive to families' needs.

To achieve these ambitions, we set out five aims, and delivered against an implementation plan for each one over the course of the year.

1. We will be the first charity for families to turn to when they find out their child has a disability.
2. We will double the number of families we support through our high-quality information and advice service.
3. We will drive social change, raise more money, and support more people – by helping families feel more connected to Contact.
4. Families will shape our work, so that they get the local help they need in the ways that work best for them.
5. We will develop a sustainable business model that ensures Contact is here for families with disabled children long into the future.

The plan is underpinned by two key drivers: digital transformation and co-production with families.

We have now completed the fourth year of our four-year strategy and are delighted to have met all our objectives.

A summary of progress against our ambitions made in 2022-24 is outlined below.

1. Double the number of families we support through our high-quality information and advice services

We met our target of doubling the number of families we support through our high-quality information and advice services last year and were delighted to maintain this level of support this year.

This growth has come from extending our digital options for families, with the aim of meeting simpler enquiries online. Digital information and advice services such as our chatbot, video content and benefit calculators allow us to deliver one-to-many families, which in turn allows Parent Advisers to focus on more complex enquiries and the most in-need families.

Our podcast content has been particularly popular, such as our series talking families through filling in the DLA form – section by section. Live Chat and Chatbot have also absorbed more regular enquiries. We also identify top issues and run live Q&As on Facebook to support more families struggling with the same topics. This year we also launched our Instagram account which has enabled us to share our information and advice with over 2,000 followers.

With pressures increasing on families, this strategy has proved vital in enabling us to grow to meet need and to triage enquiries effectively. However, demand remains high.

2. Build a sustainable funding model, that is more responsive to families' needs

Our financial stability is enabling us to continue to invest in new lottery and individual giving income streams. Our income diversification has also been boosted this year by two legacy donations. The Contact lottery continues to grow, and digital recruitment has been particularly strong. Contact currently has 2,911 active lottery players at the end of this financial year. And this year 14 Contact lottery players have won the £1,000 prize. We are very pleased that many of the winners were parent carers.

Our Business Development team continues to have success in growing Contact's commercial offer and expertise and research partnerships. This year the team developed a marketing brochure to help build connections with organisations who will pay for our services.

Booster year for our strategy

Last year the board agreed to add a booster year to our 3-year strategy, Transforming Lives Together, to enable Contact to consolidate the achievements of the past year and account for the year when Covid led to our emergency response and the decision to pause some of the strategic objectives.

It was agreed that the final 4th year of the strategy needed a new, additional focus to meet the growing needs of families. And we are pleased that we met the additional outcomes during the year. We did this by:

- Piloting a volunteer scheme to support completion of Disability Living Allowance (DLA) forms.
- Building capacity to support families with high levels of complexity and distress.
- Strengthening our information, advice, and support for families in the devolved nations with the recruitment of a Nations social media and information officer.
- Operating a bridging fund of £150,000 over two years to protect continuity of key services based on agreed criteria. This means there is £75,000 allocated in 2023-24 to support transition of existing services to new funding, showing our commitment to do all we can to support families and colleagues where funding is at risk.
- Continued investment in our Innovation Fund, which enables staff to test innovative projects which support Contact's strategy resulted in a wide range of new projects. These included a business development marketing brochure, testing and learning how AI can support our work and devising and introducing Parent Participation Month to celebrate the work of parent carer forums.

Looking forward

New strategy development

This year with the arrival of our new Chief Executive and the ending of our strategy, Transforming Lives Together, we began developing Contact's next organisational strategy.

Working with strategic consultant, Lucent, from October-January 2024 we undertook the discovery phase of developing a new strategy for Contact, gathering insights from staff, parent carers and other key stakeholders to look at our current strengths, weaknesses and opportunities for our new strategy.

While we are developing our next long-term vision, mission and aims for the financial year ending March 2025 we have created a clean one-year plan, budget and KPIs. This will be the Foundation year of our next strategy to help us build the foundations we need for our future work.

We expect to have a clear articulation of our vision, mission and strategic objectives outlined in a new strategy by autumn 2024.

Financial Review

The total incoming resources increased by 9.07% in the financial year to £9,345k (2022/23: £8,498k).

Unrestricted income was £4,986k (2022/23: £4,416k) and contributed to 53% of total income (2022/23: 51%). Unrestricted income includes contract income of £2,839k (2022/23: £2,959k) which is spent on deliverables stipulated within the contracts.

Unrestricted income from donations and legacies has significantly increased to £1,195k (2022/23: £797k). The two exceptional legacy gifts amounting to £456k, and increases in income from the Contact lottery and major donors ensured that unrestricted income continued to grow.

Restricted income was £4,359k (2022/23: £4,082k) and includes conduit funding in relation to parent forum grants of £2,677k (2022/23: £2,660k).

Total expenditure increased by 1.72% to £9,368k (2022/23: £9,208k). Unrestricted expenditure was £5,066k (2022/23: £4,792k) and restricted expenditure was £4,302k (2022/23: £4,415k) and recognises the outgoing conduit funding for the Parent Carer Forum grants.

The unrestricted net expenditure position before gains or losses on investments was £(80)k, and compares favourably to the prior year position of £(376)k.

The improvement in the unrestricted net expenditure position is primarily due to the receipt towards the end of the financial year of exceptional unrestricted legacy income of £366k in relation to the sale proceeds of a property, and £90k relating to legacy income from the sale of shares from a trust.

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Total unrestricted expenditure in the financial year of £5,066k (2022/23: £4,792k) continued to recognise the investment of designated funds in income growth and diversification, service expansion and continuity, and strategic development initiatives at a level of £280k (2022/23: £240k).

Whilst overall support costs of £927k (2022/23: £931k) are in line with prior year, the costs for the current year do not include the relocation costs incurred in the prior year due to the move to the new office location, but include the additional investment in senior interim resources and professional services costs to support the charity during a period of transition, and inflationary cost increases including the annual staff salary reviews.

The level of unrestricted funds at the financial year end was £5,114k (2022/23: £4,913k).

The unrestricted funds comprise of designated funds of £3,445k (2022/23: £3,543k) and general funds of £1,668k (2022/23: £1,370k).

The general funds balance includes the profit on investments in the financial year of £374k (2022/23: loss on investments of £(200)k).

The general funds balance after excluding the spend from the designated funds and the impact of the movement in the value of investments is £1,294k has decreased by £(275)k compared to the prior year level of £1,569k.

The impact of the exceptional nature of the legacy income on the financial results and general funds balance is being taken into consideration when forecasting unrestricted income streams and in assessing the sustainability of the underlying operational financial position of the charity.

As the new organisational strategy of the charity is developed and evolves there will remain a focus on the sustainability of the charity's individual activities to further inform the future income generation and fundraising strategy, and on operational and delivery cost management and the effective and impactful utilisation of the designated funding reserves.

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Designated Funds

Analysis of Designated Funds			2021	2022	2023	2024
			£'000	£'000	£'000	£'000
Property fund			2,500	2,500	2,500	2,500
Income diversification and growth and strategic development			1,000	883	643	461
Working capital risk			1,000	1,000	-	-
Service continuity and expansion			-	-	400	301
Obligations under contract			181	0	0	0
Organisation and infrastructure - to support the new strategic development process						183
Total Designated Fund			4,681	4,383	3,543	3,445

Following the sale of Contact's City Road building in January 2021, a sum of £4,681k was allocated to designated reserves. £3,750k of the proceeds were transferred to the CCLA Charities Ethical Investment Fund.

The allocation included the establishment of a designated property fund at a level of £2,500k, and the designation of funds to invest in income diversification and growth, service delivery and continuity, and organisational development.

At the end of the financial year the level of designated reserves was £3,445k of which £2,500k remains designated in the Property Fund.

This fund was established in recognition of the importance of allowing sufficient time for the office space requirements of the charity in the mid to long term to be reassessed in the context of investment strategy and future property needs, especially due to the move to hybrid working as the Covid pandemic restrictions were lifted.

In the short term, the charity has leased office space to support a hybrid working pattern and to accommodate the on-site Contact Helpline team.

The future investment of the Property Fund is also to be reviewed by Trustees in the context of the development and implementation of the new strategy and the future sustainability of the charity.

The balance of designated reserves of £945k at the end of the financial year is to be invested over a period of the next 18 – 24 months. The key areas of investment during this period will be in the acquisition of new Contact lottery players, the acquisition of new regular givers, in a legacy giving programme, and in strategic and organisational development initiatives. In addition, Contact is investing in research and insight projects to further inform strategic decision-making, the development of programmes of work in the devolved nations and policy and campaign activities.

A further £280k of designated funds was invested during the financial year, with £181k allocated from the income diversification and growth funds, primarily in relation to the growth of individual giving income streams, digital marketing initiatives and the development of the new strategy. A further £99k of designated funds was invested in service delivery and expansion initiatives to support both existing

and future key services including those delivered in the devolved nations.

Also in the financial year, a further £183k was allocated to designated reserves from the exceptional legacy income received towards the end of the financial year to invest in organisational and infrastructure projects to support the new strategic development and implementation process.

Restricted Funds

Restricted income increased to £4,359k (2022/23: £4,082k). Income from donations from corporate donors increased by £101k. Government grants increased to £3,337k (2022/23: £3,101k) as the value of a grant from NHS Ealing CCG and other government bodies increased. These increases were offset by a decrease in restricted income from Major Donors to £195k (2022/23: £250k) and in the national Lottery Community Fund to £142k (2022/23: £184k).

Reserves policy and performance

The Trustees have reserves in order to provide some financial security, to fund working capital and to enable the charity to cope with setbacks or take advantage of opportunities. The free reserves comprise general funds excluding the net book value of tangible fixed assets funded by unrestricted funds and excluding the movement in valuation of investment funds.

The target reserve levels represent the free reserves of the charity which are readily available to be spent on charitable activities. The policy is reviewed with reference to the assessment of risk relating to individual income streams for programmes of work, the maintenance of essential services, expenditure commitments and any potential liabilities.

In 2023/24, Trustees have decided to set the free reserves level between £1.2m and £1.4m.

Unrealised gains on investments of £374k are not included in the trustees' review of general reserves due to continuing volatility in the financial markets.

Excluding the designated reserves movements and the unrealised gains and losses on investments, the level of general reserves at the end of the current financial year was £1,294k (2022/23: £1,569k).

Investments

CCLA were appointed as investment managers in February 2021. Following the sale of the building in 2021, £3.75m was transferred to the CCLA Charities Ethical Investment Fund. This fund aims for long term return comprising of both capital growth and distributions. It has a wider range of ethical restrictions, including avoiding tobacco companies, alcohol producers and companies with significant involvement in armaments, fossil fuel extraction, gambling and pornography. The fund is benchmarked against market comparators. The performance of these funds is monitored by the Business Affairs Committee.

Investments with a fair value of £4,181k are included in the balance sheet. There was an unrealised gain in the value of the investment of £374k reflecting the overall improvement in the financial markets over the course of the financial year.

Going Concern

In recognition of the stable position that the charity is in in terms of unrestricted reserves and cash, primarily due to the designated funding reserve established as a result of the sale of the building in 2021, it is considered that there continues to be no material uncertainties about the charity's ability to continue as a going concern for the 12 months following the approval of the financial statements.

Risk Management

The significant risks facing Contact are reviewed every six months by the Board and more regularly by the senior management team and committees of the Board, and a risk analysis and rating is produced. The most significant risks identified in the financial year were as follows:-

- Unsecured restricted funding targets do not yield the target return due to the existing and anticipated statutory and restricted funding landscape changing, and the impact of holding the current high levels of reserves.
- Impact of inflation on costs.
- Planned sustainable unrestricted income streams are not successful and do not yield the target returns.
- Leadership transition at a senior management team level and to a new Chair of Trustee Board in the coming financial year.
- IT security in terms of ransomware attack and data being compromised with a negative impact from an operational and financial cost perspective.

The Trustees review these risks on an on-going basis through the committees of the Board and satisfy themselves that adequate systems and procedures are in place to manage the risks identified. Where appropriate, risks are covered by insurance. The following framework dictates how we mitigate the identified risks:

- Formulating detailed fundraising plans and having regular financial reviews, together with a system of phased expenditure to enable responsible budget management;
- Maintaining reserves in line with the charity's reserves policy, and providing informed and timely reporting in relation to the investment strategy for designated reserves and the timeline for this investment;
- Funding application bids incorporate real costs including higher than anticipated cost of living salary increases, and the close monitor the impact of the cost-of-living pressures on individual donors;
- Regular monitoring of contracts and work delivery programmes;
- A clear structure of delegated authority and control;
- Investment in a comprehensive set of enhanced system security and IT security awareness training initiatives has been made.

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In assessing risk, the Trustees recognise that some areas of our work require the acceptance and the management of risk, if our key objectives are to be achieved.

The Trustees believe the above approach is adequate in managing the risks of the organisation.

Objects of the charity

1. The Memorandum of Association incorporated in 1982 has the objects "to promote the education, welfare and benefit of the disabled, more specifically, but not limited to, caring for children and young people with any form of disability or special need.

To support parents and families who care for a disabled child or young person by:

- a) providing access to good quality advice and information, broad ranging appropriate support and contact with other families which will lead to positive outcomes;
- b) influencing changes in policy and practice in order to substantially improve the quality of lives of parents and families and their children.

Structure, governance and management

2. Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2024 was 34.
3. On 1 December 2004 Contact entered into a transfer of charitable undertakings with the Lady Hoare Trust which is a registered charity number 1067492 and a company limited by guarantee number 3482560. Following the merger a governance review commenced and new Standing Orders were adopted by the Trustees. These Standing Orders were reviewed by the Trustees in 2021.
4. On 1 April 2018 Contact entered into a transfer of charitable undertakings with HemiHelp which was a registered charity (number 1085349) and a company limited by guarantee (number 4156922).

This charity was closed on 14 May 2019.

5. On 4 January 2019 Contact entered into a transfer of charitable undertakings with Fledglings Family Services which is a registered charity (number 1112618) and a company limited by guarantee (number 4592971).
6. With regard to the recruitment of new Trustees, the Standing Orders state that "The Board should ensure that the recruitment process is open to all sections of the community, and should consider open advertising and a range of other recruitment methods to attract a wide range of candidates. Candidates should be interviewed formally and appointed on merit." In line with this, new Trustees have been recruited via an open and competitive recruitment process during the

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year. Our Board Member Induction, Support and Development policy outlines a process to support new Trustees and ensure they are provided with sufficient information to enable them to fulfil their duties.

7. Trustees are elected by the Members at the Annual General Meeting for a three-year term. Trustees can be appointed during the year but must be elected at the subsequent Annual General Meeting. The Standing Orders set out a maximum of three consecutive terms for Trustees, however it is anticipated that the norm will be only two terms, and three terms would only be used in exceptional circumstances.
8. As well as meeting regularly as a full Board, the Trustees have also established a number of committees and councils, each with their own Terms of Reference and each reporting back to the Board:
 - a) A Business Affairs Committee to take delegated responsibility for overseeing all financial and business aspects of Contact to ensure short and long-term viability, and to report back to the Board accordingly.
 - b) A Governance Strategy and People Committee to take delegated responsibility for ensuring effective and efficient governance over Contact. This includes identifying and proposing new members to the Board and to oversee all people and administrative support activity that supports the work of Contact.
9. The Trustees approve the overall strategy of the organisation and delegate the operational management, development and administration of the charity to the Chief Executive. The SMT are comprised of the Chief Executive, the Director of Finance & Resources, the Director of Family Support, the Director of Income Generation, Director of Participation and Regional Development, and the Director of Advice, Communications and Engagement. The SMT is responsible for the day to day running of the organisation, in line with the agreed strategy, and makes recommendations to the Board of Trustees. All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 8 to the financial statements. Contact Trustees are covered by trustee indemnity insurance. A safeguarding lead trustee who works with the trained safeguarding review group. A declarations of interest register is maintained and monitored.
10. Although not part of the overall governance structure of the charity, there is also a Medical Advisory Panel (MAP). The MAP was established to support Contact in its provision of medical information to families of disabled children and professionals who work with them. The MAP assist in ensuring the accuracy and validity of medical information produced and provided via the website, publications and enquiries.
11. Staff salaries are benchmarked and increased by inflation on an annual basis.

Statement of responsibilities of the Trustees

The Trustees (who are also directors of Contact for the purposes of company law) are responsible for preparing the report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- a) select suitable accounting policies and then apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgements and estimates that are reasonable and prudent;
- d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware: there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Public benefit focus on ensuring that the activities achieve the charitable aims

The Trustees review the organisation's objectives and activities on a quarterly basis each year in line with the implementation of the 2020-2023 Strategy and 2023-2024 booster year. The annual report reviews what Contact has achieved and the outcomes of its work during the 2023-2024 booster year. The Trustees report the success of each key activity and the benefits that they have brought to those groups of people the organisation is set up to help. The review also helps ensure the organisation's aims, objectives and activities remain focused on its stated purposes.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

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All charitable activities of Contact focus on the support of parents and families who care for a disabled child and are undertaken to further the charitable purposes for the public benefit.

UK Bribery Act 2010

Contact commits to a policy of zero-tolerance of bribery in any form. The Board of Trustees and the Senior Management Team commit to and oversee the implementation of a policy of zero-tolerance, recognising that bribery is contrary to fundamental values of integrity, transparency and accountability and undermines organisational effectiveness.

Bribery risk assessment forms part of Contact's overall and ongoing risk management process.

Fundraising review

The majority of Contact's fundraising is conducted by paid Contact staff. Contact is registered with the Fundraising Regulator. A third party, CFP Lottery and Raffles Ltd is commissioned to administer the Contact Lottery.

Contact's fundraising team and CFP Lottery and Raffles Ltd comply with fundraising and Gambling Commission regulations and the Code of Fundraising Practice set by the Fundraising Regulator. Contact's society lottery is registered with Hackney Council under registration number SSL/2023/005.

No areas of non-compliance have been identified. There were no complaints received on fundraising activities in 2023/24. In this financial year, Contact engaged the services of Formunauts One, a face-to-face fundraising agency, for the purpose of recruiting regular monthly individual givers.

Charity Governance Code

Trustees are continually reviewing the principles of the Charity Governance Code and applying these principles.

Strategy update

In the previous financial year the Board agreed to add a booster year to the 3-year strategy, Transforming Lives Together to consolidate the achievements of the past years and to enable additional focus on meeting the growing needs of families, including building capacity to support families with high levels of complexity and distress, strengthening the information, advice and support for families in the devolved nations and the operation of a bridging fund to support the transition of existing services to new funding arrangements.

Further details of the booster year 2023-2024 strategy are included within the Trustee Report.

Following the arrival of the new Chief Executive and the successful conclusion of the booster year of the Transforming Lives Together strategy, Contact's next organisational strategy is being developed.

A discovery phase is underway, gathering insights from staff, parent carers and other key stakeholders to look at current strengths, weaknesses and opportunities for the new strategy.

Contact a Family (trading as Contact)

Trustees' annual report

For the year ended 31 March 2024

While the next long-term vision, mission and aims for 2024-2025 is being developed a one-year plan, budget and KPIs has been put in place and will be the Foundation year of the next strategy to help build the foundations required for the charity's future work.

Further Information

The Trustees warmly thank all our donors, volunteers and advisers for their valuable help during the year. We also thank our staff for the commitment and skills that they bring to all the varied tasks inherent in running Contact.

Auditor Sayer Vincent LLP were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

BY ORDER OF THE BOARD

Angela Kitching

Chair (acting)

Date: 17 September 2024

Contact Wenlock Studios

50-52 Wharf Road

London N1 7EU

Opinion

We have audited the financial statements of Contact a Family (trading as Contact, the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended)

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Contact a Family's (trading as Contact) ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other Information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report, has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

under those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including

fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management and the business affairs committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Orchard (Senior statutory auditor)
11 November 2024

for and on behalf of Sayer Vincent LLP, Statutory Auditor
110 Golden Lane, LONDON, EC1Y 0TG

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

Contact a Family (trading as Contact)

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2024

	Note	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Income from:							
Donations and legacies	2	1,195,030	167,415	1,362,445	797,283	63,206	860,489
Charitable activities	4						
Supporting families – central information,		1,075,132	155,280	1,230,412	983,865	269,127	1,252,992
Supporting families locally		564,824	972,031	1,536,855	502,665	691,167	1,193,832
Bringing families together		2,011,491	2,999,505	5,010,996	2,008,932	2,958,141	4,967,073
Helping families take action for others		10,214	65,000	75,214	1,110	100,000	101,110
Investments		129,359	–	129,359	122,447	–	122,447
Total income		4,986,050	4,359,231	9,345,281	4,416,302	4,081,641	8,497,943
Expenditure on:							
Raising funds		713,737	–	713,737	797,363	–	797,363
Charitable activities							
Supporting families – central information,		1,239,256	188,283	1,427,539	1,164,208	366,579	1,530,787
Supporting families locally		573,452	1,038,314	1,611,766	419,460	1,035,145	1,454,605
Bringing families together		2,389,699	2,983,602	5,373,301	2,366,767	2,915,884	5,282,651
Helping families take action for others		150,188	91,854	242,042	44,472	97,738	142,210
Total expenditure	5	5,066,332	4,302,053	9,368,385	4,792,270	4,415,346	9,207,616
Net income / (expenditure) before net gains / (losses) on investments		(80,282)	57,178	(23,104)	(375,968)	(333,705)	(709,673)
Net gains / (losses) on investments	13	374,002	–	374,002	(199,756)	–	(199,756)
Net income/(expenditure) for the year	7	293,720	57,178	350,898	(575,724)	(333,705)	(909,429)
Transfers between funds		(92,753)	92,753	–	–	–	–
Net movement in funds		200,967	149,931	350,898	(575,724)	(333,705)	(909,429)
Reconciliation of funds:							
Total funds brought forward		4,912,929	428,226	5,341,155	5,488,653	761,931	6,250,584
Total funds carried forward	18a	5,113,896	578,157	5,692,053	4,912,929	428,226	5,341,155

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18a to the financial statements.

Contact a Family (trading as Contact)

Balance sheet

Company no. 01633333

As at 31 March 2024

	Note	£	2024 £	£	2023 £
Fixed assets:					
Tangible assets	12		20,455		31,723
Listed investments	13		4,180,712		3,806,709
			<u>4,201,167</u>		<u>3,838,432</u>
Current assets:					
Stock		80,580		85,174	
Debtors	14	742,515		800,965	
Short term deposits		-		272,000	
Cash at bank and in hand		1,283,927		1,109,633	
			<u>2,107,022</u>	<u>2,267,772</u>	
Liabilities:					
Creditors: amounts falling due within one year	15	616,136		765,049	
				<u>765,049</u>	
Net current assets			<u>1,490,886</u>		<u>1,502,723</u>
Total net assets			<u>5,692,053</u>		<u>5,341,155</u>
The funds of the charity:	18a				
Restricted income funds			578,157		428,226
Unrestricted income funds:					
Designated Fund		3,445,419		3,543,398	
General funds		1,668,477		1,369,531	
			<u>5,113,896</u>	<u>4,912,929</u>	
Total unrestricted funds			<u>5,113,896</u>		<u>4,912,929</u>
Total charity funds			<u>5,692,053</u>		<u>5,341,155</u>

Approved by the trustees on 17 September 2024 and signed on their behalf by

Angela Kitching
Chair (Acting)

Eleanor Christie
Treasurer

Contact a Family (trading as Contact)

Statement of cash flows

For the year ended 31 March 2024

	Note	2024 £	£	2023 £	£
Cash flows from operating activities					
Net cash used in operating activities			(227,065)		(780,494)
Cash flows from investing activities:					
Dividends, interest and rents from investments		129,359		122,447	
Proceeds from the sale of fixed assets		–		–	
Purchase of fixed assets		–		(33,803)	
Transfer from/ (to) short-term deposits		272,000		(272,000)	
Net cash provided by/(used in) investing activities			401,359		(183,356)
Change in cash and cash equivalents in the year			174,294		(963,850)
Cash and cash equivalents at the beginning of the year			1,109,633		2,073,483
Cash and cash equivalents at the end of the year			1,283,927		1,109,633

1 Accounting policies

a) Statutory information

Contact a Family (Trading as Contact) is a charitable company limited by guarantee and is incorporated in United Kingdom.

The registered office address is Wenlock Studios Unit G.07, 50–52 Wharf Road, London, N1 7EU

b) Basis of preparation

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

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

There are no significant uncertainties around future funding which the Trustees believe will impact on the organisation continuing as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

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

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

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is a treated as a contingent asset and disclosed if material.

1 Accounting policies (continued)

e) Income (continued)

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

Rental income is recognised in the financial statements in the period it relates to.

Lottery income is received and recognised weekly from a third party. The amount recognised is the player payment less prizes paid. Service charges include a player set up fee and a management fee calculated on income which is recognised in expenditure as it is incurred.

f) Donations of Special Events, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated Special Events, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

i) Expenditure and irrecoverable VAT

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

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

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

1 Accounting policies (continued)

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

● Computer equipment	3 years
● Fixtures fittings and equipment	4 to 12 years
● Software development	4 years

m) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

n) Investment assets

Investment properties are measured in the balance sheet at fair value. Investment properties are not depreciated. Any change in fair value is recognised in the statement of financial activities. The valuation method used to determine fair value will be stated in the notes to the accounts.

o) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

p) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

1 Accounting policies (continued)**q) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

r) Pensions

The charity operates a stakeholder auto-enrolment workplace pension scheme and matches employee pension contributions up to a maximum of 5% of their salaries. The costs to the charity are recognised as they are incurred.

s) Grants payable

Grants payable are made to third parties in furtherance of the charity's objects. Grants are accounted for when either the recipient has a reasonable expectation that they will receive a grant and the trustees have agreed to pay the grant without condition, or the recipient has a reasonable expectation that they will receive a grant and that any condition attaching to the grant is outside of the control of the charity.

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

2a Income from donations and legacies (current year)

	Unrestricted £	Restricted £	2024 Total £
Gifts	405,272	11,013	416,285
Legacies	456,000	13,000	469,000
Charitable Trusts	85,151	–	85,151
Major Donors	158,910	–	158,910
Corporate	37,591	135,366	172,957
Special Events	52,106	8,036	60,142
	<u>1,195,030</u>	<u>167,415</u>	<u>1,362,445</u>

In March 2024 Contact received unrestricted legacy income of £366,000 in relation to the sale of a property, and £90,000 in relation to the sale of shares in a trust.

2b Income from donations and legacies (prior year)

	Unrestricted £	Restricted £	2023 Total £
Gifts	297,999	13,595	311,594
Legacies	6,500	–	6,500
Charitable Trusts	61,045	–	61,045
Major Donors	105,669	–	105,669
Corporate	15,363	33,881	49,244
Special Events	310,707	15,730	326,437
	<u>797,283</u>	<u>63,206</u>	<u>860,489</u>

Contact a Family (trading as Contact)**Notes to the financial statements****For the year ended 31 March 2024****3a Income from government grants (current year)**

	Unrestricted £	Restricted £	2024 Total £
Department for Education	–	2,816,341	2,816,341
Scottish Government	–	85,050	85,050
Northern Ireland Executive	–	5,832	5,832
London Borough of Ealing	–	65,705	65,705
London Borough of Lambeth	–	24,173	24,173
London Borough of Wandsworth	–	5,833	5,833
NHS Ealing CCG	–	135,000	135,000
Other government bodies	7,609	199,469	207,078
Total	7,609	3,337,403	3,345,012

3b Income from government grants (prior year)

	Unrestricted £	Restricted £	2023 Total £
Department for Education	–	2,817,588	2,817,588
Scottish Government	–	85,050	85,050
Northern Ireland Executive	–	23,327	23,327
London Borough of Ealing	–	5,710	5,710
London Borough of Lambeth	–	14,660	14,660
London Borough of Wandsworth	–	14,000	14,000
London Borough of Lewisham	–	49,873	49,873
Greater London Authority	–	50,203	50,203
NHS Ealing CCG	–	30,000	30,000
Other government bodies	3,302	10,378	13,680
Total	3,302	3,100,789	3,104,091

Notes to the financial statements

For the year ended 31 March 2024

4a Incoming resources from charitable activities (current year)

	Supporting families – central information, advice and support	Supporting families locally	Bringing families together	Helping families take action for others	2024 Total £	2023 Total £
	£	£	£	£		
Restricted:						
Government grants (note 3)	–	587,898	2,749,505	–	3,337,403	3,100,789
National Lottery Community Fund (NLCF)	–	142,427	–	–	142,427	184,381
Charitable trusts	45,280	236,706	170,000	65,000	516,986	483,108
Major Donors	110,000	5,000	80,000	–	195,000	249,930
Other	–	–	–	–	–	227
Total restricted incoming resources from charitable activities	155,280	972,031	2,999,505	65,000	4,191,816	4,018,435
Unrestricted:						
Contractual income						
– SEN and Disability Reforms support	625,077	–	2,011,491	–	2,636,568	2,588,660
– NHS England	–	–	–	–	–	41,500
– London Borough of Wandsworth	–	95,893	–	–	95,893	224,611
– London Borough of Lambeth	–	80,197	–	–	80,197	75,641
– Northern Ireland Health Board	–	26,624	–	–	26,624	28,285
Government grants	–	–	–	7,609	7,609	3,302
National Lottery Community Fund (NLCF)	–	–	–	–	–	23,055
Business Development – other	15,068	341,857	–	–	356,925	156,570
Business Development – Alder Hey	–	2,100	–	–	2,100	28,083
Business Development – Durham	–	18,153	–	–	18,153	22,224
Trading Income	434,987	–	–	–	434,987	303,531
Publication income	–	–	–	2,605	2,605	1,110
Total unrestricted incoming resources from charitable activities	1,075,132	564,824	2,011,491	10,214	3,661,661	3,496,572
Total incoming resources from charitable activities	1,230,412	1,536,855	5,010,996	75,214	7,853,477	7,515,007

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2024

4b Incoming resources from charitable activities (previous year)

	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	2023 Total £
Restricted:					
Government grants (note 3)	50,203	342,445	2,708,141	–	3,100,789
National Lottery Community Fund (NLCF)	–	184,381	–	–	184,381
Charitable trusts	98,924	114,184	170,000	100,000	483,108
Major Donors	120,000	49,930	80,000	–	249,930
Other	–	227	–	–	227
Total restricted incoming resources from charitable activities	269,127	691,167	2,958,141	100,000	4,018,435
Unrestricted:					
Contractual income					
– SEN and Disability Reforms support	621,228	–	1,967,432	–	2,588,660
– NHS England	–	–	41,500	–	41,500
– London Borough of Wandsworth	–	224,611	–	–	224,611
– London Borough of Lambeth	–	75,641	–	–	75,641
– London Borough of Lewisham	–	–	–	–	–
– Northern Ireland Health Board	–	28,285	–	–	28,285
Government grants	3,302	–	–	–	3,302
National Lottery Community Fund (NLCF)	23,055	–	–	–	23,055
Business Development – other	32,749	123,821	–	–	156,570
Business Development – Alder Hey	–	28,083	–	–	28,083
Business Development – Durham	–	22,224	–	–	22,224
Trading Income	303,531	–	–	–	303,531
Publication income	–	–	–	1,110	1,110
Total unrestricted incoming resources from charitable activities	983,865	502,665	2,008,932	1,110	3,496,572
Total incoming resources from charitable activities	1,252,992	1,193,832	4,967,073	101,110	7,515,007

5a Analysis of expenditure (current year)

	Charitable activities						2024 Total £	2023 Total £
	Cost of raising funds £	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	Governance costs £		
Direct costs	645,216	1,268,510	1,399,533	4,846,408	216,226	65,351	8,441,244	8,276,983
Support costs								
HR	10,050	19,758	21,799	75,487	3,368	–	130,462	67,093
Finance	22,100	43,455	47,943	166,021	7,407	–	286,926	205,077
IT	8,623	16,952	18,703	64,767	2,890	–	111,935	162,688
Rental Costs	7,976	15,681	17,301	59,917	2,673	–	103,548	103,545
Management	12,815	25,195	27,797	96,251	4,295	–	166,353	277,437
Monitoring and Evaluation	1,923	28,091	67,770	26,637	3,496	–	127,917	114,793
	708,703	1,417,642	1,600,846	5,335,488	240,355	65,351	9,368,385	9,207,616
Governance costs	5,034	9,897	10,920	37,813	1,687	(65,351)	–	–
Total expenditure 2024	713,737	1,427,539	1,611,766	5,373,301	242,042	–	9,368,385	9,207,616

Total support costs recognise an increase in expenditure relating to support services provided by Finance and HR, including the investment in senior interim resources internally and the extension of a service agreement with an external employee relations advisor, to support the organisation during a period of transition.

