

Company number: 1633333  
Charity number: 284912  
Charity no. (Scotland) SC039169

# Contact a Family

(trading as Contact)

Report and financial statements  
For the year ended 31 March 2018



**Contact a Family (trading as Contact)****Report of the Trustees****For the year ended 31 March 2018**

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**Status**

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

**Governing document**

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

**Summary of investment powers**

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

**Company number**

1633333

**Charity number**

284912

**Charity number (Scotland)**

SC039169

**Registered office and operational address**

209-211 City Road London EC1V 1JN

**Trading name**

Contact

**Honorary officers**

Chris Carr, Chair (appointed November 2017)  
Paul Streets, Chair (resigned November 2017)  
Andy Clapham, Vice Chair (Resigned March 2018)  
Sue Hurrell (Vice Chair) (Appointed March 2018)  
Kelly Evans, Treasurer

**Bankers**

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

**Solicitors**

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

**Auditors**

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

## Contact a Family (trading as Contact)

### Report of the Trustees

#### For the year ended 31 March 2018

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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:

Chris Carr	Chair	Appointed November 2017
Paul Streets	Chair	Resigned November 2017
Sue Hurrell	Vice Chair	From March 2018
Andy Clapham	Vice Chair	Stepped down as Vice Chair, March 2018
Kelly Evans	Treasurer	
Kevin Hutchens		
Gary Lapthorn		
Liz North		
Brian O Hagan		
Nakita Singh		Resigned June 2018
Christopher Digby-Bell		Resigned September 2017
Colin Harper		Resigned November 2017
David Duly		Appointed September 2017
Jamie Holmes		Appointed March 2018
Angela Kitching		Appointed March 2018

#### Patrons

Professor Sir Al Aynsley-Green
Nick Crean
Georgina David
Henry Hoare
Claire Tomalin
Nigel Nicholls
Paul Soames
Francesca Martinez
Baroness Linklater of Butterstone
Ruth, Lady Morris of Kenwood CBE
Professor Lord Winston
Lord and Lady Wigley of Caernarfon
Roy Noble OBE DL
Dame Philippa Russell DBE OBE
Vivienne Parry OBE
Professor Richard Smith CBE
Lady Susanna Crawford

#### Chief Executive Officer

Amanda Batten

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

### **Report of the Trustees**

#### **For the year ended 31 March 2018**

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##### **Introduction from the Chair for the year ended 31 March 2018**

I took on the role of Contact's Chair of Trustees in November 2017 and was delighted to join at an exciting time in the charity's development – half way through implementing an ambitious five year strategy and shortly after the launch of Contact's new brand. It has been a privilege to work with the charity's talented team over the last six months, to achieve real improvements for families with disabled children across the UK.

The number of disabled children continues to grow and this is anticipated to increase further in the coming years driven by improved diagnosis, reduced stigma in reporting disability and better survival rates for pre-term infants.

This is happening during a time of prolonged economic austerity – which has seen sustained cuts to public services and financial support that many families with disabled children rely on. So it is unsurprising that Contact has continued to experience an increased demand for our valued services.

We are now over half way through implementing our ambitious five-year strategy and making significant progress in meeting five strategic aims that will help tackle future challenges and deliver the best for families with disabled children.

As part of our strategy for 2015-2020 we are working to reach more families sooner.

A key part of broadening our appeal to younger families was a rebrand project which has been worked on behind the scenes for the last two years and was launched to the public at the beginning of September 2017. This included a shortened name, new fresh look, clearer messaging and more accessible information.

Our shortened new name, Contact, captures the essence of our work – putting families in contact with other families or in contact with us for support and information. Our clear and concise messaging helps families understand what we can do to support them quickly and easily. And our new website is mobile optimised to support the growing number of families visiting on their phone or tablet.

Another key area of work to increase our appeal to young families and reach them sooner was to improve our support offer to families – including targeted help in the early years and developing our work in hospitals.

We are delighted with the recent evaluation of our Hospitals project which shows it is indeed helping us to reach families with younger children, many shortly after diagnosis or before their baby has left hospital.

In the three years we have been running the project, it has grown from one hospital (Birmingham Children's Hospital) to eight hospitals across Midlands, London, South East, North East and North West.

We continued to campaign against injustices faced by families with disabled children. We launched our Caring More Than Most research in November 2017, a comprehensive study of the lives of families with disabled children carried out together with the University of Leeds. It shows the stark disadvantage that disabled children and their families face, compared to non-disabled children. It received national media interest and we held a successful parliamentary event together with the Disabled Children's Partnership (DCP) which saw strong engagement from MPs.

**Contact a Family (trading as Contact)****Report of the Trustees****For the year ended 31 March 2018**

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I want to take this opportunity to thank former Chairman, Paul Streets who stood down in November 2017, for his dedicated service to Contact. Paul brought a wealth of experience to the role with a long track record of being CEO of a number of charities, and a senior official in the Department of Health and everyone at Contact is grateful for his contributions over his six-year term as Chairman. We also said goodbye to Christopher Digby-Bell and Colin Harper from our Board of Trustees. I want to thank them all for their dedicated service to Contact. We have since recruited three new board members, who I would like to welcome: Jamie Holmes, David Duly and Angela Kitching.

I also wish to thank the donors, ambassadors, trusts and funders, and especially our staff who all make the work that Contact does possible.

**Chris Carr, Chair**

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

### **Report of the Trustees**

#### **For the year ended 31 March 2018**

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The Trustees present their report and audited financial statements for the year ended 31 March 2018. Reference and administrative information set out on pages 1 and 2 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities (2005).

### **Objects of the charity**

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

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

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

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2018 was 38.

On 1 December 2004 Contact entered into a transfer of charitable undertakings with the Lady Hoare Trust which is a registered charity number 1067492 and a company limited by guarantee number 3482560.

Following the merger, a governance review commenced and new Standing Orders were adopted by the Trustees. These Standing Orders were reviewed by the Trustees in 2015.

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, four new Trustees were recruited via an open and competitive recruitment process during the year. Our Board Member Induction, Support and Development policy outlines a process to support new Trustees and ensure they are provided with sufficient information to enable them to fulfil their duties.

Trustees are elected by the Members at the Annual General Meeting for a three year term. Trustees can be appointed during the year but must be elected at the subsequent Annual General Meeting. The Standing Orders set out a maximum of three consecutive terms for Trustees.

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.

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

### **Report of the Trustees**

#### **For the year ended 31 March 2018**

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- 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. To oversee all people and administrative support activity that supports the work of Contact

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 Senior Management Team (SMT) are comprised of the Chief Executive, the Director of Resources, the Director of Family Support and the Director of Fundraising and Communications. The SMT is responsible for the day to day running of the organisation, in line with the agreed strategy, and makes recommendations to the Board of Trustees. All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 8 to the accounts.

Trustees are committed to safeguarding, and ensure that any failure to follow the Safeguarding policy is taken seriously. The public are able to report incidents either through liaison with officers or through the complaints page on our website.

Although not part of the overall governance structure of the charity, we also have a Medical Advisory Panel (MAP). The MAP was established to support Contact in its provision of medical information to families of disabled children and professionals who work with them. The MAP assist in ensuring the accuracy and validity of medical information produced and provided via the website, directory, database, publications and enquiries. Contact also hosts, and works in partnership with, the National Network of Parent Carer Forums (NNPCF) to promote the strategic participation of parent carers in decision making.

National Councils provide support and advice on Contact's work in Scotland, Wales and Northern Ireland, to extend our networks, expertise and geographic coverage, and to inform the development of the evidence base and credibility of our work. London Steering Groups also exist to provide advice and support on our work in London Boroughs.

Senior management remuneration is benchmarked and reviewed every 3 years.

### **Risk Management**

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

- Fall in unrestricted reserves;
- Ongoing reduction in restricted funding;

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

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

## Contact a Family (trading as Contact)

### Report of the Trustees

#### For the year ended 31 March 2018

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

The trustees consider that there are no material uncertainties about Contact's ability to continue as a going concern. There are no material uncertainties affecting the current year's accounts.

