

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 2019

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Report of the Trustees

For the year ended 31 March 2019

Introduction from the Chair for the year ended 31 March 2019

In many ways it has been a remarkable year for Contact. Despite the tough economic climate, we and other charities and organisations are currently working in, this year we were able to end the financial year in a stronger position than we forecast which is good news.

The families we work with are experiencing significant and growing pressures. The demand for our services not only outstrips the support we can provide, but it is also on the rise. That's why building partnerships with others to maximise impact, continues to be central to the way that we work at Contact.

This partnership working took a more formal route this year, as we welcomed charities HemiHelp and Fledglings into Contact. There is great synergy between HemiHelp and Contact's services and we are delighted that we have been able to continue the support to families at a significantly reduced cost. Fledglings provides products, equipment, toys and practical advice to families with disabled children, and the takeover now enables families to access this in the same trusted place as Contact's wider support offer.

In a different way, we have also worked in partnership to continue to lead the Disabled Children's Partnership, bringing together over 60 charities to have a louder voice for change. This year we were proud to mark the 10th anniversary of the Parent Carer Forum network, which involves over 90,000 parent carers working at a local, regional and national level to improve services for disabled children and their families.

We continue to reach more families year on year, and importantly, the services we offer are making a real difference to families. For example, an independent evaluation of our Family Finances helpline estimated that over the two years of this project an additional £3million was secured for these families annually, with gains achieved in the past year alone estimated at £2m.

We've worked hard to find new ways to bring in the vital unrestricted funding needed to carry on the work we do. In addition to the mergers above, we have rented out space at our City Road HQ to other charities and continued our fundraising efforts.

As we look ahead, we have started to develop a new strategy for 2020 onwards which builds on our current ambitions to reach and be accessible to more families that need us both now and in the future. We believe that digital development is a key area for us to focus on and have started to strategically build our capacity in this area.

I want to take this opportunity to say goodbye to Liz North, Brian O'Hagan and Nakita Singh who left our Board of Trustees this year. I want to thank them all for their dedicated service to Contact. We have since recruited 2 new board members, who I would like to welcome Jenny Sharp and Janet Leach.

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I also wish to thank the donors, ambassadors, trusts and funders, together with our dedicated staff, who make the work Contact does possible. As we mark our 40th anniversary, it is their support and engagement that will enable us to continue to support families with disabled children for the next 40 years.

Chris Carr, Chair

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***
- ***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. Across all our services in 2018/19 we collected 4,082 evaluation forms at the point of service. These tell us that after receiving a Contact service parents carers reported:

- 95% feel better informed about how to get the support they need
- 77% feel less isolated
- 86% feel better informed about their rights to benefits and grants
- 98% would recommend Contact services to others

This year we have developed our family support services in line with Aim 1 in the following key ways:

- A) We have reached out to families when they need us most – early in their journey and at points of crisis, through the roll out of our Brighter Beginnings and By Your Side programmes
 - B) We have extended the reach, scope and sustainability of our family support through the takeover of two national charities Fledglings and HemiHelp
 - C) We have reviewed our information, advice and support services, and started to introduce new digital channels to complement our telephone helpline service
 - D) We have continued to deliver and develop our services to families in a way that is responsive to their needs
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- A) Reaching out to families when they need us most through the roll out of Brighter Beginnings and By Your Side programmes

We know that coming to terms with your child's diagnosis or additional needs can be a particularly challenging and isolating time for families. Our ***Helpful Guide*** and ***Brighter Beginnings*** programme are designed to reach out to families and prevent them spiralling into crisis.

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The programme consists of a six-week programme of workshops – which help build the skills and confidence of families with younger disabled children. They are also an opportunity for parents to build networks of mutual support with families in a similar situation. This year the Department for Education also funded us to deliver 12 shortened versions of our Brighter Beginnings programme, in the Midlands, Yorkshire and Humber region, the North East and North West.

We have also continued to engage and inform parents through our publication *The Helpful Guide for Families with Disabled Children* which is aimed at families early in their journey.

We commissioned an independent evaluation of our Brighter Beginnings workshops. Key findings from the evaluation were:

- 94% of parents feel that Brighter Beginnings made a positive difference to them and their family.
- The workshops have a positive practical influence on parents, with the follow-up showing increased access to services and take-up of financial benefits.
- The proportion of parents who feel alone reduces by half, and it is clear from qualitative feedback that many parents attribute attending the workshops with feeling more supported, confident and more 'in control'.
- Case studies (from in-depth interviews with 4 parents) indicate increased positivity, confidence with dealing with professionals and with their child's behaviour, and reduced isolation due to meeting other families.

We proactively reached out to families in challenging circumstances, through our **By Your Side** programme based in Children's Hospitals. Families with children in hospital can face overwhelming levels of stress and insecurity. They may have just received a diagnosis and be coming to terms with what that means for their child, have ongoing assessments or critical treatments. Some may be in hospital for weeks or months. Families can be confused by the medical system, uncertain where to turn for help and struggling under increased financial burdens as they reduce work to spend more time with their child.

Our specialist parent advisers meet families when and where they need us most – inside the hospital. The needs of these families can be many and varied. Responding to families' individual questions and worries, our advisers guide and help families find support in the form of benefits or equipment as well as helping them understand the medical system.

Now in its fourth year Contact's By Your Side project supported 1,393 families of disabled children while they were in hospital with emotional and practical support.

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Throughout the year Contact's By Your Side parent advisers were in the following six NHS hospitals:

- Great Ormond Street Hospital
- Alder Hey Children's Hospital
- Birmingham Children's Hospital
- Royal Manchester Children's Hospital
- University College Hospital London
- Evelina London Children's Hospital

Evaluation of the project found that:

- 97% of parents felt better informed about how to get the support they need
- 91% have a better understanding of ideas and resources that can help support them and their families
- 63% of parents felt less isolated and better able to deal with stress

We work closely with each hospital to meet the needs of families while adapting to the environment provided by each location. Through a mix of prominent information stands, ward visits and 1:1 referrals we provide three levels of support tailored to a family's needs.

B) We extended the reach, scope and sustainability of our family support through the takeover of two national charities Fledglings and HemiHelp

HemiHelp

We were delighted to welcome HemiHelp to Contact in April 2018. We began transitioning all the services that HemiHelp provide to families living with hemiplegia. This has taken a year to complete and has included:

- Producing two digital magazines which reached over 2000 families.
- Supporting over 40 families living with hemiplegia at a series of events over the year. This included a 'Try-It' day in March which over 100 families attended and gave children the opportunity to try a series of activities - for example, archery, Tae KwonDo or football - with their peers in a safe supportive environment. In addition, professionals such as Occupational Therapists and 3-D Orthotics were available on the day for parents to talk with.
- We ran a Primary Event conference for 20 families to learn more about transition to primary school.
- We have transitioned all the information on the HemiHelp site to a specific hemiplegia section on the Contact site. Once the final testing has been done with parents the HemiHelp website will be closed with a divert to the Contact site.
- We have assessed the 28 information leaflets that were on the HemiHelp website. Eight were duplications of existing Contact leaflets and have now been merged. We are now updating the remaining information leaflets.

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One of the main ways HemiHelp supports families is through a dedicated Facebook group with over 5,000 members. The group, which is monitored daily, has continued to grow since the takeover and has accepted over 1,000 new members with an average of 6 requests a day to join the group and over 11,000 posts, comments or likes each month.

This year HemiHelp has secured significant funding, most of which was from unsolicited donations from HemiHelp's very loyal community fundraisers - many of whom are parents with a young child with Hemiplegia.