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2024

5b Analysis of expenditure (previous year)

	Charitable activities						2023 Total £
	Cost of raising funds £	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	Governance costs £	
Direct costs	722,981	1,357,777	1,273,568	4,747,065	126,584	49,008	8,276,983
Support costs							
HR	5,770	10,837	10,165	39,311	1,010	–	67,093
Finance	17,638	33,125	31,070	120,156	3,088	–	205,077
IT	13,992	26,278	24,648	95,320	2,450	–	162,688
Rental Costs	8,906	16,725	15,688	60,668	1,559	–	103,545
Management	23,861	44,812	42,033	162,552	4,178	–	277,437
Monitoring and Evaluation	–	33,317	50,008	28,865	2,603	–	114,793
	793,148	1,522,871	1,447,180	5,253,937	141,472	49,008	9,207,616
Governance costs	4,215	7,916	7,425	28,714	738	(49,008)	–
Total expenditure 2023	797,363	1,530,787	1,454,605	5,282,651	142,210	–	9,207,616

Notes to the financial statements

For the year ended 31 March 2024

6 Grant making

	Grants to institutions £	Support costs £	2024 £	2023 £
Cost				
DCMS Parent Carer Forums	2,700,667	38,160	2,738,827	2,676,481
Pears/DCMS Rare Conditions Group	170,000	67,762	237,762	233,859
	<u>2,870,667</u>	<u>105,922</u>	<u>2,976,589</u>	<u>2,910,340</u>

Under the Community Challenge programme Pears Foundation and the Department of Culture, Media and Sport funded grants to small parent carer support groups such as rare conditions groups and Parent Carer Forums.

Grant funding to enable the strategic involvement of parent carers in local area strategic decision making & policy development.

Parent Carer Forum (PCF). Throughout the year, 2024: 157 (2023: 156) organisations received full or partial grants totalling £2,700,667 (2023: £2,635,543 net of £40,938 support costs).

Rare Conditions: Throughout the year, 2024: 20 (2023: 20) organisations received full or partial grants totalling 2024: 170,000 (2023: £178,500 net of £55,359 support cost). No group received more than £8.5k, and these are within direct costs in note 5.

7 Net income / (expenditure) for the year

This is stated after charging:

	2024 £	2023 £
Depreciation	11,268	2,080
Operating lease rentals:		
Property	62,202	82,187
Other	31,183	105,983
Auditor's remuneration (excluding VAT):		
Audit	18,800	15,020
Other services	3,300	3,100

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	3,065,179	2,948,266
Social security costs	302,482	302,216
Employer's contribution to defined contribution pension schemes	97,714	94,587
	<u>3,465,375</u>	<u>3,345,069</u>

The following number of employees received employee benefits (excluding employer pension costs) during the year between:

	2024 No.	2023 No.
£60,000 – £69,999	1	2
£70,000 – £79,999	3	–
£80,000 – £89,999	–	–
£90,000 – £99,999	–	1
> £100,000	–	–

The total employee benefits including pension contributions of the key management personnel were £428,946 (2023: £437,895). Redundancy costs were £10,698 (2023: £3,448).

Interim Directors of Finance and Resources were appointed during the year. The total cost of the related agency spend was £85,129 (2023: 23,265).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2023: £nil). No charity trustee received payment for professional or other services supplied to the charity (2023:£nil). Charity trustees are covered by indemnity insurance.

Trustees' expenses represents the cost of travel and subsistence totalling £884 (2023: £553) incurred by three (2023: three) members relating to attendance at meetings of the trustees.

Notes to the financial statements

For the year ended 31 March 2024

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2024 No.	2023 No.
Raising funds	6	7
Supporting Families Locally	40	41
Supporting Families – Central	20	21
Policy and Communications	7	7
Bringing Families Together	18	17
Support	6	5
Governance	2	2
	99	100

10 Related party transactions

Contact received donations totalling £1,000 (2023: £3,000) from one trustees (2023: four). The trustees receive no benefit from donations made to the charity. There are no other related party transactions to disclose for 2024 (2023: none).

11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

	Fixtures, fittings and equipment, software development £	Total £
Cost or valuation		
At the start of the year	33,803	33,803
At the end of the year	33,803	33,803
Depreciation		
At the start of the year	2,080	2,080
Charge for the year	11,268	11,268
At the end of the year	13,348	13,348
Net book value		
At the end of the year	20,455	20,455
At the start of the year	31,723	31,723

Notes to the financial statements

For the year ended 31 March 2024

13 Listed investments

	2024 £	2023 £
Fair value at the start of the year	3,806,709	4,006,465
Additions at cost	–	–
Disposal proceeds	–	–
Net gain / (loss) on change in fair value	374,003	(199,756)
	4,180,712	3,806,709
Fair value at the end of the year	4,180,712	3,806,709

Investments comprise:

	2024 £	2023 £
UK Common investment funds	4,180,712	3,806,709
	4,180,712	3,806,709

Following the disposal of the City Road property, cash from the sale was transferred into investments.

14 Debtors

	2024 £	2023 £
Trade debtors	436,314	593,788
Other debtors	28,862	27,376
Prepayments	41,411	42,324
Accrued income	235,927	137,477
	742,515	800,965

15 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	168,242	214,155
Taxation and social security	144,843	125,205
Other creditors	69,118	76,488
Accruals	142,512	130,552
Deferred income	91,421	218,649
	616,136	765,049

16 Deferred income

	2024 £	2023 £
Balance at the beginning of the year	218,649	344,250
Amount released to income in the year	(218,649)	(344,250)
Amount deferred in the year	91,421	218,649
Balance at the end of the year	91,421	218,649

17a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	20,455	–	20,455
Listed investments	4,180,712	–	4,180,712
Net current assets	912,729	578,157	1,490,885
Net assets at the end of the year	5,113,896	578,157	5,692,053

17b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	31,723	–	31,723
Listed investments	3,806,709	–	3,806,709
Net current assets	1,074,497	428,226	1,502,723
Net assets at the end of the year	4,912,929	428,226	5,341,155

Notes to the financial statements

For the year ended 31 March 2024

18a Movements in funds (current year)

	At the start of the year £	Income and gains £	Expenditure and losses £	Transfers £	At the end of the year £
Restricted funds:					
Core funding for Scotland	-	85,050	(97,099)	12,049	-
Core funding for Northern Ireland	-	11,663	(36,168)	24,504	-
Supporting families in Ealing	11,266	262,671	(256,415)	-	17,522
Supporting families in Wimbledon	-	11,323	(9,367)	-	1,956
Supporting families in Lambeth	-	8,840	(4,247)	-	4,593
Alder Hey	-	61,770	(36,540)	-	25,230
NHS England	-	67,999	(30,389)	-	37,610
Better Together	-	11,801	(11,801)	-	-
Motability	-	89,196	(6,976)	-	82,220
City Bridge Trust	-	75,550	(67,912)	-	7,638
Autism in Schools project	-	10,800	(5,444)	-	5,356
Hemihelp	30,080	24,849	(41,478)	56,200	69,651
Welfare rights helpline	23,578	74,500	(85,700)	-	12,378
Early years SEN and disabilities	-	90,782	(90,782)	-	-
Brighter Beginnings	82,519	94,633	(116,245)	-	60,907
Wales Family Events	250	25,000	(24,291)	-	959
Rare Conditions	3,322	24,300	(27,538)	-	84
Covid Response	6,832	-	(6,832)	-	-
Listening Ear	-	16,080	(5,692)	-	10,388
Pears/ DCMS Grants	24,641	250,000	(239,672)	-	34,969
-Strengthening support networks (Wales)	4,803	4,000	(8,803)	-	-
NI Preparing for Transition – National Lottery CF NI	8,135	91,528	(96,020)	-	3,643
By your side	18,051	57,800	(75,499)	-	352
DFE Parent Carers Grants	-	2,702,203	(2,642,440)	(59,763)	-
DfE parent carer forum grants	-	-	-	-	-
- Contact-led forums	49,935	28,961	(97,160)	59,763	41,499
South Tees & Darlington Family Support	38,671	-	(8,765)	-	29,906
Wellbeing Project Wales	3,820	1,000	(125)	-	4,695
Lambeth Parent Carer Forum	13,601	15,333	(13,006)	-	15,928
Scotland	2,661	17,500	(20,161)	-	-
Policy	72,901	65,000	(83,683)	-	54,218
Other funds Digital	1	-	-	-	1
Other funds Northern Ireland	3,739	39,098	(27,929)	-	14,908
Volunteering	29,420	40,000	(27,875)	-	41,545
Total restricted funds	428,226	4,359,231	(4,302,053)	92,753	578,157
Designated Fund	3,543,398	-	-	(97,979)	3,445,419
General funds	1,369,531	5,360,052	(5,066,332)	5,226	1,668,477
Total unrestricted funds	4,912,929	5,360,052	(5,066,332)	(92,753)	5,113,896
Total funds	5,341,155	9,719,283	(9,368,385)	-	5,692,053

Purpose of Designated Funds

				£
Property Fund	2,500,000	-	-	2,500,000
Income diversification	643,398	-	181,667	461,731
Service continuity & expansion	400,000	-	99,312	300,688
Organisational development and infrastructure	-	183,000	-	183,000
				<u>3,445,419</u>

Property Fund

The fund was set aside to invest in a smaller replacement office property following the sale of the former office premises.

The requirements for office space in the medium to long term are currently being assessed in the context of the organisational development and investment strategies of the Charity.

Income Diversification

Funds have been designated to invest in the development and implementation of the Contact lottery and new acquisition methods for regular givers. There has also been investment in the development of a legacy programme, and in digital marketing initiatives. The current and future financial year will see investment in the development of the new strategy for the organisation, including brand review and impact measurement.

Service continuity & expansion

Funds have been designated to continue to build capacity to support families with high levels of complexity and stress.

There has also been investment in strengthening information, advice and support for families in the devolved nations, and to operate a bridging fund to protect continuity of key services such as By Your Side, Listening Ear and Brighter Beginnings / Early Years whilst future funding arrangements are considered.

Notes to the financial statements

For the year ended 31 March 2024

18a Movements in funds (current year) continued

Organisational development and infrastructure

During the financial year a further £183,000 of funds were designated to invest in organisational development initiatives and infrastructure projects, to support the strategic development and implementation process.

18b Movement in funds (prior year)

	At the start of the year £	Income and gains £	Expenditure and losses £	Transfers £	At the end of the year £
Restricted funds:					
Core funding for Scotland	-	100,268	(100,268)	-	-
Core funding for Northern Ireland	5,218	23,327	(28,545)	-	-
Supporting families in Ealing	177,947	78,910	(245,591)	-	11,266
Wellbeing	33	-	(33)	-	-
Fledglings	-	53,573	(53,573)	-	-
Hemihelp	27,107	31,597	(28,624)	-	30,080
Welfare rights helpline	45,516	73,700	(95,638)	-	23,578
Early years SEN and disabilities	-	116,078	(116,078)	-	-
Brighter Beginnings	175,829	43,614	(136,524)	-	82,919
Wales Family Events	-	250	-	-	250
Rare Conditions	7,143	27,500	(31,321)	-	3,322
Covid Response	5,110	3,000	(1,278)	-	6,832
Listening Ear	3,720	45,324	(49,044)	-	-
Pears/ DCMS Grants	-	258,500	(233,859)	-	24,641
-Strengthening support networks (Wales)	14,519	96,199	(105,915)	-	4,803
NI Preparing for Transition – National Lottery CF NI	22,545	81,462	(95,872)	-	8,135
By your side	56,718	61,458	(100,125)	-	18,051
DFE Parent Carers Grants	-	2,676,481	(2,498,340)	(178,141)	-
– Contact-led forums	33,792	-	(161,998)	178,141	49,935
South Tees & Darlington Family Support	46,798	-	(8,127)	-	38,671
Wellbeing Project Wales	-	7,908	(4,088)	-	3,820
Lambeth Parent Carer Forum	3,468	45,916	(35,783)	-	13,601
Scotland	-	26,500	(24,239)	-	2,261
Policy	70,639	100,000	(97,738)	-	72,901
Other funds Digital	57,597	50,203	(107,799)	-	1
Other funds Northern Ireland	8,232	-	(4,493)	-	3,739
Volunteering	-	30,000	(580)	-	29,420
Lewisham Neighbourhood Community Infrastructure	-	49,873	(49,873)	-	-
Total restricted funds	761,931	4,081,641	(4,415,346)	-	428,226
Designated Fund	4,383,123	-	(239,725)	(600,000)	3,543,398
General funds	1,105,530	4,416,302	(4,752,301)	600,000	1,369,531
Total unrestricted funds	5,488,653	4,416,302	(4,992,026)	-	4,912,929
Total funds	6,250,584	8,497,943	(9,407,372)	-	5,341,155
Purpose of Designated Funds					
Property Fund					£ 2,500,000
Income diversification					643,398
Working capital risk					-
Service continuity & expansion					400,000
					<u>3,543,398</u>

19 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2024 £	2023 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	(23,104)	(709,673)
Depreciation charges	11,268	2,080
Dividends, interest and rent from investments	(129,359)	(122,447)
(Increase)/decrease in stocks	4,594	19,464
(Increase)/decrease in debtors	58,450	91,827
Increase/(decrease) in creditors	(148,913)	(61,745)
Net cash provided by / (used in) operating activities	(227,065)	(780,494)

20 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases are as follows for each of the following periods

	Property		Equipment	
	2024	2023	2024	2023
	£	£	£	£
Less than one year	64,068	61,393	–	17,270
One to five years	46,965	103,140	–	–
	111,033	164,533	–	17,270

21 Contingent Asset

In February 2022 Contact were informed a legacy. The legacy was dependant on the sale of a property, and was noted as a contingent asset for the financial year ending 31 March 2023 at an estimated value of £400,000. In March 2024 Contact received £366,000 as an unrestricted legacy following the completion of the property sale.

22 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

CONTACT A FAMILY

England & Wales - Charity number 284912

Accounts

Company number: 1633333
Charity number: 284912
Charity number (Scotland): SC039169

Contact a Family

(trading as Contact)

Report and financial statements
for the year ended 31 March 2023

Contact a Family (trading as Contact)

Reference and administrative information

For the year ended 31 March 2023

Status The organisation is a charitable company limited by guarantee, incorporated on 5 May 1982 and registered as a charity on 20 June 1982.

Governing document The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The Memorandum and Articles of Association were incorporated on 5 May 1982 and amended on 6 December 1999, 22 November 2004, 22 November 2007 and 20 November 2008.

Summary of investment powers The Trustees may deposit or invest funds in any manner, but only after obtaining advice from a financial expert and having regard to the suitability of investments and the need for diversification. The management of investments may be delegated to a financial expert, provided transactions and performance are reported to and reviewed by the Trustees. The Trustees have the power to arrange for investments to be held in the name of a nominee under the control of the Trustees or of a financial expert acting under their instructions and to pay any reasonable fee required.

Company number 1633333

Charity number 284912

Charity number (Scotland) SC039169

Registered office and operational address Wenlock Studios, 50-52 Wharf Road, London, N1 7EU

Trading name Contact

Honorary officers Chris Carr, Chair; Angela Kitching, Deputy Chair; Eleanor Christie, Treasurer

Bankers Unity Trust Bank plc, Nine Brindleyplace, 4 Oozells Square, Birmingham B1 2HB

Solicitors Russell-Cooke Solicitors, 2 Putney Hill, Putney, London, SW15 6AB

Auditors Sayer Vincent, Chartered accountants and statutory auditors. Invicta House, 108-114 Golden Lane, London EC1Y 0TL

Contact a Family (trading as Contact)

Reference and administrative information

For the year ended 31 March 2023

Trustees

The Trustees, who are also directors under company law, who served during the year and upto the date of this report were as follows:

Chris Carr,	Chair
Angela Kitching,	Vice Chair
Eleanor Christie,	Treasurer
David Duly	
Jamie Holmes	
Gary Lapthorn	retired December 2022
Janet Leach	
Matt Wynes	retired April 2023
Jamileh Tufail	
Gyll Curtis Machin	
Charles Sladdin	joined June 2022
Sarah Church	joined June 2022
Ben Clarkson	joined June 2022
Kate Fleck	joined September 2023
Laura Riach	joined September 2023

Patrons

Nick Crean	Vice President
Josephine Fitzalan Howard	Vice President
Patricia Astley	
Sir Al Aynsley Green	
Samantha Cameron	
Georgina David	
Henry Hoare	
Francesca Martinez	
Ruth, Lady Morris of Kenwood CBE	
Nigel Nicholls	
Vivienne Parry	
Susan Reizenstein	
Paul Riseborough	
Philippa Russell OBE	
Clare Smyth	
Paul Soames	
Claire Tomalin	
Angus Walker	
Lord and Lady Wigley AM	

Chief Executive Officer

Amanda Batten until March 2023

Anna Bird joined June 2023

Interim Chief Executive Officer

Jenny Jones April - May 2023

Introduction from the Chair, Chris Carr, for the year ended 31 March 2023

Sadly, the pressures on families with disabled children have continued to escalate this year, as they face chronic delays in diagnosis and getting support for their child from health, education and social care services. A backlog of need created by the pandemic and nationwide staff shortages means vital support services have been diminished or vanished entirely.

In addition, the cost-of-living crisis has heaped pressure on families. The extra costs families face for energy, as they require vital electrical equipment to care for their child, was at the forefront of a prominent Contact campaign during the year: Out of Energy.

Throughout the year Contact has made every effort to support and stand alongside families in these increasingly challenging times. Contact's helpline and Family Support Workers have experienced an increase in the length and complexity of enquiries from families. In some cases, calls and appointments have doubled in length.

We not only met this increased demand, we also continued to work towards our strategic ambition to double the number of families we support through our advice services. In addition, we made strides in our second strategic ambition to build a more sustainable fundraising model.

As a result of our emergency response to the pandemic in 2020-21, we made the decision this year to add a "booster" year to our strategic plan, Transforming Lives Together, which takes us through to March 2024. This will ensure we consolidate on the growth we have achieved. At the same time, we recognised that the situation for families has changed since the strategy was formulated, so in order to respond to the current challenges we added a third ambition. Going forward we will trial new approaches to strengthen our support and bridge gaps in services, to better meet the escalating needs of families.

It was great to be back supporting families in person at drop ins and coffee mornings and in hospitals. And we have thoroughly enjoyed our face-to-face events and family days, which have felt really special and valuable after so long living with restrictions.

Contact's financial position remains strong with good operational performance this year. For this, I particularly want to thank all of our supporters, volunteers, individual fundraisers and the many Trusts and Foundations who have enabled us to continue and to expand our work.

As a Board we implemented the planned release of some of our designated funds to invest in our future sustainability. The money was, in part, used for a face-to-face fundraising pilot to increase the number of regular monthly givers and Contact lottery players - investing money now to generate money for the future.

I also want to take this opportunity to thank all our staff members without whom we couldn't achieve our objectives. I want to pay particular tribute to Amanda Batten who

stepped down in March 2023 as Chief Executive of Contact after nine years. She brought great expertise, wisdom and insight to the job as well as warmth and vision. Her time at Contact has ensured that families remain at the heart of what the charity does. And importantly, Amanda has left Contact more robust ensuring it is here for many years to come, at a time when our role is more important than ever.

Thank you to Jenny Jones for successfully standing in as interim CEO filling in the gap between Amanda leaving and Anna Bird starting as our new CEO. We look forward to an exciting future under Anna's leadership.

I would also like to pass on my heartfelt thanks to the Board of Trustees for their dedicated service, their wisdom, expertise and commitment and to Gary Laphorn who stepped down in December 2022 and to Matt Wynes who stood down in April 2023. I am very grateful for their service. We welcomed new members Charles Sladdin, Sarah Church and Ben Clarkson in June 2022 who have brought fresh enthusiasm and expertise and we have enjoyed working alongside them this year.

Chris Carr
Chair

TRUSTEES' REPORT

At Contact we work in three inter-connected ways.

- We support families with the best possible guidance and information.
- We bring families together to support each other.
- We help families to campaign, volunteer and fundraise to improve life for themselves and others.

This report updates on what we have delivered as a charity in 2022-23 in each area.

Strategic report

Supporting families

Contact's impact 2022-23

- In 2022/23, Contact helped 291,000 parents with information, advice and support. This is more than 100,000 higher than last year. We can confirm that our reach has grown across all our family support offerings (workshops, events, newsletters, social media groups). Nonetheless, the main reason for the increase is our web figure for meaningful visits to our information and advice pages. This is calculated using the new, more accurate Google Analytics measure of engaged users.
- Our helpline responded to 10,455 enquiries from parent carers. This included 1,004 benefits enquiries and 362 in-depth call-backs by the Family Finances helpline.
- We helped a further 4,380 parent carers with telephone or face to face appointments through our teams in London, the nations, in hospitals and through our Listening Ear service.
- 6,732 parent carers, 1,167 children/young people and 988 professionals attended our group activities such as online and face to face workshops and family days.
- We had over 1 million visitors to our website with 631,259 visiting our advice and support section.
- We inspired 17,558 parent carers to take campaign action including writing to their MPs, taking part in research, meeting government ministers and speaking out in the media. And we reached almost 40 million people with our media coverage raising awareness of issues affecting families with disabled children.

Outcomes

After accessing Contact's services, families reported:

- 93% feel better informed about how to get the support they need;
- 88% feel more confident;
- 76% feel less isolated;

Information, advice and guidance

The reach and impact of Contact's trusted and accessible information and advice remained impressive throughout 2022/23. As we adapt our mode of delivery to reach more families face-to-face, while maintaining an online offer, our reach across different activities remains stable reflecting the sustained quality of Contact's services.

Helpline

Demand for advice and information from our Helpline team continued to increase over the year, and our team of dedicated parent advisers dealt with almost 10,500 enquiries. This included 1,004 benefits enquiries and 362 in-depth call-backs by the Family Finances helpline. Our advisers provided a first-rate service to families, advising them on issues including benefits, education, getting a diagnosis and getting support. The challenges families raise through the service continue to rise in complexity.

Online

We reached more families online who use our website, podcasts and our new chatbot tool, enabling thousands of families to resolve their queries faster online.

Building on our digital transformation work over the previous 2 years we continued to use a test and learn approach to respond to the way parents use our information and advice service. We launched our new Charlie the Chatbot tool which means families can access our information, support and advice 24/7 and created a new online 'hub' for families who care for a child with hemiplegia that we support. Thanks to funding we were able to create a suite of new videos about Disability Living Allowance in a number of community languages for people new to this benefit. We also held a number of extremely popular Facebook Q&A and Facebook Live sessions and grew our digital engagement with families through them entering welcome journeys and engaging with us on social media. Our closed Facebook page has over 18,000 members.

"Contact is the most informative website which covers a vast amount of topics and advice. We always find what we need answers to with Contact, it has not failed us as yet." A parent carer.

"I have used the website and helpline countless times since my daughter was born 16 years ago. Thanks to the advice, we receive the benefits we are entitled to and have ensured that her mainstream education is accessible." A parent carer

Key programmes of support

Listening Ear

Our Listening Ear service, which we introduced in response to the increased emotional needs of families during the pandemic, continued to provide vital support in these challenging times.

During the year we gathered information from parent carers about why they used the Listening Ear service:

- 60% needed emotional support
- 56% to speak to someone in person during a longer appointment as their questions were complex.

The Parent Advisers in our Listening Ear team are all parents of children and young people with disabilities, plus they have a huge wealth of professional experience. The team supported 626 individual parent carers throughout the year, with 920 Listening Ear appointments giving vital advice and support over the telephone.

We know from the 113 survey responses collected after Listening Ear appointments that the service had a really positive impact on the families using it:

- **96%** feel better informed about how to get the support they need;
- **91%** feel more confident;
- **99%** felt supported.

"I have more options than I thought [...] Feel less trapped by my current situation [I will] Explore more options regarding my child's education [...] Contact is a life-saving organisation that fills the void often left by the medical professionals when it comes to children's and parents' needs regarding disability and health." A parent carer

"It was good to know that the person had knowledge of how to help, and she was sympathetic without being patronising. It helped being able to explain general situation in notes before speaking to her, so I didn't have to waffle and get upset. Timing was prompt and good to be able to plan it without having to wonder if someone would call or not. [...] Fantastic service. Wish I'd found it ages ago. Will use it again. Many thanks." A parent carer

Family Finances

Families with disabled children are disproportionately affected by financial concerns due to the difficulties of juggling work and caring combined with the extra costs of disability. Throughout the year, as cost of living pressures really took hold, the support that our Family Finance service offers became even more vital.

The service answered 1,004 enquiries from parent carers worried about their finances. In addition, 362 hour-long call backs took place where a family had a complex issue and the team provided a detailed financial health check.

As a result of the call back service, families reported significant improvements to their family's financial situation, with eligible families being better off by an average of £5,400 a year.

In addition, we ran three Facebook Q&As, responding to 130 enquiries during these sessions.

And we also held a webinar on higher-rate mobility allowance for children with challenging behaviour, which had 270 live attendees and has since been viewed over 3,500 times.

Feedback from families that used our Family Finance service over the year was overwhelmingly positive with the following outcomes (156 responses):

- **98%** saying they felt better informed about how to get the support they need;
- **85%** felt more confident;
- **68%** felt better able to deal with stress;
- **76%** felt less isolated;
- **99%** felt better informed about their rights to benefits and grants;
- **99%** said they would recommend Contact services to others.

Parent carers tell us:

"I can't thank you enough for all the information and guidance you provided me over the phone. You explained clearly what I needed to know as I was so confused before-hand and this email again clearly explains the right avenues to take. What a comfort to have someone to email support if I get stuck."

"It's a great service. You seem to have much better knowledge than all the other services you have tried - it must be because you specialise in disabled children. It's so important to be able to access detailed advice like this as parents with disabled children don't have the time to research things like obscure benefit rules."

Brighter Beginnings

Throughout the year we continued offering our Brighter Beginnings workshops online and in person for parents of young children aged 0-8. In total we held 61 workshops attended by 682 individual parents. Some of those parents came to more than one workshop, making overall attendances 1,009.

Following the workshops, parent carers reported (706 responses):

- **96%** feel better informed about how to get the support they need;
- **93%** feel more confident;
- **84%** feel less isolated;

"This has been such a reassuring session to hear from like-minded parents and to reinforce my view that my son just isn't ready [for toilet training] yet. Some really useful tips on how to start prepping and make some steps in our journey." A parent carer

Fledglings

Contact's e-commerce venture, Fledglings, continued to provide essential products and equipment for disabled children and young people across the UK. The products sourced and supplied by Fledglings help make life easier for a parent, and more fulfilling for their child. One of the key developments in 2022 was creating a new Fledglings website. This has significantly improved navigation with categories by age and condition and a translation function to improve accessibility for diverse communities.