#### Statement of responsibilities of the Trustees

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

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

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

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

In so far as the Trustees are aware:

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

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

#### Public benefit focus on ensuring that our activities achieve our charitable aims

The Trustees review the organisation's objectives and activities each year in line with the implementation of our 2015-2020 Strategy. This report looks at what Contact has achieved and the outcomes of its work within the previous 12 months. The Trustees report the success of each key activity and the benefits they have brought to those groups of people the organisation is set up to help. The review also helps ensure the organisation's aims, objectives and activities remain focused on its stated purposes.

## Contact a Family (trading as Contact)

### Report of the Trustees

#### For the year ended 31 March 2018

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

All charitable activities of Contact focus on the support of parents and families who care for a disabled child and are undertaken to further the charitable purposes for the public benefit. The main activities and the beneficiaries of our services are described below in relation to our organisational goals.

#### UK Bribery Act 2010

Contact commits to a policy of zero-tolerance of bribery in any form. The Board of Trustees and the Senior Management Team commit to and oversee the implementation of a policy of zero-tolerance, recognising that bribery is contrary to fundamental values of integrity, transparency and accountability and undermines organisational effectiveness. Bribery risk assessment forms part of Contact's overall and ongoing risk management process.

#### Fundraising review

All of Contact's fundraising is conducted by paid staff. No third parties were contracted to fundraise on Contact's behalf. Contact's fundraising team comply with fundraising regulations and the code of practice. No areas of non-compliance have been identified. There were no complaints received on fundraising activities in 2017/8.

#### Strategic Report

This year was the third year of our five-year strategy which aims to increase the impact of our work, reach more families earlier in their journey, and improve the financial position of the organisation. Our strategy supports our long-standing vision, 'that families with disabled children feel valued and are strong, confident and able to make the decisions that are right for them'.

We continued to work to deliver the same outcomes for families as in previous years:

- Families with disabled children know how to get the right support for them and their families;
- Families with disabled children are more confident to deal with the challenges they face;
- The financial disadvantage that families with disabled children face has been alleviated;
- Families with disabled children are understood, valued and included as equal participants in their communities and in society.

However, we focused our outputs in line with our five strategic aims and monitored progress towards these. The main activities for each of our strategic aims are described below.

#### Strategy Aim 1:

***To develop a sustainable business model to expand our service offer so we can support more families to be confident, informed and able to access the support they need.***

***How we will achieve this:***

- ***Develop our family support offer to ensure it delivers information and support to families that is what they need, when they need it and delivered in the way they want***

## Contact a Family (trading as Contact)

### Report of the Trustees

#### For the year ended 31 March 2018

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- ***Scale up our work with professionals, commissioners and partners to create new revenue streams and extend the reach or depth of our family support offer***

We know that if we reach families with the right support at the right time the impact of our work can be life changing. All families are different, but in our experience there are key points in a family's journey like getting an initial diagnosis for their child, the realisation that their child is disabled or when their child is hospitalised, when they are most vulnerable, and where getting the right support can be transformational and prevent their lives spiralling out of control. This year we have continued to develop our support for families at these key points in their journey.

- **Support for families in the early years**

Reaching families sooner is a key focus of our Strategy, and this year as we have re-developed our brand and information to better meet the needs of families early in their journey (see Aim 3). Importantly, we have also worked in partnership with parents to develop and roll out our flagship early support programme, with greatly appreciated support from a generous philanthropist. This programme aims to reach families as soon as they are ready, and provide the right level of support to meet the individual needs of each family.

The programme consists of:

- Engagement and information through our publication *The Helpful Guide for Families with Disabled Children*
- Drop in sessions to explore a family's needs and assess next steps
- Attending the six week Early Years programme – offered to families with the most challenging and complex needs, the programme covers the skills to deal with the day to day challenges at home and in the community, reduce anxiety and increase family wellbeing. They are an opportunity for parents to build networks of mutual support with families in a similar situation.

Alongside this programme we delivered an aligned but more targeted offer funded by the Department for Education, focused on increasing the confidence, knowledge and access to the free childcare entitlement for families of children with SEND. We delivered this 4 workshop programme across 26 local authority areas. Parents were able to attend some or all of the 4-part programmes, and in total we reached 24,380 parents through 121 workshops, 5 information days, our helpline service and digital channels.

Key outcomes included:

- 94% parents attending agree/ strongly agreed that they felt better informed about how to get the support they need to access early years education
- 98% said they had a better understanding of the ideas and resources that can help support them

We will incorporate learning from delivery this year into our early years programme as we continue to roll it out next year.

- **Our Hospitals programme**

This programme enables us to proactively reach out to families in challenging circumstances, in line with Aim 1. Now in its third year our hospital based Parent Advisers provided emotional and practical support to 2,700 parents over the year through drop-in surgeries, regular information stands, ward visits and post diagnosis workshops. They responded to families' individual needs and offered a vital gateway to appropriate support for families struggling to navigate a labyrinth of institutions, entitlements and medical jargon. We successfully promoted the programme through information stands at key locations within the

## Contact a Family (trading as Contact)

### Report of the Trustees

#### For the year ended 31 March 2018

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hospitals coupled as well with expanding ward visits and developing relationships with key staff groups such as Patient Advice and Liaison Service (PALS), paediatric and learning disability teams.

Over the year Contact increased the coverage of our Hospital programme to eight NHS hospitals:

- Great Ormond Street Hospital
- Alder Hey Children's Hospital
- Great North Children's Hospital
- The Evelina Children's Hospital
- University College Hospital London
- Royal Manchester Children's Hospital
- Darent Valley Hospital, Kent
- Birmingham Children's Hospital

The families we worked with would often have their immediate concerns addressed by our Parent Advisers' information and guidance, whilst others needed more intensive and emotional support given the nature of having a child requiring hospital treatment. This support included follow up appointments where Parent Advisers provided further information and guidance requested by the family. Families were also given access to on-going support through our Helpline and partner organisations.

Parents received a point of service evaluation as well as a follow up evaluation sent to them eight weeks after the programme to complete. This programme has had excellent results, with 97% of parents feeling better informed about how to get the support they need, 91% have a better understanding of the ideas and resources that can help support them and 85% feeling more confident.

In addition to the programmes above, we also undertook a review of our Helpline advice service to explore how we could reach more families in a way that works best for them. We know from surveys that our helpline is highly valued by families, however we currently have significant unmet demand. In addition demand is increasing year on year particularly more in depth enquiries that require explanation and take longer. Our helpline review looked at different models of helpline and how digital developments and the support of volunteers could help us to ensure that we answer more enquiries. The review completed this year for implementation in 2018-19.

#### • **Sustainability**

The second part of Aim 1 sets out to increase the sustainability of our family support services by developing new income streams. In order to achieve this, Contact has instigated a new Business Development function. We have now established a range of consultancy and training products based on existing services. This raised £72k and reaching our income target for the year. Workshops are already booked for 2018-19 and we hope to further develop this income source.

#### • **Our wider delivery of family support services**

Our helpline provided a much valued service to families with 11,502 calls handled by our expert parent advisers over the year. The top call categories over the year were financial support and special educational needs. And top calls from parent carers to our Special Educational Needs helpline included getting the right SEN support in school, school transport and getting an Education, Health and Care (EHC) needs assessment and transferring from a statement to an EHC plan. As a result of the financial advice we provided through the welfare rights helpline service, we estimate that families secured an additional £1.3million of household income over a 12 month period.

## Contact a Family (trading as Contact)

### Report of the Trustees

#### For the year ended 31 March 2018

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The Department for Education and the Big Lottery Fund are the main funders of our helpline and we are grateful for their continued support of this vital service.

Our wider support services have also proved popular with families in 2017-18 with 13,098 parent carers supported through our workshops, information stands and other events. A total of 6,457 parent carers received one to one support through our offices in the regions, the nations and in London and over half a million families accessed our website for advice and information.