We are now offering our families a much more holistic service at a third of the cost. We are reaching more families and are recording a significant impact.

Fledglings

In February 2019 and following due diligence and consultation with parent carers, we took over Fledglings - a national charity selling over 450 products and 1,500 product lines that help children with additional needs and their families.

Fledglings have worked alongside Contact for many years, and regularly signpost families to us for our wider information and advice offer. At the same time, we regularly signpost families to Fledglings when they are looking for practical solutions for their children. We know that families often don't know what equipment or support is available and having the right aids in place can make a real impact. The takeover means that families looking for practical products for their disabled child will be able to find products as well as wider information, support and advice in one trusted place.

The integration of Fledglings extends our offer to families and is also intended to support the sustainability of our work as it introduces a new income stream. Any profit generated from the ecommerce site will be directly reinvested in support for families. The cost of the takeover is being met by Fledglings' assets, and therefore at minimal cost to Contact.

Once we get the service up and running, we will review the information and advice provided and would like to increase engagement with families. For example, families can share reviews on different products, share their own ideas and adaptations they've made at home to help their child. We would like to work with families to co-produce new products or make products or ideas that they have already developed available so a wider group of families can benefit from their ingenuity.

- C) We have reviewed our information, advice and support services, and started to introduce new digital channels to complement our telephone helpline service

Contact's helpline provided a much valued service to families with 10,644 calls handled by our 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) plan.

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As part of our contract with the Department for Education we have been able to develop new tools on our website to help parent carers find the information, advice and support they need. This includes Common Questions Tool to help parents navigate our information, improved mobile and sharing functionality on our website, embedding two self-service tools on the website - a benefits calculator and grant search tool. In addition, we have provided a series of Facebook Q & A sessions and podcasts on some of parents' most common concerns and we have also developed regular communications with local authority Information, Advice & Support Service teams.

This year we commissioned independent evaluation of our Family Finances helpline, the findings were:

- Almost half of the families who received advice from the welfare rights project got an increase in income, averaging £103 per week or £5,356 per year.
- It was estimated that over the two years of this project an additional £3million was secured for these families annually, with gains achieved in the past year alone estimated at £2m.
- We used this evidence to support our Lifeline Appeal to raise money to continue the work of our Family Finances helpline, to make the calculation that for every £10 donated, £130 is secured for families.

The report concluded:

"Families clearly gained financially, socially and psychologically from the advice received. This small team managed to provide expert advice nationally on often niche issues... and ensured the advice was practical so that families knew the next steps to take. By all accounts this specialism and precision around benefit matters for families with disabled children and young people is otherwise unavailable."

- D) We have continued to deliver and develop our services to families in a way that is responsive to their needs

Our wider support services have also proved popular with families in 2018-19 with 4,038 parent carers attending our workshops. A total of 4,706 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.

We continued to support families across the UK. In Northern Ireland we are in the second year of delivering the Me, Myself, I & Us project funded by the Big Lottery Fund. It aims to make a real difference to the lives of families with disabled children by delivering a range of personal development solutions to improve the physical, emotional, mental and holistic wellbeing of family carers.

Over the last 12 months we have delivered 8 personal development programmes across Northern Ireland to 65 mums, dads and siblings, helping them learn new skills and boost confidence. This has surpassed our annual target of 50.

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103 mums, dads and children are regularly attending MeTime activities - promoting personal development, self-management and self-care.

In addition, we held 16 family events for the whole family to improve relationships and understanding. These have been really successful, with parents commenting on how much more patience and understanding there is between the sibling, disabled child and parents.

In Scotland we continued our work to support families whose children are growing up. This year was the second of a two-year transitions project – Talking about Tomorrow – which has been funded by the Scottish Government. Throughout 2018/19 we worked with around 250 parents from across Scotland as well as partner organisations to develop a new online resource for families and young people about transitions. The Talking About Tomorrow website is packed full of advice and information for parents whose child has reached teenage years and are starting to think about opportunities and support as they move into adulthood. It was launched in January 2019 and was well received by parents and professionals alike.

The project ended on a high when we held the first ever post school transitions conference in Scotland with around 100 parents of disabled young people from across the country in attendance. The day included a keynote address from Maree Todd, Scottish Government Minister for Children and Young People. And parents were able to get information on a host of issues they will face as their child is moving into adulthood including finance, guardianship, employment options, cyberbullying and assertiveness.

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.

In 2018/19 4,038 parent carers attended our workshops learning about rights and entitlements on a host of topics, managing challenging behaviour and getting support for a disabled child in school. And 1,402 children together with 1,432 parents came along to one of our 58 family fun days, which included trips to the seaside, pottery workshops, Christmas pantomimes and outdoor forest school events.

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Throughout 2018/19 we saw the parent carer forum network continue to thrive. There are now 93,412 members across England, up from 87,698 the previous year, demonstrating the huge commitment made by parent carers to improving services in their local areas. . The network is very active, with 42,827 parent carers taking part in parent participation work locally, regionally and nationally in 2017/18.

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.

During the year, the NNPCF steering group and the National Representatives contributed 831 days of their time to strategic parent carer participation, a 29% increase from 2017-18 and 38% above their yearly target. This year several parents from the forums continued as representatives to speak at networks and policy debates, both regionally and nationally. This has helped to further extend the influence Parent Carer Forums have had and ensured they continue to be recognised by ministers and senior government officials.

In November 2018, we held our annual joint parent carer conference with the NNPCF and welcomed Minister Nadhim Zahawi, who gave our key note address and committed his continued support for parent participation. We had over 87 parent carer forums represented and more than 200 parent carers in attendance.

This year our focus for Local Support Groups has been developing, through consultation, a new parent led regional model that draws together our work with Local Support Groups and parent carer forums. We surveyed 571 groups within our Local Groups Network with 91 respondents taking part in a follow-up call, and four groups taking part in face to face interviews.

We have presented this new model to the National Lottery Community Fund for a strategic grant and used Awards for All funding to develop a training package for locally based parents to deliver workshops as part of this model. We have also developed proposals to enhance our support of groups in Scotland and Wales. In Wales we consulted with 27 groups, representing over 4,500 people and in Scotland we worked with 11 groups.

Other local support group activities include:

- Local Support Groups Workshops in Bedfordshire, Manchester, Solihull, Lancashire and a regular autism group and early years group in Ealing.
- 245 downloads of our Group Action Packs.

Our online community membership has grown to 1,600 members, and after reviewing usage patterns so far, we're currently improving the layout of the community so it better meets your needs. This work will be completed by summer 2019.

In Wales we continued to run a series of forest school family events to enable disabled children to enjoy the outdoors and get families together. 2018/19 was year two of a three-

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year project, funded by Children in Need, and in total we delivered 9 forest school events attended by 108 children and 101 parent/carers. Sessions include fire building, making bread on an open fire, stick peeling and den building. Contact's forest school project was featured in a BBC One Countryfile programme in October 2018, which was great profile for the charity, as well as the project.

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 2018 we started a major piece of work to look at supporter and welcome journeys with the objective of building a closer relationship with the families we support, increasing their commitment to Contact so they are more likely to give back by joining in our campaigns, volunteering or fundraising for us.

To support this work, we invested in a new online system which enables us to communicate more effectively with the families we support and better understand them and how they interact with us. The system in turn enables families to actively engage in our campaigns and get more involved with our fundraising activity.

To test out our supporter journey work we launched our Family Finances Lifeline Appeal in December 2018. This was timed to coincide with the publication of our Counting the Costs research.