Fledglings' growing offer for schools and hospitals provides a vital service to improve the wellbeing and mental health of disabled children and ease the strain on their families. For example, in 2022 Fledglings delivered a project with Alder Hey Children's Hospital in Liverpool providing the hospital with sensory boxes, ear-defenders, and sourcing special sunglasses for children and young people with sensory needs attending outpatient appointments. Fledglings has also expanded its work with schools in disadvantaged areas of the UK via funding secured by the fundraising team to supply them with essential items for children with SEN.

By Your Side: Reaching families in hospital

We were delighted that our project to support families whose children require hospital care was fully back up and running this year. Our family support advisers helped 886 families with advice, information and emotional support at the Great North Children's Hospital in Newcastle, Evelina Children's Hospital in London and the Royal Hospital for Children in Glasgow, as well as the Ronald McDonald house linked to Birmingham Children's Hospital,

It has felt important to be back helping families in person, some of whom are experiencing the most difficult of times.

We Care about Rare

Our work to support families who have children with rare conditions continued throughout the year with our We Care About Rare project funded by the Pears Foundation.

We provided 1,584 rare conditions families with 1:1 advice and support via our Helpline team; 146,700 web visitors viewed our medical information pages with information about living with a rare condition, the diagnosis process and our medical conditions directory; and 89 conditions were updated or added in our medical directory with our network of experts and our Medical Advisory Panel.

An additional 27 families with complicated enquiries received in-depth support from our Rare Conditions Officer. This tailored support often involves seeking very detailed medical information from our network of specialists and/or seeking out other families (possibly globally) whose child has the same condition.

Supporting families in the Nations and in London

Our **London** offices have very close relationships with parent carers in their communities and have been a lifeline for many during these increasingly challenging times. Throughout the year we maintained our support services in Wandsworth, Ealing, Lewisham and Lambeth.

Not only are our London teams providing family support to families on important issues including housing, benefits and education, they also organise family meet-ups and events and trips to benefit the whole family's wellbeing.

In **Ealing** the team worked towards alleviating winter hardship, supporting co-production in local services, as well as supporting those families with neurodiverse children at the point of referral to assessment and during the (often very long) wait for assessments.

In **Northern Ireland** we are continuing our Transitions project, working with parent carers in schools to provide workshops, peer support and training. We give parents the tools, resources and guidance to support their child as they move towards adult services. We are excited to have been awarded funding from the National Lottery Dormant Accounts Fund to develop our Business Development function in Northern Ireland.

In **Scotland**, our team has continued to provide vital information, 1:1 advice, workshops and wellbeing days supporting parents directly, as well as other charities and groups to ensure the needs of families with disabled children are met. The team continues to ensure the voices and concerns of parent carers in Scotland are heard with staff attending regular meetings with influential groups including the Disabled and Young People's Advisory Group.

In **Wales**, we are coming to the end of our three-year project, Strengthening Support Networks for Parent Carers. This project includes linking existing groups together and helping create new parent-led support groups; training parent carers to deliver workshops to other parents; and co-designing new workshops. Being a Welsh service, Contact Cymru offer bilingual materials and support. We also recently secured three years of funding to deliver disability sports sessions across North Wales.

Connecting families

Workshops, outreach or drop-ins

Although our workshops primarily provide advice and information, they are also a key way that we connect families. Often parents feed back to us how nice it was to hear from others in a similar situation. Or how much they learned from other parents during the sessions.

Throughout the year we held 570 online workshops/ webinars, outreach or drop-ins, with total live attendance of 4,754 parent carers and 787 professionals.

Family events

It was brilliant to be back delivering family events in person. Contact was founded on the idea that parents are the best source of support to other parents and through building connections we can reduce isolation. This year we provided fun events and activities throughour London projects, our teams in Scotland, Wales and Northern Ireland and through our Better Together programme, funded by the Masonic Charitable Trust.

Throughout the year we held 103 face-to-face and online family events attended by a total of 962 children and young people and 1,414 parent carers. This included trips to outdoor adventure centres and cinemas, sports days and visits to the seaside delivered through our fun and engaging Better Together programme and our London offices.

We have had positive feedback from parents and children alike to our Better Together family days:

- 97% stated that their child or young person had fun at the activity
- 84% felt less isolated.

"Happy seeing my kids have so much fun. Thankful that my son's needs were catered for when needed." A parent carer

"Managed to have quality time as a family which has not been possible for a few years since my daughter's illness." A parent carer

Online communities

We continue to run private Facebook groups for parent carers, which offer a safe space to come together online and to share challenges, joys and advice from lived experience. Our Contact group has more than 18,000 members and our HemiHelp group has almost 6,000 members. These groups are moderated by Contact, which allows us to give additional support and advice where needed.

Providing grants to parent support groups

Thanks to funding from the Pears Foundation, Contact continued to build support for families whose children have rare conditions throughout the year. We did this by providing grants to parent-led groups and building knowledge, skills and a network of support.

We received 63 applications for grants and had 20 successful applications.

Rare condition support group, Sandcastle Trust, was one of the successful applicants and here they explain the difference it has made:

"One of the first projects undertaken by our new Support Services Coordinator (whose post has been funded by this grant for two years) was to coordinate our Sandcastle Santa campaign. They arranged for 179 families living with a life-changing rare genetic condition to have an

accessible family festive day out. Many of our families are having to sacrifice basic necessities like heating or food in order to meet the costs of keeping vital, often life-saving equipment running and to pay for transport to and from hospital. It is no coincidence that we received the most applications ever this year for a Sandcastle Santa day out and having our first member of staff thanks to this grant has meant that we have been able to meet the increased demand."

Helping families to give back

Campaigns and media

It has been a challenging year for campaigning with political instability delaying the government's own reform timescales and making engagement with politicians and officials difficult. Contact's Board agreed to increase investment in our campaigning work with the recruitment of two new part-time roles: one to lead on education policy, and the other to support our new Change Maker programme which will increase opportunities for parent carers to become more involved with our campaigns and policy work.

Summary of key campaigns:

- Our Out of Energy campaign aimed at securing targeted support for households with extra energy costs such as those running life saving medical equipment.
- Free School Meals calling for food vouchers for eligible disabled children unable to access free meals at school in the regular way.
- Unlocking Child Trusts Funds for disabled young people who lack mental capacity

We continued to campaign on Carer's Allowance, Universal Credit and increasing take up of disability benefits. With the launch of the long-awaited SEND Green Paper in April 2022 we used our leadership of the Disabled Children's Partnership (DCP) to challenge and engage with government officials on areas of concern in the green paper. We had several meetings with the social care review team where we provided opportunities for parent carers and young people to speak to the review team.

Looking ahead, we must keep the pressure on government especially as universal support such as the energy discount ends and ensure the government's SEND improvement plan and Social Care strategy reduce the battles and wait for support.

Summary of achievements:

Our campaigns on the cost of living have contributed to:

- Helping persuade the Chancellor to announce a cost-of-living package including for the first time a £150 disability payment to recognise extra costs
- Alongside other charities and influencers successfully arguing the energy rebate should be increased and converted into £400 energy discount/grant
- An increase in the Warm Home Discount and automatic entitlement ensuring more families with disabled children get the £150 payment this winter
- A successful judicial review on Universal Credit meaning disabled parents of disabled

children get extra disability payments

In addition, our campaign activity has:

- Inspired 17,558 family carers to take social action including writing to their MPs, taking part in research, meeting government ministers and speaking out in the media.
- Reached 1.3 million unique users with social media campaigns content. Of those 123,100 people interacted with our campaign content (such as likes, comments, shares)
- Attracted traffic to our website - our campaign webpages were viewed 142,956 times by 14,581 people

Disabled Children's Partnership

As well as our own campaigns, we continued to play a leading role in the Disabled Children's Partnership, a coalition of over 100 disability charities campaigning for better health, education and social care services for disabled children and their families.

Media

During the year our media work reached almost 40 million people with our key messages. If we'd paid for this coverage it would have cost £2.7 million in advertising costs. This increase from reaching 29.5 million last year reflects how we helped drive focus onto families with disabled children by enabling families to tell their stories and through our high quality original research.

Our campaign to highlight the impact of high energy bills on disabled children and their families continued throughout the year from March onwards. This revolved around sharing our *Out of Energy* research findings in March/April and the updated results in November, alongside families telling their personal stories, with significant coverage in national daily newspapers such as the Daily Telegraph, the Guardian, Daily Express, iNews and Metro. We worked with the BBC to launch our initial *Out of Energy* research findings exclusively with coverage on BBC Breakfast, Radio 4's Today and an extended news piece on the new BBC disability podcast Access All. And at the beginning of 2023 we had a Radio 4 appeal presented by broadcaster and journalist Jane Garvey, who has been a tremendous supporter of Contact over the last six years. The appeal raised over £16,000.

Parent Participation

Contact is proud to support Parent Carer Forums in England and their hugely important role in ensuring the needs and views of parent carers are heard and listened to.

We provide a core offer of support for each Parent Carer Forum, including a dedicated Parent Carer Participation Adviser who forums can access via phone and email to help them run their forum. Feedback from forums this year reported 96.6% satisfaction with the support Contact provides, and 100% satisfaction with the grants processes and payments.

There are now 110,000 forum members in the 151 local authorities in England this year, up from 99,000. It is testament to the forums' strength that they are still attracting members despite the increased pressures on parents.

The Parent Participation team provided 5,934 hours of support during 2022-23.

During 2022/23 the Parent Carer Participation team delivered 15 online learning sessions with a total of 699 live attendances and 1,511 online views.

The team held its first face-to-face joint Contact and National Network of Parent Carer Forums conference in three years. It took place in Bristol in February with a total of 243 attendees, plus a further 140 views of the sessions on the dedicated You Tube channel afterwards.

Strategic developments

Contact strategy 2020-2023: Transforming Lives Together

Our vision is that every family with a disabled child feels valued, supported, confident and informed. In order to make progress towards this, our strategy sets out the following ambitions for 2020-2023:

- To double the number of families we support through our high-quality information and advice services
- To build a sustainable funding model which is more responsive to families' needs

To achieve these ambitions, we set out five aims, and delivered against an implementation plan for each one over the course of the year:

1. We will be the first charity for families to turn to when they find out their child has a disability.
2. We will double the number of families we support through our high-quality information and advice service.
3. We will drive social change, raise more money and support more people – by helping families feel more connected to Contact.
4. Families will shape our work, so that they get the local help they need in the ways that work best for them.
5. We will develop a sustainable business model that ensures Contact is here for families with disabled children long into the future.

The plan is underpinned by two key drivers: digital transformation and co-production with families.

We have now completed the third year of our three-year strategy, although we have added a booster year to the strategy to consolidate on the progress made. You can read more about that in the Looking Forward section of this Annual Report.

A summary of progress against our ambitions made in 2022-23 is outlined below.

1. Double the number of families we support through our high-quality information and advice services

We have now met our target of doubling the number of families we support through our high-quality information and advice services.

This growth has come from extending our digital options for families, with the aim of meeting simpler enquiries online. Digital information and advice services such as our chatbot, video content and benefit calculators allow us to deliver one-to-many families, which in turn allows Parent Advisers to focus on more complex enquiries and the most in-need families.

Our podcast content has been particularly popular, such as the series of videos talking families through filling in the DLA form – section by section. Live Chat and Chatbot have also absorbed more regular enquiries. We also identify top issues and run live Q&As on Facebook to support more families struggling with the same topics, for example we recently ran a Q&A on disabled students and universal credit that attracted 3,000 parent carers with high levels of engagement.

With pressures increasing on families, this strategy has proved vital in enabling us to grow to meet need and to triage enquiries effectively. However, demand remains high.

2. Build a sustainable funding model, that is more responsive to families' needs

Our financial stability is enabling us to continue to invest in new lottery and individual giving income streams. Our income diversification has also been boosted this year with our first fundraising gala.

The Contact lottery continues to grow and digital recruitment has been particularly strong. Contact currently has 2,264 lottery players (taking 3,174 chances). To date, seven Contact lottery players have won the £1,000 prize and one player has won the highest prize of £10,000. We are very pleased that the majority of winners are parent carers. We were finally able to trial face-to-face recruitment of lottery players and monthly regular givers, which had been delayed because of the pandemic. The response was positive, especially within the context of the cost-of-living crisis, but attrition has been a challenge. Contact has acquired 538 new regular givers with an average monthly donation of £9.75.

We engaged a consultant to scope the development and launch of a legacy programme and are reviewing the recommendations and next steps. Contact's fundraising Gala at Mansion House in December 2022 was a great success generating around £326k. Fledglings is increasing the number of products being provided on a drop-ship basis. This will enable us to increase our product range whilst reducing warehousing costs.

We have grown our Business Development team and the extra capacity has allowed us to set up more proactive approaches to promoting Contact's commercial offer and expertise and research partnerships. This includes a new National Institute for Health Research Programme Development Grant in partnership with Edge Hill University and Alder Hey Hospital, and a partnership with the Roald Dahl Charity to deliver listening ear support to their families. The Business Development team are also finalising new income to deliver regional autism peer educator hubs in London and The Midlands.

Business Development continues to enable us to partner and deliver support and projects across the English regions and we are looking to extend this model into Northern Ireland.

We will review progress on individual giving and lottery in March. We have a significant number of 12 month funded services and therefore service continuity remains a focus as we are not yet generating surplus to reinvest.

Looking forward

Booster year for our strategy 2023/24

In order to see through some of the commitments we made ahead of the pandemic in our strategy, 'Transforming Lives Together', 2023-4 will be a 'booster year' for our strategy.

At the same time, we recognise that pressures on families have escalated since we wrote our original 3-year strategy and it looks likely that these pressures are here to stay for the next few years. We want to do as much as we can to protect our existing impactful services as well as building our capacity as an organisation to respond in the medium term. This includes responding to potential gaps in our offer to families.

To achieve this, the Trustees have agreed to release some investment to support current services and to develop some new initiatives to support families which could potentially be scaled up into our new strategy. In addition, we are adding a third ambition to our current strategy in our booster year:

Better meet the escalating needs of families by trialing new approaches to strengthen our support offer and to bridge gaps in services.

This new ambition is underpinned by the following:

- Piloting a volunteer scheme to support completion of Disability Living Allowance (DLA) forms
- Building capacity to support families with high levels of complexity and distress

- Strengthening our information, advice and support for families in the devolved nations
- Operating a bridging fund of £150k over two years to protect continuity of key services based on agreed criteria. This means there is £75k allocated in 2023-4 to support transition of existing services to new funding, showing our commitment to do all we can to support families and colleagues where funding is at risk.

In 2023/24 we will also be making time to think about our next strategy, and creating space for new ideas and staff involvement in the way Contact grows - balanced with having the integrity to finish what we started 3 years ago and letting it embed.

Highlights for the year ahead include:

- Building on achieving one of our 2 ambitions for 2022/23 - doubling the number of families we support with our high quality information and advice services - our booster year will focus on making our digital information, advice and support more accessible with a key priority being securing funding for Recite Me, a tool that is used by organisations such as the NHS and provides translations into over 100 languages as well as assistive technology such as screen readers.
- Enabling parent carers to get involved and give their feedback on the government's Special Educational Needs and Disability and Alternative Provision (SEND and A) Improvement plan as it is rolled out over the next few years. The Department for Education has around £70m to invest in trialing new ideas in their Improvement plan. We will be working through our Parent Participation and Information, Advice and Support contracts with the department, our policy and campaigns team and through the Disabled Children's Partnership to make sure families' views are heard.
- Reviewing and learning from our Innovation Fund launched in 2022/23 which resulted in a wide range of new projects such as a new e-publications library of Contact's parent guides and a new corporate animation. We plan to build on its success by opening the fund up for new applications in 2023/24.

Financial Review

The total incoming resources decreased by 2% this year to £8,498k (2021/22: £8,605k) and total expenditure increased by 5% to £9,208k (2021/22: £8,704k). The charity incurred net expenditure before investment losses for the year of £710k (2021/22 £99k) which is in line with the budgeted deficit of £650K and includes the planned investment in income diversification, Contact lottery and regular giving, and service provision from designated funds.

Unrestricted Funds

Following the sale of Contact's City Road building in January 2021, £1,000k was designated for income diversification. £117k of this designated fund was spent in 2021/22 and a further £240k in 2022/23. The movement on unrestricted funds after excluding the spend from designated funds and the loss on investments of £200k was £136k.

This year the Trustees continue to place a priority on increasing unrestricted income which amounted to £4,416k (2021/22 £3,780k) and made up 51% of total income (2021/22: 43%). Unrestricted income includes contract income of £2,959k (2021/22: £2,593k) which is spent on deliverables stipulated within the contracts. The increase in contract income was largely due to increased support from the Department for Education. Income from donations and legacies has significantly increased to £797k (2021/22: £440k) in part due to the successful Gala held during the year but also to the marketing investment in regular giving and the Contact lottery.

Support costs including relocation costs from City Road to Wenlock Studios (note 5a) have risen in the year by 9% to £931k. Otherwise, support costs have increased broadly in line with inflation over the year.

Restricted Funds

Restricted income fell to £4,082k (2021/22: £4,825k). Income from Government grants reduced to £3,101k (2021/22: £3,415k) as grants from the London Borough of Lewisham and South Tees Valley Council ended. Restricted funding from Charitable Trusts dropped to £483k (2021/22: £1,105k) following the completion of a significant grant from DCMS/Pears Foundation in the prior year. These reductions were offset by an increase in restricted income from Major Donors to £250k (2021/22: £65k).

Reserves policy and performance

The Trustees have reserves in order to provide some financial security, to fund working capital and to enable the charity to cope with setbacks or take advantage of opportunities. The free reserves comprise general funds excluding the net book value of tangible fixed assets funded by unrestricted funds and excluding the movement in valuation of investment funds. (See note 18a). The target reserve levels represent the free reserves of the charity which are readily available to be spent on charitable activities. The policy is based on assessment of risk relating to individual income streams for programmes of work.

In 2023/24, Trustees have decided to set the free reserves level between £1.1m and £1.3m.

The level of unrestricted funds at the end of the year was £4.9m. Following the sale of the building in 2021 trustees decided to designate some of the unrestricted funds to support the

future development of the organisation and its service delivery. Funds were designated towards the purchase of a smaller replacement property in the medium term as space requirements become clearer (£2.5m).

Funds were also designated for income diversification including growing the Contact Lottery and fundraising through Individual Giving to ensure the sustainability of the charity over the coming 4 years (£1m); and also to mitigate against working capital risk (£1m). During the year £240k was expended from the income diversification designated fund. The trustees decided during the year to release £600k from the working capital risk designated fund to general funds and also to transfer £400k from the same designated fund to a new designated fund, service continuity and expansion, which will support both existing and future key services.

Unrealised losses on investments of £200k are not included in the trustees review of general free reserves due to the current volatility. These designations leave £1,370k in general free reserves at the end of the year and while this is slightly above the current free reserves target we project it fall in 2023/24 to within the range.

Breakdown of designated funds	2021	2022	2023
	£'000	£'000	£'000
Property fund	2,500	2,500	2,500
Income diversification fund	1,000	883	643
Working capital risk	1,000	1,000	-
Service continuity & expansion	-	-	400
Obligations under contract	181	-	-
	<u>4,681</u>	<u>4,383</u>	<u>3,543</u>

Investments

CCLA were appointed as investment managers in February 2021. Following the sale of the building, £3.75m was transferred to CCLA's Charities Ethical Investment Fund. This fund aims for long term return comprising of both capital growth and distributions. It has a wide range of ethical restrictions, including avoiding tobacco companies, alcohol producers and companies with significant involvement in armaments, fossil fuel extraction, gambling and pornography. The fund is benchmarked against market comparators. The performance of these funds is monitored by the Business Affairs Committee.

Investments with a fair value of £3,807k are included in the balance sheet. Although there was a decrease in the valuation of £200k, it is felt that the CCLA fund remains appropriate to meet the investment objective.

Going Concern

As a result of the sale of the building in 2021 it is considered that there are no material uncertainties about the charity's ability to continue as a going concern in the 12 months following the approval of these accounts.

Risk Management

The major risks facing Contact are reviewed every six months by the Board and more regularly by SMT and a risk analysis is produced. The major risks identified in the financial year were as follows:

- Investment in generating unrestricted income;
- Maximising return on cash and investments;
- Impact of inflation on costs;
- Transition to new Chief Executive and new Chair of Trustee Board.

The Trustees review these risks on an on-going basis through the committees of the Board, and satisfy themselves that adequate systems and procedures are in place to manage the risks identified. Where appropriate, risks are covered by insurance. The following framework dictates how we mitigate the identified risks:

- Formulating detailed fundraising plans and having regular financial reviews, together with a system of phased expenditure to enable responsible budget management;
- A clear structure of delegated authority and control;
- Maintaining reserves in line with the charity's reserves policy;
- Investment in new systems and development of the database;
- Regular monitoring of contracts and work delivery programmes.

In assessing risk, the Trustees recognise that some areas of our work require the acceptance and management of risk if our key objectives are to be achieved. The Trustees believe the above approach is adequate in managing the risks of the organisation.

Objects of the charity

1. The Memorandum of Association incorporated in 1982 has the objects "to promote the education, welfare and benefit of the disabled, more specifically, but not limited to, caring for children and young people with any form of disability or special need.

To support parents and families who care for a disabled child or young person by:

- a) providing access to good quality advice and information, broad ranging appropriate support and contact with other families which will lead to positive outcomes;
- b) influencing changes in policy and practice in order to substantially improve the quality of lives of parents and families and their children.

Structure, governance and management

2. Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2023 was 34.
3. On 1 December 2004 Contact entered into a transfer of charitable undertakings with the Lady Hoare Trust which is a registered charity number 1067492 and a company limited by guarantee number 3482560. Following the merger a governance review commenced and new Standing Orders were adopted by the Trustees. These Standing Orders were reviewed by the Trustees in 2021.
4. On 1 April 2018 Contact entered into a transfer of charitable undertakings with HemiHelp which was a registered charity (number 1085349) and a company limited by guarantee (number 4156922).

This charity was closed on 14 May 2019.

5. On 4 January 2019 Contact entered into a transfer of charitable undertakings with Fledglings Family Services which is a registered charity (number 1112618) and a company limited by guarantee (number 4592971).
6. With regard to the recruitment of new Trustees, the Standing Orders state that "The Board should ensure that the recruitment process is open to all sections of the community, and should consider open advertising and a range of other recruitment methods to attract a wide range of candidates. Candidates should be interviewed formally, and appointed on merit." In line with this, new Trustees have been recruited via an open and competitive recruitment process during the year. Our Board Member

Induction, Support and Development policy outlines a process to support new Trustees and ensure they are provided with sufficient information to enable them to fulfil their duties.

7. Trustees are elected by the Members at the Annual General Meeting for a three year term. Trustees can be appointed during the year but must be elected at the subsequent Annual General Meeting. The Standing Orders set out a maximum of three consecutive terms for Trustees, however it is anticipated that the norm will be only two terms, and three terms would only be used in exceptional circumstances.
8. As well as meeting regularly as a full Board, the Trustees have also established a number of committees and councils, each with their own Terms of Reference and each reporting back to the Board:
 - a) A Business Affairs Committee to take delegated responsibility for overseeing all financial and business aspects of Contact to ensure short and long term viability, and to report back to the Board accordingly.
 - b) A Governance Strategy and People Committee to take delegated responsibility for ensuring effective and efficient governance over Contact. This includes identifying and proposing new members to the Board and to oversee all people and administrative support activity that supports the work of Contact.
9. The Trustees approve the overall strategy of the organisation and delegate the operational management, development and administration of the charity to the Chief Executive. The SMT are comprised of the Chief Executive, the Director of Resources, the Director of Family Support, the Director of Income Generation, Director of Participation and Regional Development, and the Director of Advice, Communications and Engagement. The SMT is responsible for the day to day running of the organisation, in line with the agreed strategy, and makes recommendations to the Board of Trustees. All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 8 to the accounts. Contact Trustees are covered by trustee indemnity insurance. A safeguarding lead trustee works with the trained safeguarding review group. A declarations of interest register is maintained and monitored.
10. Although not part of the overall governance structure of the charity, we also have a Medical Advisory Panel (MAP). The MAP was established to support Contact in its provision of medical information to families of disabled children and professionals who work with them. The MAP assist in ensuring the accuracy and validity of medical information produced and provided via the website, publications and enquiries.
11. Staff salaries are benchmarked and increased by inflation on an annual basis.

Statement of responsibilities of the Trustees

The Trustees (who are also directors of Contact for the purposes of company law) are responsible for preparing the report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- a) select suitable accounting policies and then apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgements and estimates that are reasonable and prudent;
- d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware: there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Public benefit focus on ensuring that our activities achieve our charitable aims

The Trustees review the organisation's objectives and activities on a quarterly basis each year in line with the implementation of our 2020-2023 Strategy and booster year. This report looks at what Contact has achieved and the outcomes of its work within the previous 12 months. The Trustees report the success of each key activity and the benefits they have brought to those groups of people the organisation is set up to help. The review also helps ensure the organisation's aims, objectives and activities remain focused on its stated purposes.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

All charitable activities of Contact focus on the support of parents and families who care for a disabled child and are undertaken to further the charitable purposes for the public benefit.

UK Bribery Act 2010

Contact commits to a policy of zero-tolerance of bribery in any form. The Board of Trustees and the Senior Management Team commit to and oversee the implementation of a policy of zero-tolerance, recognising that bribery is contrary to fundamental values of integrity, transparency and accountability and undermines organisational effectiveness. Bribery risk assessment forms part of Contact's overall and ongoing risk management process.

Fundraising review

The majority of Contact's fundraising is conducted by paid Contact staff. Contact is registered with the Fundraising Regulator. A third party, CFP Lottery and Raffles Ltd is commissioned to administer the Contact Lottery. Contact's fundraising team and CFP Lottery and Raffles Ltd comply with fundraising and Gambling Commission regulations and the Code of Fundraising Practice set by the Fundraising Regulator. Contact's society lottery is registered with Hackney Council under registration number 105602. No areas of non-compliance have been identified. There were no complaints received on fundraising activities in 2022/23. In this financial year, Contact engaged the services of Zen Fundraising Ltd, a face to face fundraising agency, for the purpose of recruiting regular monthly individual givers, and Formunauts One, a face to face fundraising agency, for the purpose of recruiting regular monthly individual givers and Contact lottery players

Charity Governance Code

Trustees are continually reviewing the principles of the Charity Governance Code and applying these principles.

Strategy update

This year was the third year of our three-year strategy which aims to increase the impact of our work, reach more families earlier in their journey, and improve the financial position of the organisation. Our strategy supports our long-standing vision, 'that families with disabled children feel valued and are strong, confident and able to make the decisions that are right for them'.

Details of our 2020-2023 strategy are included above.

Further Information

The Trustees warmly thank all our donors, volunteers and advisers for their valuable help during the year. We also thank our staff for the commitment and skills that they bring to all the varied tasks inherent in running Contact.

Auditor

Sayer Vincent LLP were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

BY ORDER OF THE BOARD



Chris Carr
Chairman
19 September 2023

Contact Wenlock
Studios
50-52 Wharf Road
London N1 7EU

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

Opinion

We have audited the financial statements of Contact a Family (trading as Contact, the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended)

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Contact a Family's (trading as Contact) ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other Information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report, has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management and the business affairs committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Independent auditor's report

To the members of

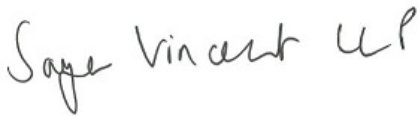
Contact a Family (trading as Contact)

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Jonathan Orchard (Senior statutory auditor)

Date: 21 November 2023

for and on behalf of Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

Contact a Family (trading as Contact)

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

		Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	Restated 2022 Total £
	Note						
Income from:							
Donations and legacies	2	797,283	63,206	860,489	439,527	42,469	481,996
Charitable activities	4						
Supporting families – central information,		983,865	269,127	1,252,992	996,213	310,255	1,306,468
Supporting families locally		502,665	691,167	1,193,832	604,451	1,065,657	1,670,108
Bringing families together		2,008,932	2,958,141	4,967,073	1,618,471	3,279,362	4,897,833
Helping families take action for others		1,110	100,000	101,110	7,535	127,108	134,643
Property income		–	–	–	1,087	–	1,087
Investments		122,447	–	122,447	112,664	–	112,664
Total income		4,416,302	4,081,641	8,497,943	3,779,948	4,824,851	8,604,799
Expenditure on:							
Raising funds		797,363	–	797,363	474,204	–	474,204
Charitable activities							
Supporting families – central information,		1,164,208	366,579	1,530,787	1,048,803	380,461	1,429,264
Supporting families locally		419,460	1,035,145	1,454,605	453,597	853,861	1,307,458
Bringing families together		2,366,767	2,915,884	5,282,651	2,062,439	3,305,751	5,368,190
Helping families take action for others		44,472	97,738	142,210	66,910	58,204	125,114
Total expenditure	5	4,792,270	4,415,346	9,207,616	4,105,953	4,598,277	8,704,230
Net income / (expenditure) before net gains / (losses) on investments		(375,968)	(333,705)	(709,673)	(326,005)	226,574	(99,431)
Net gains / (losses) on investments	13	(199,756)	–	(199,756)	273,792	–	273,792
Net income/(expenditure) for the year	7	(575,724)	(333,705)	(909,429)	(52,213)	226,574	174,361
Transfers between funds		–	–	–	–	–	–
Net movement in funds		(575,724)	(333,705)	(909,429)	(52,213)	226,574	174,361
Reconciliation of funds:							
Total funds brought forward		5,488,653	761,931	6,250,584	5,540,866	535,357	6,076,223
Total funds carried forward	18a	4,912,929	428,226	5,341,155	5,488,653	761,931	6,250,584

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18a to the financial statements.