Our services continued to make a huge difference to families with disabled children in the UK. Service Evaluation forms – which help us to measure our organisational outcomes – were filled out by 5,281 people attending workshops, information sessions and family events, as well as those making enquiries via the helpline and parent carers receiving one-to-one support from advisers. This was a 20% increase on the number of people who completed the evaluation forms in 2016-17.

In 2017-18, our evaluation forms showed the following outcomes for parent carers who attended a Contact workshop, event or had a one to one enquiry:

- 94% feel better informed about how to get the support they need
- 88% feel more confident
- 70% feel better able to deal with stress
- 77% feel less isolated
- 82% feel better informed about their rights to benefits and grants
- 92% have a better understanding of the ideas and resources that can help support them and their families
- 98% would recommend Contact services to others

We continued to support families across the UK. In Northern Ireland we have been delivering the Me, Myself, I & Us project, a five-year project funded by the Big Lottery Fund. It aims to make a real difference to the lives of families caring for a child with disabilities or a life-limiting condition, by delivering a range of personal development solutions to improve the physical, emotional, mental and holistic wellbeing of family carers.

In Scotland we received funding from the Scottish Government for a two-year transitions project. Going Forward - Preparing Parents for Transition is helping families across Scotland as their disabled child reaches adulthood. We have held a series of workshops across the country in the autumn with 100 parents attending events from Inverness to the Borders.

#### Strategy Aim 2:

***To enable more families to receive and provide peer support to each other by increasing access to groups or networks.***

How we will achieve this:

- ***Expand the peer support opportunities Contact provides for families across the UK.***
- ***Develop our support for and engagement with the national network of parent carer forums and support groups across the UK.***

Putting families in touch with others for support remains at the heart of what Contact does. We do this at workshops and family events which continued to be hugely popular throughout the year.

## Contact a Family (trading as Contact)

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#### For the year ended 31 March 2018

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In 2017-18, 4,872 parents attended one of our 468 workshops learning about rights and entitlements on a host of topics including getting support for your child and behaviour. And 1,122 children together with 1,242 parents came along to one of our 47 Family Fun Days, which included trips to the seaside, pottery workshops, Christmas pantomimes and outdoor forest school events.

Throughout the year we saw the parent carer forum network continue to thrive, with 42,025 parent carers taking part in parent participation work locally, regionally and nationally, an increase from 35,079 in 2016-17.

As part of our parent participation work, we have continued to work in partnership with the Steering Group of the National Network of Parent Carer Forums (NNPCF) to strengthen the parent carer voice in strategic decision making. There are now 87,698 members across England, up from 82,000 the previous year, demonstrating the continued appeal.

This year several parents from the forums were appointed as national representatives to speak at networks and policy debates, both regionally and nationally. This has helped extend the influence Parent Carer Forums have had and ensured they continue to be recognised by ministers and senior government officials. In 2017-18 the NNPCF steering group and the National Representatives contributed 642 days of their time to strategic parent carer participation, a 13% increase from 2016-17.

In November 2017, we held our largest ever parent carer conference in partnership with the NNPCF and the Seashell Trust - who sponsored the event. We had over 100 parent carer forums represented and over 220 parent carers in attendance.

We started work to model parent forums in Scotland. Funded by the Robertson Trust our Scotland team work extensively with parent support groups, to build knowledge, information sharing and provide sources of support to help every group thrive. We provide local news, training and funding information for parent support groups and their members, as we know how important these groups are to families with disabled children as a source of support.

Last year Contact supported a network of over 1,200 Local Parent Support Groups that bring parents carers together for practical and emotional support, as well as 350 national support groups for rare conditions. These grassroots groups offer peer-to-peer support and provide families with information on local services and how to access them. Contact provided Parent Support Groups with resources, updates, training and access to our workshops and information sessions. This year we launched our Local Groups Affiliation Scheme to place the Local Support Groups network at the heart of our support offer. We are delighted to have had 53 local groups sign up to the affiliation scheme by March 2018.

Contact's Online Community, developed with parents, was soft-launched in April 2017 - there are 1000 parents signed up to the community and over half of those are active. Through consultation with parents we identified the need for an online space that is safe and well-moderated, not restricted to a specific condition or stage in life, and driven and shaped by parents. Initially we set up 100 condition specific groups for parents to join and have since added a further 21 at the request of parents and carers. This year we have had over 10,000 visitors to the Online Community and hope to build on that further in the coming year.

In Wales we received funding from Children in Need to run a series of forest school family events to enable disabled children to enjoy the outdoors and get families together. Over three years, Contact will be delivering 35 outdoor events reaching 1,050 disabled children. These forest school sessions are aimed at getting families and their children to enjoy the great outdoors and learn about nature. Sessions include fire building, making bread on an open fire, stick peeling and den building.

## Contact a Family (trading as Contact)

### Report of the Trustees

#### For the year ended 31 March 2018

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##### Strategy Aim 3

**To enable families to give back to other families by developing a sense of commitment to, and a relationship with Contact .**

###### **How we will achieve this:**

- **Ensure families have a sense of belonging to, or connection with, Contact that results in them giving back to the charity.**
- **Provide families with the opportunities and mechanisms by which they may give back to extend support for other families.**

In September 2017 we launched our new brand, which includes a shortened name, new fresh look, clearer messaging and more accessible information. We undertook a brand review to increase our appeal particularly with younger families and to ensure that families understood the support we could provide quickly and easily.

Our shortened new name, Contact, captures the essence of our work – putting families in contact with other families or in contact with us for support and information. We re-developed our website, including making it mobile optimised to support the growing number of families visiting on their phone or tablet.

Another key part of our new brand is the re-organisation of our information for families, including the publication of *A Helpful Guide For Families With Disabled Children*. This little book provides families who are new to us with a clear idea of what we do and will help them navigate the world in which they find themselves. It's designed for all families but is particularly relevant for families early in their journey. It has also been designed to help increase the connection that parents feel with Contact as it's something that they can keep and come back to over time as and when new challenges arise.

This year the Board of Trustees invested in the development of our community fundraising function and in testing an individual giving appeal with families. Through this investment we provided families with the opportunity to support Contact and would like to thank everyone for their inspiring contributions throughout the year. Highlights included:

- Stephen Kingdom successfully completed his Cycling the Season challenge, cycling to and from all 38 Crystal Palace Premier League matches and four cup matches during the 2016-17 football season. In total, Stephen cycled 7,122 miles in 551.5 hours and raised £18,000 for Contact.
- 16 marathon runners successfully completed the London Marathon 2017 and raised £35,000 for Contact - a record amount.
- We had a successful Dinosaur Day, doubling the number of fundraising pack requests and income raised from previous years.

##### Strategy Aim 4:

**To secure changes in awareness, policy and service provision that support families with disabled children to be as stable, happy and secure as other families.**

###### **How we will achieve this:**

- **Provide a platform for the views and experiences of families to be heard, to secure changes to policy and services that reflect their needs.**

## Contact a Family (trading as Contact)

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#### For the year ended 31 March 2018

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- ***Maximise our capacity to secure change by building our profile, partnership working, relationships and knowledge base.***

More than 20,000 individuals engaged in Contact's campaigns during the year 2017-18.

In September 2018 we launched our School Transport inquiry findings which not only gained significant press and political attention but achieved our campaign goal. Specifically, in response to the publication of our inquiry findings, the Secretary of State agreed to a full review of the statutory school transport guidance to clarify local authority responsibilities to disabled children. The successful campaign secured recognition for our Head of Campaigns Una Summerson who was a finalist in the Amplifying Voices Award of the 2018 Sheila McKechnie Foundation Awards.

We launched our Caring More Than Most research in November 2017, a comprehensive study of the lives of families with disabled children carried out together with the University of Leeds. It analyses the largest public datasets including the census to show the stark disadvantage that disabled children and their families face, compared to non-disabled children. The report provides a robust evidence base for our influencing work.

We continued to campaign as part of the Disabled Children's Partnership (DCP), a group of 60 organisations working closely with parents. Our CEO Amanda Batten is Chair of the partnership. In November 2017 DCP launched its inaugural campaign, The Secret Life of Us, in the media and in parliament with 20 families and 35 MPs/Peers, setting out our policy ambitions for Government in the form of a Five Step Plan to address the growing crisis in health and social care support for families.