Funding for Contact's Family Finances Helpline was under threat and we launched the appeal to ask supporters to donate and help us continue the vital service, which secures extra financial help for families with disabled children up and down the country. The appeal targeted people who campaign with us with the aim of turning them into donors – the first time we had ever tried this. As a result of this campaign we had over £2,745 in donations including a donation from a company, alongside support from Trusts and a Major Donor. The appeal has enabled us to maintain the service in 2019.

We have been trying really hard to grow our community fundraising income over the last couple of years which has proved more difficult than hoped. However, we are making sure and steady progress and Contact's team of 10 runners in the 2018 London marathon, was boosted by HemiHelp's team of 7. The Contact runners raised an incredible £31.4K and we

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are looking forward to the London Marathon 2019 when our combined running team will be the biggest we've ever had.

Other highlights of the year included:

- Friends of Donhead School chose Contact as their charity of the year and raised £2,500.
- Kevin Addison did a cycling challenge from Lands' End to John O'Groats to raise money for HemiHelp and Contact raising a staggering £20K.

Our flagship fundraising event Dinosaur Day held in June saw more families than ever before signing up to take part in cake sales, family picnics and dress down days at work, all while raising money for Contact. Since then we have been working towards Dinosaur Day 2019, which has included a review of the event and a revamp of the fundraising pack making it more appealing to children. We have also simplified the ask so that it is now a cake bake and sale event only. We are also testing a supporter journey for our fundraisers in the build up to Dinosaur Day to help garner interest and boost donations.

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

We now have a campaign network of more than 10,000 supporters who have opted in to receive e-comms. More than 16,000 supporters helped us lobby for change in policy areas on social security, school transport, social care and education this year.

Counting the Costs 2018

With funding from Bio Marin we published our hard hitting Counting the Costs 2018 research. It is 10 years since we first asked families about their finances. The findings presented in this research bring to life the consequences of rising disability costs, falling financial support and intense pressure on local health and care services.

We highlighted the sharp rise in disabled children going without essentials including specialist therapies and equipment in an attempt to find a niche angle for media.

The evidence enabled us to launch our first ever appeal targeted at campaigners, described in Aim 3 above.

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In terms of public policy, this campaign focused on the way Universal Credit needs to change to meet the needs of families with disabled children. The campaign enabled more than 5000 families to have their voices heard and helped achieve significant parliamentary and media awareness:

- More than 5000 supporters signed our petition about cuts to child disability payments under Universal Credit and families helped us deliver it to Number 10.
- 1000 supporters have written to their MPs about the campaign
- 3 mentions in parliamentary debates and 7 PQs asked and answered.
- An Early Day Motion (EDM) was tabled by Caroline Lucas MP which is supported by 95 MPs (making it one of the best supported EDM of 2018).
- 35 MPs wrote to DWP government minister/Secretary of State.

This campaign is supported by significant expertise from Family Finances such as producing podcasts and parliamentary briefing and identify parent case studies for press.

School Transport Campaign

We continued to pursue this campaign in 2018/19 aimed at securing better access to school transport for disabled children. The campaign enabled more than 10,000 families to have their voices heard as we launched the second phase of campaign on the post 16 loophole. Families helped us delivered the petition to Downing Street.

In 2017 the Government responded to the campaign, by agreeing to publish new statutory guidance on school transport for disabled children. This year we worked closely with school transport officials at the DfE to review drafts of this guidance which we believe is significantly improved. However, the change of Secretary of State has delayed the public consultation on the new draft.

Disabled Children's Partnership

Contact continued to Chair the Disabled Children's Partnership (DCP), a group of 60 disabled children's charities calling on the government to address the growing crisis in health and social care for disabled children. In July 2018 the partnership secured a Panorama programme on BBC1 highlighting the consequences of diminishing support for disabled children and their families. DCP worked closely with the Panorama team in the making of the film. Timed to coincide with the broadcast DCP launched its funding gap research which revealed there is £1.5 billion funding missing from health and social care for disabled children. We are using this information to put pressure on government to invest more in these vital services.

During a challenging year of gaining press coverage due to continued large world events dominating the news agenda, our media work helped us reach 16.2 million people with our key messages - coverage that would have cost us around £439,186 if we'd had to pay for it. Highlights included Contact's Chief Executive being interviewed on Radio 4 Woman's Hour about our flagship research Counting the Costs. Our spokespeople were interviewed several times on 5Live about our school transport campaign and Contact was featured in BBC 1

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Countryfile ramble for Children in Need programme. We had a letter published in the Sunday Telegraph and our messages were published in several articles in the Guardian and Daily Mirror throughout the year. We were also mentioned on ITV's This Morning as a good place of support for families with disabled children.

We had 3,650 new Facebook likes and 1,139 new twitter followers in the year ending 31 March 2019. Over the year we reached 838,645 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 209,661 digital users each quarter.

In January we launched our 40th anniversary year with our Together at 40 Awards. This proved very popular with our supporters and received 500 nominations (compared to 200 in 2017). This will help build our profile with media and parliamentarians in the year ahead.

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.

Making use of our assets

Part of our strategy is to make good use of Contact's resources, and this includes raising unrestricted funds through rental of floor space at City Road. Full tenancy is now close to completion. Our third-floor tenants have renewed their lease for a further two years and in addition we will have a new tenant moving into the ground floor in June 2019. Our current tenant on the lower ground floor will be extending their lease for the whole of that floor from June 2019.

This secures significant unrestricted income for Contact.

CRM and GDPR

The new General Data Protection Regulations (GDPR) came into force on 25 May 2018. A GDPR working group was set up and did a lot of work in the run-up to this date to ensure

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Contact was GDPR compliant and that staff had the right guidance, documents and instructions. This included a complete revision of our data protection policy.

As part of the preparation we developed a new GDPR compliant privacy statement for our website. This is something that parents can be referred to if they want to know how we process their data. We have also developed a consent statement to use when asking parents to sign-up to newsletters and other communications as well as GDPR compliant photo consent and evaluation forms. We now also have an updated staff privacy policy and organisation-wide GDPR policy, and updated our third party data processing agreements to be GDPR compliant. An important part of GDPR is to keep data secure and not to hold onto data that is no longer needed. To this end, we developed and implemented data retention principles. A small team continues to oversee compliance with GDPR regulations and to deal with any GDPR related issues such as a data subject access request.

We have ensured that the use of our CRM system to manage consent has been robust reviewing processes and procedures and adapting where necessary. We have extended the use of the platform Engaging Networks to include fundraising and have processes to transfer the data between systems to maintain integrity of the data and of consent. The CRM system remains the key platform for supporting effective data management.

New strategy

We have started work on a new strategy for 2020—2025.

The approach builds on the successes and learning gained through the implementation of our current Strategy. Overall our ambition to support more families and to increase our financial sustainability, still hold true. We want to be genuinely parent led and for this to transform our reach, support and engagement with families. We have started developing themes or draft aims for our new strategy and held a series of strategy workshops with staff and parent carers that ensure the new strategy we develop builds on the progress we have already made and our strengths as a charity, as well how we can best meet the needs of families. We have identified enablers for each of the new aims:

1. Digital transformation
2. Partnership
3. Co-production with families

We aim to finalise the strategy in summer 2019 with a view to implementation in 2020.

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***

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- ***Total income with a focus on the level of unrestricted income***
- ***Diversification of revenue streams.***

Looking forward

This is the final year of a five-year strategy and our plans for 2019/20 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 will be delivering our Brighter Beginnings programme for families at the early stages of their journey, and promoting it to commissioners, partners, early years providers, children's care centres and local authorities. We will build on work this year to develop an improved service to our families through digital channels, allowing parents to access what they need when they need it. We will continue to review how that is working *for* parents and implement improvements on the basis of what they tell us.