Contact a Family (trading as Contact)

Balance sheet

Company no. 01633333

As at 31 March 2023

	Note	£	2023 £	£	2022 £
Fixed assets:					
Tangible assets	12		31,723		–
Listed investments	13		<u>3,806,709</u>		<u>4,006,465</u>
			3,838,432		4,006,465
Current assets:					
Stock		85,174		104,638	
Debtors	14	800,965		892,792	
Short term deposits		272,000		–	
Cash at bank and in hand		<u>1,109,633</u>		<u>2,073,483</u>	
			2,267,772		3,070,913
Liabilities:					
Creditors: amounts falling due within one year	15	<u>765,049</u>		<u>826,794</u>	
Net current assets			1,502,723		2,244,119
Total net assets			5,341,155		6,250,584
The funds of the charity:	18a				
Restricted income funds			428,226		761,931
Unrestricted income funds:					
Designated Fund		3,543,398		4,383,123	
General funds		<u>1,369,531</u>		<u>1,105,530</u>	
Total unrestricted funds			4,912,929		5,488,653
Total charity funds			5,341,155		6,250,584

Approved by the trustees on 19 September 2023 and signed on their behalf by



Chris Carr
Chair



Eleanor Christie
Treasurer

Contact a Family (trading as Contact)

Statement of cash flows

For the year ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash used in operating activities		(780,494)	(568,244)
Cash flows from investing activities:			
Dividends, interest and rents from investments		122,447	113,751
Proceeds from the sale of fixed assets		–	–
Purchase of fixed assets		(33,803)	–
Transfer to short-term deposits		(272,000)	–
Purchase of investments		–	(750,000)
Net cash provided by/(used in) investing activities		(183,356)	(636,249)
Change in cash and cash equivalents in the year		(963,850)	(1,204,493)
Cash and cash equivalents at the beginning of the year		2,073,483	3,277,976
Cash and cash equivalents at the end of the year		1,109,633	2,073,483

1 Accounting policies

a) Statutory information

Contact a Family (Trading as Contact) is a charitable company limited by guarantee and is incorporated in United Kingdom.

The registered office address is Wenlock Studios Unit G.07, 50–52 Wharf Road, London, N1 7EU

b) Basis of preparation

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

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

There are no significant uncertainties around future funding which the Trustees believe will impact on the organisation continuing as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

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

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

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

1 Accounting policies (continued)

e) Income (continued)

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

Rental income is recognised in the financial statements in the period it relates to.

Lottery income is received and recognised weekly from a third party. The amount recognised is the player payment less prizes paid. Service charges include a player set up fee and a management fee calculated on income which is recognised in expenditure as it is incurred.

f) Donations of Special Events, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated Special Events, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

i) Expenditure and irrecoverable VAT

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

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

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

1 Accounting policies (continued)

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

● Computer equipment	3 years
● Fixtures fittings and equipment	4 to 12 years
● Software development	4 years

m) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

n) Investment assets

Investment properties are measured in the balance sheet at fair value. Investment properties are not depreciated. Any change in fair value is recognised in the statement of financial activities. The valuation method used to determine fair value will be stated in the notes to the accounts.

o) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

p) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

Notes to the financial statements

For the year ended 31 March 2023

1 Accounting policies (continued)

q) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

r) Pensions

The charity operates a stakeholder auto-enrolment workplace pension scheme and matches employee pension contributions up to a maximum of 5% of their salaries. The costs to the charity are recognised as they are incurred.

s) Grants payable

Grants payable are made to third parties in furtherance of the charity's objects. Grants are accounted for when either the recipient has a reasonable expectation that they will receive a grant and the trustees have agreed to pay the grant without condition, or the recipient has a reasonable expectation that they will receive a grant and that any condition attaching to the grant is outside of the control of the charity.

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

t) Prior period adjustment

An amount of £216,577 was included twice in both income and expenditure in relation to a grant received in 2021/22. The errors have been corrected. The adjustments do not impact on the opening reserves for 2022/23.

2a Income from donations and legacies (current year)

	Unrestricted £	Restricted £	2023 Total £
Gifts	297,999	13,595	311,594
Legacies	6,500	–	6,500
Charitable Trusts	61,045	–	61,045
Major Donors	105,669	–	105,669
Corporate	15,363	33,881	49,244
Special Events	310,707	15,730	326,437
	797,283	63,206	860,489

2b Income from donations and legacies (prior year)

	Unrestricted £	Restricted £	2022 Total £
Gifts	147,613	14,189	161,802
Legacies	–	–	–
Charitable Trusts	193,125	–	193,125
Major Donors	58,973	–	58,973
Corporate	9,112	18,100	27,212
Special Events	30,704	10,180	40,884
	439,527	42,469	481,996

3a Income from government grants (current year)

	Unrestricted £	Restricted £	2023 Total £
Department for Education	–	2,817,588	2,817,588
Scottish Government	–	85,050	85,050
Northern Ireland Executive	–	23,327	23,327
London Borough of Ealing	–	5,710	5,710
London Borough of Lambeth	–	14,660	14,660
London Borough of Wandsworth	–	14,000	14,000
London Borough of Lewisham	–	49,873	49,873
Greater London Authority	–	50,203	50,203
NHS Ealing CCG	–	30,000	30,000
Other government bodies	3,302	10,378	13,680
Total	3,302	3,100,789	3,104,091

3b Income from government grants (prior year) – as restated

	Unrestricted £	Restricted £	2022 Total £
Department for Education	–	2,763,225	2,763,225
Scottish Government	–	81,000	81,000
Northern Ireland Executive	–	17,495	17,495
London Borough of Lewisham	–	217,415	217,415
South Tees Valley Council	–	149,000	149,000
NHS England	–	76,085	76,085
NHS County Durham CCG	–	48,522	48,522
NHS Ealing CCG	–	49,930	49,930
Other government bodies	22,008	11,871	33,879
Total	22,008	3,414,543	3,436,551

4a Incoming resources from charitable activities (current year)

	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	2023 Total £	As restated 2022 Total £
Restricted:						
Government grants (note 3)	50,203	342,445	2,708,141	–	3,100,789	3,414,544
National Lottery Community Fund (NLCF)	–	184,381	–	–	184,381	182,578
Charitable trusts	98,924	114,184	170,000	100,000	483,108	1,104,998
Major Donors	120,000	49,930	80,000	–	249,930	65,262
Other	–	227	–	–	227	15,000
Total restricted incoming resources from charitable activities	269,127	691,167	2,958,141	100,000	4,018,435	4,782,382
Unrestricted:						
Contractual income						
– SEN and Disability Reforms support	621,228	–	1,967,432	–	2,588,660	2,258,911
– NHS England	–	–	41,500	–	41,500	–
– London Borough of Wandsworth	–	224,611	–	–	224,611	226,238
– London Borough of Lambeth	–	75,641	–	–	75,641	31,576
– London Borough of Lewisham	–	–	–	–	–	49,198
– Northern Ireland Health Board	–	28,285	–	–	28,285	27,213
Government grants	3,302	–	–	–	3,302	22,009
National Lottery Community Fund (NLCF)	23,055	–	–	–	23,055	50,688
Business Development – other	32,749	123,821	–	–	156,570	58,990
Business Development – Alder Hey	–	28,083	–	–	28,083	49,774
Business Development – Durham	–	22,224	–	–	22,224	159,129
Trading Income	303,531	–	–	–	303,531	290,409
Publication income	–	–	–	1,110	1,110	2,535
Total unrestricted incoming resources from charitable activities	983,865	502,665	2,008,932	1,110	3,496,572	3,226,670
Total incoming resources from charitable activities	1,252,992	1,193,832	4,967,073	101,110	7,515,007	8,009,052

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2023

4b Incoming resources from charitable activities (prior year) – as restated

	Supporting families – central information, advice and support	Supporting families locally	Bringing families together	Helping families take action for others	2022 Total £
	£	£	£	£	£
Restricted:					
Government grants (note 3)	76,085	747,710	2,581,724	9,025	3,414,544
National Lottery Community Fund (NLCF)	12,908	169,670	–	–	182,578
Charitable trusts	166,000	123,277	697,638	118,083	1,104,998
Major Donors	55,262	10,000	–	–	65,262
Other	–	15,000	–	–	15,000
Total restricted incoming resources from charitable activities	310,255	1,065,657	3,279,362	127,108	4,782,382
Unrestricted:					
Contractual income					
– SEN and Disability Reforms support	640,440	–	1,618,471	–	2,258,911
– London Borough of Wandsworth	–	226,238	–	–	226,238
– London Borough of Lambeth	–	31,576	–	–	31,576
– London Borough of Lewisham	–	49,198	–	–	49,198
– Northern Ireland Health Board	–	27,213	–	–	27,213
Government grants	14,676	2,333	–	5,000	22,009
National Lottery Community Fund (NLCF)	50,688	–	–	–	50,688
Business Development – other	–	58,990	–	–	58,990
Business Development – Alder Hey	–	49,774	–	–	49,774
Business Development – Durham	–	159,129	–	–	159,129
Trading Income	290,409	–	–	–	290,409
Publication income	–	–	–	2,535	2,535
Other income	–	–	–	–	–
Total unrestricted incoming resources from charitable activities	996,213	604,451	1,618,471	7,535	3,226,670
Total incoming resources from charitable activities	1,306,468	1,670,108	4,897,833	134,643	8,009,052

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2023

5a Analysis of expenditure (current year)

	Charitable activities						As restated	
	Cost of raising funds £	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	Governance costs £	2023 Total £	2022 Total £
Direct costs	722,981	1,357,777	1,273,568	4,747,065	126,584	49,008	8,276,983	7,849,720
Support costs								
HR	5,770	10,837	10,165	39,311	1,010	–	67,093	103,054
Finance	17,638	33,125	31,070	120,156	3,088	–	205,077	174,820
IT	13,992	26,278	24,648	95,320	2,450	–	162,688	154,867
Rental Costs	8,906	16,725	15,688	60,668	1,559	–	103,545	141,673
Management	23,861	44,812	42,033	162,552	4,178	–	277,437	186,267
Monitoring and Evaluation	–	33,317	50,008	28,865	2,603	–	114,793	93,829
	793,148	1,522,871	1,447,180	5,253,937	141,472	49,008	9,207,616	8,704,230
Governance costs	4,215	7,916	7,425	28,714	738	(49,008)	–	–
Total expenditure 2023	797,363	1,530,787	1,454,605	5,282,651	142,210	–	9,207,616	8,704,230

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2023

5b Analysis of expenditure (Prior year) – as restated

	Charitable activities						2022 Total £
	Cost of raising funds £	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	Governance costs £	
Direct costs	430,252	1,271,505	1,150,014	4,828,516	112,000	57,433	7,849,720
Support costs							
HR	5,536	16,361	14,798	64,918	1,441	–	103,054
Finance	9,392	27,755	25,103	110,125	2,445	–	174,820
IT	8,320	24,587	22,238	97,556	2,166	–	154,867
Rental Costs	7,650	22,384	20,401	89,254	1,983	–	141,673
Monitoring and Evaluation	–	27,874	39,968	24,314	1,673	–	93,829
Management	9,968	29,680	26,689	117,328	2,603	–	186,267
	471,118	1,420,146	1,299,211	5,332,011	124,311	57,433	8,704,230
Governance costs	3,086	9,118	8,247	36,179	803	(57,433)	–
Total expenditure 2022	474,204	1,429,264	1,307,458	5,368,190	125,114	–	8,704,230

Notes to the financial statements

For the year ended 31 March 2023

6 Grant making

	Grants to institutions £	Support costs £	2023 £	2022 £
Cost				
DCMS Parent Carer Forums	2,635,543	40,938	2,676,481	2,681,387
Pears/DCMS Rare Conditions Group	178,500	55,359	233,859	697,074
	2,814,043	96,297	2,910,340	3,378,461

Under the Community Challenge programme Pears Foundation and the Department of Culture, Media and Sport funded grants to small parent carer support groups such as rare conditions groups and Parent Carer Forums.

Grant funding to enable the strategic involvement of parent carers in local area strategic decision making & policy development.

Parent Carer Forum (PCF). Throughout the year, 2023:156 (2022: 158) organisations received full or partial grants totalling £2,635,543 (2022: £2,577,524).

Rare Conditions: Throughout the year, 2023: 20 (2022: 82) organisations received full or partial grants totalling 2023: £178,500 (2022: £649,956). No group received more than £8.5K, these are within direct costs in note 5.

7 Net income / (expenditure) for the year

This is stated after charging:

	2023 £	2022 £
Depreciation	2,080	126
Operating lease rentals:		
Property	82,187	122,832
Other	105,983	101,406
Auditor's remuneration (excluding VAT):		
Audit	15,020	13,650
Other services	3,100	2,800

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	2,948,266	2,618,345
Social security costs	302,216	253,153
Employer's contribution to defined contribution pension schemes	94,587	87,425
	3,345,069	2,958,923

The following number of employees received employee benefits (excluding employer pension costs) during the year between:

	2023 No.	2022 No.
£60,000 – £69,999	2	2
£70,000 – £79,999	–	–
£80,000 – £89,999	–	–
£90,000 – £99,999	1	1
> £100,000	–	–

The total employee benefits including pension contributions of the key management personnel were £437,895 (2022: £419,007). Redundancy Costs were £3,448 (2022: £15,641).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil). Charity trustees are covered by indemnity insurance.

Trustees' expenses represents the cost of travel and subsistence totalling £553 (2022: £5) incurred by three (2022: two) members relating to attendance at meetings of the trustees.

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2023 No.	2022 No.
Raising funds	7	7
Supporting Families Locally	41	35
Supporting Families – Central	21	15
Policy and Communications	7	6
Bringing Families Together	17	15
Support	5	5
Governance	2	2
	100	85

10 Related party transactions

Contact received donations totalling £3,000 (2022: £1,000) from four trustees (2022: one). The trustees receive no benefit from donations made to the charity. There are no other related party transactions to disclose for 2023 (2022: none).

11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

	Freehold land and buildings £	Fixtures, fittings and equipment, software development £	Total £
Cost or valuation			
At the start of the year	–	–	–
Additions in year	–	33,803	33,803
Disposals in year	–	–	–
At the end of the year	–	33,803	33,803
Depreciation			
At the start of the year	–	–	–
Charge for the year	–	2,080	2,080
Disposals in year	–	–	–
At the end of the year	–	2,080	–
Net book value			
At the end of the year	–	31,723	31,723
At the start of the year	–	–	–

Contact a Family (trading as Contact)**Notes to the financial statements****For the year ended 31 March 2023****13 Listed investments**

	2023 £	2022 £
Fair value at the start of the year	4,006,465	2,982,673
Additions at cost	–	750,000
Net gain / (loss) on change in fair value	(199,756)	273,792
	3,806,709	4,006,465
Cash held by investment broker pending reinvestment	–	–
Fair value at the end of the year	3,806,709	4,006,465

Investments comprise:

	2023 £	2022 £
UK Common investment funds	3,806,709	4,006,465
	3,806,709	4,006,465

Following the disposal of the City Road property, cash from the sale was transferred into investments.

14 Debtors

	2023 £	2022 £
Trade debtors	593,788	541,117
Other debtors	27,376	9,841
Prepayments	42,324	70,906
Accrued income	137,477	270,928
	800,965	892,792

15 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	214,155	273,476
Taxation and social security	125,205	146,984
Other creditors	76,488	21,971
Accruals	130,552	154,184
Deferred income	218,649	230,179
	765,049	826,794

16 Deferred income

	2023 £	2022 £
Balance at the beginning of the year	230,179	344,250
Amount released to income in the year	(230,179)	(344,250)
Amount deferred in the year	218,649	230,179
Balance at the end of the year	218,649	230,179

17a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	31,723	–	31,723
Listed investments	3,806,709	–	3,806,709
Net current assets	1,074,497	428,226	1,502,723
Net assets at the end of the year	4,912,929	428,226	5,341,155

17b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	–	–	–
Listed investments	4,006,465	–	4,006,465
Net current assets	1,482,188	761,931	2,244,119
Net assets at the end of the year	5,488,653	761,931	6,250,584

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2023

18a Movements in funds (current year)

	At the start of the year £	Income and gains £	Expenditure and losses £	Transfers £	At the end of the year £
Restricted funds:					
Core funding for Scotland	-	100,268	(100,268)	-	-
Core funding for Northern Ireland	5,218	23,327	(28,545)	-	-
Supporting families in Ealing	177,947	78,910	(245,591)	-	11,266
Wellbeing	33	-	(33)	-	-
Fledglings	-	53,573	(53,573)	-	-
Hemihelp	27,107	31,597	(28,624)	-	30,080
Welfare rights helpline	45,516	73,700	(95,638)	-	23,578
Early years SEN and disabilities	-	116,078	(116,078)	-	-
Brighter Beginnings	175,829	43,614	(136,524)	-	82,919
Wales Family Events	-	250	-	-	250
Rare Conditions	7,143	27,500	(31,321)	-	3,322
Covid Response	5,110	3,000	(1,278)	-	6,832
Listening Ear	3,720	45,324	(49,044)	-	-
Pears/ DCMS Grants	-	258,500	(233,859)	-	24,641
-Strengthening support networks (Wales)	14,519	96,199	(105,915)	-	4,803
NI Preparing for Transition – National Lottery CF NI	22,545	81,462	(95,872)	-	8,135
By your side	56,718	61,458	(100,125)	-	18,051
DFE Parent Carers Grants	-	2,676,481	(2,498,340)	(178,141)	-
- Contact-led forums	33,792	-	(161,998)	178,141	49,935
South Tees & Darlington Family Support	46,798	-	(8,127)	-	38,671
Wellbeing Project Wales	-	7,908	(4,088)	-	3,820
Lambeth Parent Carer Forum	3,468	45,916	(35,783)	-	13,601
Scotland	-	26,500	(24,239)	-	2,261
Policy	70,639	100,000	(97,738)	-	72,901
Other funds Digital	57,597	50,203	(107,799)	-	1
Other funds Northern Ireland	8,232	-	(4,493)	-	3,739
Volunteering	-	30,000	(580)	-	29,420
Lewisham Neighbourhood Community Infrastructure	-	49,873	(49,873)	-	-
Total restricted funds	761,931	4,081,641	(4,415,346)	-	428,226
Designated Fund	4,383,123	-	(239,725)	(600,000)	3,543,398
General funds	1,105,530	4,416,302	(4,752,301)	600,000	1,369,531
Total unrestricted funds	5,488,653	4,416,302	(4,992,026)	-	4,912,929
Total funds	6,250,584	8,497,943	(9,407,372)	-	5,341,155

Purpose of Designated Funds

	£
Property Fund	2,500,000
Income diversification	643,398
Working capital risk	-
Service continuity & expansion	400,000
	3,543,398

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2023

18b Movement in funds (prior year) – as restated

	At the start of the year £	Income and gains £	Expenditure and losses £	Transfers £	At the end of the year £
Restricted funds:					
Core funding for Scotland	–	81,000	(81,000)	–	–
Core funding for Northern Ireland	5,218	23,327	(23,327)	–	5,218
Supporting families in Ealing	–	283,541	(105,594)	–	177,947
Wellbeing	4,482	–	(4,449)	–	33
Fledglings	–	22,108	(22,108)	–	–
Hemihelp	48,829	16,521	(38,243)	–	27,107
Welfare rights helpline	51,570	73,100	(79,154)	–	45,516
Early years SEN and disabilities	4,301	129,893	(134,194)	–	–
Brighter Beginnings	95,070	136,242	(55,483)	–	175,829
Wales Family Events	5,441	–	(5,441)	–	–
Rare Conditions	8,041	30,000	(30,898)	–	7,143
Covid Response	5,110	–	–	–	5,110
Listening Ear	62,022	10,000	(68,302)	–	3,720
Pears / DCMS Grants	–	701,838	(701,838)	–	–
National Lottery Community Fund (NLCF)					
– Me, myself, I and us (N.I)	58,288	–	(58,288)	–	–
– Strengthening support networks (Wales)	13,363	95,340	(94,184)	–	14,519
Bridge House Estates					
NI Preparing for Transition – National Lottery CF NI	–	74,664	(52,119)	–	22,545
Other Donors					
By your side	85,766	43,901	(72,949)	–	56,718
Other funds					
DFE Parent Carers Grants	–	2,577,524	(2,360,947)	(216,577)	–
– Contact-led forums	60,181	–	(242,966)	216,577	33,792
South Tees & Darlington Family Support	–	149,000	(102,202)	–	46,798
Respiratory syncytial	–	76,085	(76,085)	–	–
Wellbeing Project Wales	–	24,499	(24,499)	–	–
Lambeth Parent Carer Forum	–	21,229	(17,761)	–	3,468
Scotland	13,372	9,000	(22,372)	–	–
Policy	1,735	114,582	(45,678)	–	70,639
Other funds Policy	–	12,525	(12,525)	–	–
Other funds Digital	12,568	110,700	(65,671)	–	57,597
Other funds Northern Ireland	–	8,232	–	–	8,232
Total restricted funds	535,357	4,824,851	(4,598,277)	–	761,931
Designated Fund	4,681,442	–	(298,319)	–	4,383,123
General funds	859,424	4,053,740	(3,807,634)	–	1,105,530
Total unrestricted funds	5,540,866	4,053,740	(4,105,953)	–	5,488,653
Total funds	6,076,223	8,878,591	(8,704,230)	–	6,250,584

19 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2023 £	2022 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	(709,673)	(99,431)
Depreciation charges	2,080	126
Dividends, interest and rent from investments	(122,447)	(113,751)
Net gains on revaluations	–	–
Income on disposal of Fixed Assets	–	–
(Increase)/decrease in stocks	19,464	(7,696)
(Increase)/decrease in debtors	91,827	(368,411)
Increase/(decrease) in creditors	(61,745)	20,919
Net cash provided by / (used in) operating activities	(780,494)	(568,244)

Notes to the financial statements

For the year ended 31 March 2023

20 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases are as follows for each of the following periods

	Property		Equipment	
	2023	2022	2023	2022
	£	£	£	£
Less than one year	61,393	67,500	17,270	103,620
One to five years	103,140	–	–	–
	164,533	67,500	17,270	103,620

21 Contingent Asset

In February 2022 Contact were informed of a legacy. The value of the legacy is estimated to be £400,000 but is dependent on the sale of a property which is not yet complete.

22 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

CONTACT A FAMILY

England & Wales - Charity number 284912

Accounts

Company number: 1633333
Charity number: 284912
Charity number (Scotland): SC039169

Contact a Family

(trading as Contact)

Report and financial statements
For the year ended 31 March 2022

Contact a Family (trading as Contact)**Reference and administrative information****For the year ended 31 March 2022**

Status	The organisation is a charitable company limited by guarantee, incorporated on 5 May 1982 and registered as a charity on 20 June 1982.
Governing document	The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The Memorandum and Articles of Association were incorporated on 5 May 1982 and amended on 6 December 1999, 22 November 2004, 22 November 2007 and 20 November 2008.
Summary of investment powers	The Trustees may deposit or invest funds in any manner, but only after obtaining advice from a financial expert and having regard to the suitability of investments and the need for diversification. The management of investments may be delegated to a financial expert, provided transactions and performance are reported to and reviewed by the Trustees. The Trustees have the power to arrange for investments to be held in the name of a nominee under the control of the Trustees or of a financial expert acting under their instructions and to pay any reasonable fee required.
Company number	1633333
Charity number	284912
Charity number (Scotland)	SC039169
Registered office and operational address	209-211 City Road, London EC1V 1JN
Trading name	Contact
Honorary officers	Chris Carr, Chair Angela Kitching, Vice Chair Eleanor Christie, Treasurer

Contact a Family (trading as Contact)

Reference and administrative information

For the year ended 31 March 2022

Bankers	Unity Trust Bank plc, Nine Brindleyplace, 4 Oozells Square, Birmingham B1 2HB
Solicitors	Russell-Cooke Solicitors 2 Putney Hill, Putney, London, SW15 6AB
Auditors	Sayer Vincent, Chartered accountants and statutory auditors. Invicta House, 108-114 Golden Lane, London EC1Y 0TL

Trustees

The Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Chris Carr, Chair	
Angela Kitching, Vice Chair	
Eleanor Christie, Treasurer	
Kelly Evans, Treasurer	retired March 2022
David Duly	
Jamie Holmes	
Kevin Hutchens	retired May 2021
Gary Laphorn	
Janet Leach	
Matt Wynes	
Jamileh Tufail	
Gyll Curtis Machin	joined June 2021
Charles Sladdin	joined June 2022
Sarah Church	joined June 2022
Ben Clarkson	joined June 2022

Patrons

Nick Crean	Vice President
Josephine Fitzalan Howard	Vice President
Patricia Astley	
Sir Al Aynsley Green	
Samantha Cameron	
Georgina David	
Henry Hoare	
Francesca Martinez	
Ruth, Lady Morris of Kenwood CBE	

Contact a Family (trading as Contact)

Reference and administrative information

For the year ended 31 March 2022

Nigel Nicholls
Vivienne Parry
Susan Reizenstein
Paul Riseborough
Philippa Russell OBE
Paul Soames
Claire Tomalin
Angus Walker
Lord and Lady Wigley AM

Chief Executive Officer

Amanda Batten

Introduction from the Chair, Chris Carr, for the year ended 31 March 2022

The year 2021-22 saw much of the country return to some kind of normality. Sadly however, many families with disabled children continued to grapple with the fallout from the pandemic. Health and support services have not returned to pre-Covid levels, household finances are stretched ever-thinner, and thousands of disabled children continued to miss large chunks of school, either due to shielding, staffing issues or struggling to get back into a school routine.

Throughout the year Contact has made every effort to support and stand shoulder to shoulder with families with disabled children. Despite challenges, we have built on last year's growth to continue to reach out and support families in a wide range of ways with our vital and trusted information and our powerful campaigns.

We continued to work towards our strategic aims of reaching more families and making our services more digitally accessible, freeing up our in-person support for the families who need it most. And our impact figures for the year clearly show the difference this has made. Next year will be the last of our three-year strategy, so we will be taking stock of progress made and the opportunities ahead.

Unfortunately, continued restrictions meant less face-to-face contact and events, but we are really looking forward to putting on a full programme of family trips and in-person events in the coming year, alongside an online support offer.

Contact's financial position remains strong with good operational performance this year. As a Board we implemented the planned release of some of our designated funds to invest in our future sustainability. The money was used for a face-to-face fundraising pilot to increase the number of monthly givers and Contact lottery players - investing money now to generate money for the future.

I want to take this opportunity to thank all our staff members without whom we couldn't achieve our objectives, but in particular, I want to pay tribute to one of our staff members, Jill Hardman, Contact's Special Educational Needs (SEN) helpline adviser, who sadly passed away in February. She was a dear friend and respected colleague to all at Contact and is greatly missed. She helped launch Contact's SEN helpline over ten years ago and was a huge support to countless parents seeking advice on school matters.

I would also like to pass on my heartfelt thanks to Kevin Hutchens for his service as a member of the Board of Trustees. He stepped down in May 2021 and I am very grateful for the dedicated service, expertise and commitment he has given to Contact as a trustee. Likewise, Kelly Evans stood down from her role as Treasurer at the end of March 2022, and I am particularly grateful

for her expertise, wisdom and counsel during her six years with Contact. We are delighted that Eleanor Christie has agreed to step up into that role of Treasurer for the charity. We were also delighted to welcome new board member Gyll Curtis Machin during the year.

We couldn't do what we do without the help of Contact's funders and supporters, and we are very grateful for their backing during another turbulent year for the families we support.

Chris Carr, Chair

TRUSTEES' REPORT

At Contact we work in three inter-connected ways.

- We support families with the best possible guidance and information.
- We bring families together to support each other.
- We help families to campaign, volunteer and fundraise to improve life for themselves and others.

This report updates on what we have delivered as a charity in 2021-22 in each area.

Strategic report

Supporting families

Information, advice and guidance

The reach and impact of Contact's trusted and accessible information and advice remained impressive throughout 2021/22. In fact, we've seen an increase in the numbers reached across a range of activities – from online workshops to enquiries. This demonstrates the sustained quality of Contact's services.

Enquiries and one-to-one advice

- Our information and advice service responded to 19,000 enquiries this year. This includes 10,704 enquiries by telephone or email, and over 8,000 directly via digital tools and channels.
- Additionally, our teams in the regions, nations, By Your Side and London teams managed 4,360 enquiries and one-to-one appointments. This includes 947 Listening Ear appointments.

Online

- There were 1,069,710 unique website users over the year.
- 920,752 visitors spent time on the advice and support section of the website.

The number of calls to our Helpline rose to their usual level, and our team of dedicated parent advisers dealt with almost 11,000 enquiries. This included 932 benefits enquiries and 332 in-depth call-backs by the Family Finances helpline. Our advisers provided a first-rate service to families, advising them on issues including benefits, education, getting a diagnosis and getting support. The challenges families raise through the service continue to rise in complexity.

As part of our digital transformation, outlined in the strategy, we continued to develop new online tools to enable families to resolve more straightforward or common enquiries directly. We rolled out Live Chat on our website and expanded our Frequently Asked Questions sections, to help families navigate more easily to the information they need. During the year we also developed a chatbot – an exciting addition to our digital tools, which will be ready to launch in the next financial year.

Throughout the year digital interactions further increased, building on the success of last year. Our most viewed pages were information about vaccines and Disability Living Allowance (DLA).

As planned, Contact's new website went live in April 2021. Funded by a major donor, this is a crucial step towards extending our reach. As a result of the new, more intuitive design and functionality it is easier for parents to find what they need.

