

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

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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	

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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.

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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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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

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

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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.

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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 Septemeber 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		(3,000,000)	–
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		1,365,504	1,360,050
Cash and cash equivalents at the end of the year		3,277,976	1,365,504

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.

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

Notes to the financial statements

For the year ended 31 March 2021

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)

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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.