During a challenging year of gaining press coverage due to continued large world events dominating the news agenda, we reached over 19.7 million people with our messages through media coverage. Highlights included Radio 5 Live, BBC Breakfast, Daily Telegraph, The Independent and BBC Radio 4.

We had 2,469 new Facebook likes and 2,251 new twitter followers in the year ending 31 March 2018. Over the year we reached 852,554 people through our digital media channels. This includes Facebook, Twitter, Youtube, as well as users of our online community and visitors to our website – that's an average of 213,139 digital users each quarter.

#### Strategy Aim 5:

***Ensure all Contact's resources (people, policies, processes, systems and premises) support the efficient delivery of the charity's strategy.***

#### ***How we will achieve this:***

- ***Expand our fundraising activity to allow us to draw funds from a broader range of income streams and increase income from both restricted and unrestricted sources.***
- ***Be accountable for the work we deliver to families, funders and each other.***
- ***Have an infrastructure that supports efficient and effective delivery of our goals.***
- ***Be aligned in our efforts through establishing a clear planning framework and by communicating well with each other.***

In a challenging funding environment Contact has taken steps to create a more sustainable funding model so we are better placed to support families with disabled children.

## Contact a Family (trading as Contact)

### Report of the Trustees

#### For the year ended 31 March 2018

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Over the last 12 months Contact has also secured a further £317k from the Big Lottery Fund (BLF). This year a total income of £1,0009k was from the BLF. Our fundraising from trusts and foundations generated £270k in 2017-18 for current and future projects. Our fundraising team is also developing new initiatives in our community fundraising and corporate partnerships to further broaden the breadth of our income generation. The fundraising environment is still challenging but our new Chair, Chris Carr, and our senior management team are supporting our efforts to secure the income required to meet the needs faced by families with disabled children.

A number of Trusts and Foundations have supported us with unrestricted grants this year, in particular the Pears Foundation, Esmée Fairburn Foundation, The Westminster Foundation and The Peacock Charitable Trust. The flexibility in the way they fund is of particular value to us.

In 2017 we formed a partnership with another national charity, Sense, to outsource our back-office functions, including Finance, payroll and IT. Additional costs, largely redundancy costs, were incurred in the transition and restructure of the support services. Following this initial investment, the new arrangements reduce our support services costs by 27%. Functional efficiencies are also anticipated as part of the partnership.

This year we also secured funding to refurbish our City Road Head Office. This has enabled the Contact team to be accommodated on three floors whilst the other floors were placed on the market to be let as office space. This will provide Contact with a long term unrestricted funding source, to improve our sustainability. We also invested from our reserves into community fundraising and individual giving in year, although these investments generated lower returns than planned. We decided to pause individual giving plans and continue to seek to build community fundraising.

Behind the scenes we have been upgrading our customer relationship management (CRM) database, Connect, with the support of database provider ThankQ. We use the database to store and analyse our beneficiary and supporter records. The new upgraded system was successfully rolled out to staff across the organisation in December 2017. Staff have welcomed the new system and are positive that it will help us to create better quality data with greater ease. We also worked to ensure compliance with GDPR regulations in the forthcoming year.

This year we have worked with the charity HemiHelp to explore how we might best work in partnership to provide support to families of children with Hemiplegia. In exploring this, we began to plan a merger which takes effect from April 2018.

***To ensure we are making best use of our resources, we monitor the Strategy against a set of key success measures over the five year period, these include:***

- ***Number of families supported***
- ***Outcomes of families using our services***
- ***Reach and depth of supporter engagement***
- ***Impact on public policy***
- ***Total income with a focus on the level of unrestricted income***
- ***Diversification of revenue streams.***

## Contact a Family (trading as Contact)

### Report of the Trustees

#### For the year ended 31 March 2018

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##### Looking forward

This is a five-year strategy and our plans for 2018/19 are in line with our five strategic aims:

- 1. *To develop a sustainable business model to expand our service offer so we can support more families to be confident, informed and able to access the support they need.***

We are delighted to have secured funding for 2018-2020 from the Department for Education (DfE) for our Parent Carer Participation work and our Helpline and Online information services for families. This work is part of two wider contracts to support families with disabled children which we will deliver in partnership with the Council for Disabled Children and Kids. As part of these contracts we will implement a review of our Helpline advice service, in order to reach more families with disabled children when and how they need it. This will involve identifying new channels of delivery with DfE, followed by piloting and evaluation. The new contracts will also enable us to better share learning between parent carer participation and young people's participation activity.

In the financial year 2018/19 we also aim to maintain our Children's Hospitals programme by identifying potential funders and using our learnings and evaluation from the project 2015 – 2018. We will work to roll out our flagship Early Years support programme and the Helpful Guide for Families with Disabled Children, by both delivering to more families and by developing a marketing plan to secure ongoing funding.

We will maintain current levels of income generation through delivery of our training and consultancy offer. This will be achieved through marketing our staff expertise to external organisations and to corporates.

- 2. *To enable more families to receive and provide peer support to each other by increasing access to groups or networks.***

From April 2018 Contact took over HemiHelp a charity supporting families, children and young people living with Hemiplegia. HemiHelp trustees made the decision to work with Contact so it could continue supporting families living with the condition in the face of increasing fundraising challenges. Supporting families of children with rare conditions like hemiplegia has always been an important part of Contact's work. We will work together over the coming year to ensure the smooth transition of their key services so that specific support HemiHelp provides isn't lost and that families of children with Hemiplegia are also better able to benefit from Contact's wider support offer.

We will explore how we best work in partnership with parent support groups more widely, through our affiliation scheme and by re-evaluating our regional delivery model. We will also work closely with the National Network of Parent Carer Forums, supporting their development as an organisation. 2018 marks the tenth anniversary of the parent carer participation programme and we will seek to celebrate the journey made over this period.

Following the launch of our online community in April 2017 there are 1000 parents signed up to the community and over half of those are active. In 2017-18 we will continue to grow our community. We are looking at ways of increasing reach, including directing in depth conversations on particular topics from Facebook to the community.

## Contact a Family (trading as Contact)

### Report of the Trustees

#### For the year ended 31 March 2018

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##### **3. To enable families to give back to other families by developing a sense of commitment to, and a relationship with Contact .**

As part of the continuation of our new brand roll out we are continuing to migrate all our guides and leaflets into the new brand.

We plan to develop our Community Fundraising further by increasing the number and variety of events available for fundraisers to take part in, and ensure that those who sign up get the best possible experience whilst supporting Contact.

We engaged an external evaluator to analyse whether parents we reach earlier in their journey have better outcomes. We also started to evaluate those who attended programmes of early years workshops and will report on this in autumn 2018. This will give us a valuable insight into the impact of our early years work, which is a key strategic theme.

##### **4. To secure changes in awareness, policy and service provision that support families with disabled children to be as stable, happy and secure as other families.**

Later this year we will launch Counting the Costs 2018 – research into the finances of families with disabled children. We have carried out this research for the last 10 years to highlight the extra costs that families face and the cuts they are experiencing in recent years.

We will continue to lead the Disabled Children's Partnership and promote their Secret Life of Us campaign including publishing economic research into the funding gap for short breaks. As part of that we will continue to urge government to review the funding and availability of short breaks across England, particularly in the run up to the Comprehensive Spending Review.

In May 2019 we will hold our second Contact Awards, celebrating the achievements of disabled children and their families. Much of the work leading up to the awards will happen in 2018-19.

##### **5. Ensure all Contact 's resources (people, policies, processes, systems and premises) support the efficient delivery of the charity's strategy.**

Following our success in getting a capital grant to refurbish our City Road offices we have rented out one floor of the building (from April 2018) to ensure a new income stream in future years and we will continue to seek tenants for another floor to maximise this opportunity for new income.

We successfully partnered with charity, Sense, to outsource our back-office functions, including Finance, payroll and IT, in order to be able to focus more attention on delivering outcomes for families.