Across all our information and advice services, we collected 2,996 evaluation forms over the year, which told us that families really valued our support. They reported:

- 92% feel better informed about how to get the support they need
- 87% feel more confident
- 66% feel better able to deal with stress
- 73% feel less isolated
- 96% would recommend Contact services to others.

A parent carer: *"I have been using Contact since my child was a boy, he is now a young man. The difference to my family is immense! I rant and rave about you to parents. Every bit of information I have got from you has been helpful. And you're all so nice."*

Key programmes of support

Listening Ear

Our Listening Ear service, which we introduced in response to the increased emotional needs of families during the pandemic, continued to provide vital support.

During the year we gathered information from parent carers about why they used the Listening Ear service:

- 65% (98) of those booking an appointment have other sources of information, but they needed emotional support.
- 49% (74) wanted to speak to someone as their questions were complex.

The Parent Advisers in our Listening Ear team are all parents of children and young people with disabilities, plus they have a huge wealth of professional experience. The team supported 707 individual parents throughout the year, with 947 Listening Ear appointments giving vital advice and support over the telephone.

We know from the 186 survey responses collected after Listening Ear appointments that the service had a really positive impact on the families using it:

- 91% (170) felt better informed about how to get the support they need
- 99% (185) would recommend Contact services to others
- 97% (177) felt supported.

Shona Chambers, Senior Parent Adviser on the Listening Ear service, said: *"Parents and carers talk to us at length during the hour-long sessions. There is no judgement. Parents can offload, sometimes they rant, sometimes they cry, sometimes we just listen, sometimes we talk seriously and sometimes we laugh together too. Not only are they a huge source of emotional support, Parent Advisers, like me, also provide practical advice. This can include booking an appointment with our Family Finances team to help with a benefits claim or helping a family whose child is not sleeping to implement better sleep routines."*

A parent carer: *"I felt everything I needed to say was allowed. I was also reassured that if I needed help going forward it was always there. I feel like a weight has been lifted. Just thank you, I really feel like I might get somewhere now."*

Family finances

Families with disabled children are disproportionately affected by financial concerns due to the difficulties of juggling work and caring combined with the extra costs of disability. Throughout the year, as the cost of living has increased, the support that our Family Finance service offers became even more vital.

The service answered 932 enquiries from parent carers worried about their finances. Of those, 332 were hour-long call backs where a family had a complex issue and the team provided a detailed financial health check.

As a result of the call back service, families reported significant improvements to their family's financial situation, with eligible families being better off by an average of £5,050 a year.

In addition, we ran three Facebook Q&As, responding to 179 enquiries during these sessions. And we also held a webinar on higher-rate mobility allowance for children with challenging behaviour, which had 270 live attendees and has since been viewed over 3,500 times.

Feedback from families that used our Family Finance service (110 responses) over the year was overwhelmingly positive:

- 95% felt better informed about how to get the support they need
- 90% felt more confident
- 99% felt better informed about their rights to benefits and grants.

A parent carer: *"An amazing service. I wasn't able to get advice locally and in contrast your advice was so detailed. You're the most helpful person that I have spoken to all year."*

Brighter Beginnings

Throughout the year we continued offering our Brighter Beginnings workshops online, for parents of young children aged 0-8. In total we held 65 workshops attended by 847 individual parents. Some of those parents came to more than one workshop, making overall attendances 1,147.

We collected feedback from 458 parents after Brighter Beginnings workshops. As a result of the workshop:

- 96% (439) felt better informed about how to get the support they need
- 91% (418) felt more confident
- 82% (373) felt less isolated.

In response to parents' requests, over the year we developed a new range of workshop topics including: Understanding the Diagnosis, Getting ready for Transition (school aged children), Toilet Training, Supporting parents of children with Anxiety and Early Years Entitlements.

A parent carer: *"My first meeting with your charity! I found the standing up for yourself part particularly useful and how to put things across in a calm manner."*

Fledglings

Our e-commerce arm, Fledglings, continued to provide essential products and equipment to disabled children and their families to help make everyday tasks easier.

Fledglings sales to families with disabled children continued to grow in 2021/22 and the number of repeat customers also increased. We are pleased to report that Fledglings sales to special schools, maintained schools and via healthcare professionals are now picking up after being significantly impacted by Covid-19 and successive school closures.

In March, thanks to funding from the Welsh Government, we were able to send 106 play boxes full of Fledglings sensory toys to families in Wales in most need.

We also launched a new project, funded by corporate donations, that enables special schools in disadvantaged areas to access equipment to set up sensory rooms.

Our Fledglings service helped transform a dull room at a primary school in Essex into a calming and relaxing sensory space for children with additional needs. The room, which is kitted out with Fledglings toys and accessories, helps children be better prepared for learning and interacting with their peers.

By Your Side: Reaching families in hospital

We were thankful to be able to continue delivering our crucial support at the Royal Hospital for Children in Glasgow throughout the year. But due to ongoing covid restrictions in hospitals, our

By your Side project had to be paused in many other areas. However, we did continue to provide telephone and online support to families whose children are in hospital.

Our By Your Side parent advisers held Q&A sessions on Facebook and virtual coffee mornings, as well as providing advice and information over the phone, through podcasts, factsheets and online.

At the Great North Children's Hospital in Newcastle, we held successful sleep and behaviour workshops for parents whose children are inpatients or regular attendees at the hospital. We also trialled a new model, where paediatricians refer parents to Contact for one-to-one support on sleep and behaviour issues, rather than us having to meet families on the wards. Of those parents who were supported, 87% felt better able to manage their child's behaviour and 88% had more strategies to improve their child's sleep.

In February 2022 we were delighted to be back supporting families at the Ronald McDonald House linked to Birmingham Children's Hospital. It was wonderful to be helping families in person, some of whom are facing the most difficult of times.

As an extension of our work in hospitals, we were involved in a project at Alder Hey Hospital in Liverpool to make the children's wards and outpatient areas more user friendly for children with sensory needs. We worked with partners to run focus groups with patients about their experiences, and they made a number of recommendations to improve the space. These included offering sensory toys and ear defenders in specific areas, additional artwork, including a fun treasure trail to distract from crowds and noise, as well as having an Occupational Therapist (OT) to look at the needs of children attending each day and prepare for appointments, including making reasonable adjustments.

Supporting families in the regions and nations

Our **London** offices have very close relationships with parent carers in their communities and have been a lifeline for many during the pandemic. Throughout the year we maintained our support services in Wandsworth, Ealing and Lewisham, and were delighted to get funding to start up again in Lambeth. Not only are our London teams providing family support to families on important issues including housing, benefits and education, they also organise family meet-ups and events and trips to benefit the whole family's wellbeing.

This year our London services worked hard to achieve the Advice Quality Standard (AQS) accreditation, a nationally recognised quality mark for organisations providing free, independent advice to members of the public. We were delighted to get recognition that we are working to the best possible professional standards.

In Ealing we secured funding to provide intensive support from neurodevelopmental teams to families awaiting assessment and diagnosis for their child. This is in line with our strategic aim of reaching out to families earlier in their journey. During the year this service was extended to Hounslow and Hammersmith and Fulham and has already shown positive results. As a result, we have expanded our team.

A parent carer: *"Thank you for listening and caring – I do not have many people in my life who understand the challenges that raising a disabled child brings."*

In the **North East** we supported families at risk of their child needing admission to assessment and treatment units. We worked with partners providing intensive support to work through issues and improve wellbeing in a bid to avoid crisis interventions.

In **Northern Ireland** we launched a new Transitions project working with schools to provide workshops, peer support, career fairs and training for teachers to support disabled children and their families as they move to adult services. Our family workers continued to offer vital one-to-one support and advice to parent carers signposted to us by professionals such as clinicians, social workers and teachers.

Our team in **Scotland** worked closely with multiple Scottish statutory and charity groups to ensure the needs of disabled children are considered and parent carers voices are heard. We also provided information, one-to-one advice and workshops to parent carers, including Scottish-specific information such as on the new Child Disability Payment.

In **Wales** we continued our Strengthening Support Network for Parent Carers project, to reduce parent carers' loneliness. The project supports and encourages local support groups to reach out and help parents in their area. The Welsh team also trained parent carers to deliver workshops, giving them new work skills and confidence, and delivered Forest School events providing fun activities, games and craft projects to help families reconnect with nature.

Connecting families

Workshops, outreach or drop-ins

Although our workshops primarily provide advice and information, they are also a key way that we connect families. Often parents feed back to us how nice it was to hear from others in a similar situation. Or how much they learned from other parents during the sessions.

Throughout the year we held 535 online workshops, webinars, outreach or drop-ins. These were attended by 4,757 parent carers and 1,127 professionals.

Family events

Contact was founded on the idea that parents are the best source of support to other parents. Despite the challenges of continued lockdown disruptions, we held a total of 105 family events, either online or in person when restrictions allowed. These were attended by 738 children and 969 parent carers. They included forest school days, trips to Legoland and Silverstone, as well as activity sessions aimed at parent wellbeing such as online yoga.

Better Together

We were very pleased to launch our Better Together series of family events funded by the Masonic Charitable Foundation. These are designed for the whole family and aim to reduce isolation, increase confidence, offer parent carers advice and support, and simply allow families to relax and have fun together. Activities included a virtual storytelling, forest schools, cinema trips, activity days and the Lap of Lights event at Silverstone.

Originally this project was due to run during 2020 but the pandemic meant it was postponed. However, in 2021 we delivered 12 events over nine months and reached 181 disabled children, 108 siblings and 217 adults.

Feedback from children and adults alike was very positive. Parent carers said they felt less isolated (86%), more confident (75%), and more informed about how to get the support they need (70%). And children fed back that they made new friends (75%) and would like to try the activity again (100%).

Online communities

We continue to run private Facebook groups for parent carers, which offer a safe space to come together online and to share challenges, joys and advice from lived experience. Our Contact group has 12,500 members and our HemiHelp group has nearly 6,000. These groups are moderated by Contact, which allows us to give additional support and advice where needed.

Providing grants to parent support groups

In 2021, we awarded grants to 83 parent carer forums and rare condition support groups to help them continue supporting local families of children and young people with SEND.

The grants – made possible thanks to a match-funding partnership between Pears Foundation and the Department for Digital, Culture, Media & Sport (DCMS) – formed part of the Government's £750m emergency Covid-19 funding charities package.

The groups were able to support families at a time of great need, as they were still dealing with lockdown and shielding.

A spokesperson for Alstrom Syndrome UK – one of the support groups awarded a grant – said: *"Loneliness is normally a real worry for families, so over the past few years this has been compounded by the pandemic. Your funding has really assisted us to be able to provide further support to families in the most difficult of times and circumstances. Thank you."*

Helping families to give back

Campaigns and media

During the year our campaigns achieved seven policy changes benefiting around one million family carers, and clinically vulnerable and disabled children. And our media work reached over 29.5 million people, highlighting the issues experienced for families with disabled children. If we had paid for this coverage it would have been an equivalent advertising cost of £988,500. Highlights included our Chief Executive, Amanda Batten, appearing on the Jeremy Vine show, BBC One's Victoria Derbyshire and Newsnight. And our Head of Policy appearing on Channel 4 News twice.

Vaccines

A large focus of the year was our campaign for priority access to the Covid vaccine for family carers and clinically vulnerable children. This was in direct response to families asking us to campaign on this. In addition, we produced a range of campaign resources, such as template letters, to enable parent carers to get registered as carers with their GP to ensure they would be identified for a covid vaccination. As a result, we formed a new alliance of health charities and have influenced decision making in a new vaccine deployment prioritisation.

"Thank you for all the work Contact does for disabled children – in general, but particularly during Covid times. I listened to your contribution on the Channel 4 News and was really impressed and I am sure that has contributed to making the JCVI come to a decision at last that considers some vulnerable children (12-15) for vaccination. I know you will continue to fight for all the other children like my son who desperately need the vaccine so he can return to school."

Dr Susi Shanks, a parent of a child with a respiratory condition and learning disabilities

Counting the Costs 2021

We had 4,114 parent responses to our bi-annual survey, Counting the Costs, assessing the finances of UK families with disabled children.

We included a section on housing for the first time, and found that 41% of families with disabled children have a home that doesn't meet their child's needs.

Examples included parents bathing their child in a paddling pool downstairs as they are unable to get upstairs; parents carrying their physically disabled child up and down stairs because they are waiting for a hoist; children on the autistic spectrum, who need space and quiet, but are sharing rooms with siblings or parents.

We launched a campaign on this issue exclusively with BBC Two's Newsnight. We created an action asking families to write to their MP about housing problems, resulting in MPs tabling

Parliamentary Questions and a meeting with the Minister for Housing. Other MPs have taken up cases with local housing departments.

In November 2021 we launched the main findings from the Counting the Costs survey exclusively on Channel 4 News. We asked supporters to join our campaign to call for a benefits system that genuinely values carers by writing to their MPs. More than 600 supporters got involved and nearly 27 MPs took action by raising the Counting the Costs findings with the Minister for Disabled People, Health and Work. The report made a range of recommendations based on the findings that we will work towards and secure change on over the next few years.

We created a range of opportunities for families and supporters to take part in social action this year, with 7,713 responding to petitions and surveys and writing to their MP. Our growing number of Parent Champions spoke out in the media, gave evidence to the House of Lords Committee on the impact of the pandemic, and were involved in focus groups shaping our campaigns.

Disabled Children's Partnership

Contact continued its leading role in the campaign coalition group the Disabled Children's Partnership (DCP), which now comprises 100 disability charities.

By working together, the disability sector is making a stronger case for more funding for disabled children's services. Throughout the year, as the country moved out of lockdown, the partnership continued to track the experiences of families with disabled children and their access to services.

The findings highlighted in the partnership's final report, *Then There Was Silence*, led to 70 pieces in national media and is used within government as the authoritative source of information and data. Nearly 25% of MPs took a campaign action, 80 MPs signed up as 'Disabled Children's Champions', and our evidence was quoted by Ministers and influenced policy decisions such as restoring therapies.

Most importantly, the Government adopted the DCP's proposal for an innovation fund for short break and respite services. It announced the 'Respite Innovation Programme', a £30m fund for short breaks/respite, which we see as an important first step in demonstrating and evaluating the difference these services make. We hope this will strengthen the case for further Government investment in support for disabled children and their families.

Parent Carer Forums

Contact's Parent Participation team supports Parent Carer Forums in all 151 local authorities in England. There are now 99,811 forum members, which is up from last year.

We provide a core offer of support for each Parent Carer Forum, including a dedicated Parent Carer Participation Adviser who forums can access via phone and email to help them run their

forum effectively. During 2021-22 the Parent Participation team provided 6,029 hours of support to Parent Carer Forums.

Parent Carer Forum member: *"Great support as always. Our adviser is always there when we need her and gives really thoughtful and helpful support and advice."*

In 2021/22 we gave out just over £2.5 million in grants to Parent Carer Forums.

In addition, we delivered nine webinars with a total of 1,966 views. We delivered a further 14 online learning sessions as part of the virtual Contact and National Network of Parent Carer Forums (NNPCF) Conference, which took place in two parts – on November 21 and March 22. By the end of 2021/22, the total live attendance and online views across both parts of the conference totalled 1,623.

Ensuring that forums reach out into their communities and engage with families from all groups are key to forums' success. Forums represent the voice of all families who have children and young people with SEND, and, to do this well, they need to reach as many families as possible.

Past research found that, although forums are often keen to reach out to those they have not yet managed to engage, they are fearful that they will cause offence by not doing so with the appropriate cultural sensitivity.

To help, we partnered with the Diversity Trust on developing an interactive and thought-provoking toolkit to enable forums to engage confidently with diverse groups. This was formally launched at the 2021-22 joint Contact and NNPCF conference.

Despite the year's challenges, Parent Carer Forums and the parents who run them continued to champion the needs of others and support parents locally. The forums reached out to families still struggling with the aftermath of the pandemic and reflected their views and experiences in their meetings with local officials. It was a tremendous achievement by all involved.

Our balance sheet for the year reflects the long-anticipated transfer of funds we have been holding on behalf of the National Network of Parent Carer Forums. We are delighted to have supported the NNPCF from their inception as a representative national body, through to becoming an independent organisation.

Strategic developments

Contact strategy 2020-2023: Transforming Lives Together

Our vision is that every family with a disabled child feels valued, supported, confident and informed. In order to make progress towards this, our strategy sets out the following ambitions for 2020-2023:

- To double the number of families we support through our high-quality information and advice services
- To build a sustainable funding model which is more responsive to families' needs

To achieve these ambitions, we set out five aims, and delivered against an implementation plan for each one over the course of the year.

1. We will be the first charity for families to turn to when they find out their child has a disability.
2. We will double the number of families we support through our high-quality information and advice service.
3. We will drive social change, raise more money and support more people – by helping families feel more connected to Contact.
4. Families will shape our work, so that they get the local help they need in the ways that work best for them.
5. We will develop a sustainable business model that ensures Contact is here for families with disabled children long into the future.

The plan is underpinned by two key drivers: digital transformation and co-production with families.

We have now completed the second year of our three-year strategy. Whilst the pandemic necessitated some changes in delivery timings, it reinforced that we are heading in the right direction, especially with digital transformation being a key driver. A summary of progress against our ambitions made in 2021-22 is outlined below.

1. Double the number of families we support through our high-quality information and advice services

We are making good progress against this ambition, with the total number of families helped in 2021-22 being 182,826.

We have continued to maintain helpline enquiries at historic levels – via calls, emails and call-back appointments this year. However, as a result of our strategy we now answer almost the same number again via digital channels and tools. This enabled just under 9,000 families to get their query answered in this way over the course of the year, freeing up the telephone support for those who need it most. Towards the end of the year we tested a new chatbot, which we hope will continue this trend.

In terms of overall reach, this has grown across all our family support offerings (workshops, events, newsletters, social media groups), with the exception of unique website visits of over ten seconds to our advice pages. This metric is down 14% on our 2020-21 figures. As this is such a large number it means that overall we are slightly down on the total number of families helped compared to last year.

This reflects that the previous year's website figures were particularly high due to the volume of Covid information and particularly vaccine advice that we shared. The transition to a new website could also have had a short-term negative impact on website visits. However, our web reach figure is still higher than at the outset of the strategy, and it is encouraging that our Q4 figures were significantly higher than the previous three quarters, which suggests that the work we're undertaking to signpost more parents to our digital information and advice services is starting to have an impact.

In addition, this year we have strengthened our online information for families in the early years and seen steady growth in engagement with younger families. Our programmes Brighter Beginnings and By Your Side, which target support for younger families, are well established but delivery was impacted by Covid. We developed a new model targeting families on diagnostic waiting lists, which we will evaluate in 2022/23. The number of supporters and campaign actions, and volume of social media engagement and media coverage all continue to grow. Finally, this year our freelance workforce delivered beyond the planned number of workshops and family activities, reaching over 3,000 families and professionals. The quality and skill of our freelance team continues to be extremely well received and highly rated, which stands us in good stead for the future.

2. Build a sustainable funding model, that is more responsive to families' needs

- **Financial model**

This year we invested in fundraising streams that generate unrestricted income, including the Contact lottery, regular giving, and business development. The pandemic had a significant impact on some areas of our fundraising but we weathered the turbulence and uncertainty. Since launching Contact's society lottery in July 2020, we continued digital recruitment, and have recruited over 1,286 players (taking 2,090 chances). Four people won £1,000 each (plus many more winners at lower amounts), including two parent carers supported by Contact.

We were unable to pilot face-to-face fundraising campaigns for the Contact lottery and to recruit regular monthly givers in 2021. However, we launched a pilot face-to-face fundraising campaign in Belfast at the end of the financial year to recruit regular monthly donors.

Our Fledglings offer is growing sales with individuals but continues to feel the effects of the lost trade with schools and other bodies trade during the pandemic. Profitability is improving, and we implemented a number of changes to the model this year. Our business development income stream continues to grow, with a strong focus on securing commissions, consultancy and training. This enables us to deliver primary purpose trading activities to reach and support more families, as well as raise unrestricted income.

This year we continued to take proactive steps to ensure that we are working in an efficient and cost-effective way, so that as much funding as possible reaches the frontline. To do this, we partnered with Pilotlight, a charity that links charities with companies to provide strategic and operational advice. Through the scheme we worked with financial services company Morgan Stanley, who we asked to examine our operational model and identify any routes to improved cost savings/sustainability. The Morgan Stanley team concluded that we have reduced overhead costs as far as possible via outsourcing and restructures, and that our model is efficient. They identified office rental as an area for future consideration, given the move to hybrid working, which we will explore in 2022. They also identified some potential systems automations, which we are taking forward.

- **People, culture and inclusion**

In 2020 Contact made a commitment to become an anti-racist organisation, including signing up to ACEVO's eight principles to address the diversity deficit in charity leadership. We created a Race Equality Group (REG) made up of colleagues throughout the organisation, Chaired by the CEO and with representation from parent carers and the Board. The REG came together to identify, lead and monitor a Race Equality Action plan for Contact.

A lot has been happening over the year, including all staff and Trustees attending unconscious bias/anti-racism training. Colleagues who identify as Black, Asian, or Minority Ethnic have created an internal support and advocacy group called The Network. And we have increased the diversity of our Board. As of March 2022, the Board is 20% Black, Asian or Minority Ethnic, and we are on track to meet our target of 25% by 2023.

We understand that we have a long way to go and remain fully committed to becoming a truly inclusive organisation, building on the work we have started.

More broadly, building on our 2020 results with the independent Best Companies staff survey, we undertook the full survey in 2021. We were proud and pleased to exceed last year's very positive results, suggesting that our efforts to continue developing and supporting staff have paid off. Contact was assessed as:

- the 22nd best charity to work for in the UK
- an 'outstanding' place to work with 2-star accreditation.

During the year we took forward an action plan to utilise the feedback from employees. This included a focus on refreshing our values, and a learning and development programme.

- **Environmental sustainability**

During the year we became Green Small Business certified. The certification recognises our new environmental policy and action plan and our overall commitment to improving the management of our environmental impact. The certification runs until October 2022, and we are

busy implementing our action plan and gathering the evidence we need in order to maintain our Green Small Business certification next year.

Overall, we continue to track the progress of our strategy against the following metrics:

- increase in our overall reach
- increase in the number of families using our information and advice services who have children 0-5 years
- increase in the number of families who resolve an enquiry through our information and advice services
- changes in Government policy as a result of our campaigns with families
- increase in supporter engagement
- increase in the volume of delivery that is directly driven by local parent needs
- growth in new income streams to meet targets.

Looking forward

We will continue to deliver our strategy in 2022-23.

Under Aim 1, we will work to re-establish Brighter Beginnings and By Your Side – our programmes targeting support for young families, which were impacted by Covid. We will evaluate our work targeting families on diagnostic waiting lists to see if there is potential to extend the approach. We will also explore our links with rare conditions support groups and early years professionals to reach out to families early in their journey.

Under Aim 2, we will continue to develop a multi-channel information and advice service, using parent feedback. Developments will include the introduction of a Chatbot to support families to find what they need on our website.

Under Aim 3, we will continue to grow the number of supporters and campaign actions, and volume of social media engagement and media coverage. We will continue to campaign on the rising cost pressures facing families, and on the government's SEND reforms in England. A key priority is to draw down on designated funds to pilot a face-to-face recruitment campaign for individual giving and the Contact Lottery. If the pilots are a success, we will roll out the recruitment campaigns during the year.

Under Aim 4, we will continue to build our freelance team and seek out funding to extend our support offer to families across the UK in a hybrid online/ in person format.

And, finally, under Aim 5, priorities include building on our equality and diversity agenda, making progress with our IT roadmap and cyber security projects, and repeating the Best Companies survey to continue to develop our organisational culture. We will review the return on investment for our income-generating activities to ensure best use of designated funds, and progress towards a more robust business model.

Operationally, we were delighted to secure a further three years' funding from Department for Education (DfE) for our information and advice services and parent participation work. We will lead a consortium covering SENDIASS support and children and young people's participation, as well as parent carer participation, grants for forums, and national information advice and support for families. We will be working in partnership with the Council for Disabled Children, National Network for Parent Carer Forums, and Kids. Never have these services been more needed.

Financial review

The total incoming resources increased by 19% this year to £8,821k (2020/21: £7,388k) and total expenditure increased by 54% to £8,921k (2020/21: £5,786k).

Unrestricted funds

Following the sale of Contact's City Road building in January 2021, £1,000k was designated for income diversification. £117k of this designated fund was spent in 2021/22. A further £181k was spent in fulfilling unrestricted contracts from designated funds. These are funds we held on behalf of the National Network of Parent Carer Forums, which we released this year, following their formation as a CIC. Excluding these movements on designated funds, the movement on unrestricted funds amounts to £28k (2020/21: £0k).

This year the Trustees continued to place a priority on increasing unrestricted income, which amounted to £3,730k (2020/21: £3,635k, excluding gain on sale of property) and made up 43% of total income (2020/21: 60%). This decrease is due to the gain on the sale of a building being recognised in unrestricted income in 2021/22. Unrestricted income includes contract income of £2,593k (2020/21: £2,632k), which is spent on deliverables stipulated within the contracts. Voluntary unrestricted income of £440k has dropped slightly from the prior year (£478k). However, a number of Trusts and Foundations have generously supported us with unrestricted grants this year, in particular Pears Foundation and Esmée Fairbairn Foundation. The flexibility in the way they fund us is of particular value to us.

Support costs (note 5a) have risen in the year due to increased rental costs following the sale of the City Road building in January 2021. A reallocation of salary costs within support cost categories is the reason behind variances from the prior year on these lines.

Restricted funds

There was growth in restricted funds as a result of generous funding we received to support families with disabled children during this challenging year. £2.6m was received from the Department for Education to distribute to parent carer forums. We also received £0.7m from the Pears Foundation and the Department for Culture, Media and Sport to administer and distribute grants benefitting local support groups.

Reserves policy and performance

The Trustees have reserves in order to provide some financial security, to fund working capital and to enable the charity to cope with setbacks or take advantage of opportunities. The free reserves comprise general funds excluding the net book value of tangible fixed assets funded by unrestricted funds and excluding the movement in valuation of investment funds. (See note 18a). The target reserve levels represent the free reserves of the charity, which are readily available to be spent on charitable activities. The policy is based on assessment of risk relating to individual income streams for programmes of work.

In 2022/23, Trustees have decided to set the free reserves level between £0.8m and £1.0m.

The level of unrestricted funds at the end of the year was £6.3m. Following the sale of the building in 2021, Trustees decided to designate some of the unrestricted funds to support the future development of the organisation and its service delivery. Funds were designated towards the purchase of a smaller replacement property in the medium term, as space requirements become clearer (£2.5m). Advice was sought from a commercial property specialist who recommended waiting before buying a smaller property to enable the property market to settle and to gain insight into Contact's requirements within the context of hybrid working. Funds were also designated for income diversification, including growing the Contact lottery and fundraising through individual giving, to ensure the sustainability of the charity over the coming four years (£883k); and also to mitigate against working capital risk (£1m).

Unrealised gains on investments of £274k are not included in the Trustees' review of general free reserves due to the current volatility. These designations leave £832k in general free reserves.

Planned spend of these designated funds started in 2021/22.

Breakdown of designated funds	31/3/2021	31/3/2022
	£'000	£'000
Property fund	2,500	2,500
Income diversification fund	1,000	883
Working capital risk	1,000	1,000
Obligations under contract	181	-
	<u>4,681</u>	<u>4,383</u>

Investments

CCLA were appointed as investment managers during the year. Following the sale of the building, £3.75m was transferred to CCLA's Charities Ethical Investment Fund. This fund aims for long-term return comprising both capital growth and distributions. It has a wide range of ethical

restrictions, including avoiding tobacco companies, alcohol producers and companies with significant involvement in armaments, fossil fuel extraction, gambling and pornography. The fund is benchmarked against market comparators. The performance of these funds is monitored by the Business Affairs Committee.

Investments with a fair value of £4,006,465 are included in the balance sheet. With a gain of £274k, it is felt that the CCLA fund remains appropriate to meet the investment objective.

Going concern

As a result of the sale of the building in the previous financial year, it is considered that there are no material uncertainties about the charity's ability to continue as a going concern in the 12 months following the approval of these accounts.

Risk management

The major risks facing Contact are reviewed by the Board every six months and by the Senior Management Team (SMT) more regularly, and a risk analysis is produced. The major risks identified in the financial year were as follows:

- Investment in generating unrestricted income.
- Maximising return on the proceeds from the sale of the building.

The Trustees review these risks on an on-going basis through the committees of the Board, and satisfy themselves that adequate systems and procedures are in place to manage the risks identified. Where appropriate, risks are covered by insurance. The framework below dictates how we mitigate the identified risks.

- Formulating detailed fundraising plans and having regular financial reviews, together with a system of phased expenditure to enable responsible budget management.
- A clear structure of delegated authority and control.
- Maintaining reserves in line with the charity's reserves policy.
- Investment in new systems and development of the database. Regular monitoring of contracts and work delivery programmes.

In assessing risk, the Trustees recognise that some areas of our work require the acceptance and management of risk if our key objectives are to be achieved. The Trustees believe the above approach is adequate in managing the risks of the organisation.

Objects of the charity

1. The Memorandum of Association incorporated in 1982 has the objects "to promote the education, welfare and benefit of the disabled, more specifically, but not limited to, caring for children and young people with any form of disability or special need.

To support parents and families who care for a disabled child or young person by:

- a) providing access to good quality advice and information, broad ranging appropriate support and contact with other families which will lead to positive outcomes
- b) influencing changes in policy and practice in order to substantially improve the quality of lives of parents and families and their children.

Structure, governance and management

2. Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2022 was 35.