We will work to embed Fledglings as part of the Contact family and develop this invaluable service to parents.

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

We will strengthen our support offer to parent carer forums and support groups by delivering and marketing resilience and leadership training. We will continue to develop our on-line community for parents.

We will take forward the review we carried out in 2018/19 to develop a new model for family support delivery across England. This model builds on our relationships with local support groups and parent carer forums, and seeks to deliver support to families in a way that is parent led and supportive of local services. We plan to pilot this model in two regions.

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

Following our rebrand in 2017 we continue implementation. This year we will be reviewing our most used website pages and will integrate the Fledglings brand into Contact.

We will celebrate our 40th anniversary as a charity and share stories of the amazing families we work with through our Together at 40 Awards. We will continue to develop the supporter experience for those who commit their time, efforts and money to Contact.

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As we move towards a new strategy with an increased focus on digital transformation, we will start to increase our digital capacity and capabilities. This involves confirming a digital programme to run alongside the 2020-25 strategy, improving our analytics and developing KPIs for the new strategy. We will identify the resources that we need to dramatically extend our support to families through digital transformation and seek to secure funding for this.

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.*

In year we will focus on campaigning around Universal Credit – Making Universal credit fair for families with disabled children. Following our successful school transport campaign, we will build on that by reviewing local transport policies following the publication of new guidance.

We will continue to play an active, lead role in the Disabled Children’s partnership to campaign for the funding and system change that is desperately needed in disabled children’s services.

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

This year we will be continuing to finalise the new strategy and financial plan that will begin in April 2020, and ensure we have the right framework in place for implementation. People are our most valuable asset and we will be strengthening our people strategy to align with our organisational strategy through the implementation of a new HR plan that will include a learning and development plan for staff. We will also continue to systematically review and update our policies.

Financial Review

The total incoming resources increased by 12% this year to £5,355k (2017/8: £4,773k) and total expenditure decreased less than 1% to £5,079k (2017/8: £5,066k), resulting in an operating surplus of £275k (2017/8: £294k deficit).

The Trustees continue to place a priority on increasing unrestricted income which was £3,301k and made up 62% of income (2017/8: £2,573k making up 57%). Voluntary unrestricted income increased this year to £445k which includes one off transfers from Fledglings amounting to £38k. The corresponding assets are included in our balance sheet.

Contact a Family (trading as Contact)

Report of the Trustees

For the year ended 31 March 2019

Income

Unrestricted income from fundraising increased in year by 3%. Our fundraising team had some success in developing corporate fundraising which included securing a charity of the year partnership for 2019-21. The fundraising environment remains challenging however we continue to focus on developing and growing income streams. In year we also started to develop our digital fundraising.

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

Following the refurbishment of our City Road offices we have secured £64,882 of rental income.

Unrestricted Funds

Trustees and management have been challenged with keeping non direct costs down in line with funding available over the last couple of years. Overheads costs have been reduced by 22% to £723k (2017/8: £932k) through working in partnership with the charity Sense to outsource our Finance, IT and Payroll functions and efficiencies within other support functions.

Following the rental of parts of our office our City Road office has been partly revalued up by £1,613k as it is now an investment asset. This has led to our unrestricted funds increasing to £3,001k at the end of the year.

Reserves policy and performance

The Trustees have reserves in order to give financial security, to fund working capital and to enable the charity to cope with setbacks or take advantage of opportunities. The free reserves comprise general funds excluding the net book value of tangible fixed assets funded by unrestricted funds. (See note 16a). The target reserve levels represent 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 2018/9, Trustees decided to set the free reserves level between £0.5m and £0.7m. The level of reserves at the end of the year was £745k falls slightly above the target, however 2019/20 investment and operational budget will bring free reserves to within the range. We anticipate reviewing the reserves policy annually.

Contact a Family (trading as Contact)

Report of the Trustees

For the year ended 31 March 2019

The trustees do not consider there are any material uncertainties about the charity's ability to continue as a going concern.

The Trustees present their report and audited financial statements for the year ended 31 March 2019.

Reference and administrative information set out on pages 38 to 40 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).

Contact a Family (trading as Contact)

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

For the year ended 31 March 2019

| | Note | Unrestricted £ | Restricted £ | 2019 Total £ | 2018 Total £ |
|----------------------------------------------|------|-------------------|------------------|--------------------|--------------------|
| Income from: | | | | | |
| Donations and legacies | 3 | 445,413 | 225,326 | 670,739 | 431,060 |
| Charitable activities | 5 | | | | |
| London Community Projects | | 405,219 | 351,115 | 756,334 | 844,418 |
| Engagement and Support Services | | 2,109,719 | 1,021,181 | 3,130,900 | 2,807,094 |
| Policy and Communications | | 244,895 | 41,926 | 286,821 | 215,884 |
| Nations Activity | | 30,019 | 413,939 | 443,958 | 456,235 |
| Strategy Development | | - | - | - | 16,950 |
| Property income | | 64,887 | - | 64,887 | - |
| Investments | | 859 | 2 | 861 | 1,110 |
| Total income | | 3,301,011 | 2,053,489 | 5,354,500 | 4,772,751 |
| Expenditure on: | | | | | |
| Raising funds | | 406,235 | - | 406,235 | 506,810 |
| Charitable activities | | | | | |
| London Community Projects | | 401,981 | 316,633 | 718,614 | 869,650 |
| Engagement and Support Services | | 2,138,252 | 1,083,698 | 3,221,950 | 2,830,018 |
| Policy and Communications | | 276,771 | 17,849 | 294,620 | 352,227 |
| Nations Activity | | 35,473 | 402,327 | 437,800 | 440,479 |
| Strategy Development | | - | - | - | 67,252 |
| Total expenditure | 6 | 3,258,712 | 1,820,507 | 5,079,219 | 5,066,436 |
| Net income/(expenditure) for the year | 7 | 42,299 | 232,982 | 275,281 | (293,685) |
| Transfers between funds | | | | | |
| Net gains on revaluations | | 1,613,239 | - | 1,613,239 | |
| Net movement in funds | | 1,655,538 | 232,982 | 1,888,520 | (293,685) |
| Reconciliation of funds: | | | | | |
| Total funds brought forward | | 1,345,615 | 1,243,875 | 2,589,490 | 2,883,175 |
| Total funds carried forward | 18 | 3,001,153 | 1,476,857 | 4,478,010 | 2,589,490 |

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

Contact a Family (trading as Contact)

Balance sheet

Company no. 01633333

As at 31 March 2019

| | Note | £ | 2019 £ | £ | 2018 £ |
|------------------------------------------------|------|------------------|------------------|------------------|------------------|
| Fixed assets: | | | | | |
| Tangible assets | 12 | | 983,214 | | 1,591,685 |
| Investment properties | 13 | | 2,192,630 | | - |
| | | | <u>3,175,844</u> | | <u>1,591,685</u> |
| Current assets: | | | | | |
| Stock | | 32,348 | | - | |
| Debtors | 14 | 598,302 | | 607,928 | |
| Cash at bank and in hand | | 1,360,050 | | 840,956 | |
| | | <u>1,990,700</u> | | <u>1,448,884</u> | |
| Liabilities: | | | | | |
| Creditors: amounts falling due within one year | 15 | 688,534 | | 451,079 | |
| | | | <u>1,302,166</u> | | <u>997,805</u> |
| Net current assets | | | <u>4,478,010</u> | | <u>2,589,490</u> |
| Total net assets | | | <u>4,478,010</u> | | <u>2,589,490</u> |
| The funds of the charity: | | | | | |
| Restricted income funds | 18a | | 1,476,857 | | 1,243,875 |
| Unrestricted income funds: | | | | | |
| Designated Fund | | 99,260 | | 25,000 | |
| General funds | | 1,288,654 | | 1,320,615 | |
| Asset revaluation | | 1,613,239 | | - | |
| | | <u>3,001,153</u> | | <u>1,345,615</u> | |
| Total unrestricted funds | | | <u>4,478,010</u> | | <u>2,589,490</u> |
| Total charity funds | | | <u>4,478,010</u> | | <u>2,589,490</u> |

