

Child Action Northwest
Company Limited by Guarantee
Annual Report and
Consolidated Financial
Statements
Year Ended 31 March 2020

CHILD ACTION NORTHWEST

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REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2020

Legal and administration details

Status: Child Action Northwest is a company limited by guarantee, registered under the Companies Act 1995. Its governing document is its Memorandum and Articles of Association.

Trustees:	Mr M Roche	Chair
	Mr J Slater	Resigned 21 October 2019
	Mr J Townend	Vice Chair
	Mr J Drury	Treasurer
	Mr T Marklew	
	Mr G H Fairweather	
	Mr J Comyn-Platt	
	Mr P Griffin	
	Mrs M Mayman	Resigned 27 January 2020
	Mrs J Hetherington	
	Mrs M Webb	
	Ms S Cotton	Resigned 19 August 2019
	Ms V Groulef	Resigned 19 August 2019
	Mr M Rasburn	Resigned 21 October 2019
	Mr A May	Appointed 25 November 2019
	Mr J Hussain	Appointed 22 June 2020

Strategic Management Team:

Ms S Cotton	Chief Executive
Ms K Wilkinson	Strategic Director of Business Development and Quality Assurance for CANWe Solutions CIC (appointed 7 May 2019)
Mr M Shaw	Director of Finance and Business Services
Mr Stuart Chaplin	Director/Secretary (resigned 9 April 2020) Strategic Director Service Delivery and Development

Operational Management Team:

Mrs J Dawkins	Registered Manager Fostering Services - Head of Service Care
Ms Joanne Lever	Human Resources Manager
Julia Walsh	Service Manager Emotional Health and Wellbeing (resigned 11 October 2019)
Sue Monighan	Service Manager Emotional Health and Wellbeing (appointed 1 March 2020)
Sue Gardner	Fostering Service Team Manager
Huma Sheikh	Young Carers Team Leader
Lesley Hall	LCC EHWP Contract Manager
Michelle Dixon	Youth & Adult Social Inclusion Service Manager
Hannah Wilson	Principal Social Worker

Company Number: 00820660

Registered Charity Number: 222533

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Legal and administration details (continued)

Registered Office:	The Homestead Whalley Road Wilpshire Blackburn BB1 9LL	Regional Office:	4b Springfield Court Summerfield Road Off Manchester Road Bolton BL3 2NT
		Regional Office:	CANWe Solutions CIC Dixon House Whalley Road Wilpshire Blackburn BB1 9LL
Solicitors:	Forbes Solicitors Rutherford House 4 Wellington Street (St Johns) Blackburn BB1 8DD	Auditors:	MHA Moore and Smalley Statutory Auditors Chartered Accountants Richard House 9 Winckley Square Preston PR1 3HP

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1. Structure governance and management

This is the annual report of the Trustees for Child Action Northwest for the financial year ending 31 March 2020, incorporating Child Action Northwest and its subsidiary company CANWe Solutions CIC.

Child Action Northwest (CANW) is a registered Charity and Company Limited by Guarantee and is governed by its Memorandum of Articles of Association. The members of the Committee are therefore Trustees of the Charity and Directors of the Company.

The Board of Trustees has appointed two Trustees as Director's for the CIC to represent the interests of the Charity's Trustees.

The current Trustees are listed on page 3. The Chairman and Treasurer Are Honorary Officers. The Honorary Officers are elected each year at the Annual General Meeting. The Chairman and Treasurer are ex-officio members of the committee. One third of the remaining Trustees who are not Honorary Officers are elected annually by the members of the company. one new Trustee has been appointed over the year and has undertaken an induction programme.

To facilitate their responsibilities, the Trustees have agreed a rolling agenda. In addition, monthly Pre Trustees meetings are held to consider items in detail.

The board has nominated a Trustee to take the lead on Safeguarding and there are quarterly meetings with the lead staff responsible for Operational Safeguarding to ensure the Charity has robust safeguarding controls in place. The Board reviews safeguarding arrangements on an annual basis.

To further its work, the Board of Trustees has approved the establishment of a Reserves Management Group that meets quarterly to oversee the Charity's investments and any proposed service development that requires financial support.

Both the Pre-Meeting and Reserve Management meetings report back to the Trustee Board.

Strategic Directors provide a quarterly service report to the Board of Trustees, and the Business Director for the CIC provides a quarterly report on its performance.

A 'Skills, Experience and Governance' audit is undertaken each year with the Board and any skill gaps in the Board are identified. This process enables the identification of any developmental needs within the board so that the appropriate training or other opportunities can be identified throughout the year; this includes an annual team building and training event. The audit also informs recruitment to the board, enabling it to be focussed on meeting any skill gaps identified. Recruitment to the Board is via advertising through various media and networks, completion of an application form and interview by the Chair with the CEO. If this stage is successful, then interested members are invited to observe a Board meeting.

A governance review is undertaken annually led by the Chair of the Board and recommendations made to ensure that the board follows ethical guidance, is representative of the diverse communities we operate within and has representation from young people.

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Newly appointed Trustees are invited to attend the CANW induction day for new staff and are provided with an information pack which includes: -

- Child Action Northwest's mission statement
- History of Child Action Northwest
- Introduction to the Charity's services
- Trustees role description
- Payment and expenses
- Contact details of Trustees and Managers
- Responsibilities of Trustees
- Training and development
- Code of conduct
- Terms of reference for Pre Trustees Meeting and Reserves Management Meeting
- Fundraising (Creative Partnerships)

In addition, all Trustees visit the Charity's projects as part of their induction, meet with key members of the Senior Manager Team, complete a Disclosure and Barring application and sign a declaration of eligibility to act as a Trustee. They also receive, on a bi-monthly basis, a copy of Governance Magazine to keep them informed on trustee and governance matters, and receive a copy of the Good Trustee Guide published by the National Council for Voluntary Organisations (NCVO).

