

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

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

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

## Contact a Family (trading as Contact)

### Reference and administrative information

For the year ended 31 March 2025

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**Charity number (Scotland)** SC039169

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

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

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

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

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

**Company number** 1633333

**Charity number** 284912

**Trading name** Contact

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

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

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

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

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#### **Trustees**

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

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

#### **Patrons**

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

**Chief Executive Officer** Anna Bird

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#### For the year ended 31 March 2025

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

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

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

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

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

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

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

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

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

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

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

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

Vanessa Longley

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#### TRUSTEES' REPORT

At Contact:

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

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

#### Contact's impact 2024-25

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

Throughout the year we:

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

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

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

88% feel more confident

68% feel better able to deal with stress

74% feel less isolated

97% would recommend Contact services to others

#### Information, advice and support

##### Helpline

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

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

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

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

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##### Family Finances

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

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

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

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

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

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

##### Online

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

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

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

##### Listening Ear – emotional support for parent carers

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

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

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

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- 96% would recommend Contact services to others.

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

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

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

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

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

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

#### **By Your Side – reaching out to families in hospital**

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

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

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

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

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

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#### Supporting families of children with rare conditions

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

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

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

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

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

#### Hemihelp – support for families of children with Hemiplegia

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

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

#### Fledglings e-commerce

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



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#### Autism Peer Education Programme

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

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

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

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

#### Supporting parent carers in London

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

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

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

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

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

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

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#### **Supporting parent carers in the devolved nations**

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

##### **Northern Ireland**

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

##### **Scotland**

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

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

##### **Wales**

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

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

#### **Connecting families**

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

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#### **Family events**

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

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

#### **Parent workshops**

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

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

##### **Policy, Campaigns and Media**

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

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

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

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

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

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

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

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

#### **Parent Participation**

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

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

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

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

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

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

#### **Strategic developments and looking forward**

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

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

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

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

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

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

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

#### Financial Review

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### *Designated Funds*

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

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

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

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

## Contact a Family (trading as Contact)

### Trustees' annual report

#### For the year ended 31 March 2025

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

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

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

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

#### *Restricted Funds*

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

#### *Reserves policy and performance*

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

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

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

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

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

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

#### *Investments*

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

## Contact a Family (trading as Contact)

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

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

#### *Going Concern*

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

#### **Risk Management**

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

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

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

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



## Contact a Family (trading as Contact)

### Trustees' annual report

#### For the year ended 31 March 2025

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mitigate the identified risks:

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

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

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

#### Objects of the charity

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

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

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

#### Structure, governance and management

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

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

## Contact a Family (trading as Contact)

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#### For the year ended 31 March 2025

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

This charity was closed on 14 May 2019.

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

This charity was dissolved on 22 September 2020.

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

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

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

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

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

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

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

Contact Trustees are covered by trustee indemnity insurance.

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

A declaration of interest register is maintained and monitored.

## Contact a Family (trading as Contact)

### Trustees' annual report

#### For the year ended 31 March 2025

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

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

#### *Statement of responsibilities of the Trustees*

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

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

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

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

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

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

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

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

## Contact a Family (trading as Contact)

### Trustees' annual report

#### For the year ended 31 March 2025

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

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

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

#### *UK Bribery Act 2010*

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

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

#### *Fundraising review*

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

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

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

#### *Charity Governance Code*

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

#### *Strategy update*

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

## Contact a Family (trading as Contact)

### Trustees' annual report

#### For the year ended 31 March 2025

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

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

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

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

#### *Further Information*

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

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

BY ORDER OF THE BOARD

Vanessa Longley

Chair

Date: 30 September 2025

Contact Wenlock Studios

50-52 Wharf Road

London

N1 7EU

## **Opinion**

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

In our opinion, the financial statements:

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

## **Basis for opinion**

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

## **Conclusions relating to going concern**

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

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

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

## **Independent auditor's report**

### **To the members of**

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

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are described in the relevant sections of this report.

### **Other Information**

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

We have nothing to report in this regard.