Approved by the trustees on 18th September 2019 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 2019

| | Note | 2019 £ | £ | 2018 £ | £ |
|--------------------------------------------------------|------|-----------|-------------------------|-----------|-----------------------|
| Cash flows from operating activities | 19 | | | | |
| Net cash used in operating activities | | | 453,346 | | (466,990) |
| Cash flows from investing activities: | | | | | |
| Dividends, interest and rents from investments | | 65,748 | | 1,110 | |
| Purchase of fixed assets | | – | | (81,801) | |
| Net cash provided by investing activities | | | <u>65,748</u> | | <u>(80,691)</u> |
| Change in cash and cash equivalents in the year | | | 519,094 | | (547,681) |
| Cash and cash equivalents at the beginning of the year | | | <u>840,956</u> | | <u>1,388,637</u> |
| Cash and cash equivalents at the end of the year | | | <u><u>1,360,050</u></u> | | <u><u>840,956</u></u> |

1 Accounting policies

a) Statutory information

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

The registered office address is 209–211 City Road, London, EC1V 1JN.

b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (March 2018) and the Companies Act 2006.

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

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

c) Public benefit entity

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

d) Going concern

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

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

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

e) Income

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

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

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

1 Accounting policies (continued)

e) Income (continued)

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

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

f) Donations of gifts, services and facilities

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

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

g) Interest receivable

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

h) Fund accounting

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

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

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

i) Expenditure and irrecoverable VAT

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

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

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

1 Accounting policies (continued)

j) Allocation of support costs

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

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

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

k) Operating leases

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

l) Tangible fixed assets

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

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

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

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

m) Investment assets

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

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.

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

2 Detailed comparatives for the statement of financial activities

| | Unrestricted £ | Restricted £ | 2018 Total £ |
|------------------------------------------------|-------------------|------------------|--------------------|
| Income from: | | | |
| Donations and legacies | 431,060 | – | 431,060 |
| Charitable activities | | | |
| London Community Projects | 502,347 | 342,071 | 844,418 |
| Engagement and Support Services | 1,415,780 | 1,391,314 | 2,807,094 |
| Policy and Communications | 182,167 | 33,717 | 215,884 |
| Nations Activity | 40,244 | 415,991 | 456,235 |
| Strategy Development | – | 16,950 | 16,950 |
| Investments | 1,110 | – | 1,110 |
| Total income | 2,572,708 | 2,200,043 | 4,772,751 |
| Expenditure on: | | | |
| Raising funds | 506,810 | – | 506,810 |
| Charitable activities | | | |
| London Community Projects | 531,081 | 338,569 | 869,650 |
| Engagement and Support Services | 1,425,457 | 1,404,561 | 2,830,018 |
| Policy and Communications | 318,187 | 34,040 | 352,227 |
| Nations Activity | 66,315 | 374,164 | 440,479 |
| Strategy Development | 27,612 | 39,640 | 67,252 |
| Total expenditure | 2,875,462 | 2,190,974 | 5,066,436 |
| Net income / (expenditure) for the year | (302,754) | 9,069 | (293,685) |
| Transfers between funds | 65,000 | (65,000) | – |
| Net movement in funds | (237,754) | (55,931) | (293,685) |
| Total funds brought forward | 1,583,369 | 1,299,806 | 2,883,175 |
| Total funds carried forward | 1,345,615 | 1,243,875 | 2,589,490 |

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2019

3a Income from donations and legacies (current year)

| | Unrestricted £ | Restricted £ | 2019 Total £ |
|-----------------------------|-------------------|-----------------|--------------------|
| Gifts | 124,678 | 22,081 | 146,759 |
| Charitable Trusts | 132,155 | – | 132,155 |
| Major Donors | 50,076 | – | 50,076 |
| Corporate | 13,500 | – | 13,500 |
| Donations from acquisitions | 38,162 | 122,238 | 160,400 |
| Special Events | 86,842 | 81,007 | 167,849 |
| | <u>445,413</u> | <u>225,326</u> | <u>670,739</u> |

The net assets of HemiHelp (£122,238) and Fledglings (£38,162) were transferred into Contact assets during the year. These are recognised as donations from acquisitions in the year.

3b Income from donations and legacies (prior year)

| | Unrestricted £ | Restricted £ | 2018 Total £ |
|-------------------|-------------------|-----------------|--------------------|
| Gifts | 133,445 | – | 133,445 |
| Charitable Trusts | 140,842 | – | 140,842 |
| Major Donors | 68,447 | – | 68,447 |
| Special Events | 88,326 | – | 88,326 |
| | <u>431,060</u> | <u>–</u> | <u>431,060</u> |

4a Income from government grants (current year)

| | Unrestricted £ | Restricted £ | 2019 Total £ |
|----------------------------|-------------------|-----------------|--------------------|
| Department for Education | – | 229,802 | 229,802 |
| Scottish Government | – | 114,314 | 114,314 |
| Northern Ireland Executive | – | 23,328 | 23,328 |
| London Borough of Lambeth | – | 13,796 | 13,796 |
| London Borough of Lewisham | – | 60,606 | 60,606 |
| London Borough of Ealing | – | 56,581 | 56,581 |
| Total | <u>–</u> | <u>498,427</u> | <u>498,427</u> |

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2019

4b Income from government grants (prior year)

| | Unrestricted £ | Restricted £ | 2018 Total £ |
|----------------------------|-------------------|-----------------|--------------------|
| Department for Education | - | 314,799 | 314,799 |
| Scottish Government | - | 114,826 | 114,826 |
| Northern Ireland Executive | - | 23,322 | 23,322 |
| London Borough of Lambeth | - | 15,000 | 15,000 |
| London Borough of Lewisham | - | 75,758 | 75,758 |
| London Borough of Ealing | - | 56,581 | 56,581 |
| Wandsworth Corporation* | - | 20,000 | 20,000 |
| Other government bodies | - | 119,539 | 119,539 |
| Total | - | 739,825 | 739,825 |

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2019

5 Incoming resources from charitable activities (current year)

| | London Community Projects £ | Engagement and Support Services £ | Policy and Communications £ | Nations Activity £ | 2019 Total £ |
|-------------------------------------------------------------------------|--------------------------------------|-----------------------------------------|-----------------------------------|--------------------------|--------------------|
| Restricted: | | | | | |
| Government grants (note 4) | 130,984 | 229,801 | - | 137,642 | 498,427 |
| Big Lottery Fund | 187,224 | 511,294 | - | 166,936 | 865,454 |
| Charitable trusts | 25,475 | 154,479 | 7,734 | 33,307 | 220,995 |
| Major Donors | - | 88,898 | 34,115 | 75,805 | 198,818 |
| Other | 7,432 | 36,709 | 77 | 249 | 44,467 |
| Total restricted incoming resources from charitable activities | 351,115 | 1,021,181 | 41,926 | 413,939 | 1,828,161 |
| Unrestricted: | | | | | |
| Contractual income | | | | | |
| - SEN and Disability Reforms support | - | 1,991,580 | 225,534 | - | 2,217,114 |
| - London Borough of Lambeth | 50,503 | - | - | - | 50,503 |
| - London Borough of Southwark | 75,000 | - | - | - | 75,000 |
| - London Borough of Wandsworth | 226,237 | - | - | - | 226,237 |
| - Northern Ireland Health Board | - | - | - | 28,788 | 28,788 |
| - London Projects Independent Supporters | 52,039 | - | - | - | 52,039 |
| Business Development | | 78,791 | | | 78,791 |
| Trading Income | - | 18,524 | - | - | 18,524 |
| Other Income | 1,440 | 20,824 | 19,361 | 1,231 | 42,856 |
| Total unrestricted incoming resources from charitable activities | 405,219 | 2,109,719 | 244,895 | 30,019 | 2,789,852 |
| Total incoming resources from charitable activities | 756,334 | 3,130,900 | 286,821 | 443,958 | 4,618,013 |