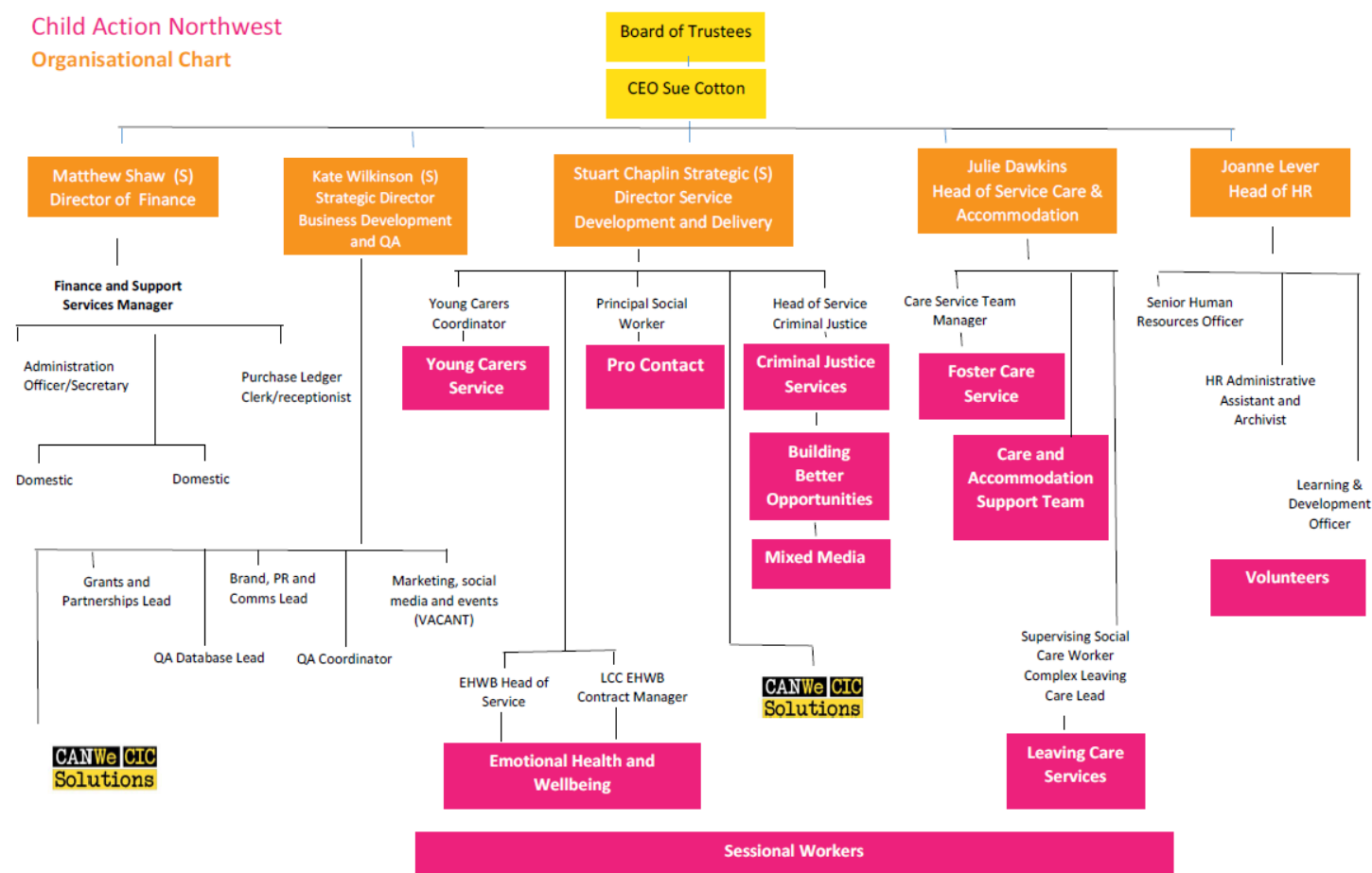
The organisational structure chart is provided below:

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YEAR ENDED 31 MARCH 2020

Child Action Northwest Organisational Chart



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The Board approve and monitor the strategic and business plan of Child Action Northwest and during the year the Board of Trustees, along with the Chief Executive, review the strategic direction of the Charity, taking into account the type of risk faced by it and the likelihood that risks may materialise. The operational and financial risks, once assessed, are monitored through a number of internal management systems including monthly senior managers' meetings, Pre-Trustee's meetings and quarterly Reserves Management meetings. A scheme of delegation is in place to ensure clarity of the decision making process.

The pay of the Chief Executive is set by the Board and reviewed on an annual basis. It is benchmarked against the NJC (National Joint Council) pay scales and has been benchmarked against other similar organisations within the voluntary sector. The Chair of the Board meets regularly with the CEO, to undertake appraisal and to monitor objectives set by the Board. A closed meeting is held annually by the Board to review the performance of the CEO against these objectives. The pay of the Senior Management team is also reviewed against the NJC pay scale and external benchmarking. The CEO undertakes an annual appraisal and regular supervision of the Management Team and discusses performance of the operational team with the Chair.

A number of stakeholder events are held over the year where the trustees and staff have the opportunity to meet a wide range of stakeholders including other charities and organisations who have an interest in Child Action Northwest. In addition, the operational managers are involved in a number of strategic planning groups across the region where there is an opportunity to contribute to developments that will be positive for its beneficiaries. A number of partnership arrangements are in place, supported by a Memorandum of Understanding, where direct services are delivered in line with the charitable objects.

2. Objectives and activities

Child Action Northwest operates in the North West of England predominantly in Lancashire, Greater Manchester and surrounding area, including Cheshire East and Cumbria. The appropriate adult service is delivered within County Durham. The Charity provides a broad range of services to support children, families and vulnerable adults in the Criminal Justice service. The region is very diverse and includes areas of deprivation alongside affluent and prosperous areas. The population within Blackburn with Darwen, parts of Lancashire and areas of Manchester includes a high proportion of individuals from a Pakistani or Indian background. Across the region there is a general diversity within the population.

The charitable objects of Child Action Northwest are:

- To relieve, support, assist, counsel or otherwise benefit children and young persons and the parents of such children and young persons who are in need of care and attention including (but not limited to) children and young persons involved in the provision of care for others.
- To relieve, support, assist, counsel or otherwise benefit children and young persons who are disabled and in need of care and attention and the parents of such children and young persons.
- To relieve, support, assist, counsel or otherwise benefit children and young persons who have learning difficulties and the parents of such children and young persons.
- To provide support, care and supervision for young persons and for mentally disordered or otherwise mentally vulnerable persons of any age arrested or being questioned by the police or any other prosecuting authority, remanded on bail by the police or a court or otherwise at risk of being remanded in custody including but not limited to the operation of a service providing appropriate adults to accompany such persons where provided for by law.

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Further to the objects Child Action Northwest is able to;

- Provide or assist in the provision of appropriate schooling and tuition and training for employment.
- Promote, organise and otherwise be involved in the provision of foster care to children and young persons.

In pursuance of these objects CANW provides a range of services under the following headings:

- **Care & Accommodation** – Provide Foster Care and Supported Lodgings placements for children and young people who are unable to live within their own family network and support contact arrangements for children whose families are separating.
- **Targeted Early Support and Specialist Services (TESSS)** – Provide a range of services in the community to support children, young people and families in partnership with a number of organisations including Schools, Youth Offending Teams, Local Authority Children's Services, Health and the Police.
- **Central Support Services** – Supply Finance, Administration, Human Resource, Marketing and Business Development, Training and Development Services for staff, carers and volunteers, and Corporate Partnership and Fundraising to support the charity's work.

Our Mission, Vision and Value statements drive our work, we are ambitious for the children and families we work with and look beyond the obvious to understand and provide the support they need to reach their potential.

Mission

Inspiring lives and changing futures through the services we deliver and the values we hold.

Vision

Children, families and young people becoming who they aspire to be and succeeding in their hopes and ambitions.