3. On 1 December 2004, Contact entered into a transfer of charitable undertakings with the Lady Hoare Trust, which is a registered charity number 1067492 and a company limited by guarantee number 3482560. Following the merger a governance review commenced and new Standing Orders were adopted by the Trustees. These Standing Orders were reviewed by the Trustees in 2021.

4. On 1 April 2018, Contact entered into a transfer of charitable undertakings with HemiHelp, which was a registered charity (number 1085349) and a company limited by guarantee (number 4156922).

This charity was closed on 14 May 2019.

5. On 4 January 2019, Contact entered into a transfer of charitable undertakings with Fledglings Family Services, which is a registered charity (number 1112618) and a company limited by guarantee (number 4592971).

6. With regard to the recruitment of new Trustees, the Standing Orders state that "The Board should ensure that the recruitment process is open to all sections of the community, and should consider open advertising and a range of other recruitment methods to attract a wide range of candidates. Candidates should be interviewed formally, and appointed on merit." In line with this, new Trustees have been recruited via an open and competitive recruitment process during the year. Our Board Member Induction, Support and Development policy outlines a process to support new Trustees and ensure they are provided with sufficient information to enable them to fulfil their duties.

7. Trustees are elected by the Members at the Annual General Meeting for a three-year term. Trustees can be appointed during the year but must be elected at the subsequent Annual General Meeting. The Standing Orders set out a maximum of three consecutive terms for Trustees, however it is anticipated that the norm will be only two terms, and three terms would only be used in exceptional circumstances.

Contact a Family (trading as Contact)

Trustees' annual report

For the year ended 31 March 2022

8. As well as meeting regularly as a full Board, the Trustees have also established a number of committees and councils, each with their own Terms of Reference and each reporting back to the Board. These are:

- a) a Business Affairs Committee to take delegated responsibility for overseeing all financial and business aspects of Contact to ensure short- and long-term viability, and to report back to the Board accordingly
- b) a Governance Strategy and People Committee to take delegated responsibility for ensuring effective and efficient governance over Contact. This includes identifying and proposing new members to the Board, and overseeing all people and administrative support activity that supports the work of Contact.

9. The Trustees approve the overall strategy of the organisation and delegate the operational management, development and administration of the charity to the Chief Executive. The SMT comprises the Chief Executive, the Director of Resources, the Director of Family Support, the Director of Income Generation, the Director of Participation and Regional Development, and the Director of Advice, Communications and Engagement. The SMT is responsible for the day-to-day running of the organisation, in line with the agreed strategy, and makes recommendations to the Board of Trustees. All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 8 to the accounts. Contact Trustees are covered by Trustee indemnity insurance. A safeguarding lead Trustee works with the trained safeguarding review group. A declarations of interest register is maintained and monitored.

10. Although not part of the overall governance structure of the charity, we also have a Medical Advisory Panel (MAP). The MAP was established to support Contact in its provision of medical information to families of disabled children and professionals who work with them. The MAP assist in ensuring the accuracy and validity of medical information produced and provided via the website, publications and enquiries.

11. Staff salaries are benchmarked and increased by inflation on an annual basis.

Statement of responsibilities of the Trustees

The Trustees (who are also directors of Contact for the purposes of company law) are responsible for preparing the report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- a) select suitable accounting policies and then apply them consistently
- b) observe the methods and principles in the Charities SORP

Contact a Family (trading as Contact)

Trustees' annual report

For the year ended 31 March 2022

- c) make judgements and estimates that are reasonable and prudent
- d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Public benefit focus on ensuring that our activities achieve our charitable aims

The Trustees review the organisation's objectives and activities on a quarterly basis each year in line with the implementation of our 2020-2023 Strategy. This report looks at what Contact has achieved and the outcomes of its work within the previous 12 months. The Trustees report the success of each key activity and the benefits they have brought to those groups of people the organisation is set up to help. The review also helps ensure the organisation's aims, objectives and activities remain focused on its stated purposes.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

All charitable activities of Contact focus on the support of parents and families who care for a disabled child, and are undertaken to further the charitable purposes for the public benefit.

UK Bribery Act 2010

Contact commits to a policy of zero-tolerance of bribery in any form. The Board of Trustees and SMT commit to and oversee the implementation of a policy of zero-tolerance, recognising that bribery is contrary to fundamental values of integrity, transparency and accountability and undermines organisational effectiveness. Bribery risk assessment forms part of Contact's overall and ongoing risk management process.

Fundraising review

The majority of Contact's fundraising is conducted by paid Contact staff. Contact is registered with the Fundraising Regulator. In 2021/22, Contact commissioned a third party, CFP Lottery and Raffles Ltd, to support the launch and recruitment of players to the new Contact lottery. Contact's fundraising team and CFP Lottery and Raffles Ltd comply with fundraising and Gambling Commission regulations and the Code of Fundraising Practice set by the Fundraising Regulator. Contact's society lottery is registered with Hackney Council under registration number 105602. No areas of non-compliance have been identified. There were no complaints received on fundraising activities in 2021/22. In this financial year, Contact engaged the services of Zen Fundraising Ltd, a face-to-face fundraising agency, for the purpose of recruiting regular monthly individual givers.

Charity Governance Code

Trustees are continually reviewing the principles of the Charity Governance Code and applying these principles.

Strategy update

This year was the second year of our three-year strategy, which aims to increase the impact of our work, reach more families earlier in their journey, and improve the financial position of the organisation. Our strategy supports our long-standing vision, 'that families with disabled children feel valued and are strong, confident and able to make the decisions that are right for them'.

Details of our 2020-2023 strategy are included above.

Further information

The Trustees warmly thank all our donors, volunteers and advisers for their valuable help during the year. We also thank our staff for the commitment and skills that they bring to all the varied tasks inherent in running Contact.

Contact a Family (trading as Contact)

Trustees' annual report

For the year ended 31 March 2022

Auditor

Sayer Vincent LLP were re-appointed as the charitable company's auditors during the year, and have expressed their willingness to continue in that capacity.

BY ORDER OF THE BOARD

Chris Carr
Chairman

Contact
209-211 City Road
London EC1V 1JN
Date: 15 September 2022

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

Opinion

We have audited the financial statements of Contact a Family (trading as Contact, the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended)

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Contact a Family's (trading as Contact) ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

Other Information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report, has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management and the business affairs committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

or that had a fundamental effect on the operations of the charity from our professional and sector experience.

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Judith Miller (Senior statutory auditor)

28 October 2022

for and on behalf of Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

Contact a Family (trading as Contact)

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2022

		Unrestricted	Restricted	2022 Total	Unrestricted	Restricted	2021 Total
	Note	£	£	£	£	£	£
Income from:							
Donations and legacies	2	439,527	42,469	481,996	478,384	29,019	507,403
Charitable activities	4						
Supporting families – central information,		996,213	310,255	1,306,468	1,109,363	316,853	1,426,216
Supporting families locally		604,451	1,065,657	1,670,108	358,825	1,119,959	1,478,784
Bringing families together		1,618,471	3,495,939	5,114,410	1,584,485	967,153	2,551,638
Helping families take action for others		7,535	127,108	134,643	10,435	33,848	44,283
Property income		1,087	–	1,087	73,920	–	73,920
Investments		112,664	–	112,664	19,569	–	19,569
Other income– gain on Sale of City Road		–	–	–	1,286,617	–	1,286,617
Total income		3,779,948	5,041,428	8,821,376	4,921,598	2,466,832	7,388,430
Expenditure on:							
Raising funds		474,204	–	474,204	410,841	–	410,841
Charitable activities							
Supporting families – central information,		1,048,803	380,461	1,429,264	1,134,586	315,416	1,450,002
Supporting families locally		453,597	853,861	1,307,458	257,822	1,072,079	1,329,901
Bringing families together		2,062,439	3,522,328	5,584,767	1,484,370	984,587	2,468,957
Helping families take action for others		66,910	58,204	125,114	52,074	73,802	125,876
Total expenditure	5	4,105,953	4,814,854	8,920,807	3,339,693	2,445,884	5,785,577
Net income / (expenditure) before net gains / (losses) on investments		(326,005)	226,574	(99,431)	1,581,905	20,948	1,602,853
Net gains / (losses) on investments	14	273,792	–	273,792	(17,327)	–	(17,327)
Net income/(expenditure) for the year	7	(52,213)	226,574	174,361	1,564,578	20,948	1,585,526
Transfers between funds		–	–	–	590,996	(590,996)	–
Net movement in funds		(52,213)	226,574	174,361	2,155,574	(570,048)	1,585,526
Reconciliation of funds:							
Total funds brought forward		5,540,866	535,357	6,076,223	3,385,292	1,105,405	4,490,697
Total funds carried forward	19a	5,488,653	761,931	6,250,584	5,540,866	535,357	6,076,223

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 19a to the financial statements.

Contact a Family (trading as Contact)

Balance sheet

Company no. 01633333

As at 31 March 2022

	Note	£	2022 £	£	2021 £
Fixed assets:					
Tangible assets	12		–		126
Listed investments	14		<u>4,006,465</u>		<u>2,982,673</u>
			4,006,465		2,982,799
Current assets:					
Stock		104,638		96,942	
Debtors	15	892,792		524,381	
Cash at bank and in hand		<u>2,073,483</u>		<u>3,277,976</u>	
			3,070,913	3,899,299	
Liabilities:					
Creditors: amounts falling due within one year	16	<u>826,794</u>		<u>805,875</u>	
Net current assets			<u>2,244,119</u>		<u>3,093,424</u>
Total net assets			<u>6,250,584</u>		<u>6,076,223</u>
The funds of the charity:	19a				
Restricted income funds			761,931		535,357
Unrestricted income funds:					
Designated Fund		4,383,123		4,681,442	
General funds		<u>1,105,530</u>		<u>859,424</u>	
Total unrestricted funds			<u>5,488,653</u>		<u>5,540,866</u>
Total charity funds			<u>6,250,584</u>		<u>6,076,223</u>

Approved by the trustees on 15 September 2022 and signed on their behalf by

Chris Carr
Chair

Eleanor Christie
Treasurer

Contact a Family (trading as Contact)

Statement of cash flows

For the year ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash used in operating activities		(568,244)	4,818,983
Cash flows from investing activities:			
Dividends, interest and rents from investments		113,751	93,489
Purchase of investments		(750,000)	(3,000,000)
Net cash provided by investing activities		(636,249)	(2,906,511)
Change in cash and cash equivalents in the year		(1,204,493)	1,912,472
Cash and cash equivalents at the beginning of the year		3,277,976	1,365,504
Cash and cash equivalents at the end of the year		2,073,483	3,277,976

1 Accounting policies

a) Statutory information

Contact a Family (Trading as Contact) is a charitable company limited by guarantee and is incorporated in United Kingdom.

The registered office address is 209–211 City Road, London, EC1V 1JN.

b) Basis of preparation

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

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

There are no significant uncertainties around future funding which the Trustees believe will impact on the organisation continuing as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

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

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

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

1 Accounting policies (continued)

e) Income (continued)

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

Rental income is recognised in the financial statements in the period it relates to.

Lottery income is received and recognised weekly from a third party. The amount recognised is the player payment less prizes paid. Service charges include a player set up fee and a management fee calculated on income which is recognised in expenditure as it is incurred.

f) Donations of Special Events, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated Special Events, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

i) Expenditure and irrecoverable VAT

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

Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

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

1 Accounting policies (continued)

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

● Computer equipment	3 years
● Fixtures fittings and equipment	4 to 12 years
● Software development	4 years

m) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

n) Investment assets

Investment properties are measured in the balance sheet at fair value. Investment properties are not depreciated. Any change in fair value is recognised in the statement of financial activities. The valuation method used to determine fair value will be stated in the notes to the accounts.

o) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

p) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

1 Accounting policies (continued)**q) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

r) Pensions

The charity operates a stakeholder auto-enrolment workplace pension scheme and matches employee pension contributions up to a maximum of 5% of their salaries. The costs to the charity are recognised as they are incurred.

s) Grants payable

Grants payable are made to third parties in furtherance of the charity's objects. Grants are accounted for when either the recipient has a reasonable expectation that they will receive a grant and the trustees have agreed to pay the grant without condition, or the recipient has a reasonable expectation that they will receive a grant and that any condition attaching to the grant is outside of the control of the charity.

Provisions for grants are made when the intention to make a grant has been communicated to the recipient but there is uncertainty about either the timing of the grant or the amount of grant payable.

2a Income from donations and legacies (current year)

	Unrestricted £	Restricted £	2022 Total £
Gifts	147,613	14,189	161,802
Legacies	–	–	–
Charitable Trusts	193,125	–	193,125
Major Donors	58,973	–	58,973
Corporate	9,112	18,100	27,212
Special Events	30,704	10,180	40,884
	<u>439,527</u>	<u>42,469</u>	<u>481,996</u>

2b Income from donations and legacies (prior year)

	Unrestricted £	Restricted £	2021 Total £
Gifts	144,147	4,751	148,898
Legacies	–	500	500
Charitable Trusts	241,637	–	241,637
Major Donors	56,129	–	56,129
Corporate	18,784	20,250	39,034
Special Events	17,688	3,518	21,206
	<u>478,385</u>	<u>29,019</u>	<u>507,404</u>

Contact a Family (trading as Contact)

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For the year ended 31 March 2022

3a Income from government grants (current year)

	Unrestricted £	Restricted £	2022 Total £
Department for Education	–	2,979,802	2,979,802
Scottish Government	–	81,000	81,000
Northern Ireland Executive	–	17,495	17,495
London Borough of Ealing	–	217,415	217,415
South Tees Valley Council	–	149,000	149,000
NHS England	–	76,085	76,085
NHS County Durham CCG	–	48,522	48,522
NHS Ealing CCG	–	49,930	49,930
Other government bodies	22,008	11,871	33,879
Total	22,008	3,631,120	3,653,128

3b Income from government grants (prior year)

	Unrestricted £	Restricted £	2021 Total £
Department for Education	–	639,164	639,164
Scottish Government	–	95,746	95,746
Northern Ireland Executive	–	29,159	29,159
London Borough of Lewisham	–	49,100	49,100
London Borough of Wandsworth	–	12,349	12,349
London Borough of Ealing	–	4,000	4,000
Other government bodies	23,273	6,589	29,862
Total	23,273	836,107	859,380

Notes to the financial statements

For the year ended 31 March 2022

4a Incoming resources from charitable activities (current year)

	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	2022 Total £	2021 Total £
Restricted:						
Government grants (note 3)	76,085	747,710	2,798,301	9,025	3,631,121	836,107
National Lottery Community Fund (NLCF)	12,908	169,670	–	–	182,578	346,993
Charitable trusts	166,000	123,277	697,638	118,083	1,104,998	1,119,830
Major Donors	55,262	10,000	–	–	65,262	109,671
Other	–	15,000	–	–	15,000	25,212
Total restricted incoming resources from charitable activities	310,255	1,065,657	3,495,939	127,108	4,998,959	2,437,813
Unrestricted:						
Contractual income						
– SEN and Disability Reforms support	640,440	–	1,618,471	–	2,258,911	2,381,295
– London Borough of Wandsworth	–	226,238	–	–	226,238	226,238
– London Borough of Lambeth	–	31,576	–	–	31,576	–
– London Borough of Lewisham	–	49,198	–	–	49,198	–
– Northern Ireland Health Board	–	27,213	–	–	27,213	24,739
Government grants	14,676	2,333	–	5,000	22,008	23,273
National Lottery Community Fund (NLCF)	50,688	–	–	–	50,688	54,824
Business Development – other	–	58,990	–	–	58,990	43,671
Business Development – Alder Hey	–	49,774	–	–	49,774	–
Business Development – Durham	–	159,129	–	–	159,129	64,177
Trading Income	290,409	–	–	–	290,409	241,431
Publication income	–	–	–	2,535	2,535	3,435
Other income	–	–	–	–	–	25
Total unrestricted incoming resources from charitable activities	996,213	604,451	1,618,471	7,535	3,226,669	3,063,108
Total incoming resources from charitable activities	1,306,468	1,670,108	5,114,410	134,643	8,225,628	5,500,921

Contact a Family (trading as Contact)

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For the year ended 31 March 2022

4b Incoming resources from charitable activities (Prior year)

	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	2021 Total £
Restricted:					
Government grants (note 3)	8,000	515,957	302,219	9,931	836,107
National Lottery Community Fund (NLCF)	48,859	298,134	–	–	346,993
Charitable trusts	185,994	270,197	639,722	23,917	1,119,830
Major Donors	74,000	35,671	–	–	109,671
Other	–	–	25,212	–	25,212
Total restricted incoming resources from charitable activities	316,853	1,119,959	967,153	33,848	2,437,813
Unrestricted:					
Contractual income					
– SEN and Disability Reforms support	796,810	–	1,584,485	–	2,381,295
– London Borough of Wandsworth	–	226,238	–	–	226,238
– Northern Ireland Health Board	–	24,739	–	–	24,739
Pears DCMS Grants	–	–	–	–	–
Government grants	16,273	–	–	7,000	23,273
National Lottery Community Fund (NLCF)	54,824	–	–	–	54,824
Business Development	–	43,671	–	–	43,671
Business Development – Durham	–	64,177	–	–	64,177
Trading Income	241,431	–	–	–	241,431
Publication income	–	–	–	3,435	3,435
Other income	25	–	–	–	25
Total unrestricted incoming resources from charitable activities	1,109,363	358,825	1,584,485	10,435	3,063,108
Total incoming resources from charitable activities	1,426,216	1,478,784	2,551,638	44,283	5,500,921

Contact a Family (trading as Contact)

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For the year ended 31 March 2022

5a Analysis of expenditure (current year)

	Charitable activities						2022 Total £	2021 Total £
	Cost of raising funds £	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	Governance costs £		
Direct costs	430,252	1,271,505	1,150,014	5,045,093	112,000	57,433	8,066,297	4,994,179
Support costs								
HR	5,536	16,361	14,798	64,918	1,441	–	103,054	54,763
Finance	9,392	27,755	25,103	110,125	2,445	–	174,820	233,102
IT	8,320	24,587	22,238	97,556	2,166	–	154,867	138,785
Rental Costs	7,650	22,384	20,401	89,254	1,983	0	141,673	39,525
Monitoring and Evaluation	–	27,874	39,968	24,314	1,673	–	93,829	96,177
Management	9,968	29,680	26,689	117,328	2,603	0	186,267	268,571
	471,118	1,420,146	1,299,211	5,548,588	124,311	57,433	8,920,807	5,785,577
Governance costs	3,086	9,118	8,247	36,179	803	(57,433)	–	–
Total expenditure 2022	474,204	1,429,264	1,307,458	5,584,767	125,114	–	8,920,807	5,785,577

Contact a Family (trading as Contact)

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For the year ended 31 March 2022

5b Analysis of expenditure (Prior year)

	Charitable activities						
	Cost of raising funds £	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	Governance costs £	2021 Total £
Direct costs	410,841	1,215,550	1,106,563	2,095,791	107,925	57,509	4,994,179
Support costs							
HR	–	14,708	13,390	25,359	1,306	–	54,763
Finance	–	62,607	56,993	107,943	5,559	–	233,102
IT	–	37,275	33,933	64,267	3,310	–	138,785
Rental Costs	–	10,632	9,644	18,300	909	–	39,485
Monitoring and Evaluation	–	32,283	39,296	24,598	–	–	96,177
Management	–	61,501	56,021	106,068	5,496	–	229,086
	410,841	1,434,556	1,315,840	2,442,326	124,505	57,509	5,785,577
Governance costs	–	15,446	14,061	26,631	1,371	(57,509)	–
Total expenditure 2021	410,841	1,450,002	1,329,901	2,468,957	125,876	–	5,785,577

Notes to the financial statements

For the year ended 31 March 2022

6 Grant making

	Grants to institutions £	Support costs £	2022 £	2021 £
Cost				
Pears/DCMS Parent Carer Forums	2,577,524	103,863	2,681,387	–
Pears/DCMS Rare Conditions Group	649,956	47,118	697,074	639,722

Under the Community Challenge programme Pears Foundation and the Department of Culture, Media and Sport funded grants to small parent carer support groups such as rare conditions groups and Parent Carer Forums.

Grant funding to enable the strategic involvement of parent carers in local area strategic decision making & policy development.

Parent Carer Forum (PCF). Throughout the year, 2022: 158 organisations received full or partial grants totalling 2022: £2,577,524 (2021: £103,863).

Rare Conditions: Throughout the year, 2022: 82 (2021: 67) organisations received full or partial grants totalling 2022: £649,956 (2021: £598,540). No group received more than £10K, these are within direct costs in note 5.

7 Net income / (expenditure) for the year

This is stated after charging:

	2022 £	2021 £
Depreciation	126	11,303
Operating lease rentals:		
Property	122,832	14,247
Other	101,406	138,223
Auditor's remuneration (excluding VAT):		
Audit	13,650	16,025

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2022 £	2021 £
Salaries and wages	2,618,345	2,484,712
Social security costs	253,153	239,121
Employer's contribution to defined contribution pension schemes	87,425	80,184
	2,958,923	2,804,017

The following number of employees received employee benefits (excluding employer pension costs) during the year between:

	2022 No.	2021 No.
£60,000 – £69,999	2	1
£70,000 – £79,999	–	–
£80,000 – £89,999	–	–
£90,000 – £99,999	1	1
> £100,000	–	–

The total employee benefits including pension contributions of the key management personnel were £419,007 (2021: £394,684). Redundancy Costs were £15,641 (2021: £0).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2021: £nil). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil). Charity trustees are covered by indemnity insurance.

Trustees' expenses represents the cost of travel and subsistence totalling £5 (2021: £12) incurred by two (2021: two) members relating to attendance at meetings of the trustees.

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2022 No.	2021 No.
Raising funds	8	10
Supporting Families Locally	36	35
Supporting Families – Central	16	15
Policy and Communications	7	6
Bringing Families Together	16	13
Support	5	6
Governance	2	2
	90	87

10 Related party transactions

Contact received donations totalling £1,000 (2021: £1,000) from one trustee (2021: one). The trustees receive no benefit from donations made to the charity. There are no other related party transactions to disclose for 2022 (2021: none).

11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

	Freehold land and buildings £	Fixtures, fittings and equipment, software development £	Total £
Cost or valuation			
At the start of the year	–	75,133	75,133
Additions in year	–	–	–
Disposals in year	–	(75,133)	(75,133)
At the end of the year	–	–	–
Depreciation			
At the start of the year	–	75,007	75,007
Charge for the year	–	126	126
Disposals in year	–	(75,133)	(75,133)
At the end of the year	–	–	–
Net book value			
At the end of the year	–	–	–
At the start of the year	–	126	126

13 Investment properties

	2022 £	2021 £
Fair value at the start of the year	–	2,627,898
Transfer from tangible fixed assets	–	–
Disposals	–	(2,627,898)
Revaluation during the year	–	–
Fair value at the end of the year	–	–

The investment properties represent the element of the City Road premises previously let out commercially. The building was sold in January 2021 and the disposal is reflected within these accounts.

14 Listed investments

	2022 £	2021 £
Fair value at the start of the year	2,982,673	–
Additions at cost	750,000	3,000,000
Net gain / (loss) on change in fair value	273,792	(17,327)
	4,006,465	2,982,673
Cash held by investment broker pending reinvestment	–	–
Fair value at the end of the year	4,006,465	2,982,673

Investments comprise:

	2022 £	2021 £
UK Common investment funds	4,006,465	2,982,673
	4,006,465	2,982,673

Following the disposal of the City Road property, cash from the sale was transferred into investments.

15 Debtors

	2022 £	2021 £
Trade debtors	541,117	302,336
Other debtors	9,841	9,396
Prepayments	70,906	74,535
Accrued income	270,928	138,115
	892,792	524,382

16 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	273,476	180,227
Taxation and social security	146,984	138,558
Other creditors	21,971	22,487
Accruals	154,184	120,353
Deferred income	230,179	344,250
	826,794	805,875

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17 Deferred income

	2022 £	2021 £
Balance at the beginning of the year	344,250	306,296
Amount released to income in the year	(344,250)	(306,296)
Amount deferred in the year	230,179	344,250
Balance at the end of the year	<u>230,179</u>	<u>344,250</u>

18a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	–	–	–
Listed investments	4,006,465	–	4,006,465
Net current assets	2,244,119	761,931	3,006,050
Net assets at the end of the year	<u>6,250,584</u>	<u>761,931</u>	<u>7,012,515</u>

18b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	126	–	126
Investment properties	2,982,673	–	2,982,673
Net current assets	2,558,067	535,357	3,093,424
Net assets at the end of the year	<u>5,540,866</u>	<u>535,357</u>	<u>6,076,223</u>

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For the year ended 31 March 2022

19a Movements in funds (current year)

	At the start of the year £	Income and gains £	Expenditure and losses £	Transfers £	At the end of the year £
Restricted funds:					
DfE parent carer forum grants	60,181	216,577	(242,966)	-	33,792
Core funding for Scotland	-	81,000	(81,000)	-	-
Core funding for Northern Ireland	5,218	23,327	(23,327)	-	5,218
Supporting families in Ealing	-	283,541	(105,594)	-	177,947
Wellbeing	4,482	-	(4,449)	-	33
Fledglings	-	22,108	(22,108)	-	-
Hemihelp	48,829	16,521	(38,243)	-	27,107
Welfare rights helpline	51,570	73,100	(79,154)	-	45,516
Early years SEN and disabilities	4,301	129,893	(134,194)	-	-
Brighter Beginnings	95,070	136,242	(55,483)	-	175,829
Wales Family Events	5,441	-	(5,441)	-	-
Rare Conditions	8,041	30,000	(30,898)	-	7,143
COVID RESPONSE	5,110	-	-	-	5,110
Listening Ear	62,022	10,000	(68,302)	-	3,720
Pears/ DCMS Grants	-	701,838	(701,838)	-	-
National Lottery Community Fund (NLCF)					
- Me, myself, I and us (N.I)	58,288	-	(58,288)	-	-
-Strengthening support networks (Wales)	13,363	95,340	(94,184)	-	14,519
Bridge House Estates					
- NI Preparing for Transition - National LotteryCF NI	-	74,664	(52,119)	-	22,545
Other Donors					
By your side	85,766	43,901	(72,949)	-	56,718
Other funds					
DFE Parent Carers Grants	-	2,577,524	(2,577,524)	-	-
South Tees & Darlington Family Support	-	149,000	(102,202)	-	46,798
Respiratory syncytial	-	76,085	(76,085)	-	-
Wellbeing Project Wales	-	24,499	(24,499)	-	-
Lambeth Parent Carer Forum	-	21,229	(17,761)	-	3,468
Scotland	13,372	9,000	(22,372)	-	-
Policy	1,735	114,583	(45,679)	-	70,639
Other funds Policy	-	12,525	(12,525)	-	-
Other funds Digital	12,568	110,700	(65,671)	-	57,597
Other funds Northern Ireland	-	8,232	-	-	8,232
Total restricted funds	535,357	5,041,429	(4,814,855)	-	761,931
Designated Fund	4,681,442	-	(298,319)	-	4,383,123
General funds	859,424	4,053,740	(3,807,634)	-	1,105,530
Total unrestricted funds	5,540,866	4,053,740	(4,105,953)	-	5,488,653
Total funds	6,076,223	9,095,169	(8,920,808)	-	6,250,584

Purpose of Designated Funds

	£
Property Fund	2,500,000
Income diversification	883,123
Working capital risk	1,000,000
Obligations to fulfil charitable objects from profit on unrestricted contracts	-
	4,383,123

Transfer between funds

In year transfer of funds represents DfE grants to parent carer forums managed by Contact.

19b Movement in funds (prior year)

	At the start of the year £	Income and gains £	Expenditure and losses £	Transfers £	At the end of the year £
Restricted funds:					
DfE parent carer forum grants	55,849	327,431	(323,099)	-	60,181
Core funding for Scotland	670	81,000	(81,670)	-	-
Core funding for Northern Ireland	211	29,159	(24,152)	-	5,218
Supporting families in Lewisham	41	50,260	(50,301)	-	-
Supporting families in Ealing	23,621	15,901	(39,522)	-	-
Wellbeing	-	9,996	(5,547)	-	4,449
Fledglings	6,960	39,148	(46,108)	-	-
Hemihelp	89,206	5,828	(46,205)	-	48,829
Welfare rights helpline	38,773	74,925	(62,128)	-	51,570
Early years SEN and disabilities	15,001	164,423	(175,123)	-	4,301
Brighter Beginnings	39,460	84,409	(28,799)	-	95,070
Wales Family Events	-	8,162	(2,721)	-	5,441
Rare Conditions	-	38,456	(30,415)	-	8,041
Covid Response	-	355,565	(350,455)	-	5,110
Listening Ear	-	79,880	(17,858)	-	62,022
Pears/ DCMS Grants	-	639,722	(639,722)	-	-
National Lottery Community Fund (NLCF)					
- Capital grant (Building purchase)	385,521	-	-	(385,521)	-
- Ealing NLCF	20,679	53,261	(73,940)	-	-
- Me, myself, I and us (N.I)	80,635	116,463	(138,810)	-	58,288
-Strengthening support networks (Wales)	-	91,182	(77,819)	-	13,363
Bridge House Estates					
- Building Purchase Grant	96,380	-	-	(96,380)	-
Other Donors					
By your side	39,453	98,945	(52,632)	-	85,766
Early years	1,707	-	(1,702)	-	5
Other funds					
Other national funds	5,211	-	(5,211)	-	-
Other regional funds	28	-	-	-	28
Other London funds	5,153	-	(5,153)	-	-
Policy	-	32,867	(19,495)	-	13,372
Scotland	-	20,418	(18,683)	-	1,735
Other funds Policy	39,985	13,431	(53,416)	-	-
Other funds Digital	30,000	25,000	(42,432)	-	12,568
Other grant funds	21,766	11,000	(32,766)	-	-
Other building purchase funds	109,095	-	-	(109,095)	-
Total restricted funds	1,105,405	2,466,832	(2,445,884)	(590,996)	535,357
Revaluation reserves	1,722,825	-	-	(1,722,825)	-
Designated Fund	83,316	-	-	4,598,126	4,681,442
General funds	1,579,151	4,921,598	(3,357,020)	(2,284,305)	859,424
Total unrestricted funds	3,385,292	4,921,598	(3,357,020)	590,996	5,540,866
Total funds	4,490,697	7,388,430	(5,802,904)	-	6,076,223

The transfers from restricted to unrestricted funds represent the grants in 2001 for the purchase of the property. Donors have been contacted and will not be recouping grants.