### Financial Review

The total incoming resources increased by 2% this year to £4,772,752 (2016/7: £4,661,873) and total expenditure decreased by 1% to £5,066,436 (2016/7: £5,099,148), resulting in an operating deficit of £293,685 (2016/7: 437,275). £196,776 of this deficit was planned investment in diversifying income streams, such as rental income, community fundraising and individual giving. The additional deficit related to lower than anticipated returns on those streams.

The Trustees continue to place a priority on increasing unrestricted income which was £2,572,708 and made up 54% of total income (2016/7: £2,130,414 making up 46%). Voluntary unrestricted income rose this year

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

### **Report of the Trustees**

#### **For the year ended 31 March 2018**

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to £431,060, reflecting the investment made in the fundraising team. In line with our five year plan, we maintained a core aim to increase funds from unrestricted sources over that five-year period.

### **Income and Expenditure**

Overall Contact's income increased 2%, £111k from 2016/17 to 2017/8.

This increase is represented by an £106k increase in unrestricted donations from a number of charitable trusts.

Incoming resources show a shift between restricted and unrestricted income from the previous year. This largely relates to the reclassification of £341k of contract income as unrestricted in line with the SORP. This treatment reflects the nature of the income.

Funding for London community projects dropped with some funding streams in our Lambeth and Ealing offices coming to an end.

The increase in funding in Nations relates to new Big Lottery Funding for our work in Northern Ireland.

Trustees and management have been challenged with keeping non direct costs down in line with funding available. Overheads costs have been reduced in 2018 through working in partnership with another charity to outsource our Finance, IT and Payroll functions. However the support costs in these accounts include the costs of implementing the efficiencies, and the write-off of bad debts due to the closure of the 4Children charity. Support costs in 2018/9 will therefore be lower.

### **Reserves policy and performance**

The Trustees have retained reserves in order to give financial security, to fund working capital and to enable the charity to cope with setbacks or take advantage of opportunities. The free reserves comprise general funds excluding the net book value of tangible fixed assets funded by unrestricted funds. (See note 17a). In matching with the target reserve levels the Trustees use the free reserves of the charity which are readily available to be spent on charitable activities (as the fixed assets that we own — predominantly the premises at City Road — are used for the furtherance of the charity's objectives and therefore cannot easily be realised without prejudicing its work). The policy is based on assessment of risk relating to individual income streams/areas of work.

In 2017/8, Trustees decided to set the free reserves level between £0.6m and £0.8m. The level of reserves at the end of the year was £673,719. We anticipate reviewing the reserves policy annually.

### **Going Concern**

The trustees have assessed the going concern of Contact. Confidence has been sought through review of secured income, including Department of Education contracts, continuing into 2019/20, ownership of the City Road building and the projected income streams for the coming year.

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

**Report of the Trustees**

**For the year ended 31 March 2018**

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**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.

**Auditors**

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

**BY ORDER OF THE BOARD**

Chris Carr  
Chairman  
Contact  
209-211 City Road  
London EC1V 1JN

3 October 2018

## **Independent auditor's report**

**To the members of**

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

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#### **Opinion**

We have audited the financial statements of Contact a Family (the 'charitable company'), trading as 'Contact, for the year ended 31 March 2018 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 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 2018 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**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- The trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- The trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

#### **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. 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. In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a

## **Independent auditor's report**

**To the members of**

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

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material misstatement of the other information. 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
- The trustees' annual report has been prepared in accordance with applicable legal requirements

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

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

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

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

## **Independent auditor's report**

**To the members of**

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

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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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

## **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.

Judith Miller (Senior statutory auditor)

29 October 2018

for and on behalf of Sayer Vincent LLP, Statutory Auditor  
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

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

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

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

**For the year ended 31 March 2018**

	Note	Unrestricted £	Restricted £	2018 Total £	2017 Total £
<b>Income from:</b>					
Donations and legacies	3	431,060	–	431,060	406,286
Charitable activities	5				
London Community Projects		502,347	342,071	844,418	962,245
Engagement and Support Services		1,415,780	1,391,314	2,807,094	2,772,919
Policy and Communications		182,167	33,717	215,884	247,031
Nations Activity		40,244	415,991	456,235	265,968
Strategy Development		–	16,950	16,950	–
Investments		1,110	–	1,110	7,424
<b>Total income</b>		<b>2,572,708</b>	<b>2,200,043</b>	<b>4,772,751</b>	<b>4,661,873</b>
<b>Expenditure on:</b>					
Raising funds		506,810	–	506,810	497,346
Charitable activities					
London Community Projects		531,081	338,569	869,650	986,510
Engagement and Support Services		1,425,457	1,404,561	2,830,018	2,833,762
Policy and Communications		318,187	34,040	352,227	325,518
Nations Activity		66,315	374,164	440,479	293,522
Strategy Development		27,612	39,640	67,252	162,490
<b>Total expenditure</b>	6	<b>2,875,462</b>	<b>2,190,974</b>	<b>5,066,436</b>	<b>5,099,148</b>
<b>Net expenditure before net gains on investments</b>		(302,754)	9,069	(293,685)	(437,275)
<b>Transfers between funds</b>		65,000	(65,000)	–	–
Net gains on investments		–	–	–	99,232
<b>Net movement in funds</b>	7	<b>(237,754)</b>	<b>(55,931)</b>	<b>(293,685)</b>	<b>(338,043)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		1,583,369	1,299,806	2,883,175	3,221,218
<b>Total funds carried forward</b>		<b>1,345,615</b>	<b>1,243,875</b>	<b>2,589,490</b>	<b>2,883,175</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.

**Balance sheet**

Company no. 01633333

As at 31 March 2018

	Note	£	2018	£	2017
<b>Fixed assets:</b>					
Tangible assets	12		1,591,685		1,540,508
Investments	13		—		—
			<u>1,591,685</u>		<u>1,540,508</u>
<b>Current assets:</b>					
Debtors	14	607,928		349,249	
Cash at bank and in hand		840,956		1,388,637	
		<u>1,448,884</u>		<u>1,737,886</u>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	15	451,079		395,219	
<b>Net current assets</b>			<u>997,805</u>		<u>1,342,667</u>
<b>Total net assets</b>			<u>2,589,490</u>		<u>2,883,175</u>
<b>The funds of the charity:</b>	18a				
Restricted income funds			1,243,875		1,299,806
Unrestricted income funds:					
Designated Fund		25,000		68,467	
General funds		1,320,615		1,514,902	
Total unrestricted funds		<u>1,345,615</u>		<u>1,583,369</u>	
<b>Total charity funds</b>			<u>2,589,490</u>		<u>2,883,175</u>

Approved by the trustees on 3 October 2018 and signed on their behalf by

Chris Carr  
Chair

Kelly Evans  
Treasurer

Contact a Family (trading as Contact)

**Statement of cash flows**

**For the year ended 31 March 2018**

	Note	2018 £	2017 £
<b>Cash flows from operating activities</b>	19		
Net cash used in operating activities		(466,990)	(216,995)
<b>Cash flows from investing activities:</b>			
Dividends, interest and rents from investments	1,110	7,424	
Proceeds from the sale of fixed assets	–	878,774	
Purchase of fixed assets	(81,801)	(38,320)	
<b>Net cash provided by investing activities</b>		(80,691)	847,878
<b>Change in cash and cash equivalents in the year</b>		(547,681)	630,883
Cash and cash equivalents at the beginning of the year		1,388,637	757,754
<b>Cash and cash equivalents at the end of the year</b>	20	<b>840,956</b>	<b>1,388,637</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 209-211 City Road, London, EC1V 1JN.

**b) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (August 2014) 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.

**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.

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

**1 Accounting policies (continued)**

**f) Donations of gifts, services and facilities**

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

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

**g) Interest receivable**

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

**h) Fund accounting**

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

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

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

**i) Expenditure and irrecoverable VAT**

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

Expenditure is classified under the following activity headings:

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

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

**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.

Notes to the financial statements

For the year ended 31 March 2018

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**1 Accounting policies (continued)**

**i) 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.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

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

● Computer equipment	3 years
● Fixtures fittings and equipment	4 to 12 years
● Software development	4 years
● Freehold Buildings	80 years

**m) Listed investments**

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities and any excess of fair value over the historic cost of the investments will be shown as a fair value reserve in the balance sheet. 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) 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.