Values

- Never give up - We have belief in the potential of ourselves and those we support and will do all we can to promote the ability in every individual for positive growth and change.
- Caring - We will always demonstrate kindness, consideration and concern for those around us.
- Empowerment - We will ensure that those we support and engage with are able to take more control of what happens in their lives and to become stronger, more independent and gain confidence.

Our new values were introduced at the beginning of April 2019 after consultation with the staff team, trustees and stakeholders, our values inform our code of conduct and standards of behaviour expected across the charity. They are integral to our recruitment framework.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning its future activities.

The Charity's Memorandum and Articles of Association permits the Board of Trustees to make financial investments of funds not immediately required for meeting the objectives of the organisation.

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These funds are placed in investments, securities or property as may be thought appropriate, subject to any legal requirements. The Charity's investments have been acquired in accordance with this power.

Our People

At Child Action Northwest we recognise that our dedicated staff and volunteers are our most valuable asset. As at 31 March 2020 we employed a total of 96 permanent staff members and 94 sessional workers, bringing the total workforce of the Charity to 190 staff.

We have seen a reduction in our volunteer numbers over the last year and at the end of March 2020 we had 22 volunteers registered and active within 6 different service areas in CANW, including Trustees. This amounts to a total of 1314 volunteer hours from April 2019 – March 2020. If this contribution is equated to pay at the minimum wage of £8.21 per hour the financial value of this support to CANW is £ 10,787.94.

In March 2020 we made changes to how we will deliver Learning and Development as part of our efficiency and restructuring review. The Human Resources team will develop an annual learning and development plan alongside the operational managers and courses delivered through appropriate trainers. Over the year the staff reward and recognition policy and wellbeing strategy have been updated. The HR team continue to implement aspects of the HR electronic system beginning to move away from paper based processes. Onboarding processes, policy signoff and training logs are now all undertaken through the online system. The team continually review practice and procedure to ensure efficiency and compliance with regulations, guidelines and legislation.

All aspects of payroll are planned to move into the HR department over the coming year to ensure the system is as efficient as possible. This will be assisted by the recruitment of a Senior Payroll and HR Officer.

Our Community Interest Company Canwe Solutions

The Community Interest Company (CIC) is a trading arm of CANW whose surpluses are gift aided to the Charity to support its charitable work. The CIC has developed its work over the last year and a reorganisation has consolidated the work the organisation is delivering with vulnerable adults.

3. Our objectives and achievements for 2019-20

We identified 4 key objectives across the Charity for the year:

- Make a positive difference to the lives of children and families
- Provide a strong governance framework so that we can be sure that we provide the best quality services we can.
- Effective use of our resources to make sure we work effectively with all of our beneficiaries and can continue to provide support in the future.
- Provide a range of effective and innovative services across the North West.

Our aim was to continue supportive investment in Child Action Northwest to ensure the sustainability of high-quality services, evidenced by real need and achieving positive change for the individuals we support. The Board agreed a budget that incorporated a significant investment to ensure that all activities provided through services to beneficiaries and the infrastructure of the Charity had sufficient resources available to develop efficient and effective systems that will ensure the future stability of the Charity.

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The group's incoming resources for the year ended 31 March 2020 amounted to £5,246,929 and outgoing resources amounted to £5,635,153. The deficit reported during the year was £571,508 which included losses on investments of £183,284 (excluding dividend and other investment income). The operating deficit for the year was £388,224. However, this operating deficit included development expenditure on the infrastructure and development of the group to strengthen and develop the services and infrastructure of the organisation and was in line with organisational plans. The impact of Covid-19 had a significant impact upon investment portfolio at the time of reporting, and we are now seeing significant recovery in this position.

Despite the challenges of the external environment, we achieved much to be proud of;

- We planned to continue to deliver excellent outcomes in our Emotional Health and Wellbeing contract and have achieved this across Lancashire as lead organisation across a third sector partnership, further establishing CANW as a leading North West charity in the delivery of therapeutic and wellbeing services.
- We planned to continue to streamline our Human Resources offer to maximise recruitment and retention and ensure a robust, well informed staff team. Key functions have been moved to the HR system: The changes to payroll and training developments will continue over the year.
- We developed our value base and implemented a new reward and recognition and wellbeing strategy to ensure all staff were well supported within their role.
- We invested in a leadership programme, The Leadership Trust Programme, for our Operational and Senior Management Team, to ensure they would be well equipped to manage growth and service developments. Staff involved had access to individual coaching sessions which will be followed up by a bi annual telephone-based resource. Feedback suggests this was an invaluable resource in building a stronger senior management team, with the necessary tools to manage complex services and teams.
- We planned to increase our geographic coverage and develop new service models where appropriate. This was achieved through the development of a Trauma based service for Young People in the Criminal Justice Service, the development of the AA service in Cumbria to support juveniles and expansion of the AA service into Durham. The AA team streamlined processes to ensure efficiency and improve securement of new service areas; introducing call handling and planning online booking options. The retention of current services was, as always, a key priority.
- We committed to putting quality at the heart of our work. We achieved Investing in Children Accreditation across services for a further year, Cyber Essential accreditation and are in the process of retaining Trusted Charity Level 2 Accreditation.
- We agreed with the Board that we would invest in a new website to ensure the organisation has a visible, engaging and competitive online presence. This process is now underway, and we look forward to the launch of the new website in 2020.
- We planned to progress the Young People's Space as articulated by the young people we support. This work is now complete. The space will facilitate ProContact work. Refurbishment and project funding to maximise use of the space will be key priorities in 2020 within the parameters allowed within the current pandemic.
- Care and Accommodation underwent an Ofsted inspection, as anticipated in this period. The team worked incredibly hard to ensure all areas were compliant and achieving well. The inspection was extremely positive and the service received a GOOD rating across all areas, testament to the teamwork, professionalism and care contributed by the whole team. This rating ensures we have a strong platform going forward with regard to this service.

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Key Actions 2020/21

The emergence of the Covid-19 pandemic has led to the Charity reviewing and refocusing activity to ensure we are able to continue to meet the support needs of beneficiaries during this unprecedented period. This includes reviewing our working practices to ensure our service delivery can be flexible and delivered using technology and safe methods of contact that reduce any risk to staff or those using our services.

We will prioritise retention of current services, growth and innovation, diversification of income streams and a continued focus on quality. We are reviewing the articles and objects of the Charity with a view to including an additional object identifying Social Inclusion. Our work has demonstrated that at times community and family support needs to include people of all ages to ensure that the appropriate action is taken to help bring about the change needed to help people meet their full potential.

In a bid to achieve sustainability, growth and quality services, Child Action Northwest's strategy over the next year will be to develop core themed joint delivery areas to better communicate and promote the services currently delivered, improving the transparency and understanding amongst service users, funders, commissioners and other stakeholders concerning joint delivery models and cross working opportunities, supported by a cultural change towards promoting a "One CANW, One Service". We aim to do this through;

- **Retention of current services**

We will retain 90% of current contracts through high quality service delivery, demonstrating impact and change for service users and cost effectiveness for funders and commissioners.