### **Opinions on other matters prescribed by the Companies Act 2006**

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

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

### **Matters on which we are required to report by exception**

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

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

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

## **Independent auditor's report**

### **To the members of**

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

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

### **Responsibilities of trustees**

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

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

### **Auditor's responsibilities for the audit of the financial statements**

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

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

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



### **Capability of the audit in detecting irregularities**

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

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

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

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://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)**

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### **Use of our report**

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

Jonathan Orchard (Senior statutory auditor)

Date 2 December 2025

for and on behalf of Sayer Vincent LLP, Statutory Auditor

110 Golden Lane, LONDON, EC1Y 0TG

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

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

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

**For the year ended 31 March 2025**

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

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

Contact a Family (trading as Contact)

Balance sheet

Company no. 01633333

As at 31 March 2025

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

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

Vanessa Longley  
Chair

Eleanor Christie  
Treasurer

Contact a Family (trading as Contact)

Statement of cash flows

For the year ended 31 March 2025

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

**1 Accounting policies**

**a) Statutory information**

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

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

**b) Basis of preparation**

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

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

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

**c) Public benefit entity**

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

**d) Going concern**

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

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

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

**e) Income**

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

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

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

**1 Accounting policies (continued)**

**e) Income (continued)**

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

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

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

**f) Donations of Special Events, services and facilities**

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

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

**g) Interest receivable**

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

**h) Fund accounting**

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

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

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

**i) Expenditure and irrecoverable VAT**

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

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

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

**1 Accounting policies (continued)**

**j) Allocation of support costs**

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

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

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

**k) Operating leases**

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

**l) Tangible fixed assets**

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

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

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

**m) Listed investments**

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

**n) Investment assets**

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

**o) Debtors**

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

**p) Cash at bank and in hand**

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



**1 Accounting policies (continued)**

**q) Creditors and provisions**

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

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

**r) Pensions**

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

**s) Grants payable**

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

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

**2a Income from donations and legacies (current year)**

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

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

## Notes to the financial statements

## For the year ended 31 March 2025

## 2b Income from donations and legacies (prior year)

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

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

## 3a Income from government grants (current year)

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

## 3b Income from government grants (prior year)

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

# Contact a Family (trading as Contact)

## Notes to the financial statements

For the year ended 31 March 2025

### 4a Incoming resources from charitable activities (current year)

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

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2025

4b Incoming resources from charitable activities (prior year)

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

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2025

5a Analysis of expenditure (current year)

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

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

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2025

5b Analysis of expenditure (prior year)

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

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

## Notes to the financial statements

## For the year ended 31 March 2025

## 6 Grant making

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

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

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

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

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

## 7 Net income / (expenditure) for the year

This is stated after charging:

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

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

Staff costs were as follows:

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

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

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

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

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

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

## Notes to the financial statements

For the year ended 31 March 2025

## 9 Staff numbers

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

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

## 10 Related party transactions

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

## 11 Taxation

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

## 12 Tangible fixed assets

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



## Notes to the financial statements

For the year ended 31 March 2025

## 13 Listed investments

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

Investments comprise:

	2025 £	2024 £
UK Common investment funds	3,764,436	4,180,712
	<b>3,764,436</b>	<b>4,180,712</b>

## 14 Debtors

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

## 15 Creditors: amounts falling due within one year

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

## 16 Deferred income

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

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

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

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

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

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

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

## Notes to the financial statements

For the year ended 31 March 2025

## 18a Movements in funds (current year continued)

## Strategic Investment Fund

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

## Income Diversification

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

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

## Service continuity &amp; expansion

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

## Organisational development and infrastructure

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

## Strategic Development Fund

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

## 18b Movement in funds (prior year)

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

## Contact a Family (trading as Contact)

### Notes to the financial statements

#### For the year ended 31 March 2025

#### 18b Movement in funds (prior year continued)

##### Transfers between funds

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

##### Purpose of Designated Funds

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

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

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

#### 20 Operating lease commitments payable as a lessee

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

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

#### 21 Post Balance Sheet event

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

#### 22 Legal status of the charity

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