**o) 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.

**p) 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.

**q) Pensions**

The charity matches employees' pension contributions into a personal pension plan of their choice up to a maximum of 5% of their salaries. There is also a stakeholder scheme whereby the charity provides access for employees to a stakeholder pension plan, with the same arrangement. The costs to the charity are recognised as they are incurred.

**Notes to the financial statements**

**For the year ended 31 March 2018**

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**2 Detailed comparatives for the statement of financial activities**

	Unrestricted £	Restricted £	2017 Total £
<b>Income from:</b>			
Donations and legacies	341,286	65,000	406,286
Charitable activities			
London Community Projects	190,850	771,395	962,245
Engagement and Support Services	1,424,860	1,348,059	2,772,919
Policy and Communications	165,994	81,037	247,031
Nations Activity	–	265,968	265,968
Investments	7,424	–	7,424
<b>Total income</b>	<b>2,130,414</b>	<b>2,531,459</b>	<b>4,661,873</b>
<b>Expenditure on:</b>			
Raising funds	497,346	–	497,346
Charitable activities			
London Community Projects	209,873	776,637	986,510
Engagement and Support Services	1,427,483	1,406,279	2,833,762
Policy and Communications	280,489	45,029	325,518
Nations Activity	53,642	239,880	293,522
Strategy Development	8,317	154,173	162,490
<b>Total expenditure</b>	<b>2,477,150</b>	<b>2,621,998</b>	<b>5,099,148</b>
<b>Net income / expenditure before gains on investments</b>	<b>(346,736)</b>	<b>(90,539)</b>	<b>(437,275)</b>
Net gains on investments	99,232	–	99,232
<b>Net movement in funds</b>	<b>(247,504)</b>	<b>(90,539)</b>	<b>(338,043)</b>
<b>Total funds brought forward</b>	<b>1,830,873</b>	<b>1,390,345</b>	<b>3,221,218</b>
<b>Total funds carried forward</b>	<b>1,583,369</b>	<b>1,299,806</b>	<b>2,883,175</b>

**Notes to the financial statements**

**For the year ended 31 March 2018**

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**3 Income from donations and legacies**

	Unrestricted £	Restricted £	2018 total £	2017 Total £
Gifts	133,445	-	133,445	147,907
Charitable Trusts	140,842	-	140,842	100,128
Major Donors	68,447	-	68,447	89,963
Special Events	88,326	-	88,326	68,288
	431,060	-	431,060	406,286

**4 Income from Government grants**

	Unrestricted £	Restricted £	2018 Total £	2017 Total £
Department for Education	-	314,799	314,799	242,444
Scottish Government	-	114,826	114,826	101,550
Northern Ireland Executive	-	23,322	23,322	23,327
Northern Ireland – Northern Health Board*	-	-	-	39,744
London Borough of Lambeth	-	15,000	15,000	15,000
London Borough of Lewisham	-	75,758	75,758	88,520
London Borough of Ealing	-	56,581	56,581	56,581
Wandsworth Corporation*	-	20,000	20,000	246,237
Southwark Strategic Services*	-	-	-	75,000
Other government bodies	-	119,539	119,539	-
Total	-	739,825	739,825	888,403

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2018

**5 Incoming resources from charitable activities**

	London Community Projects	Engagement and Support Services	Policy and Communications	Nations Activity	Strategy Development	2018 Total	2017 Total
	£	£	£	£	£	£	£
<b>Restricted:</b>							
Government grants (note 4)	190,190	389,002	22,158	138,475	-	739,825	888,403
Big Lottery Fund	139,174	715,465	-	154,599	-	1,009,238	972,612
Charitable trusts	3,142	128,479	-	61,473	-	193,094	216,861
Major Donors	-	122,575	9,745	59,466	16,950	208,736	309,195
Contractual income	-	-	-	-	-	-	-
Other	9,565	35,793	1,814	1,978	-	49,150	79,388
Total restricted incoming resources from charitable activities	342,071	1,391,314	33,717	415,991	16,950	2,200,043	2,466,459
<b>Unrestricted:</b>							
Contractual income							
- SEN and Disability Reforms support	-	1,350,846	153,309	-	-	1,504,155	1,499,999
- London Borough of Lambeth	76,586	-	-	-	-	76,586	63,217
- London Borough of Southwark	75,075	-	-	-	-	75,075	-
- London Borough of Wandsworth	226,238	-	-	-	-	226,238	-
- Northern Ireland Health Board	-	-	-	39,744	-	39,744	-
- London Projects Independent Supporters	121,676	-	-	-	-	121,676	127,633
Publication income	-	-	-	-	-	-	587
Other Income	2,772	64,934	28,858	500	-	97,064	90,268
Total unrestricted incoming resources from charitable activities	502,347	1,415,780	182,167	40,244	-	2,140,538	1,781,704
<b>Total incoming resources from charitable activities</b>	<b>844,418</b>	<b>2,807,094</b>	<b>215,884</b>	<b>456,235</b>	<b>16,950</b>	<b>4,340,581</b>	<b>4,248,163</b>

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2018

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**6 Analysis of expenditure**

	Cost of raising funds	Charitable activities						Governance costs	2018 Total £	2017 Total £
		London Community Projects £	Engagement and Support Services £	Policy & Communications £	Nations Activity £	Strategy Development				
Direct costs	506,810	678,590	2,224,605	272,682	346,976	67,252	37,648	4,134,563	4,224,503	
Support costs										
HR	–	20,129	65,987	9,284	10,292	–	–	105,692	140,391	
Finance	–	46,961	153,952	21,661	24,012	–	–	246,586	180,294	
IT	–	40,020	131,195	18,459	20,463	–	–	210,137	205,320	
Monitoring and Evaluation	–	27,281	68,500	4,000	9,760	–	–	109,541	100,465	
Management	–	40,557	132,957	18,707	20,738	–	46,958	259,917	248,175	
	506,810	853,538	2,777,196	344,793	432,241	67,252	84,606	5,066,436	5,099,148	
Governance costs	–	16,112	52,822	7,434	8,238	–	(84,606)	–	–	–
<b>Total expenditure 2018</b>	<b>506,810</b>	<b>869,650</b>	<b>2,830,018</b>	<b>352,227</b>	<b>440,479</b>	<b>67,252</b>	<b>–</b>	<b>5,066,436</b>		
<b>Total expenditure 2017</b>	<b>497,346</b>	<b>986,510</b>	<b>2,833,762</b>	<b>325,518</b>	<b>293,522</b>	<b>162,490</b>	<b>–</b>		<b>5,099,148</b>	

Of the total expenditure, £2,875,462 was unrestricted (2017: £2,477,150) and £2,190,974 was restricted (2017: £2,621,998). Included in the total resources expended are staff costs of £3,392,338 (2017: £3,510,244).

## Contact a Family (trading as Contact)

### Notes to the financial statements

#### For the year ended 31 March 2018

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

This is stated after charging:

	2018 £	2017 £
Depreciation	30,624	33,254
Operating lease rentals:		
Property	60,885	67,436
Other	142,457	139,329
Auditors' remuneration (excluding VAT):		
Audit	10,800	10,500
Other services	3,200	3,600

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

Staff costs were as follows:

	2018 £	2017 £
Salaries and wages	3,071,247	3,169,524
Social security costs	281,134	301,086
Employer's contribution to defined contribution pension schemes	39,957	39,634
	<hr/>	<hr/>
	3,392,338	3,510,244
	<hr/>	<hr/>

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

	2018 No.	2017 No.
£60,000 – £69,999	2	4
£70,000 – £79,999	–	–
£80,000 – £89,999	–	1
£90,000 – £99,999	1	–
	<hr/>	<hr/>

The total employee benefits including pension contributions of the key management personnel were £350,453 (2017: £438,417). Redundancy Costs were £43,687 (2017: £8,072).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2017: £nil). No charity trustee received payment for professional or other services supplied to the charity (2017: £nil).