- **Innovation and Growth**

We will continue to develop new service models to support innovation and growth, in co-production with young people and other stakeholders, which have synergy with our current service offer and our charitable remit. Several objectives are ongoing:

- **Continued diversification of income streams**

As in the previous year, we have an objective to focus on diversifying income streams and increasing all charitable trust and independent income; major donors, donations, fundraising, community support and legacies, trading opportunities.

- **Ensuring quality**

We will continue to prioritise quality, participation and efficiency.

3.1 Care and Accommodation

The Care & Accommodation service comprises of a registered fostering service, a leaving care service and supported lodgings provision. The foster care service has been running for over 20 years and provides foster homes for all the local authorities across the North West of England. The service usually has up to 60 children living in its foster homes and operates a number of different fostering schemes to meet the varying needs of children. The 'step-down' fostering scheme has been developed for those young people who have been in residential care or who are on the cusp of residential care and this service is provided for young people across the region. The Opening Doors project provides therapeutic foster placements for young people with complex needs across the region. In addition, the service provides task centred and permanent foster homes for single children and sibling groups, plus a specialist provision for children who have additional needs. The service currently has four Supported Lodging hosts who provide care for children who are moving on into independent living.

The service was inspected by Ofsted in January of 2020 and received an outcome of good across all areas which evidences that the service is well managed and provides safe and nurturing care to the children.

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Outputs

- CANW worked with 43 Fostering households during the year.
- 4 new fostering households were approved.
- A total of 78 young people came through the fostering service during 2019/20. Of these, 50 were in placement on 1st April 2019 and 42 on 31st March 2020.
- A total of 8 young people engaged with The Leaving Care Service
- 2 young people stayed within Supported Lodgings placements

Outcomes

- Placement stability continues to be a strength of the service: Of the placements that ended: 14 returned home, 1 moved into independence, 2 remained Staying Put, 1 remanded into custody following a Remand placement. Research shows that placement stability is a key factor in a child being able to achieve their potential. For those children who returned home this follows many weeks of direct work between the foster carer and the birth parents. Birth parents are reintroduced into the routines of the children, how to react to children when they do not want to do as they are told, food planning and equally important how to play and enjoy their children etc. This work facilitates better family relationships and ensures the family can support the children's emotional and physical needs.
- **96%** of children have had appropriate educational placements. Challenges are faced when children are moved to foster carers a distance from their school so a new educational provision is needed. One young person said " I don't enjoy school but I try hard as I want to be a paramedic". Past rhetoric that Children Looked After underachieve in education has been challenged by research in that it is not being in Care but the fact children are attachment and trauma experienced. CANW provides psychological advice to schools and this promotes educational stability. CANW attends 100% of education meetings.
- **100%** of young people were registered with GP's & dentists. All children and young people have their health needs monitored. This information is analysed at the manager's monthly meeting and is reported quarterly to Ofsted in the Reg 35 report and Board of Trustees overview. Children complete an outcome tool form which is a child friendly questionnaire. The children are encouraged to explore their feelings. For example one child said that he knew when he needed support it was when he got tears! Helping children recognise emotions is an important task that foster carers do. Ofsted 2020: "Children and young people build secure relationships with their carers. These relationships positively influence their emotional growth and wellbeing".
- **95%** of foster carers expressed satisfaction with the support offered by the service

Quotes

Foster carer: "We would just like to send a huge thank you to everyone at CANW for the support we have received for R over the last 12 months. We transferred to CANW to get the extra support we needed to keep our placement stable and we certainly got that."

Ofsted Inspector 2020: "Managers have a robust and transparent approach to investigating, safeguarding concerns. They actively and appropriately challenge other agencies responses when they consider enquiries have not been sufficiently comprehensive."

Local Authority Social worker: "Foster carers have been great since before the children were even placed. Their relaxed approach, underpinned by many years' experience has enabled the children to transition and settle into their new placement quickly and successfully. In addition, the ongoing needs of the children have been recognised and have been central to their ongoing support they require."

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Young people: "I love my CANW hoodie. I feel that we are a big family and we do things together."

When asked about growing up and having more independence Sally said about her foster carers: "They encourage me to do things like clubs and link up with my friends but I will always have a choice to do it or not!"

Ambition for the coming year

We will continue to develop our C & A service offer by:

- Recruitment: we intend to improve our Website and develop more digital knowledge to consult with young people and foster carers and to embed our SMS response. Better use of analytics to improve internet traffic towards CANW
- We intend to recruit an additional 12 foster carers and spread recruitment area to Cumbria, Yorkshire and South Manchester.

Engagement of children and young people

Summer Holidays activity program - This year a small number of our young people decided for themselves that they wanted to organise their own cycling activity. With support, young people developed their own Mountain Bike activity day. CANW staff supervised and guided the young people but the activity was 90% young person led and delivered. The outcome of the day was an increase in confidence for the participants and exploration of a new and healthy hobby.

Participation event - We invited all young people from care services and young carers to join our team for a review of the Trustees pledges. 6 young people joined a group of our trustees on the day and worked together to explore some themes and suggest changes to the existing pledges. Two young people from Young careers joined 4 young people from Care and Accommodation including 2 looked after children and 2 birth children. All young people were aged between 11 and 16. A young CANW care leaver also joined us to help facilitate the event. The outcome of the event was that young people engaged in a number of joint tasks with the trustees to quickly develop an open atmosphere and encourage creative thinking. This provided the opportunity to identify new promises made by the Trustees to meet the needs of the young people.

Training - Contribute to the skills to foster training event enabling one of our young people to ensure foster carers heard directly how their aspired role of foster carers has the potential to make a significant difference to the lives of a child/young person. Such events increase confidence in young people.

Engagement of Foster carers

Two consultation events took place with the Trustees and Foster carers to ensure their views were ascertained and contributed to the continued development of the service. Trustees and the CEO make regular visits to Foster Carers as part of ongoing engagement. As part of the staff appraisal process Foster Carers provide feedback and contribute to the process.

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3.2 Leaving Care

The Care & Accommodation service secured funding in 2019 for a three-year period from Children in Need to develop a Leaving Care provision to provide additional support for 12 vulnerable care leavers who would struggle to access mainstream services due to the complexities born out of their early years and care experience. This service provides intensive support to the children age 15+ placed within the 40+ fostering households and four Supported Lodging hosts.

Outputs

- A total of 8 young people engaged with The Leaving Care Service. All the young people were identified as leaving or due to leave the fostering service
- 2 young people stayed within Supported Lodgings placements
- 3 part time members of staff are employed: Project lead, support worker and counsellor.

Outcomes

The offer to young people is divided into 3 core areas:

- Improving mental wellbeing.
- Develop core skills, life skills, education and employment
- Staying safe and reducing vulnerability.