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2019

5b Incoming resources from charitable activities (prior year)

| | London Community Projects £ | Engagement and Support Services £ | Policy and Communications £ | Nations Activity £ | Strategy Development | 2018 Total £ |
|-------------------------------------------------------------------------|--------------------------------------|-----------------------------------------|-----------------------------------|--------------------------|-------------------------|--------------------|
| Restricted: | | | | | | |
| Government grants (note 4) | 190,190 | 389,002 | 22,158 | 138,475 | - | 739,825 |
| Big Lottery Fund | 139,174 | 715,465 | - | 154,599 | - | 1,009,238 |
| Charitable trusts | 3,142 | 128,479 | - | 61,473 | - | 193,094 |
| Major Donors | - | 122,575 | 9,745 | 59,466 | 16,950 | 208,736 |
| Contractual income | - | - | - | - | - | - |
| Other | 9,565 | 35,793 | 1,814 | 1,978 | - | 49,150 |
| Total restricted incoming resources from charitable activities | 342,071 | 1,391,314 | 33,717 | 415,991 | 16,950 | 2,200,043 |
| Unrestricted: | | | | | | |
| Contractual income | | | | | | |
| - Parent Participation | | | | | | - |
| - SEN and Disability Reforms support | - | 1,350,846 | 153,309 | - | - | 1,504,155 |
| - Department for Education-Helpline/SEN | - | - | - | - | - | - |
| - DFE Innovation | - | - | - | - | - | - |
| - Sutton London Borough Council | - | - | - | - | - | - |
| - London Borough of Lambeth | 76,586 | - | - | - | - | 76,586 |
| - 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 |
| Publication income | - | - | - | - | - | - |
| Other Income | 2,772 | 64,934 | 28,858 | 500 | - | 97,064 |
| Total unrestricted incoming resources from charitable activities | 502,347 | 1,415,780 | 182,167 | 40,244 | - | 2,140,538 |
| Total incoming resources from charitable activities | 844,418 | 2,807,094 | 215,884 | 456,235 | 16,950 | 4,340,581 |

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2019

6 Analysis of expenditure (current year)

| | Charitable activities | | | | | | | 2019 Total £ |
|-------------------------------|-------------------------------|--------------------------------------|--------------------------------------------|---------------------------------|--------------------------|-------------------------|--------------------------|--------------------|
| | Cost of raising funds £ | London Community Projects £ | Engagement and Support Services £ | Policy & Communications £ | Nations Activity £ | Strategy Development | Governance costs £ | |
| Direct costs | 406,235 | 600,884 | 2,706,598 | 248,848 | 361,929 | - | 31,722 | 4,356,216 |
| Support costs | | | | | | | | |
| HR | - | 8,816 | 39,711 | 3,651 | 5,310 | - | - | 57,488 |
| Finance | - | 35,831 | 161,395 | 14,839 | 21,582 | - | - | 233,647 |
| IT | - | 18,462 | 83,158 | 7,646 | 11,120 | - | - | 120,386 |
| Monitoring and Evaluation | - | 16,866 | 61,029 | 4,000 | 15,118 | - | - | 97,013 |
| Management | - | 32,851 | 147,971 | 13,605 | 19,787 | - | 255 | 214,469 |
| | 406,235 | 713,710 | 3,199,862 | 292,589 | 434,846 | - | 31,977 | 5,079,219 |
| Governance costs | - | 4,904 | 22,088 | 2,031 | 2,954 | - | (31,977) | - |
| Total expenditure 2019 | 406,235 | 718,614 | 3,221,950 | 294,620 | 437,800 | - | - | 5,079,219 |

6 Analysis of expenditure (prior year)

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

Notes to the financial statements

For the year ended 31 March 2019

7 Net income / (expenditure) for the year

This is stated after charging:

| | 2019 £ | 2018 £ |
|-----------------------------------------|----------------|----------------|
| Depreciation | 29,080 | 30,624 |
| Operating lease rentals: | | |
| Property | 58,889 | 60,885 |
| Other | 137,442 | 142,457 |
| Auditor's remuneration (excluding VAT): | | |
| Audit | 11,100 | 10,800 |
| Other services | - | 3,200 |
| | <u>299,511</u> | <u>347,976</u> |

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

Staff costs were as follows:

| | 2019 £ | 2018 £ |
|-----------------------------------------------------------------|------------------|------------------|
| Salaries and wages | 2,587,741 | 3,071,247 |
| Social security costs | 237,050 | 281,134 |
| Employer's contribution to defined contribution pension schemes | 61,570 | 39,957 |
| | <u>2,886,361</u> | <u>3,392,338</u> |

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

| | 2019 No. | 2018 No. |
|---------------------|-------------|-------------|
| £60,000 – £69,999 | 2 | 2 |
| £70,000 – £79,999 | - | - |
| £80,000 – £89,999 | - | - |
| £90,000 – £99,999 | 1 | 1 |
| £100,000 – £109,999 | - | - |
| | <u>3</u> | <u>3</u> |

The total employee benefits including pension contributions of the key management personnel were £297,081 (2018: £350,453). Redundancy Costs were £35,567 (2018: £43,687).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2018: £nil). No charity trustee received payment for professional or other services supplied to the charity (2018: £nil).

Trustees' expenses represents the cost of travel and subsistence totalling £729 (2018: £1,866) incurred by three (2018: four) 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:

| | 2019 No. | 2018 No. |
|---------------------------------|-------------|-------------|
| Raising funds | 10 | 13 |
| London Community Projects | 17 | 20 |
| Engagement and Support Services | 44 | 51 |
| Policy and Communications | 5 | 6 |
| Nations Activity | 11 | 11 |
| Support | 7 | 9 |
| Governance | 2 | 2 |
| | <u>96</u> | <u>112</u> |

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2019

10 Related party transactions

There are no related party transactions to disclose for 2019 (2018: none).

Aggregate donations from related parties were £nil (2018: £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 £ |
|------------------------------------|-------------------------------------|-------------------------------------------------------------------------|------------|
| Cost or valuation | | | |
| At the start of the year | 1,795,101 | 77,785 | 1,872,886 |
| Additions in year | - | - | - |
| Transfer to investment properties□ | (656,486) | - | (656,486) |
| At the end of the year | 1,138,615 | 77,785 | 1,216,400 |
| Depreciation | | | |
| At the start of the year | 209,786 | 71,415 | 281,201 |
| Charge for the year | 25,733 | 3,347 | 29,080 |
| Transfer to investment properties□ | (77,095) | - | (77,095) |
| At the end of the year | 158,424 | 74,762 | 233,186 |
| Net book value | | | |
| At the end of the year | 980,191 | 3,023 | 983,214 |
| At the start of the year | 1,585,315 | 6,370 | 1,591,685 |

Land with a value of £822,000 (2018: £822,000) is included within freehold property and not depreciated.