Trustees' expenses represents the cost of travel and subsistence totalling £1,866 (2017: £939) incurred by four (2017: two) members relating to attendance at meetings of the trustees.

##### 9 Staff numbers

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

	2018 No.	2017 No.
Raising funds	13	12
London Community Projects	21	23
Engagement and Support Services	51	57
Policy and Communications	6	10
Nations Activity	11	8
Support	9	10
Governance	2	2
	<hr/>	<hr/>
	113	122
	<hr/>	<hr/>

**Notes to the financial statements**

**For the year ended 31 March 2018**

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**10 Related party transactions**

There are no related party transactions to disclose for 2018(2017: none).

Aggregate donations from related parties were £nil (2017: £nil).

**11 Taxation**

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

**12 Tangible fixed assets**

	Freehold land and buildings £	Fixtures, fittings and equipment, software development £	Total £
<b>Cost or valuation</b>			
At the start of the year	1,714,824	76,261	1,791,085
Additions in year	80,277	1,524	81,801
At the end of the year	1,795,101	77,785	1,872,886
<b>Depreciation</b>			
At the start of the year	185,105	65,472	250,577
Charge for the year	24,681	5,943	30,624
At the end of the year	209,786	71,415	281,201
<b>Net book value</b>			
<b>At the end of the year</b>	<b>1,585,315</b>	<b>6,370</b>	<b>1,591,685</b>
At the start of the year	1,529,719	10,789	1,540,508

Land with a value of £822,000 (2017: £822,000) is included within freehold property and not depreciated.

All of the above assets are used for charitable purposes.

On 18 June 2001 the charity exercised its option to purchase its premises at 209–211 City Road for a price of £1,635,000. This purchase was funded by, amongst others, the Big Lottery Fund, and with a bank loan from Unity Trust Bank. The bank loan was paid in full as at May 2011. Only the Big Lottery Fund now holds a charge over the property, and it reserves the right, at its discretion, to withdraw its grant from the charity if the building is sold before 18 June 2081.

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2018

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**13 Investments**

	2018 £	2017 £
Market value at the start of the year	-	779,542
Disposals in year	-	(878,774)
Net (loss)/gain on revaluation–Investment Disposal	-	99,232
	<hr/>	<hr/>
	-	-
	<hr/>	<hr/>

**14 Debtors**

	2018 £	2017 £
Other debtors	177,042	66,595
Prepayments and trade debtors	430,886	282,654
	<hr/>	<hr/>
	607,928	349,249
	<hr/>	<hr/>

**15 Creditors: amounts falling due within one year**

	2018 £	2017 £
Taxation and social security	161,409	168,232
Other creditors	139,127	86,645
Accruals	34,825	77,190
Deferred income	115,718	63,152
	<hr/>	<hr/>
	451,079	395,219
	<hr/>	<hr/>

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2018

**16 Deferred income**

	2018 £	2017 £
Balance at the beginning of the year	63,152	67,000
Amount released to income in the year	(63,152)	(67,000)
Amount deferred in the year	115,718	63,152
 Balance at the end of the year	 115,718	 63,152
	 <hr/>	 <hr/>

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

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	671,896	919,789	1,591,685
Net current assets	673,719	324,086	997,805
 Net assets at the end of the year	 1,345,615	 1,243,875	 2,589,490
	<hr/>	<hr/>	<hr/>

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

	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	620,719	919,789	1,540,508
Net current assets	962,650	380,017	1,342,667
 Net assets at the end of the year	 1,583,369	 1,299,806	 2,883,175
	<hr/>	<hr/>	<hr/>

**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>					
Facilitation of Lambeth PCF	15,001	15,000	(21,320)	-	8,681
Aiming High For Disabled Children	113,873	118,659	(142,856)	-	89,676
Core funding for Scotland	-	81,000	(81,000)	-	-
Wales family events	-	13,253	(11,283)		1,970
Confident Caring Families	-	29,853	(29,853)		-
Core funding for Northern Ireland	-	26,322	(24,302)	-	2,020
Supporting families in Lewisham	6,165	77,204	(82,663)		706
Supporting families in Ealing	160	56,581	(50,727)	-	6,014
 <i>Subtotal carried forward</i>	 135,199	 417,872	 (444,004)	 -	 109,067

Notes to the financial statements

For the year ended 31 March 2018

**18a Movements in funds (current year) (cont'd)**

	At the start of the year £	Income and gains £	Expenditure and losses £	Transfers £	At the end of the year £
<b>Restricted funds (continued):</b>					
<i>Subtotal brought forward</i>	135,199	417,872	(444,004)	-	109,067
Early years parent engagement	-	294,191	(276,737)		17,454
<b>Big Lottery Fund</b>					-
- Capital grant (Building purchase)	600,000	-	-	-	600,000
- Helpline-welfare rights	26,554	132,460	(143,299)		15,715
- North East-Keeping Families					
Informed	8,607	134,655	(131,704)	-	11,558
- Lewisham NEW BLF	8,620	75,705	(71,120)	-	13,205
- Ealing BLF	8,957	29,251	(30,962)	-	7,246
- Midlands Supporting Change	-	97,224	(94,397)	-	2,827
- Together With Families	-	207,172	(199,920)	-	7,252
- Lambeth-Family Outreach	-	34,182	(34,182)	-	-
- North West-Improving Life Changes	-	142,263	(133,113)	-	9,150
-Me, myself, I and us (N.I)	-	155,459	(125,040)		30,419
<b>Bridge House Estates</b>					
- Building Purchase Grant	150,000	-	-	-	150,000
<b>Other Donors</b>					
Hospitals and Hospices	-	113,303	(113,303)	-	-
Early Years	58,864	116,097	(132,943)	-	42,018
Financial Hardship (N.E)	8,636	34,667	(35,428)	-	7,875
Connected Families	6,987	-	(6,987)		-
On-line presence	18,910	-	(18,910)	-	-
Human BSE Foundation	9,970	31	(10,001)	-	-
Building refurbishment	65,000	-	-	(65,000)	-
<b>Other funds</b>					
Other national funds	15,083	50,381	(56,968)	-	8,496
Other regional funds	3,018	56,818	(49,007)	-	10,829
Other London funds	1,282	27,905	(22,653)	-	6,534
Other Information Centre Funds	99	42,604	(42,573)	-	130
<i>Subtotal carried forward</i>	1,125,786	2,162,240	(2,173,251)	(65,000)	1,049,775

**Notes to the financial statements**

**For the year ended 31 March 2018**

**18a Movements in funds (current year) (cont'd)**

	At the start of the year £	Income and gains £	Expenditure and losses £	Transfers £	At the end of the year £
<i>Subtotal brought forward</i>	1,125,786	2,162,240	(2,173,251)	(65,000)	1,049,775
Other grant funds	4,231	37,803	(17,723)	-	24,311
Other building purchase funds	169,789	-	-	-	169,789
<b>Total restricted funds</b>	<b>1,299,806</b>	<b>2,200,043</b>	<b>(2,190,974)</b>	<b>(65,000)</b>	<b>1,243,875</b>
Designated Fund	68,467	-	(43,467)	-	25,000
General funds	1,514,902	2,572,708	(2,831,995)	65,000	1,320,615
<b>Total unrestricted funds</b>	<b>1,583,369</b>	<b>2,572,708</b>	<b>(2,875,462)</b>	<b>65,000</b>	<b>1,345,615</b>
<b>Total funds</b>	<b>2,883,175</b>	<b>4,772,751</b>	<b>(5,066,436)</b>	<b>-</b>	<b>2,589,490</b>

**Transfer between funds**

£65,000 transferred from restricted to unrestricted is the funded expenditure on the refurbishment of City Road, transferred to unrestricted fixed assets.