20 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2022 £	2021 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	(99,431)	1,602,853
Depreciation charges	126	11,303
Dividends, interest and rent from investments	(113,751)	(93,489)
Net gains on revaluations	–	–
Income on disposal of Fixed Assets	–	3,247,850
(Increase)/decrease in stocks	(7,696)	(32,042)
(Increase)/decrease in debtors	(368,411)	108,129
Increase/(decrease) in creditors	20,919	(25,621)
Net cash provided by / (used in) operating activities	<u>(568,244)</u>	<u>4,818,983</u>

21 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases are as follows for each of the following periods

	Property 2022 £	2021 £	Equipment 2022 £	2021 £
Less than one year	67,500	27,000	103,620	103,620
One to five years	–	157,500	–	207,240
	<u>67,500</u>	<u>184,500</u>	<u>103,620</u>	<u>310,860</u>

22 Operating lease commitments receivable as a lessor

Amounts receivable under non-cancellable operating leases are as follows for each of the following periods:

	Property 2022 £	2021 £
Less than one year	–	2,400
	<u>–</u>	<u>2,400</u>

23 Contingent Asset

In February 2022 Contact were informed a legacy. However as at 31 March 2022 the legacy could not be measured.

24 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

CONTACT A FAMILY

England & Wales - Charity number 284912

Accounts

Company number: 1633333

Charity number: 284912

Charity number (Scotland): SC039169

Contact a Family

(trading as Contact)

Report and financial statements

For the year ended 31 March 2021

Contact a Family (trading as Contact)

Reference and administrative information

For the year ended 31 March 2021

Status	The organisation is a charitable company limited by guarantee, incorporated on 5 May 1982 and registered as a charity on 20 June 1982
Governing document	The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The Memorandum and Articles of Association were incorporated on 5 May 1982 and amended on 6 December 1999, 22 November 2004, 22 November 2007 and 20 November 2008.
Summary of investment powers	The trustees may deposit or invest funds in any manner, but only after obtaining advice from a financial expert and having regard to the suitability of investments and the need for diversification. The management of investments may be delegated to a financial expert, provided transactions and performance are reported to and reviewed by the trustees. The trustees have the power to arrange for investments to be held in the name of a nominee under the control of the trustees or of a financial expert acting under their instructions and to pay any reasonable fee required.
Company number	1633333
Charity number	284912
Charity number (Scotland)	SC039169
Registered office and operational address	209-211 City Road London EC1V 1JN
Trading name	Contact
Honorary officers	Chris Carr, Chair

Contact a Family (trading as Contact)

Reference and administrative information

For the year ended 31 March 2021

Angela Kitching, Vice Chair
Kelly Evans, Treasurer

Bankers

Unity Trust Bank plc,
Nine Brindleyplace, 4 Oozells Square,
Birmingham B1 2HB

Solicitors

Russell-Cooke Solicitors
2 Putney Hill, Putney, London, SW15 6AB

Auditors

Sayer Vincent, Chartered accountants and
statutory auditors. Invicta House, 108-114
Golden Lane, London EC1Y 0TL

Trustees

The trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Chris Carr, Chair	
Angela Kitching, Vice Chair	
Kelly Evans, Treasurer	
David Duly	
Jamie Holmes	
Kevin Hutchens	retired May 2021
Gary Laphorn	
Janet Leach	
Jenny Sharp	retired Dec 2020
Eleanor Christie	
Matt Wynes	
Jamileh Tufail	joined Dec 2020
Gyll Curtis Machin	joined June 2021

Patrons

Nick Crean	Vice President
Josephine Fitzalan Howard	Vice President
Patricia Astley	
Sir Al Aynsley Green	
Samantha Cameron	
Georgina David	
Henry Hoare	

Contact a Family (trading as Contact)

Reference and administrative information

For the year ended 31 March 2021

Francesca Martinez
Ruth, Lady Morris of Kenwood CBE
Nigel Nicholls
Vivienne Parry
Susan Reizenstein
Paul Riseborough
Philippa Russell OBE
Paul Soames
Claire Tomalin
Angus Walker
Lord and Lady Wigley AM

Chief Executive Officer

Amanda Batten

Introduction from the Chair for the year ended 31 March 2021

At the time of Contact's last Annual Report and Accounts, we were only just beginning to glimpse how our worlds would change in 2020. For no group has this been truer than for families with disabled children.

At Contact we immediately assessed the enormity of the Covid-19 pandemic on the families we support. And from the start we as a charity made the decision to lean-in to the crisis, despite the financial uncertainty. It was strongly felt that we couldn't look back and wish we had done more. As a measure of this, none of our frontline staff were furloughed.

We are proud that Contact not only maintained, but increased support throughout the year. We are incredibly grateful to the funders who enabled us to step up to meet the challenge. The generosity of individuals, and the way government, trusts and foundations extended their support, enabled us to get out an emergency response. And we are humbled by the huge effort of Contact's workforce, donors, volunteers and board of trustees, who have worked incredibly hard during this difficult year to ensure families were not alone and were offered the support they desperately needed.

We know that families with disabled children continue to be disproportionately affected by the fallout of the crisis and their support networks are still fractured. We are now committed to finding new funding to enable us to continue to provide our much needed support.

And we finished the year with the fantastic news that Contact has been awarded a 2 star accreditation by Best Companies, which makes it an outstanding place to work. This is a remarkable achievement in such a turbulent year and is a testament to staff feeling valued and part of an organisation that cares about doing the right thing.

I want to take this opportunity to pass on my heartfelt thanks to Jenny Sharp and Kevin Hutchens for their service as members of the Board of Trustees. They stepped down in December and May respectively and I am very grateful for the dedicated service, expertise and commitment she has given to Contact as a trustee. We were delighted to welcome new board members Jamileh Tufail and Gyll Curtis Machin and look forward to working alongside them in the coming months.

I also wish to thank the donors, ambassadors, trusts and funders, together with our dedicated staff, who make the work Contact does possible.

Chris Carr, Chair

Contact's response to the Covid-19 pandemic

It was immediately apparent that the impact of the pandemic on the families we support would be enormous, as their support through schools and children's services disappeared overnight. It was also apparent that Contact's services and support were as relevant and valuable during the pandemic as ever and throughout the year we expanded in all three areas of our work: supporting families, connecting families and helping families give back.

Contact teams worked tirelessly over the last year to help families during the crisis. We adapted to provide our face-to-face support virtually, enabling parents to still meet and support each other, and introduced new services. Crucially we also provided parent carers with information and advice that was clear and accurate and set up a new service to meet the demand for more emotional support, as the pandemic took its toll.

Most importantly, feedback from families shows that in spite of the many changes that have taken place in our service delivery, we continue to make a difference to their lives.

Across all our services in 2020/21 we collected 3,083 evaluation forms / online feedback at the point-of-service. These tell us that following our services:

- 92% feel better informed about how to get the support they need;
- 86% feel more confident;
- 66% feel better able to deal with stress;
- 72% feel less isolated;
- 77% feel better informed about their rights to benefits and grants;
- 92% have a better understanding of the ideas and resources that can help support them and their family;
- 97% would recommend Contact services to others

Supporting families

Advice and information

Contact's Information and Advice team saw no break in service despite moving from an entirely office-based staff team to entirely home-based overnight. The length and emotional intensity of calls to our helpline went up. And families seeking advice and support from our website and other digital means increased by 44%, nearly 50,000 more families. Throughout the year we provided advice and information that was clear and accurate at a time when rules and policies affecting disabled children and their families were changing on a regular basis.

Contact a Family (trading as Contact)

Trustees' annual report

For the year ended 31 March 2021

In February 2021 we asked parent carers for feedback on our information and advice service – this includes our website, social media, telephone helpline and live chat. We had over 400 responses to our survey from families who told us:

- 98% of helpline users telling us they were satisfied or very satisfied with the service.
- 97% of our website users said they were satisfied or very satisfied with the service.
- 95% of our social media users said they were satisfied or very satisfied with the service.
- 88% of live chat users said they were satisfied or very satisfied with the service

At the start of the pandemic we changed our What's New e-newsletter from fortnightly to weekly, as demand for news and information grew. This was well received, with subscribers growing to 21,174, and 97% reporting that they were satisfied or very satisfied with the service.

There were 1,245,655 website users during 2020/21, with 733,698 visitors to our advice and support section. Of those, 367,896 visited our dedicated coronavirus advice pages which are regularly updated.

Throughout the year our helpline responded to 9,737 enquiries on all issues affecting families with disabled children, including health, schools, rights and entitlements.

"The telephone adviser made me more confident about talking to our doctor again about accessing mental health care for my son, the education specialist made me understand more about my son's college & their responsibilities."

Our Family Finances helpline dealt with 720 benefits enquiries and made 392 in-depth call-backs during 2020-21. They clarified and interpreted all the rapidly changing financial support packages from the Government, and how they applied to families with disabled children.

Families report significant improvements to their financial situation after speaking to our Family Finances helpline, with eligible families being better off by an average of £5,538 a year, or £100 per week. This is a significant benefit, especially as families struggle with the financial fallout from the pandemic.

Feedback on the service included:

- 96% feel better informed about how to get the support they need;
- 96% of those affected by Universal Credit have a better understanding of how universal credit affects their household.
- 70% got a financial gain or avoided a financial loss.

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For the year ended 31 March 2021

The team also provided support online with several Facebook Q&As throughout the year. There were 360,839 unique views of our benefits/finances pages and 5,746 podcast listens.

New support programmes launched

Our new Listening Ear service

When families went into lockdown there was an increase in the emotional intensity and length of calls to our Helpline. This reflected the huge anxiety the families we support were experiencing – the support they used to get through schools and children's services completely stopped and they were left to manage on their own. Many were unsure if their child's condition made them more vulnerable to the virus.

In response we launched our Listening Ear service, where mums or dads can speak to Contact's Parent Advisers in hour-long calls. These sessions can be used by the parent to vent frustrations, share fears or a chance to weep. Not only are they a huge source of emotional support, our Parent Advisers also provide practical advice. This can include booking a call-back with our Family Finance team or enrolling a parent onto one of our workshops or linking them up with a support group. Whatever the parent needs, we are here for them.

Contact delivered 521 Listening Ear appointments to 380 individual parents and their feedback reported:

- 95% feel better informed about how to get the support they need;
- 89% feel more confident;
- 74% feel better able to deal with stress;
- 86% feel less isolated;

"Being able to have a listening ear has given me the confidence that I am doing something right. It was also refreshing to speak to someone that understood how I was feeling. The practical advice and information given is a real help. I am so glad that I decided to book this appointment."

Emergency support packages to families in need

Throughout the year we were able to offer emergency support packages to those most in need including 1,305 Fledglings vouchers, boxes and other in-kind support such as tablets and supermarket vouchers.

Our London offices have very close relationships with parent carers in their communities. They could immediately see a desperate need for immediate financial support – from putting food on the table to accessing computers for home-schooling.

Thankfully we secured emergency funding to supply a mix of supermarket vouchers and tablet computers to 383 of the most vulnerable families in our London communities.

For example, in Ealing we are one of the only organisations able to combine disability expertise with cultural understanding and language support. Our close links with the diverse community enabled us to quickly identify and reach those families most in need of financial assistance.

In addition to the vouchers and computers, we recognised that many products from our Fledglings shop could provide families with extra support. We approached partners to help us provide low-income families with free equipment.

Initially we offered a free £50 voucher but then developed a themed box approach which was more popular with parents. We can now provide sensory, behaviour and oral care boxes with the support of funders. Since the start of the pandemic we have supplied 789 vouchers, 225 sensory boxes and 100 oral care boxes to low-income and vulnerable families. *"I have 2 sons with multiple sensory issues and needs. During lockdown it was difficult to get them the sensory stimulation they need. Receiving the voucher enabled us to get them sensory toys to keep them stimulated, entertained and happy. Because they were content it reduced the stress levels and tension in the whole family."*

Connecting families

Grants for parent support groups

Thanks to funding from Pears Foundation and the Department of Culture Media and Sport, we were able to lead an emergency grant giving programme to help parent support groups across England.

Throughout the year 67 organisations received full or partial grants totalling £598,539.75.

These groups are mostly run by parent carers and the grants enable them to provide vital grassroots support. The organisations and their families are under hugely increased pressure due to Covid-19 and these grants make a big difference.

Case study

The Childhood Tumour Trust used their grant to deliver virtual baking lessons and other fun interactive online activities to children like Elayna, aged 8, who has a rare genetic condition called Neurofibromatosis Type 1.

Through the project we are also able to raise awareness of these small but vital organisations among our wider parent carer audience, and to support grantee groups with additional information and advice from Contact services.

Online workshops, webinars, outreach and drop-ins

As the country went into lockdown our face-to-face workshops, information stands, events, drop-ins and coffee mornings were rapidly transferred to a virtual environment.

During the year we held 391 online workshops/ webinars, outreach or drop-ins, with total live attendance of 4,170 parent carers and 739 professionals.

Many of our workshop topics were particularly relevant during lockdown. Following feedback from families we prioritised ensuring that our Money Matters, Sleep, and Behaviour workshops were rapidly transformed into virtual delivery, expanding to other topics as the pandemic continued.

Our Brighter Beginnings workshops help to build the skills and confidence of parents with young disabled children, as well as bringing families together to build networks of friends and support.

During the year there were 102 online workshops targeted at early years parents. These reached an estimated 796 unique parent carers (total attendance 1108 parents). Although the number of workshops delivered was similar to the previous year, the number of parents attending almost doubled, in large part due to the flexibility of online workshops.

- 97% feel better informed about how to get the support they need;
- 93% feel more confident;
- 75% feel less isolated;

The outcomes of feeling less stress and isolation were lower than last year and perhaps reflects the particularly difficult year that families have experienced.

“The support and advice from the trainers and the other participants was fantastic”

Helping families socialise online or socially distanced outdoors

Contact was founded on the idea that parents are the best source of support to other parents, and despite the challenges of the last year, we continued to hold family events. In total we held 104 family events, either online or socially distanced outdoors. These were attended by 437 children and 762 parent carers. They included walk and talk events, virtual coffee mornings, online yoga, online and in person forest schools and storytelling activities.

We knew that families felt more isolated than ever before, so we also launched a new private Facebook group which now has 4,800+ members. What started out as a way of staying in touch during the pandemic has grown into an amazing digital community of people who go above and beyond to help one another.

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This group is moderated by Contact to ensure it is a safe space and to provide additional support to parent carers. During the year we used this group as a forum for information sessions such as Q&As on specific topics with our parent advisers, which have proved to be highly popular and successful.

Our Facebook group has a high number of parents whose children have rare conditions, enabling us to extend our We Care About Rare support to this group. Throughout the year our Rare Conditions Officer and the wider team have supported 1,388 families whose children have rare conditions.

Helping families give back

Supporting Parent Carer Forums during the crisis

Contact's Parent Participation team supports Parent Carer Forums in all 151 Local Authorities in England. There are now 96,969 forum members which is up 9.6% from last year.

We provide a core offer of support for each Parent Carer Forum including a dedicated Parent Carer Participation Adviser who forums can access via phone and email to help them run their forum effectively. During 2020 the nature of this support shifted and intensified as forum leaders needed more personal support.

We responded well to virtual engagement with parent carer forums and their partners, providing 7,421 hours of support during the year, well exceeding target.

In addition we delivered 13 webinars with a total of 1,846 views. And a further 20 webinars were delivered as part of the virtual Contact and National Network for Parent Carer Forums Conference. By the end of 2020/21, the total live attendance and online views across both parts of the conference totalled 2,050.

Campaigns and media

The extraordinary pressures of the pandemic on disabled children and their families challenged Contact to advocate on an unprecedented level. Throughout the year our campaigns and media work saw us:

- Engage 30,000 individuals to lobby and campaign for change
- Reach 23m people via print and online media to raise awareness of the challenges families with disabled children face especially during the Covid-19 pandemic

Plans for our campaigns and lobbying work quickly changed to focus on the issues that were most affecting families due to lockdown and the pandemic. And for the last half of the year

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For the year ended 31 March 2021

we turned our attention to vaccines as the families we support were desperate for information and priority access.

In November and December 2020, Contact worked with a small group of health and genetic condition charities to campaign for all unpaid carers to be included on vaccine priority lists. Our parent-led campaign resulted in the Joint Committee on Vaccine and Immunisation (JCVI) changing its guidance on 30 December to include unpaid carers in priority group six.

In February 2021 we carried out a survey about vaccines, to find out what families thought about vaccinating their children if one becomes available. Media work about Covid 19 vaccinations for parent carers and disabled children led to coverage on Channel 4 News, BBC News, ITV Tonight, the Guardian and over 100 local and regional newspapers.

We also continued our work as a key partner in the Disabled Children's Partnership (DCP). During the year the DCP became a central point for charities to collaborate and campaign. DCP carried out two major surveys in which more than 7,000 families took part: the Left in Lockdown survey and the Back to School poll in the autumn. Extensive broadcast, print and online media enabled families' experiences to be heard and Contact's CEO acted as spokesperson on behalf of the DCP. Coverage included BBC Six and Ten O'clock News, Newsnight, Channel 5, Sky, The Sun, The Times, The Telegraph and the Daily Mail.

DCP is calling for a dedicated Covid recovery plan for disabled children, and asking the government how it will ensure that children and families do get the support they need. The survey results were used to influence Government, and our CEO as Chair maintained a high level of engagement with Ministers and officials at DHSC, NHSE and DfE throughout.

Support in the nations

Our teams in the regions, nations, By Your Side and London teams dealt with 3,726 enquiries or 1: 1 appointments.

In Wales our project to strengthen parent carer support groups made huge strides despite the intense pressure and new ways of working. The team's improved digital skills led to new means of contact, to ensure that project targets were met and in many cases exceeded. The team ensured excellent information specific to the situation in Wales was disseminated on Contact's website and through our bilingual all Wales e-bulletin to parents and parent support groups.

Online workshops and webinars were delivered across Wales reaching over 300 parents. And parent trainees were recruited for a four month training programme to upskill parent carers.

Our regroup sessions aimed at helping support group leaders share good practice, forge alliances and increase membership, were a huge success with 18 attendees reporting back that:

- 100% feel better informed about how to get the support they need
- 100% have a better understanding of the ideas and resources that can help support them and their group.

In Scotland we supported 1,126 families over the year, through our enquiries line, online workshops, information sessions, consultation events and e-bulletins for parent carers. We are grateful to the Scottish government in continuing to fund our work to engage families in policy development. In addition we reached 10,500 parents, professionals and support groups through our digital channels. We welcomed working with the Poverty and Equality Commission to hear directly from parent carers on the Scottish Government's Tackling Child Poverty Delivery Plan. We have grown our By Your Side project supporting families with children in hospital. We worked with the Office of Rare Conditions and Family Fund to provide vital information to families attending hospital, supported by the Robertson Trust and other Trusts in Scotland.

In Northern Ireland our Family Support work in the Northern Health and Social Care Trust supported 89 new families and 70 existing families. We responded to 196 enquiries on financial issues and 217 enquiries on carers issues. In addition we carried out 113 family assessments and provided 182 listening ear calls. A grant from the Department of Health enabled us to support a further 368 families across the whole of the country.

We moved into the final year of our Me, Myself, I & Us project, funded by the Big Lottery Fund. The project provides events and activities for parents and siblings to enjoy and help them cope with the challenges of caring. They have proved really successful and this year we ran 23 events including Facebook challenges, online evening workshops and alternative Christmas activities. A total of 209 mums and siblings attended. In addition we responded to 128 one to one enquiries from parent carers on 142 different issues.

Delivering our 2020-2023 Strategy: Transforming Lives Together

Last year we set out a new 3 year strategy, Transforming Lives Together. In it we set out 5 aims:

1. We will be the first charity for families to turn to when they find out their child has a disability
2. We will double the number of families we support through our high quality information and advice service
3. We will drive social change, raise more money and support more people – by helping families feel more connected to Contact

4. Families will shape our work, so that they get the local help they need in the ways that work best for them
5. We will develop a sustainable business model that ensures Contact is here for families with disabled children long into the future.

This is underpinned by two key drivers: digital transformation and co-production with families.

Despite the pressures of the pandemic we made good progress towards these goals in 2020-21. We revised our delivery plans at the outset of the year and deprioritised some plans under Aim 1 in order to retain capacity to respond to the pandemic. Otherwise, we made good progress against each goal. The key drivers underpinning the whole strategy, digital transformation and co-production, became crucial ways of working as we strived to respond to the changing needs of families, and in this way accelerated the delivery of the strategy.

As a result the digital delivery of our information, advice and support expanded significantly this year in line with the overall ambition of this strategy. This included launching a new website towards the end of the year. Supporter engagement and social media engagement were strong with a high level of referrals from our social media to advice services. This demonstrated the value of co-ordinated campaigns such as the vaccine campaign which successfully brought together campaigns, awareness raising and advice for families, enabling families to have their voices heard, as well as increasing vaccine take up.

At a regional and local level, our flexible family support model has continued to develop well under Aim 4, with high quality ratings for our freelance workforce and the opportunity to extend delivery particularly in North East England.

In terms of Aim 5, ensuring our people are adequately supported is a key element of our sustainability. We undertook a staff survey with Best Companies and found that, despite lockdown, staff were very positive about working at Contact. We were awarded a 2 star accreditation making Contact an outstanding place to work. We are delighted with the result which is testament to staff feeling valued and part of an organisation that cares about doing the right thing.

Additionally and in response to Black Lives Matter, Contact has set up a Race Equality Group. This group has full support and representation from the Board of Trustees and is Chaired by the CEO. Members include staff from all areas of Contact and parent carer representation. We are working through an action plan that improves representation and diversity throughout the organisation and our services.

Last year we made a significant decision to sell Contact's office to enable us to release capital that will be invested to protect Contact's future. And at the beginning of January we completed on the sale of our City Road building. Operationally, the financial result overall was strong this year, with progress made on income generating strategies. Business

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development performed well against plan. Fledglings B2C performed well, although B2B income was significantly impacted by school closures during lockdowns. We launched the Contact lottery which is performing well, but was delayed in roll out.

When we embarked on this strategy, we pledged to measure the impact against 7 key indicators.

In year one, we exceeded or achieved target on the following 5 indicators:

- The increase in our overall reach
- The increase in the number of families who resolve an enquiry through our Information and Advice Service
- Changes in Government policy as a result of our campaigns with families
- The increase in supporter engagement
- The increase in the volume of delivery that is directly driven by local parent needs

In year one, we made progress but were behind target on the following 2 indicators:

- The growth in new income streams to meet targets
- The increase in the number of families using our Information and Advice Service who have children 0-5 years

Looking forward

As we move into year 2 of our Strategy we will take forward plans to progress each strategic aim, building on work completed in year 1. This includes further expansion of our digital capacity to enable us to test new approaches and become even more responsive to family needs. We will also build on the learning from the adaptation of services during Covid-19, to maintain a hybrid digital and face-to-face delivery model.

In light of the impact of the last year on families, we remain committed to working with partners via the Disabled Children's Partnership to advocate for a dedicated and funded policy response from Government. We will also launch our Counting the Costs research and campaign to try and address the financial disadvantage experienced by many of our beneficiaries.

We will be piloting new service models to reach families early in their journey, by targeting diagnostic waiting lists in two areas of England. We will also use a test and learn approach to develop the content and format of our national information, advice and support service throughout the year.

We will build on our race equality plan, to progress equality, diversity and inclusion at Contact. And finally, we remain focused on developing a sustainable business model for the organisation so that we can deliver support for families with disabled children now, and in the future. This involves investing in income generating strategies including scaling up our investment in business development, Contact lottery and Individual Giving.

Financial Review

The total incoming resources increased by 51% this year to £7,388k (2019/20: £4,903k) and total expenditure increased by 16% to £5,786k (2019/20: £5,000k).

Unrestricted Funds

The Trustees continued with the planned sale of our City Road office building in January 2021 for £4.6m. This sale had been planned in order to enable investment in income generation and to allow security against future cashflow risk. This sale led to a realised gain on the value of the property, increasing our unrestricted funds by £1,287k. This gain is reflected in other unrestricted income.

This year the Trustees continue to place a priority on increasing unrestricted income which was £3,635k (excluding gain on sale of property) and made up 60% of income (2019/20: £3,461k making up 71%). This figure includes contract income of £2,632k which is spent on deliverables stipulated within the contracts. Voluntary unrestricted income of £478k has grown from the prior year (£429k) despite the cancellation of events such as the London Marathon. A number of Trusts and Foundations have generously supported us with unrestricted grants this year, in particular Pears Foundation and Esmée Fairbairn Foundation. The flexibility in the way they fund us is of particular value to us.

Restricted Funds

While most existing projects were able to continue during the pandemic our charitable activities grew in all areas. This growth was as a result of generous funding we received to support families with disabled children during this challenging year. We received £0.6m from Pears Foundation and DCMS to administer and distribute grants benefitting local support groups.

Reserves policy and performance

The Trustees have reserves in order to give financial security, to fund working capital and to enable the charity to cope with setbacks or take advantage of opportunities. The free reserves comprise general funds excluding the net book value of tangible fixed assets funded by unrestricted funds. (See note 17a). The target reserve levels represent the free reserves of the charity which are readily available to be spent on charitable activities. The policy is based on assessment of risk relating to individual income streams for programmes of work.

In 2021/22, Trustees decided to set the free reserves level between £0.8m and £1.0m. The level of reserves at the end of the year was £5.5m. These reserves have been significantly increased from the proceeds of the sale of the building. However, Trustees have

Contact a Family (trading as Contact)

Trustees' annual report

For the year ended 31 March 2021

decided to designate some of these funds. Funds are designated towards the purchase of a smaller replacement property when our current lease expires in December 2023 (£2.5m); for income diversification including the Contact Lottery and Individual Giving to ensure the sustainability of the charity over the coming 4 years (£1m); and to mitigate against a working capital risk from projected deficits in the coming few years (£1m). These designations leave £0.9m in general funds.

	£m
Reserves at year end	5.5
Designated reserves for the following purposes:	
Purchase of a smaller replacement property	(2.5)
Income diversification	(1)
Working capital risk	(1)
Remaining free reserves	1

We anticipate reviewing the reserves policy annually.

Investments

CCLA were appointed as investment managers during the year. Following the sale of the building, £3m was transferred to CCLA's Charities Ethical Investment Fund. This fund aims for long term return comprising of capital and distributions. It has a wide range of ethical restrictions, including avoiding tobacco companies, alcohol producers and companies with significant involvement in armaments, fossil fuel extraction, gambling and pornography. The fund is benchmarked against market comparators. The performance of these funds is monitored by the Business Affairs Committee.

Investments with a fair value of £2,982,673 are included in the balance sheet. Despite a loss on the fair value of £17,327 in the year, it is felt that the CCLA fund remains appropriate to meet the investment objective.

Going Concern

As a result of the sale of the building it is considered that there are no material uncertainties about the charity's ability to continue as a going concern in the 12 months following the approval of these accounts.

Objects of the charity

1. The Memorandum of Association incorporated in 1982 has the objects "to promote the education, welfare and benefit of the disabled, more specifically, but not limited to, caring for children and young people with any form of disability or special need.

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To support parents and families who care for a disabled child or young person by:

a) providing access to good quality advice and information, broad ranging appropriate support and contact with other families which will lead to positive outcomes;

b) influencing changes in policy and practice in order to substantially improve the quality of lives of parents and families and their children.

Structure, governance and management

2. Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2020 was 38.

3. On 1 December 2004 Contact entered into a transfer of charitable undertakings with the Lady Hoare Trust which is a registered charity number 1067492 and a company limited by guarantee number 3482560. Following the merger a governance review commenced and new Standing Orders were adopted by the Trustees. These Standing Orders were reviewed by the Trustees in 2015.

4. On 1 April 2018 Contact entered into a transfer of charitable undertakings with HemiHelp which was a registered charity (number 1085349) and a company limited by guarantee (number 4156922).

This charity was closed on 14 May 2019.

5. On 4 January 2019 Contact entered into a transfer of charitable undertakings with Fledglings Family Services which is a registered charity (number 1112618) and a company limited by guarantee (number 4592971).

6. With regard to the recruitment of new Trustees, the Standing Orders state that "The Board should ensure that the recruitment process is open to all sections of the community, and should consider open advertising and a range of other recruitment methods to attract a wide range of candidates. Candidates should be interviewed formally, and appointed on merit." In line with this, two new Trustees were recruited via an open and competitive recruitment process during the year. Our Board Member Induction, Support and Development policy outlines a process to support new Trustees and ensure they are provided with sufficient information to enable them to fulfil their duties.

7. Trustees are elected by the Members at the Annual General Meeting for a three year term. Trustees can be appointed during the year but must be elected at the subsequent Annual General Meeting. The Standing Orders set out a maximum of three consecutive terms for Trustees, however it is anticipated that the norm will be only two terms.