With the exception of investment assets, all of the above assets are used for charitable purposes. The transfer to investment assets is due to the rental of 2 floor of the 209–211 City Road premises.

On 18 June 2001 the charity exercised its option to purchase its premises at 209–211 City Road for a price of £1,635,000. This purchase was funded by, amongst others, the 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.

13 Investment properties

| | 2019 £ |
|-------------------------------------|-----------|
| Fair value at the start of the year | - |
| Transfer from tangible fixed assets | 579,391 |
| Revaluation during the year | 1,613,239 |
| Fair value at the end of the year | 2,192,630 |

The basement and the third floor of our City Road premises were let out commercially during 2018/19. The rental element of the property has been split from tangible fixed assets and valued by Anton Page, a local estate agent, at market value as at the balance sheet date.

Notes to the financial statements

For the year ended 31 March 2019

14 Debtors

| | 2019 £ | 2018 £ |
|-------------------------------|----------------|----------------|
| Other debtors | 140,231 | 177,042 |
| Prepayments and trade debtors | 458,071 | 430,886 |
| | <u>598,302</u> | <u>607,928</u> |

15 Creditors: amounts falling due within one year

| | 2019 £ | 2018 £ |
|------------------------------|----------------|----------------|
| Taxation and social security | 144,400 | 161,409 |
| Other creditors | 201,977 | 139,127 |
| Accruals | 77,383 | 34,825 |
| Deferred income | 264,774 | 115,718 |
| | <u>688,534</u> | <u>451,079</u> |

16 Deferred income

| | 2019 £ | 2018 £ |
|---------------------------------------|----------------|----------------|
| Balance at the beginning of the year | 115,718 | 63,152 |
| Amount released to income in the year | (115,718) | (63,152) |
| Amount deferred in the year | 264,774 | 115,718 |
| Balance at the end of the year | <u>264,774</u> | <u>115,718</u> |

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

| | General unrestricted £ | Restricted £ | Total funds £ |
|-----------------------------------|------------------------------|------------------|------------------|
| Tangible fixed assets | 63,425 | 919,789 | 983,214 |
| Investment properties | 2,192,630 | - | 2,192,630 |
| Net current assets | 745,098 | 557,068 | 1,302,166 |
| Net assets at the end of the year | <u>3,001,153</u> | <u>1,476,857</u> | <u>4,478,010</u> |

17b Analysis of net assets between funds (prior 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 | <u>1,345,615</u> | <u>1,243,875</u> | <u>2,589,490</u> |

Contact a Family (trading as Contact)

Notes to the financial statements

For the year ended 31 March 2019

18a Movements in funds (current year)

| | At the start of the year £ | Income and gains £ | Expenditure and losses £ | Transfers £ | At the end of the year £ |
|----------------------------------------|----------------------------------|--------------------------|--------------------------------|----------------|--------------------------------|
| Restricted funds: | | | | | |
| Facilitation of Lambeth PCF | 8,681 | 13,796 | (21,194) | - | 1,283 |
| Aiming High For Disabled Children | 89,676 | 130,836 | (144,313) | - | 76,199 |
| Core funding for Scotland | - | 81,026 | (81,026) | - | - |
| Wales family events | 1,970 | 13,182 | (11,149) | - | 4,003 |
| Core funding for Northern Ireland | 2,020 | 24,127 | (25,617) | - | 530 |
| Supporting families in Lewisham | 706 | 61,333 | (56,342) | - | 5,697 |
| Supporting families in Ealing | 6,014 | 81,606 | (73,641) | - | 13,979 |
| Brighter Beginnings | - | 7,200 | - | - | 7,200 |
| Fledglings | - | 23,255 | (14,712) | - | 8,543 |
| Hemihelp | - | 242,103 | (100,735) | - | 141,368 |
| Early years SEN and disabilities | - | 108,062 | (105,649) | - | 2,413 |
| Early years parent engagement | 17,454 | (17,454) | - | - | - |
| Big Lottery Fund | | | | | |
| - Capital grant (Building purchase) | 600,000 | - | - | - | 600,000 |
| - Helpline-welfare rights | 15,715 | 125,790 | (100,284) | - | 41,221 |
| - North East-Keeping Families Informed | 11,558 | 36,131 | (47,689) | - | - |
| - Lewisham BLF | 13,205 | 78,015 | (80,065) | - | 11,155 |
| - Ealing BLF | 7,246 | 109,209 | (67,620) | - | 48,835 |
| - Midlands Supporting Change | 2,827 | 121,514 | (109,855) | - | 14,486 |
| - Together With Families | 7,252 | 106,384 | (113,636) | - | - |
| - North West-Improving Life Changes | 9,150 | 135,365 | (130,505) | - | 14,010 |
| - Me, myself, I and us (N.I) | 30,419 | 156,936 | (151,741) | - | 35,614 |
| Bridge House Estates | | | | | |
| - Building Purchase Grant | 150,000 | - | - | - | 150,000 |
| Other Donors | | | | | |
| Hospitals and Hospices | - | 49,386 | (44,557) | - | 4,829 |
| Early Years | 42,018 | 159,338 | (133,804) | - | 67,552 |
| Financial Hardship (N.E) | 7,875 | 38,681 | (38,220) | - | 8,336 |
| Other funds | | | | | |
| Other national funds | 8,496 | 62,863 | (60,033) | - | 11,326 |
| Other regional funds | 8,222 | 33,336 | (39,019) | - | 2,539 |
| Other London funds | 6,534 | 8,615 | (8,209) | - | 6,940 |
| Other Information Centre Funds | 130 | 55,530 | (51,279) | - | 4,381 |
| Scotland | 2,607 | - | (2,607) | - | - |
| Other grant funds | 24,311 | 7,324 | (7,006) | - | 24,629 |
| Other building purchase funds | 169,789 | - | - | - | 169,789 |
| Total restricted funds | 1,243,875 | 2,053,489 | (1,820,507) | - | 1,476,857 |
| Revaluation reserves | - | 1,613,239 | - | - | 1,613,239 |
| Designated Fund | 25,000 | - | - | 74,260 | 99,260 |
| General funds | 1,320,615 | 3,301,011 | (3,258,712) | (74,260) | 1,288,654 |
| Total unrestricted funds | 1,345,615 | 4,914,250 | (3,258,712) | - | 3,001,153 |
| Total funds | 2,589,490 | 6,967,739 | (5,079,219) | - | 4,478,010 |

Purpose of Designated Funds

Trustees agreed to retain the sinking fund for premises. At the 31 March 2019 the amounts are as follows:

| | |
|---------------------------------------------------------------------------------|---------------|
| Sinking fund for premises (unforeseen maintenance- City Road) | £ 25,000 |
| Investment in trading activities (Fledglings) | 30,000 |
| Obligations to fulfill charitable objects from profit on unrestricted contracts | 44,260 |
| | <u>99,260</u> |

Notes to the financial statements

For the year ended 31 March 2019

18b Movement in funds (prior year)

| | At the start of the year £ | Income and gains £ | Expenditure and losses £ | Transfers £ | At the end of the year £ |
|-------------------------------------|----------------------------------|--------------------------|--------------------------------|-----------------|--------------------------------|
| Restricted funds: | | | | | |
| Facilitation of Lambeth PCF | 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 |
| Early years parent engagement | - | 294,191 | (276,737) | - | 17,454 |
| Big Lottery Fund | | | | | |
| - Capital grant (Building purchase) | 600,000 | - | - | - | 600,000 |
| - Helpline-welfare rights | 26,554 | 132,460 | (143,299) | - | 15,715 |
| - North East-Keeping Families | 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 |
| Bridge House Estates | | | | | |
| - Building Purchase Grant | 150,000 | - | - | - | 150,000 |
| Other Donors | | | | | |
| 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) | - | - |
| Strategy Development | | | | | |
| Building refurbishment | 65,000 | - | - | (65,000) | - |
| Other funds | | | | | |
| 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 |
| Other grant funds | 4,231 | 37,803 | (17,723) | - | 24,311 |
| Other building purchase funds | 169,789 | - | - | - | 169,789 |
| Total restricted funds | 1,299,806 | 2,200,043 | (2,190,974) | (65,000) | 1,243,875 |
| Designated Fund | 68,467 | - | (43,467) | - | 25,000 |
| General funds | 1,514,902 | 2,572,708 | (2,831,995) | 65,000 | 1,320,615 |
| Total unrestricted funds | 1,583,369 | 2,572,708 | (2,875,462) | 65,000 | 1,345,615 |
| Total funds | 2,883,175 | 4,772,751 | (5,066,436) | - | 2,589,490 |

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.