**Purpose of Designated Funds**

Trustees agreed to retain the sinking fund for premises. At the 31 March 2018 the amounts are as follows:

	£
Sinking fund for premises (unforeseen maintenance- City Road)	25,000
	<b>25,000</b>

**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>					
- Department for Education	-	182,761	(167,760)	-	15,001
- Aiming High For Disabled Children	111,838	59,683	(57,648)	-	113,873
<b>Scottish Government</b>					
- Core	-	81,000	(81,000)	-	-
- PCF		20,550	(20,550)		
<b>Northern Ireland Executive</b>					
- Core Funding	-	23,327	(23,327)	-	-
- Northern Health Board	-	39,744	(39,744)	-	-
<b>Local Authorities</b>					
- Lambeth	-	15,000	(13,826)	-	1,174
- Lewisham	-	88,520	(82,355)	-	6,165
- Ealing – Ealing and Southall Office	916	56,581	(57,337)	-	160
- Wandsworth	-	246,237	(246,237)	-	-
- Southwark	399	75,000	(75,399)	-	-
- South West	7,211	-	(7,211)	-	-
<b>Lewisham Children's Fund</b>					
	108	-	-	-	108
<i>Subtotal carried forward</i>	<b>120,472</b>	<b>888,403</b>	<b>(872,394)</b>	<b>-</b>	<b>136,481</b>

Notes to the financial statements

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**18b Movements in funds prior year (cont'd)**

	At the start of the year £	Income and gains £	Expenditure and losses £	Transfers £	At the end of the year £
<b>Restricted funds (continued):</b>					
<i>Subtotal brought forward</i>	120,472	888,403	(872,394)	-	<b>136,481</b>
<b>Big Lottery Fund</b>					
- Capital grant (Building purchase)	600,000	-	-	-	<b>600,000</b>
- Helpline	10,270	-	(10,270)	-	-
- Helpline-New		160,387	(133,833)		<b>26,554</b>
- Eastern England – BLF Supporting	1,707	-	(1,707)	-	-
- North East–Keeping Families	20,682	130,096	(142,171)	-	<b>8,607</b>
- Lewisham NEW BLF	8,040	73,226	(72,646)	-	<b>8,620</b>
- Southall BLF	5,508	102,279	(98,830)	-	<b>8,957</b>
- South West England	-	28,530	(28,530)	-	-
- Family Learning Project	430	-	(430)	-	-
- BLF West Midlands Supporting	-	92,868	(92,868)	-	-
- BLF Together With Families	32,796	198,783	(231,579)	-	-
- BLF Wales People and Places	-	-	-	-	-
- Lambeth–Family Outreach	3,060	64,900	(67,960)	-	-
- North East–Keeping Families	-	-	-	-	-
- BLF North West–Improving Life	-	111,561	(111,561)	-	-
Hospitals and Hospices	2,774	157,569	(160,343)	-	-
Early Years	-	125,001	(66,137)	-	<b>58,864</b>
Comic Relief	-	33,970	(25,334)	-	<b>8,636</b>
Westminster Foundation		27,948	(20,961)		<b>6,987</b>
True Colours Trust	-	50,000	(31,090)	-	<b>18,910</b>
<b>Bridge House Estates</b>					
- Building Purchase Grant	150,000	-	-	-	<b>150,000</b>
<b>Human BSE Foundation</b>	<b>10,889</b>	<b>-</b>	<b>(919)</b>	<b>-</b>	<b>9,970</b>
<b>Strategy Development</b>	<b>154,174</b>	<b>-</b>	<b>(154,174)</b>	<b>-</b>	<b>-</b>
<b>The Fidelity UK Foundation</b>	<b>-</b>	<b>65,000</b>	<b>-</b>		<b>65,000</b>
<b>Other funds</b>					
North East	17,688	16,178	(33,866)	-	-
North West	-	11,916	(11,916)	-	-
Scotland	12,004	11,729	(15,666)	-	<b>8,067</b>
Other Lambeth Funds	5,588	1,729	(7,317)	-	-
Other Lewisham Funds	-	3,768	(3,768)	-	-
Other Ealing and Southall Funds	901	8,719	(9,620)	-	-
Other Wandsworth Funds	3,421	11,992	(15,413)	-	-
Other Southwark Funds	17,323	4,980	(22,303)	-	-
Other Sutton Funds	-	-	-	-	-
Other South West Funds	9,961	9,800	(16,743)	-	<b>3,018</b>
Other West Midlands Funds	10,268	22,010	(32,278)	-	-
Other Regional Funds	1,208	-	(1,208)	-	-
Other Northern Ireland Funds	20	20,081	(20,101)	-	-
Other Wales Funds	-	14,324	(7,308)		<b>7,016</b>
Other Information Centre Funds	17,141	80,249	(97,291)	-	<b>99</b>
<i>Subtotal carried forward</i>	<b>1,216,325</b>	<b>2,527,996</b>	<b>(2,618,535)</b>	<b>-</b>	<b>1,125,786</b>

## Contact a Family (trading as Contact)

### Notes to the financial statements

For the year ended 31 March 2018

#### 18b Movements in funds (prior year) (cont'd)

	At the start of the year	Income and gains	Expenditure and losses	Transfers	At the end of the year
<i>Subtotal brought forward</i>	1,216,325	2,527,996	(2,618,535)	-	1,125,786
Other grant funds	4,231	3,465	(3,465)	-	4,231
Other building purchase funds	169,789	-	-	-	169,789
<b>Total restricted funds</b>	<b>1,390,345</b>	<b>2,531,461</b>	<b>(2,622,000)</b>	<b>-</b>	<b>1,299,806</b>
Fair value reserves	176,609	99,232	-	(275,841)	-
Designated Fund	-	-	-	68,467	68,467
<b>General funds</b>	<b>1,654,264</b>	<b>2,130,414</b>	<b>(2,477,150)</b>	<b>207,374</b>	<b>1,514,902</b>
<b>Total unrestricted funds</b>	<b>1,830,873</b>	<b>2,229,646</b>	<b>(2,477,150)</b>	<b>-</b>	<b>1,583,369</b>
<b>Total funds</b>	<b>3,221,218</b>	<b>4,761,107</b>	<b>(5,099,150)</b>	<b>-</b>	<b>2,883,175</b>

#### Purpose of Designated Funds

Trustees agreed to set aside funds for fundraising investment, brand development and a sinking fund for premises. At the 31 March 2017 the amounts are as follows:

	£
Fundraising Investment	12,951
Brand Development	30,516
Sinking fund for premises	25,000
	<hr/>
	68,467

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

	2018	2017
	£	£
<b>Net income / (expenditure) for the reporting period (as per the statement of financial activities)</b>	<b>(293,685)</b>	<b>(338,043)</b>
Depreciation charges	30,624	33,254
Dividends, interest and rent from investments	(1,110)	(7,424)
(Gains)/losses on investment	-	(99,232)
(Increase)/decrease in debtors	(258,679)	208,929
Increase/(decrease) in creditors	55,860	(14,479)
<b>Net cash provided by / (used in) operating activities</b>	<b>(466,990)</b>	<b>(216,995)</b>

#### 20 Analysis of cash and cash equivalents

	At 1 April 2017	Cash flows	At 31 March 2018
	£	£	£
Cash at bank and in hand	1,388,637	(547,681)	840,956
<b>Total cash and cash equivalents</b>	<b>1,388,637</b>	<b>(547,681)</b>	<b>840,956</b>

## Contact a Family (trading as Contact)

### Notes to the financial statements

For the year ended 31 March 2018

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#### 21 Operating lease commitments

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

	Property 2018 £	2017 £	Equipment 2018 £	2017 £
Less than one year	51,288	46,765	123,699	124,552
One to five years	42,626	-	288,038	361,924
	<b>93,914</b>	<b>46,765</b>	<b>411,737</b>	<b>486,476</b>

#### 22 Post Balance Sheet event

On 1st April 2018 Contact a Family took over Hemihelp (registered company number 4156922, registered charity number 1085349) through a deed of transfer. £122,238 assets were transferred onto the balance sheet on this date.

#### 23 Legal status of the charity

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