Various activities and individual support plans are put in place for young people accessing the service to achieve these outcomes:

- 100% of the young people were supported to maintain their relationship with their Local Authority Personal Assistant.
- 100% of the young people were supported to maintain contact and develop their relationships with family, friends and associates within their own personal networks.
- 100% of young people are registered with GP's & dentists. This enables young people to be supported to access mental health service without delay and maintain their health and wellbeing.
- 100% of young people are in school, training or employment. Liaison with educators to support the young people has been a strength of the service to ensure that the young people have a structure to day to day life as well as adding to CV's which will promote life chances.

Quotes

Foster carer: "Really appreciate that CANW is helping explore with our young person being in a relationship which seems exploitative. She would never have listened to us!"

Personal Adviser: "X has since had no further episodes of Self-harm and her moods appear to have improved greatly since she has accessed resources. X has informed me that she now feels well supported in all aspects of her move into her new home, benefits claim, any pressing mental health issues she has encountered and in supporting her relationship with boyfriend."

Young person: When asked about their aspirations they said "I want a car, a house and a business. I want to be a hairdresser and be self-employed!"

Ofsted Inspector 2020: "Young people moving towards transition into adulthood are carefully assessed."

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Ambition for the coming year

We will continue to develop our Leaving Care service offer by:

- Recruitment: recruiting an additional 6 Supported Lodging hosts
- Widen recruitment area to Cumbria, Yorkshire and South Manchester to mirror that of the fostering service.
- Secure further funding to help Care Leavers with mental health needs and develop stronger partnerships with two Local Authorities.
- Work across service with others who support 16-25 year olds to develop model for 'taster flats' with partner agencies by April 2021
- Embed agreed Quality Assurance framework across the service

3.3 Pro-Contact

About the project

Pro Contact enables and promotes contact for children and reduces parental conflict through a range of services. Services are delivered from three contact centres in Greater Manchester and one that has been recently opened in Lancashire. Pro Contact runs the Separated Parents Information Programme (SPIP) across Greater Manchester and Cumbria.

The service works with families in both public and private court proceedings and where there is a break down in contact arrangements. Pro Contact works with children who are reluctant to have contact, parents who need support in having contact or parents who need help supporting contact. The service makes recommendations to help families move forward and supports families to keep these arrangements in place.

Outputs

SPIP

- **260** attendees across delivery areas

Cafcass Child Contact Intervention (CCI)

- **177** referrals into Pro Contact for CCI

Spot Purchase

- The number of families who accessed Pro Contact directly for Supervised Contact, Indirect Contact and post box service through a parent, Social Worker or solicitor referral is **57**

Supported Services

- **52** families accessed Supported Services

Outcomes

SPIP

- **91%** of parents (who completed feedback) said that they had learnt something that may help improve their co-parenting relationship.
- **96%** of parents said that they had learnt something that may help their understanding of what children need after their parent's separate.
- **97%** of parents considered attending SPIP had had a positive impact regarding factors such as health, relationships with wider family and happiness

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Cafcass Child Contact Intervention (CCI)

- **88%** of parents (who completed feedback) said that Pro Contact helped improve the relationship between their children and the parent that they do not live with.
- **92%** of parents said that Pro Contact helped find a successful solution to contact arrangements.
- For **100%** of cases staff said that they enabled contact to happen following a time of no contact prior to referral.
- **88%** of parents considered attending Pro Contact had a positive impact regarding factors such as health, education and happiness.

Spot Purchase

- Of those parents who completed feedback the average rating for the facilities at the centre was **4.75 out of 5** in a star rating
- Parents gave staff **5 out of 5** in a star rating
- For **100%** of cases staff said that they enabled contact to happen following a time of no contact prior to referral
- **100%** of parents considered attending Pro Contact had a positive impact on them regarding factors such as health, happiness and wellbeing

Supported Services

- **100%** of parents who completed feedback said that Pro Contact helped improve the relationship between their children and the parent that they do not live with.
- Parents gave an average rating for staff who supported their family of **4.67 out of 5**

Quotes

Parent: "The assistance and help given by STAFF was exemplary. Where I felt other agencies favoured one parent over another she was neutral and gave lots of advice. She was there if we needed help and her professional opinion was gratefully received."

Cafcass Family Court Advisor: "I felt STAFF was utterly professional in the face of overwhelming pressure to react emotionally to a high-pressure adult environment. She sought to maintain a child focus."

Social Worker: "As children's services our experience of working with CANW, who have provided supervised contact at their Bolton contact centre, has been extremely positive. The contact reports we received have been very detailed and of very high quality, there has been consistency in staff who have supervised contact."

Ambition for the coming year

- Deliver the service in a safe way given the challenges of Covid-19 and disruption of the service.
- Open a contact centre in Lancashire (Wilpshire head office)
- Grow the service through new contract
- Develop Conflict Resolution offer

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3.4 Targeted Early Support and Specialist Services (TESS)

TESS services provide support to children, families and communities across Blackburn, Lancashire, Cumbria and Greater Manchester. The Appropriate Adult service is also delivered in County Durham. A wide range of services are provided including Emotional Health and Wellbeing, Family Support, Criminal Justice, Youth Support and Social Inclusion, and support in Employment and Education. The service is delivered under the management of a Strategic Director, with Service Managers based in the localities.

The service raises income primarily through providing commissioned services on behalf of the Local Authority and grant funding.

Between 1 April 2019 and 31 March 2020 the following services were provided:

3.5 CANW Young Carers Service

About the Service

Between 2019-20, CANW provided a Young Carers Service across three geographical areas: Blackburn with Darwen, Rochdale, and Cheshire East. All three Young Carer Services support Young Carers aged 5-18 who are looking after a parent or sibling with an illness or disability, mental health problem or substance misuse issues.

Up to November 2019 the Young Carers service in Blackburn with Darwen was delivered through an all age partnership arrangement with Blackburn with Darwen Carers Service and Springnorth Consortia. The contract went out to tender in November 2019, with a refocus on Young Carers, and CANW were successful in securing a three-year contract, taking the service up to November 2022.

The Rochdale Young Carers Service and the Cheshire East Young Carers Service were delivered in partnership with NCompass and CANW was subcontracted to oversee the running of the services in these two geographical areas. The Rochdale contract ended 31st March 2020 and the young carers service was transferred to NCompass and three staff members moved over to the new delivery organisation. The Cheshire East contract ended 31st March 2020 to NCompass as the delivery organisation with the two Young Carers Practitioners moving to NCompass.

BwD Young Carers Service:

The service supported 198 Young Carers from 1st April 2019– 31st March 2020.

Outputs

- Young Carers groups for those aged 8-15: approx. 26 sessions were held over the year
- Infant Young Carers groups for those aged 5-7 (in partnership with the Children's Centre staff): approx. 27 sessions were held over the year
- Young Adult Carers groups for those aged 16+ (in partnership with BwD Carers Service): approx. 18 sessions were held over the year

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Rochdale Young Carers Service:

The service supported 163 Young Carers from 1st April 2019– 31st March 2020.