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

| | 2019 £ | 2018 £ |
|---------------------------------------------------------------------------------------------------------------|------------------|------------------|
| Net income / (expenditure) for the reporting period (as per the statement of financial activities) | 1,888,520 | (293,685) |
| Depreciation charges | 29,080 | 30,624 |
| Dividends, interest and rent from investments | (65,748) | (1,110) |
| Net gains on revaluations | (1,613,239) | – |
| (Increase)/decrease in stocks | (32,348) | – |
| (Increase)/decrease in debtors | 9,626 | (258,679) |
| Increase/(decrease) in creditors | 237,455 | 55,860 |
| Net cash provided by / (used in) operating activities | 453,346 | (466,990) |

20 Operating lease commitments payable as a lessee

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

| | Property | | Equipment | |
|--------------------|---------------|---------------|----------------|----------------|
| | 2019 £ | 2018 £ | 2019 £ | 2018 £ |
| Less than one year | 19,819 | 51,288 | 90,945 | 123,699 |
| One to five years | 14,946 | 42,626 | 198,409 | 288,038 |
| | 34,765 | 93,914 | 289,354 | 411,737 |

21 Operating lease commitments receivable as a lessor

Amounts receivable under non-cancellable operating leases are as follows for each of the following periods

| | Property | |
|--------------------|---------------|---------------|
| | 2019 £ | 2018 £ |
| Less than one year | 50,000 | 40,000 |
| One to five years | 41,200 | – |
| Over five years | – | – |
| | 91,200 | 40,000 |

22 Legal status of the charity

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

Contact a Family (trading as Contact)

Report of the Trustees

For the year ended 31 March 2019

| | |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 | 01633333 |
| 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 Sue Hurrell, Vice Chair Kelly Evans, Treasurer |

Contact a Family (trading as Contact)

Report of the Trustees

For the year ended 31 March 2019

| | |
|-------------------|-------------------------------------------------------------------------------------------------------------------------|
| Bankers | Unity Trust Bank plc Nine Brindleyplace, 4 Oozells Square Birmingham B1 2HB |
| Solicitors | Russell-Cooke Solicitors 2 Putney Hill Putney London SW15 6AB |
| Auditors | Sayer Vincent, Chartered accountants and statutory auditors Invicta House, 108-114 Golden Lane London EC1Y 0TL |

Trustees

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

| | |
|-----------------|-------------------------|
| Chris Carr | Chair |
| Sue Hurrell | Vice Chair |
| Kelly Evans | Treasurer |
| Andy Clapham | |
| Kevin Hutchens | |
| Gary Laphorn | |
| Liz North | Resigned September 2018 |
| Brian OHagan | Resigned September 2018 |
| Nakita Singh | Resigned September 2018 |
| David Duly | |
| Jamie Holmes | |
| Angela Kitching | |
| Jenny Sharp | Appointed June 2019 |
| Janet Leach | Appointed June 2019 |

Vice Presidents

Josephine Fitzalan-Howard
Nicholas Crean

Patrons

Patricia Astley
Sir Al Aynsley-Green
Georgina David
Henry Hoare

Contact a Family (trading as Contact)

Report of the Trustees

For the year ended 31 March 2019

Ruth, Lady Morris of Kenwood CBE
Francesca Martinez
Nigel Nicholls
Vivienne Parry
Paul Riseborough
Philippa Russell OBE
Paul Soames
Claire Tomalin
Elinor and Dafydd Wigley AM
Samantha Cameron
Angus Walker

Chief Executive Officer

Amanda Batten

Objects of the charity

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

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

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

Structure, governance and management

2. Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2019 was 38.
3. On 1 December 2004 Contact entered into a transfer of charitable undertakings with the Lady Hoare Trust which is a registered charity number 1067492 and a company limited by guarantee number 3482560. Following the merger a governance review commenced and new Standing Orders were adopted by the Trustees. These Standing Orders were reviewed by the Trustees in 2015.

Contact a Family (trading as Contact)

Report of the Trustees

For the year ended 31 March 2019

4. On 1 April 2018 Contact entered into a transfer of charitable undertakings with HemiHelp which was a registered charity (number 1085349) and a company limited by guarantee (number 4156922).
5. This charity was closed on 14 May 2019.
6. On 4 January 2019 Contact entered into a transfer of charitable undertakings with Fledglings Family Services which is a registered charity (number 1112618) and a company limited by guarantee (number 4592971).
7. 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.
8. Trustees are elected by the Members at the Annual General Meeting for a three year term. Trustees can be appointed during the year but must be elected at the subsequent Annual General Meeting. The Standing Orders set out a maximum of three consecutive terms for Trustees, however it is anticipated that the norm will be only two terms.
9. As well as meeting regularly as a full Board, the Trustees have also established a number of committees and councils, each with their own Terms of Reference and each reporting back to the Board:
 - a) A Business Affairs Committee to take delegated responsibility for overseeing all financial and business aspects of Contact to ensure short and long term viability, and to report back to the Board accordingly.
 - b) A Governance Strategy and People Committee to take delegated responsibility for ensuring effective and efficient governance over Contact. This includes identifying and proposing new members to the Board. To oversee all people and administrative support activity that supports the work of Contact.
10. The Trustees approve the overall strategy of the organisation and delegate the operational management, development and administration of the charity to the Chief Executive. The SMT are comprised of the Chief Executive, the Director of Resources, the Director of Family Support and the Director of 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

Contact a Family (trading as Contact)

Report of the Trustees

For the year ended 31 March 2019

receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

11. 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.
12. 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.
13. 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.

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.

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.

Contact a Family (trading as Contact)

Report of the Trustees

For the year ended 31 March 2019

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 proper 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.

Contact a Family (trading as Contact)

Report of the Trustees

For the year ended 31 March 2019

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.

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 2018/19.

Charity Governance Code

Trustees are in the process of reviewing the principles of the Charity Governance Code and intend on applying these principles in the coming year.

Contact a Family (trading as Contact)

Report of the Trustees

For the year ended 31 March 2019

Strategic Report

This year was the [fourth] 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.

Further Information

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

Auditor

Sayer Vincent was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

BY ORDER OF THE BOARD

Chris Carr
Chairman
Contact
209-211 City Road
London EC1V 1JN
18 September 2019

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

Opinion

We have audited the financial statements of Contact a Family (trading as Contact, the 'charitable company') for the year ended 31 March 2019 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 2019 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

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

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 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, including the strategic 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

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

Independent auditor's report

To the members of

Contact a Family (trading as Contact)

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.

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)

11 October 2019

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