Contact a Family (trading as Contact)

Trustees' annual report

For the year ended 31 March 2021

8. As well as meeting regularly as a full Board, the Trustees have also established a number of committees and councils, each with their own Terms of Reference and each reporting back to the Board:

- a) A Business Affairs Committee to take delegated responsibility for overseeing all financial and business aspects of Contact to ensure short and long term viability, and to report back to the Board accordingly.
- b) A Governance Strategy and People Committee to take delegated responsibility for ensuring effective and efficient governance over Contact. This includes identifying and proposing new members to the Board and too oversee all people and administrative support activity that supports the work of Contact.

9. The Trustees approve the overall strategy of the organisation and delegate the operational management, development and administration of the charity to the Chief Executive. The SMT are comprised of the Chief Executive, the Director of Resources, the Director of Family Support and the Director of Income Generation, Director of Participation and Regional Development, Director of Communications and Digital. The SMT is responsible for the day to day running of the organisation, in line with the agreed strategy, and makes recommendations to the Board of Trustees. All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

10. Although not part of the overall governance structure of the charity, we also have a Medical Advisory Panel (MAP). The MAP was established to support Contact in its provision of medical information to families of disabled children and professionals who work with them. The MAP assist in ensuring the accuracy and validity of medical information produced and provided via the website, directory, database, publications and enquiries. Contact also hosts, and works in partnership with, the National Network of Parent Carer Forums (NNPCF) to promote the strategic participation of parent carers in decision making.

12. Staff salaries are benchmarked and increased by inflation on an annual basis.

Risk Management

The major risks facing Contact are reviewed every six months by the Board and more regularly by SMT a risk analysis is produced. The major risks identified in the financial year were as follows:

- Fall in unrestricted reserves, including negative impact of Covid-19;
- Ongoing reduction in restricted funding;

The Trustees review these risks on an on-going basis through the committees of the Board, and satisfy themselves that adequate systems and procedures are in place to manage the risks identified. Where appropriate, risks are covered by insurance. The following framework dictates how we mitigate the identified risks:

Contact a Family (trading as Contact)

Trustees' annual report

For the year ended 31 March 2021

- Formulating detailed fundraising plans and having regular financial reviews, together with a system of phased expenditure to enable responsible budget management;
- A clear structure of delegated authority and control;
- Maintaining reserves in line with the charity's reserves policy;
- Investment in new systems and re-development of the database;
- Regular monitoring of contracts and work delivery programmes.

In assessing risk, the Trustees recognise that some areas of our work require the acceptance and management of risk if our key objectives are to be achieved. The Trustees believe the above approach is adequate in managing the risks of the organisation.

Statement of responsibilities of the Trustees

The Trustees (who are also directors of Contact for the purposes of company law) are responsible for preparing the report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- a) select suitable accounting policies and then apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgements and estimates that are reasonable and prudent;
- d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware: there is no relevant audit information of which the charitable company's auditors are unaware; and the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Contact a Family (trading as Contact)

Trustees' annual report

For the year ended 31 March 2021

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Public benefit focus on ensuring that our activities achieve our charitable aims

The Trustees review the organisation's objectives and activities each year in line with the implementation of our 2020-2023 Strategy. This report looks at what Contact has achieved and the outcomes of its work within the previous 12 months. The Trustees report the success of each key activity and the benefits they have brought to those groups of people the organisation is set up to help. The review also helps ensure the organisation's aims, objectives and activities remain focused on its stated purposes.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

All charitable activities of Contact focus on the support of parents and families who care for a disabled child and are undertaken to further the charitable purposes for the public benefit. The main activities and the beneficiaries of our services are described below in relation to our organisational goals.

UK Bribery Act 2010

Contact commits to a policy of zero-tolerance of bribery in any form. The Board of Trustees and the Senior Management Team commit to and oversee the implementation of a policy of zero-tolerance, recognising that bribery is contrary to fundamental values of integrity, transparency and accountability and undermines organisational effectiveness. Bribery risk assessment forms part of Contact's overall and ongoing risk management process.

Fundraising review

The majority of Contact's fundraising is conducted by paid Contact staff. Contact is registered with the Fundraising Regulator. In 2020/21 a third party, CFP Lottery and Raffles Ltd was commissioned to support the launch and recruitment of players to the new Contact Lottery. Contact's fundraising team and CFP Lottery and Raffles Ltd comply with fundraising and Gambling Commission regulations and the Code of Fundraising Practice set by the Fundraising Regulator. Contact's society lottery is registered with Hackney Council under registration number 105602. No areas of non-compliance have been identified. There were no complaints received on fundraising activities in 2020/21.

Contact a Family (trading as Contact)

Trustees' annual report

For the year ended 31 March 2021

Charity Governance Code

Trustees are continually reviewing the principles of the Charity Governance Code and applying these principles.

Strategic Report

This year was the first year of our three-year strategy which aims to increase the impact of our work, reach more families earlier in their journey, and improve the financial position of the organisation. Our strategy supports our long-standing vision, 'that families with disabled children feel valued and are strong, confident and able to make the decisions that are right for them'.

Details of our new 2020-2023 strategy are included above.

Further Information

The Trustees warmly thank all our donors, volunteers and advisers for their valuable help during the year. We also thank our staff for the commitment and skills that they bring to all the varied tasks inherent in running Contact.

Auditor

Sayer Vincent LLP were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

BY ORDER OF THE BOARD

Chris Carr
Chairman
Contact
209-211 City Road
London EC1V 1JN

Date: 14 September 2021

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

Opinion

We have audited the financial statements of Contact a Family (trading as Contact, the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended)

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Contact a Family's (trading as Contact) ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other Information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report, has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management and the business affairs committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Judith Miller (Senior statutory auditor)

13 October 2021

for and on behalf of Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

Contact a Family (trading as Contact)

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2021

		Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
	Note						
Income from:							
Donations and legacies	2	478,384	29,019	507,403	428,708	23,432	452,140
Charitable activities	4						
Supporting families – central		1,109,363	316,853	1,426,216	815,861	221,953	1,037,814
Supporting families locally		358,825	1,119,959	1,478,784	437,239	884,631	1,321,870
Bringing families together		1,584,485	967,153	2,551,638	1,636,102	245,452	1,881,554
Helping families take action for others		10,435	33,848	44,283	4,674	65,833	70,507
Property income		73,920	–	73,920	137,260	–	137,260
Investments		19,569	–	19,569	1,578	–	1,578
Other income– gain on Sale of City Road		1,286,617	–	1,286,617	–	–	–
Total income		4,921,598	2,466,832	7,388,430	3,461,422	1,441,301	4,902,723
Expenditure on:							
Raising funds		410,841	–	410,841	388,358	–	388,358
Charitable activities							
Supporting families – central		1,134,586	315,416	1,450,002	898,204	267,103	1,165,307
Supporting families locally		257,822	1,072,079	1,329,901	444,501	909,064	1,353,565
Bringing families together		1,484,370	984,587	2,468,957	1,643,834	281,956	1,925,790
Helping families take action for others		52,074	73,802	125,876	140,765	25,837	166,602
Total expenditure	5	3,339,693	2,445,884	5,785,577	3,515,662	1,483,960	4,999,622
Net income / (expenditure) before net gains / (losses) on investments		1,581,905	20,948	1,602,853	(54,240)	(42,659)	(96,899)
Net gains / (losses) on investments	13	(17,327)	–	(17,327)	–	–	–
Net income/(expenditure) for the year	6	1,564,578	20,948	1,585,526	(54,240)	(42,659)	(96,899)
Transfers between funds		590,996	(590,996)	–	328,793	(328,793)	–
Net gains on revaluations	12	–	–	–	109,586	–	109,586
Net movement in funds		2,155,574	(570,048)	1,585,526	384,139	(371,452)	12,687
Reconciliation of funds:							
Total funds brought forward		3,385,292	1,105,405	4,490,697	3,001,153	1,476,857	4,478,010
Total funds carried forward	18a	5,540,866	535,357	6,076,223	3,385,292	1,105,405	4,490,697

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18a to the financial statements.

Contact a Family (trading as Contact)

Balance sheet

Company no. 01633333

As at 31 March 2021

	Note	£	2021 £	£	2020 £
Fixed assets:					
Tangible assets	11		126		631,381
Investment properties	12		–		2,627,898
Listed investments	13		<u>2,982,673</u>		<u>–</u>
			2,982,799		3,259,279
Current assets:					
Stock		96,942		64,900	
Debtors	14	524,381		632,510	
Cash at bank and in hand		<u>3,277,976</u>		<u>1,365,504</u>	
			3,899,299	2,062,914	
Liabilities:					
Creditors: amounts falling due within one year	15	<u>805,875</u>		<u>831,496</u>	
Net current assets			3,093,424		1,231,418
Total net assets			6,076,223		4,490,697
The funds of the charity:	18a				
Restricted income funds			535,357		1,105,405
Unrestricted income funds:					
Designated Fund		4,681,442		83,316	
General funds		859,424		1,579,151	
Asset revaluation		<u>–</u>		<u>1,722,825</u>	
Total unrestricted funds			5,540,866		3,385,292
Total charity funds			6,076,223		4,490,697

Approved by the trustees on 14th September 2021 and signed on their behalf by

Chris Carr
Chair

Kelly Evans
Treasurer

Contact a Family (trading as Contact)

Statement of cash flows

For the year ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities	19		
Net cash used in operating activities		4,818,983	(133,384)
Cash flows from investing activities:			
Dividends, interest and rents from investments		93,489	138,838
Purchase of investments		<u>(3,000,000)</u>	<u>–</u>
Net cash provided by investing activities		(2,906,511)	138,838
Change in cash and cash equivalents in the year		1,912,472	5,454
Cash and cash equivalents at the beginning of the year		<u>1,365,504</u>	<u>1,360,050</u>
Cash and cash equivalents at the end of the year		<u>3,277,976</u>	<u>1,365,504</u>

1 Accounting policies

a) Statutory information

Contact a Family (Trading as Contact) is a charitable company limited by guarantee and is incorporated in United Kingdom.

The registered office address is 209-211 City Road, London, EC1V 1JN.

b) Basis of preparation

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

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

There are no significant uncertainties around future funding which the Trustees believe will impact on the organisation continuing as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

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

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

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

1 Accounting policies (continued)

e) Income (continued)

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

Rental income is recognised in the financial statements in the period it relates to.

Lottery income is received and recognised weekly from a third party. The amount recognised is the player payment less prizes paid. Service charges include a player set up fee and a management fee calculated on income which is recognised in expenditure as it is incurred.

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

i) Expenditure and irrecoverable VAT

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

Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, undertaken to further the purposes of the charity and their associated support costs
- Other expenditure represents those items not falling into any other heading

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

1 Accounting policies (continued)

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

● Computer equipment	3 years
● Fixtures fittings and equipment	4 to 12 years
● Software development	4 years
● Freehold Buildings	80 years

m) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

n) Investment assets

Investment properties are measured in the balance sheet at fair value. Investment properties are not depreciated. Any change in fair value is recognised in the statement of financial activities. The valuation method used to determine fair value will be stated in the notes to the accounts.

o) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

p) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

Notes to the financial statements

For the year ended 31 March 2021

1 Accounting policies (continued)

q) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

r) Pensions

The charity operates a stakeholder auto-enrolment workplace pension scheme and matches employee pension contributions up to a maximum of 5% of their salaries. The costs to the charity are recognised as they are incurred.

2a Income from donations and legacies (current year)

	Unrestricted £	Restricted £	2021 Total £
Gifts	144,147	4,751	148,898
Legacies	–	500	500
Charitable Trusts	241,637	–	241,637
Major Donors	56,129	–	56,129
Corporate	18,784	20,250	39,034
Donations from acquisitions	–	–	–
Special Events	17,688	3,518	21,206
	<u>478,385</u>	<u>29,019</u>	<u>507,404</u>

2b Income from donations and legacies (prior year)

	Unrestricted £	Restricted £	2020 Total £
Gifts	132,404	4,128	136,532
Charitable Trusts	192,735	–	192,735
Major Donors	32,983	–	32,983
Corporate	9,916	3,000	12,916
Special Events	60,670	16,304	76,974
	<u>428,708</u>	<u>23,432</u>	<u>452,140</u>

3a Income from government grants (current year)

	Unrestricted £	Restricted £	2021 Total £
Department for Education	–	639,164	639,164
Scottish Government	–	95,746	95,746
Northern Ireland Executive	–	29,159	29,159
London Borough of Lewisham	–	49,100	49,100
London Borough of Wandsworth	–	12,349	12,349
London Borough of Ealing	–	4,000	4,000
Other government bodies	23,273	6,589	29,862
Total	23,273	836,107	859,380

3b Income from government grants (prior year)

	Unrestricted £	Restricted £	2020 Total £
Department for Education	–	430,136	430,136
Scottish Government	–	81,000	81,000
Northern Ireland Executive	–	25,327	25,327
London Borough of Lewisham	–	37,839	37,839
Other government bodies	–	20,833	20,833
Total	–	595,135	595,135

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2021

4a Incoming resources from charitable activities (current year)

	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	2021 Total £
Restricted:					
Government grants (note 3)	8,000	515,957	302,219	9,931	836,107
National Lottery Community Fund (NLCF)	48,859	298,134	–	–	346,993
Charitable trusts	185,994	270,197	639,722	23,917	1,119,830
Major Donors	74,000	35,671	–	–	109,671
Other	–	–	25,212	–	25,212
Total restricted incoming resources from charitable activities	316,853	1,119,959	967,153	33,848	2,437,813
Unrestricted:					
Contractual income					
– SEN and Disability Reforms support	796,810	–	1,584,485	–	2,381,295
– London Borough of Wandsworth	–	–	–	–	–
– Northern Ireland Health Board	–	24,739	–	–	24,739
Pears DCMS Grants		226,238			226,238
Government grants	16,273	–	–	7,000	23,273
National Lottery Community Fund (NLCF)	54,824	–	–	–	54,824
Business Development	–	107,848	–	–	107,848
Trading Income	241,431	–	–	–	241,431
Publication income	–	–	–	3,435	3,435
Other income	25	–	–	–	25
Total unrestricted incoming resources from charitable activities	1,109,363	358,825	1,584,485	10,435	3,063,108
Total incoming resources from charitable activities	1,426,216	1,478,784	2,551,638	44,283	5,500,921

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2021

4b Incoming resources from charitable activities (prior year)

	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	2020 Total £
Restricted:					
Government grants (note 3)	8,000	320,957	245,344	20,833	595,134
National Lottery Community Fund (NLCF)	–	316,172	–	–	316,172
Charitable trusts	100,787	184,285	750	45,000	330,822
Major Donors	78,894	47,790	(642)	–	126,042
Other	34,273	15,426	–	–	49,699
Total restricted incoming resources from charitable activities	221,954	884,630	245,452	65,833	1,417,869
Unrestricted:					
Contractual income					
– SEN and Disability Reforms support	671,362	157,485	1,470,447	4,064	2,303,358
– London Borough of Lambeth	–	503	–	–	503
– London Borough of Southwark	–	93,750	–	–	93,750
– London Borough of Wandsworth	–	226,237	–	–	226,237
– Northern Ireland Health Board	–	24,739	–	–	24,739
National Lottery Community Fund (NLCF)	–	37,235	–	–	37,235
Business Development	–	54,775	–	–	54,775
Trading Income	144,499	–	–	–	144,499
Other Income	–	–	8,170	610	8,780
Total unrestricted incoming resources from charitable activities	815,861	594,724	1,478,617	4,674	2,893,876
Total incoming resources from charitable activities	1,037,815	1,479,354	1,724,069	70,507	4,311,745

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2021

5a Analysis of expenditure (current year)

	Cost of raising funds £	Charitable activities				Governance costs £	2021 Total £
		Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £		
Direct costs	410,841	1,215,550	1,106,563	2,095,791	107,925	57,509	4,994,179
Support costs							
HR	–	14,708	13,390	25,359	1,306	–	54,763
Finance	–	62,607	56,993	107,943	5,559	–	233,102
IT	–	37,275	33,933	64,267	3,310	–	138,785
Monitoring and Evaluation	–	32,283	39,296	24,598	–	–	96,177
Management	–	72,133	65,665	124,368	6,405	–	268,571
	410,841	1,434,556	1,315,840	2,442,326	124,505	57,509	5,785,577
Governance costs	–	15,446	14,061	26,631	1,371	(57,509)	–
Total expenditure 2021	410,841	1,450,002	1,329,901	2,468,957	125,876	–	5,785,577

Throughout the year, 67 organisations received full or partial grants totalling £598,539.75. These are within direct costs above.

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2021

5b Analysis of expenditure (prior year)

	Charitable activities						2020 Total £
	Cost of raising funds £	Supporting families – central information, advice and support £	Supporting families locally £	Bringing families together £	Helping families take action for others £	Governance costs £	
Direct costs	388,358	938,409	1,090,355	1,552,108	137,153	43,888	4,150,271
Support costs							
HR	–	14,282	15,433	24,783	2,087	–	56,585
Finance	–	62,581	67,624	108,596	9,147	–	247,948
IT	–	25,770	27,847	44,719	3,766	–	102,102
Monitoring and Evaluation	–	25,155	44,289	24,542	–	–	93,986
Management	–	87,722	94,790	152,223	12,821	1,174	348,730
	388,358	1,153,919	1,340,338	1,906,971	164,974	45,062	4,999,622
Governance costs	–	11,388	13,227	18,819	1,628	(45,062)	–
Total expenditure 2020	388,358	1,165,307	1,353,565	1,925,790	166,602	–	4,999,622

6 Net income / (expenditure) for the year

This is stated after charging:

	2021 £	2020 £
Depreciation	11,303	26,151
Operating lease rentals:		
Property	14,247	50,994
Other	138,223	128,361
Auditor's remuneration (excluding VAT):		
Audit	16,025	11,345
	<u>16,025</u>	<u>11,345</u>

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2021 £	2020 £
Salaries and wages	2,484,712	2,352,487
Social security costs	239,121	218,206
Employer's contribution to defined contribution pension schemes	80,184	73,302
	<u>2,804,017</u>	<u>2,643,995</u>

The following number of employees received employee benefits (excluding employer pension costs) during the year between:

	2021 No.	2020 No.
£60,000 – £69,999	1	–
£70,000 – £79,999	–	–
£80,000 – £89,999	–	–
£90,000 – £99,999	1	1
> £100,000	–	–
	<u>–</u>	<u>–</u>

The total employee benefits including pension contributions of the key management personnel were £394,687 (2020: £289,951). Redundancy Costs were £0 (2020: £48,627).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

Trustees' expenses represents the cost of travel and subsistence totalling £12.13 (2020: £960.76) incurred by two (2020: three) members relating to attendance at meetings of the trustees.

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2021 No.	2020 No.
Raising funds	10	9
Supporting Families Locally	35	39
Supporting Families – Central	15	16
Policy and Communications	6	6
Bringing Families Together	13	13
Support	6	5
Governance	2	2
	87	90

9 Related party transactions

Contact received donations totalling £1,000 (2020: £1,000) from one trustee (2020: one). The trustees receive no benefit from donations made to the charity. There are no other related party transactions to disclose for 2021 (2020: none).

10 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11 Tangible fixed assets

	Listed Investments £	Freehold land and buildings £	Fixtures, fittings and equipment, software development £	Total £
Cost or valuation				
At the start of the year	–	763,409	77,785	841,194
Additions in year	2,982,673	–	–	2,982,673
Disposals in year	–	(763,409)	(2,652)	(766,061)
At the end of the year	2,982,673	–	75,133	3,057,806
Depreciation				
At the start of the year	–	133,602	76,211	209,813
Charge for the year	–	9,855	1,448	11,303
Disposals in year	–	(143,457)	(2,652)	(146,109)
At the end of the year	–	–	75,007	75,007
Net book value				
At the end of the year	2,982,673	–	126	2,982,799
At the start of the year	–	629,807	1,574	631,381

Land with a value of £0 (2020: £822,000) is included within freehold property and not depreciated.

With the exception of investment assets, all of the above assets are used for charitable purposes. The transfer to investment assets is due to the rental of two floors of the 209–211 City Road premises.

On 18 June 2001 the charity exercised its option to purchase its premises at 209–211 City Road for a price of £1,635,000. This purchase was funded by, amongst others, the National Lottery Community Fund, and with a bank loan from Unity Trust Bank. The bank loan was paid in full as at May 2011. Only the National Lottery Community Fund held a charge over the property, and this charge on the building was released in July 2020. The Property was sold in January 2021.

12 Investment properties

	2021 £	2020 £
Fair value at the start of the year	2,627,898	2,192,630
Transfer from tangible fixed assets	–	325,682
Disposals	(2,627,898)	–
Revaluation during the year	–	109,586
Fair value at the end of the year	–	2,627,898

The investment properties represent the element of the City Road premises previously let out commercially. The building was sold in January 2021 and the disposal is reflected within these accounts.

13 Listed investments

	2021 £	2020 £
Fair value at the start of the year	–	–
Additions at cost	3,000,000	–
Net gain / (loss) on change in fair value	(17,327)	–
	2,982,673	–
Cash held by investment broker pending reinvestment	–	–
Fair value at the end of the year	2,982,673	–

Investments comprise:

	2021 £	2020 £
UK Common investment funds	2,982,673	–
	2,982,673	–

Following the disposal of the City Road property, cash from the sale was transferred into investments.

14 Debtors

	2021 £	2020 £
Trade debtors	302,336	542,678
Other debtors	147,511	25,590
Prepayments	74,535	64,243
	524,382	632,511

15 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	180,227	172,590
Taxation and social security	138,558	182,828
Other creditors	22,487	20,670
Accruals	120,353	149,112
Deferred income	344,250	306,296
	805,875	831,496

Notes to the financial statements

For the year ended 31 March 2021

16 Deferred income

	2021 £	2020 £
Balance at the beginning of the year	306,296	264,774
Amount released to income in the year	(306,296)	(264,774)
Amount deferred in the year	344,250	306,296
Balance at the end of the year	344,250	306,296

17a Analysis of net assets between funds (current year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	126	–	126
Listed investments	2,982,673	–	2,982,673
Net current assets	2,558,067	535,357	3,093,424
Net assets at the end of the year	5,540,866	535,357	6,076,223

17b Analysis of net assets between funds (prior year)

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	40,384	590,997	631,381
Investment properties	2,627,898	–	2,627,898
Net current assets	717,010	514,408	1,231,418
Net assets at the end of the year	3,385,292	1,105,405	4,490,697

18a Movements in funds (current year)

	At the start of the year £	Income and gains £	Expenditure and losses £	Transfers £	At the end of the year £
Restricted funds:					
Aiming High For Disabled Children	55,849	327,431	(323,099)	–	60,181
Core funding for Scotland	670	81,000	(81,670)	–	–
Core funding for Northern Ireland	211	29,159	(24,152)	–	5,218
Supporting families in Lewisham	41	50,260	(50,301)	–	–
Supporting families in Ealing	23,621	15,901	(39,522)	–	–
Wellbeing	–	9,996	(5,547)	–	4,449
Fledglings	6,960	39,148	(46,108)	–	–
Hemihelp	89,206	5,828	(46,205)	–	48,829
Welfare rights helpline	38,773	74,925	(62,128)	–	51,570
Early years SEN and disabilities	15,001	164,423	(175,123)	–	4,301
Brighter Beginnings	39,460	84,409	(28,799)	–	95,070
Wales Family Events	–	8,162	(2,721)	–	5,441
Rare Conditions	–	38,456	(30,415)	–	8,041
COVID RESPONSE	–	355,565	(350,455)	–	5,110
Listening Ear	–	79,880	(17,858)	–	62,022
Pears/ DCMS Grants	–	639,722	(639,722)	–	–
National Lottery Community Fund (NLCF)					
– Capital grant (Building purchase)	385,521	–	–	(385,521)	–
– Ealing NLCF	20,679	53,261	(73,940)	–	–
– Me, myself, I and us (N.I)	80,635	116,463	(138,810)	–	58,288
–Strengthening support networks (Wales)	–	91,182	(77,819)	–	13,363
Bridge House Estates					
– Building Purchase Grant	96,380	–	–	(96,380)	–
Other Donors					
Hospitals and Hospices	39,453	98,945	(52,632)	–	85,766
Early Years	1,707	–	(1,702)	–	5
Other funds					
Other national funds	5,211	–	(5,211)	–	–
Other regional funds	28	–	–	–	28
Other London funds	5,153	–	(5,153)	–	–
Scotland	–	32,867	(19,495)	–	13,372
Policy	–	20,418	(18,683)	–	1,735
Other funds Policy	39,985	13,431	(53,416)	–	–
Other funds Digital	30,000	25,000	(42,432)	–	12,568
Other grant funds	21,766	11,000	(32,766)	–	–
Other building purchase funds	109,095	–	–	(109,095)	–
Total restricted funds	1,105,405	2,466,832	(2,445,884)	(590,996)	535,357
Revaluation	1,722,825	–	–	(1,722,825)	–
Designated Fund	83,316	–	–	4,598,126	4,681,442
General funds	1,579,151	4,921,598	(3,357,020)	(2,284,305)	859,424
Total unrestricted funds	3,385,292	4,921,598	(3,357,020)	590,996	5,540,866
Total funds	4,490,697	7,388,430	(5,802,904)	–	6,076,223

Purpose of Designated Funds

	£
Property Fund	2,500,000
Income diversification	1,000,000
Working capital risk	1,000,000
Obligations to fulfill charitable objects from profit on unrestricted contracts	181,442
	4,681,442

Transfer between funds

The transfers from restricted to unrestricted funds represent the grants in 2001 for the purchase of the property. Donors have been contacted and will not be recouping grants.

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2021

18b Movement in funds (prior year)

	At the start of the year £	Income and gains £	Expenditure and losses £	Transfers £	At the end of the year £
Restricted funds:					
Facilitation of Lambeth PCF	1,283	750	(2,033)	-	-
Aiming High For Disabled Children	76,199	261,606	(281,956)	-	55,849
Core funding for Scotland	-	82,799	(82,129)	-	670
Wales family events	4,003	8,185	(12,188)	-	-
Core funding for Northern Ireland	530	23,327	(23,646)	-	211
Supporting families in Lewisham	5,697	39,348	(45,004)	-	41
Supporting families in Ealing	13,979	37,431	(27,789)	-	23,621
Brighter Beginnings	13,664	40,000	(14,204)	-	39,460
Rare Conditions	-	44,894	(44,894)	-	-
Wellbeing (NW)	-	29,648	(29,648)	-	-
Fledglings	8,543	24,439	(26,022)	-	6,960
Hemihelp	141,368	23,432	(75,594)	-	89,206
Welfare rights helpline	4,381	92,521	(58,129)	-	38,773
Early years SEN and disabilities	2,413	177,791	(165,203)	-	15,001
Early years parent engagement	-	-	-	-	-
National Lottery Community Fund (NLCF)					
- Capital grant (Building purchase)	600,000	-	-	(214,479)	385,521
- Helpline-welfare rights	41,222	-	(41,222)	-	-
- North East-Keeping Families Informed	-	-	-	-	-
- Lewisham NLCF	11,155	-	(11,155)	-	-
- Ealing NLCF	48,835	111,643	(139,799)	-	20,679
- Midlands Supporting Change	14,486	-	(14,486)	-	-
- Together With Families	-	-	-	-	-
- North West-Improving Life Changes	14,010	17,078	(31,088)	-	-
- Me, myself, I and us (N.I)	35,614	187,451	(142,430)	-	80,635
Bridge House Estates					
- Building Purchase Grant	150,000	-	-	(53,620)	96,380
Other Donors					
Hospitals and Hospices	4,829	111,987	(77,363)	-	39,453
Early Years	67,552	-	(65,845)	-	1,707
Financial Hardship (N.E)	8,336	3,713	(12,049)	-	-
Other funds					
Other national funds	11,326	7,307	(13,422)	-	5,211
Other regional funds	(1,062)	4,919	(3,829)	-	28
Other London funds	6,940	7,200	(8,987)	-	5,153
Scotland	-	-	-	-	-
Other funds Policy	-	65,833	(25,848)	-	39,985
Other funds Digital	-	30,000	-	-	30,000
Other grant funds	21,765	8,000	(7,999)	-	21,766
Other building purchase funds	169,789	-	-	(60,694)	109,095
Total restricted funds	1,476,857	1,441,302	(1,483,961)	(328,793)	1,105,405
Revaluation reserves	1,613,239	109,586	-	-	1,722,825
Designated Fund	99,260	-	-	(15,944)	83,316
General funds	1,288,654	3,461,422	(3,515,662)	344,737	1,579,151
Total unrestricted funds	3,001,153	3,571,008	(3,515,662)	328,793	3,385,292
Total funds	4,478,010	5,012,310	(4,999,623)	-	4,490,697

19 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2021 £	2020 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	1,602,853	12,687
Depreciation charges	11,303	26,151
Dividends, interest and rent from investments	(93,489)	(138,838)
Net gains on revaluations	–	(109,586)
Income on disposal of Fixed Assets	3,247,850	–
(Increase)/decrease in stocks	(32,042)	(32,552)
(Increase)/decrease in debtors	108,129	(34,208)
Increase/(decrease) in creditors	(25,621)	142,962
Net cash provided by / (used in) operating activities	4,818,983	(133,384)

20 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases are as follows for each of the following periods

	Property 2021 £	2020 £	Equipment 2021 £	2020 £
Less than one year	27,000	12,525	103,620	114,952
One to five years	157,500	–	207,240	202,735
	184,500	12,525	310,860	317,687

21 Operating lease commitments receivable as a lessor

Amounts receivable under non-cancellable operating leases are as follows for each of the following periods:

	Property 2021 £	2020 £
Less than one year	2,400	40,617
	2,400	40,617

22 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.