Outputs

Various groups were held throughout the year on different days:

- main group for those aged 13+ was held every week on Mondays – approx. 40 sessions were held over the year
- a group for those aged 11-13 year-old Young Carers was held one Wednesday every month – approx. 12 sessions were held in total
- school holiday group sessions ran for those aged 8-13 years throughout the year – approx. 6 sessions were held in total
- various Young Adult Carer (YAC) group/drop in sessions for those aged 16+ was held throughout the year – approx. 20 sessions in total

Cheshire East Young Carers Service:

The service supported 133 Young Carers from 1st April 2019– 31st March 2020.

Outputs

The number of Young Carers attending groups in the 4 key areas increase with:

- Macclesfield: up to 29 Young Carers attending sessions - 12 sessions held monthly over the year;
- Crewe: up to 27 Young Carers attending sessions - 12 sessions held monthly over the year;
- Middlewich: up to 16 Young Carers attending sessions - 12 sessions held monthly over the year;
- Congleton: up to 20 Young Carers attending sessions - 12 sessions held monthly over the year;

Outcomes

Using Outcome Star as a measuring tool, following Young Carers intervention, over the past year, in all three service areas, on average:

- Young Carers saw an increase in their physical health by 84%;
- Young Carers saw an increase in feeling safe by 78%;
- Young Carers saw an increase in their self-esteem and confidence by 70%;
- Young Carers saw an increase in their education and learning by 69%;

Quotes

YAC: "I feel it's an open door service - if I need help I know who to speak to."

YC: "Staff always listen to your needs and will help you."

Infant YC: "Gives me a break from family life which can be stressful."

Parent: "Thank you for giving my daughter a place to be herself and to gain confidence with other children!"

Parent: "My daughter has had incredible support from the staff and they have helped her anxiety and made her feel so welcome."

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Commissioner: “CANW continues to adapt to the needs of the Young Carers that they are supporting through fantastic joint working partnerships.”

Ambition for the coming year

The service intends to continue to develop the Young Carers service offer by:

- Working with schools - The Schools and Transition Worker to roll out the ‘Young Carers In School’ Programme, and offer additional support around the transition to high school and transition to adult services.
- Developing Young Carer friendly schools - to support the Team Around the School approach (particularly in Darwen), and to increase self-identification and school referrals by creating a yc friendly school environment. Deliver briefings to pastoral staff, school governors and other key personnel, deliver assemblies, develop yc noticeboards, work with school nurses and hold regular information and support sessions.
- Establish young carers champions in various sectors such as in Education and Adult and Children Services, as well as the health sector
- Increasing Young Carers referrals from GP practices with support from the GP federation that will be invited by the VCSF platforms
- Having a presence on certain platforms in relation to Participation and the Strategic Youth Alliance strategies

3.6 Emotional Health and Wellbeing Services (EHW)

Description of Project

The Emotional Health and Wellbeing Service operates across Lancashire, Blackburn with Darwen and areas of Greater Manchester. The service offers therapeutic support to children, young people and families and continues to grow in reputation. This has meant that NHS Mental Health Services (CAMHS and ELCAS) incorporate us into their recommended pathways of support for early intervention provision for children and young people. All support is delivered via the following projects:

Lancashire County Council Early Help Programme – We work in partnership with 9 organisations to deliver EHW support to young people aged 4 – 18 years (25 years Special Educational Needs (SEND)).

Commissioned schools service - working in schools supporting young people aged 4 -18 years via drop in services, 1-1 support and group work.

Increased Access to Psychological Therapy (IAPT) - partnership with Lancashire Women offering therapeutic support to adults aged 16 years + providing counselling and low intensity CBT.

Think Family - therapeutic group work to adults in BwD.

NHS Student Placements – We maintain a positive reputation as a placement/training provider and hosted numerous placements within the reporting year

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Outputs

- Total referrals received into CANW (All projects): **1228**
- Total number of adults (Think Family & IAPT): **69**
- Total number of sessions undertaken by CANW (Young people): **10,047**
- Total number of sessions undertaken by CANW (Adults): **300**
- Number of schools (Commissioned and Spot Purchase): **34**
- Number of referrals to LCC partnership: **1848**

Outcomes

Feedback and evaluation form are completed by children and young people.

- **97 %** of young people reported improvement in emotional health and wellbeing (Young people/adults)
- **91%** of young people reported improved self-esteem and confidence
- **94%** of young people improved self-awareness
- **97%** of CYP would recommend the service
- **74%** of those completing evaluation reported an improvement in behaviour

Quotes

Young Person: "Being able to talk and understand things and work through my issues and realising that it's ok to make decisions and to feel ok. The support I have received has been so good. My Practitioner has been absolutely amazing."

Adult from Think Family Group: "What was the most memorable aspect of the group for you?" "Changing the way I think about things and be able to think positive, I have learnt to look about what I can change and there are always good points."

School referrer: "CANW staff member very helpful and supportive of YP's needs, provided helpful strategies and significant improvements made."

School Referrer: "We cannot praise your service enough. The staff who came to school were helpful and informative. They made time to attend meetings and keep staff up to date, invaluable!"

Ambition for the coming year

For the coming period 2020-2021 we would like to:

- Develop our digital offer.
- Continue to support communities and grow our mobile service via a peripatetic offer
- Positioning ourselves locally with key stakeholders, develop our existing partnership work and diversify income streams
- Continue to widen student placement/training offer
- Increase delivery in schools

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3.7 Criminal Justice Services

About the Service

The Appropriate Adult Service provides a service to children, young people and vulnerable adults whilst in Police Custody. This includes interviews under the Police and Criminal Evidence Act (PACE), voluntary interviews, missing from homes and age assessments. The service works closely with a number of statutory agencies, including the police, Liaison and Diversion and Youth Offending Teams to ensure the delivery of a high quality service. The service covers a wide delivery area.

Delivery areas

- Lancashire
- Blackburn with Darwen
- Blackpool
- Cumbria
- Greater Manchester
- Cheshire
- Durham

Outputs

Over the 12-month period the service has undertaken 7298 referrals across all the regions:

- 2539 (35%) Children
- 4447 (61%) Vulnerable adults
- 312 (4%) Other (Age Assessments, Missing from Home, Witness statements)

Custody Feedback

"The AA was schedule to attend for interview with our suspect and arrived promptly earlier in the day. However, she was taken to another interview and there was a wait until later for interview to then take place. But AA very professional, polite and care to the suspect and us."

"Thank you very much for the service provided. The whole procedure was very simple from contacting the number provided by custody. I spoke to someone on the phone who was very helpful in providing advice as to what was required on an email and what the procedure would be next. After sending the email through I was promptly contacted by the AA who asked a couple of questions to clarify a few things regarding the subject's welfare (ie. if there was a solicitor and how he would be getting to the interview). She confirmed she would be attending and provided me with her mobile number. On the day of the VA, the AA was very prompt, arriving slightly before interview. She was very pleasant and friendly. When the subject and solicitor arrived, she spoke with the subject first and then the subject and his mother, and then was present during the consultation. During the interview, the AA was very useful in ensuring the subject understood the caution and clarified the subject's understanding on a few points during the interview where required. After the interview, the AA spoke with the interviewing officer and with the subject and his mother, offering support and suggestions moving forward which I feel put both the subject and his mother at ease. It was a pleasure working with this AA and would happily use her as an AA in the future."

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“AA was on a referral at Bury when she was introduced to the Chief Constable, who was very friendly and welcoming. He thanked the AA for the work that the service provided and said it was appreciated”

“AA polite, knowledgeable and professional. Very satisfied”

“The usual excellent service from CANW’s AA team”

Statutory Reparation

This service is commissioned by Blackburn with Darwen and its remit is to work with young people in the community through a multi-agency approach, whereby agencies work in partnership to deliver an integrated service. Young people who offend are systematically assessed, helped and directed to change their behaviour, appropriately punished and encouraged to make amends to the victims of their crimes. One of the ways in which young people can make amends is to carry out reparation either directly to the victim or, when this is not possible or practical, to the community as a whole. 31 young people were referred onto the scheme over the year.

Ambition for the coming year

We will continue to develop our AA service offer by:

- Embedding a call handling service to ensure efficiencies
- Secure at least 1 further AA service (geographical)
- Develop a parent/carer AA helpline
- Move Outcome Forms on to VIEWS and ensure compliance across the AA team
- Embed agreed Quality Assurance framework across the service

3.8 Invest in Youth

About the Project

Invest in Youth is a project aimed at engaging and inspiring the most disengaged young people resident in the Lancashire Enterprise Partnership (LEP) area. It targets 16-24 year olds who are unemployed or economically inactive with multiple social, emotional and economic barriers. These young people are faced with a confusing environment of challenges including intergenerational unemployment, poverty, benefit dependency, low skills and lack of employment experience and they often live in communities with few working role models. Invest in Youth supports young people who are aged 16–24 and who are not in education, employment or training (NEET) and young people aged 15–18 at risk of becoming NEET. These young people will experience multiple and complex barriers to employment

Delivery areas

The invest in Youth Project covers Pan-Lancashire with CANW delivering to:

- Hyndburn
- Burnley
- Ribble Valley
- Blackburn with Darwen

Outputs

The Invest in Youth team supported over **80** individual young people over the last year.

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Outcomes

- 19% Young People back into the Education system.
- 14% young People back into Employment
- 57% Young People have said their confidence has increased since being on the project
- 68% Young People feel more positive about the future
- 74% Young People have said their needs have been listened too

Quotes/Feedback

Project participant: "I don't know where I'd be now without the support I received from the IY project. It helped me with my Mental Health by organising an assessment which got me a diagnosis. I was then helped to sort out my benefits and I can now manage my money much better."

Project participant: "I have worked with services all my life. I don't trust them because I get passed from one to another before anything good can happen. The IY project is different. I had one person to support me and they helped me to get some training. After the training I was offered a job. I never thought this would happen to me."

Parent: "Before my son would just stay in his room all day on his computer. Now, thanks to the IY project, he has completed a Princes Trust TEAM programme and enrolled at Burnley college to study IT."

Partner: "Working together with the IY project increases the chances of young people to overcome their barriers and engage in education and employment."

Ambition for the coming year

We will continue to develop the CANW/BBO Invest in Youth service offer by:

- Continuing to develop quality person-centred support to vulnerable young people and adults
- Forging links with new organisations and services by promoting the Invest in Youth model
- Developing specific trauma informed approaches to support
- Working more closely with the Criminal Justice Service team developing a referral pathway into the BBO project from this service

4. Business Development, Fundraising and Communications

4.1 Business Development

Business Development in 2019/20 had a focus on retention of current contracts and development in line with strategic objectives identified at the end of the last financial year. With the exception of young carers in Cheshire East and Rochdale, which ended due to the lead provider taking the decision to take these services in house, all contracts which came out to retender were retained through an open tender process:

- Blackburn with Darwen Young Carers Service
- Emotional Therapeutic Support (BBO)
- Streetreach: renewed as Rapid Rehousing Pathway Navigators
- In addition, a new geographical area, Durham, was added to the Appropriate Adult service offer.

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4.2 Fundraising

In 2019/20 fundraising activities achieved **£73,416.09**. Income was generated through a mix of events, sponsorship, donations and corporate and community support.

Income Breakdown

Events	£14,296.88
Corporate/partnerships	£18,698.74
Third party/donations	£19,120.47
Small grants/direct mailings	£21,300.00
Total	£73,416.09

CANW delivers 4 in house events during the financial year; The Orphanage Cup, Pound Day, Heritage Day and The Emoinal Health Concert. These events form the backbone of the fundraising calendar. Additionally, the team promote and support third party fundraising activity, delivered by corporate bodies, community groups and individuals. Performance improved during 2019/20 through an increased focus on achieving a good return on investment.

The Orphanage Cup (March to May): the final of the competition was held at Ewood Park on 17 May. There was a good turnout and a celebration of the contribution of Tommy Tatham who was retiring. The event raised £2000 (not yet received). The retirement of the previous organiser offered an opportunity for the event to be managed inhouse by the CANW team, and to be revamped to support inclusivity and expansion. Plans for a bigger, more lucrative competition were well underway, with 32 teams across Lancashire signed up and fixtures planned when Covid-19 occurred. The event is now postponed until 2021.

Pound Day (July): the 2019 event was held at Foxfields Hotel in Wilpshire who waived the venue cost. Despite the weather, the event was well supported by staff and well attended, particularly the dance competition. The event grossed £1900. Additional benefit: profile raising.

Heritage Day (Sept): building work at Wilpshire (the Young People's Space) resulted in limited scope for this annual event. Also, due to staff absence, PR around the event was not as extensive as hoped. The event was well supported by volunteers and attendees enjoyed presentations by Dave Pilkington and Trevor Booth.

The Emoinal Health Concert (Nov): The annual concert celebrates the achievement and integration of young people from across a diverse range of communities to sing as one, while raising awareness of mental health among young people. The event this year took a whole school approach and focussed on income generation, in addition to profile raising. Income generated; £9,192. The team:

- Coordinated and delivered 18 music workshops to participating schools
- Coordinated and delivered 10 mental health workshops and fundraising talks to participating schools
- Adopted a whole school approach inclusive of a fundraising ask
- Secured significant corporate sponsorship

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Third party events:

With a small fundraising resource, it is critical that we encourage others to fundraise for us – with the support of the team. During 2019/20 we were honoured to be supported by the generosity of the communities we work in through events, COTY, corporate and individual efforts and donations. Notably;

- **Blackburn Rovers FC charity day;** supported a bucket collection.
- **London Marathon** – Rick Marsden ran the London Marathon in aid of CANW to support the YC service.
- **Orphanage Cup:** the final of the competition was held at Ewood Park on 17 May.
- **Manchester 10K:** Kim Pegram, a CANW foster carer and her daughter Danni completed the Manchester 10K raising £100. Nicola Sumner and her daughter Emily took part in an inflatable 5k challenge in Manchester and raised £410.
- **Burnley 10K:** nominated CANW as the chosen charity for this event.
- **Alter Ego event:** delivered by community fundraiser Stephen Leak
- **Singathon:** Community fundraiser Bob Young pledged to complete a 'singathon' with proceeds to CANW. .
- **Community fundraiser** Robert Parker raised funds for Streetreach (now RRPN).
- **Heritage Talks:** a number of heritage talks took place within this period raising awareness of the charity plus a small level of revenue:
- **Clitheroe Bonfire** society pledged £625, cheque received.
- **Local company** 'Jam Coding' offered some reconditioned laptops.
- **Promethean** supported the Young Peoples space with interactive whiteboards/panels.
- **Foxfields & Artisan Hotel** hosted a Christmas Market
- **Wiltshire Golf Club:** CANW has been chosen as the Charity of the Year.
- **Cherry Fold Primary:** following an assembly, donation of £259
- **BAE:** donated Easter Eggs for distribution
- **Nybble IT:** lent IT equipment for homeworking staff during Covid-19

Partnerships were a key area of progress in 2019/20. The relatively new Grants and Partnerships Lead post was very positive in establishing connections within the business/corporate landscape, and engaging with local business communities via networking groups; Chamber of Commerce/BNI etc. This approach resulted in 11 corporate sponsors for the Emojinal Health Concert, including DHL as main event sponsor, 32 corporate teams signed up for the Orphanage Cup, Christmas donations and COTY support. Covid-19 has had a significant impact on this area of work. We are now working to re-engage during 2020/21 via a celebratory 130th year campaign.

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4.3 Marketing and Communications

The team continues to offer an invaluable resource to the organisation through in-house design, and production of a wide range of high quality promotional and informational resources, both internal and external. Highlights 2019/20;

- The team supported and coordinated PR activity to support the high-profile Ross Kemp documentary. Huma Sheikh and young carer Lizzie, were interviewed on BBJC Radio Lancashire. The story was covered in the Lancashire Evening Telegraph. A video was produced to increase profile and donations.
- Best Social Media and Digital award winner at the North West Charity awards for the Foster Care Campaign; Memories Matter.
- Young Carers Service appeared on ITV Granada for Carers Rights Day (Huma Sheikh, and 2 Young Carers)
- Young Carer Harry and his mum, supported by the CANW BwD Young Carers service, appeared on BBC Northwest Tonight to highlight the difficulties Young Carers face during the festive period.

Ambitions for the coming year

To build on work undertaken with the team in 2019/20, Pre Covid-19 plans were formulated to further strengthen the team; clarity of roles, focus on income generation and the introduction of a part time business development support post. Additionally, we planned to move towards the generation of independent income, initially through retail. Circumstances, both external and internal (Covid-19, maternity leave and resignation), have resulted in a necessity to refocus plans realistically within current resources. Revised plans for the coming year:

Business Development:

- Work with operational teams to retain 90% of contracts
- Identify funding opportunities to support areas of growth and innovation in line with identified service ambitions
- Respond to any new opportunities which support our service offer, values and objectives
- Strengthen partnerships to respond collaboratively
- Improve communications, including the launch of a new website

Fundraising, Marketing and Communications:

- Develop and deliver a campaign to re-engage with the corporate community and wider. The 130 campaign will aim to engage with 130 supporters, committing £1,000 each in celebration of CANW's 130th year. The campaign will culminate with a production of The King's Orphan (5 night run).
- Engagement with business and local communities to encourage third party fundraising, donations and support
- Continue to support business development through small grant applications and direct mail appeals
- Support foster care recruitment via marketing and communications
- Continue to offer a level of marketing and communications resource to the wider org, supported by volunteers.

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5. Community Interest Company, CANWe Solutions (CIC)

CANWe Solutions CIC is the trading arm and community interest company of Child Action Northwest. It was established in 2009 with a focus to develop new services, outside the charities remit.

The main objectives of CANWe Solutions CIC are to enable vulnerable people to access appropriate services, reducing their social isolation and support them to exercise positive choices about their lives. So that through a coordinated approach, the health and wellbeing of the people we support is improved by facilitating services to become responsive and connected, delivering support as a whole solution and not in isolation.

The Company has also historically offered print support to Child Action Northwest (The Charity) and to external customers. Through this offer, The Charity benefits from cost effective, quick response access to marketing and promotional materials.

CANWe Solutions offered 4 key services in 2019/20, two to support homeless and vulnerably housed individuals, a service supporting adults to access education, employment and training and a therapeutic service supporting all activity delivered under Building Better Opportunities.

Key highlights 2019/20 which highlight the dedication, commitment and effectiveness of this small team;

- Achievement of Selnet Northwest Social Enterprise of the Year and Employee of the Year awards.
- Successful retention of the Emotional Therapeutic Service through an open tendering process
- Successful retention of BBO contract through contract extension
- Successful retention of Streetreach (now RRPN) contract in partnership with the Family Health and Wellbeing Consortia through a closed tendering process
- Successful retention of MEAM contract through contract extension
- Working in partnership to raise the profile of Mixed Media

Both the BBO and Vulnerable Adult teams met and exceeded KPI's for Changing Futures, Emotional Therapeutic Service, MEAM and Streetreach/RRPN in line with 2019-20 business plan objectives. Equally, a service partnership between the BBO projects and Youth Justice has been established, in line with 2019- 20 objectives and the partnership with Calico Housing is in progression.

Services:

- MEAM (Making Every Adult Matter)
- Rapid Rehousing Pathway Navigators (previously StreetReach)
- Changing Futures
- Emotional Therapeutic Service

5.1 MEAM Project

MEAM works with the most vulnerable people in Blackburn and Darwen who have often experienced traumatic and chaotic lifestyles. The service works through outreach, ensuring flexibility around individual need and establishment of contact and relationship building in service users preferred environment; House of Multiple Occupation, private dwelling or community setting.

Delivery area

This service is delivered in Blackburn with Darwen only. Due to consistent reduction of funding, service capacity is currently only one 0.4 FTE.

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Outputs

The service has worked with 21 individuals during this period. 100% of individuals engaging with the service have:

- Completed the intense support package offered by MEAM
- Are fully engaged with their own care/future planning
- Have improved access to universal services.

Outcomes

The project works to achieve specific short-term outcomes, measured and reported quarterly;

- Reduction in reoffending (no baseline target)
- Reduction in 'revolving door' hospital admissions (no baseline target)
- Improved engagement in drug and alcohol specialist treatment/recovery programmes
- Improvement in homelessness/accommodation status (target 65%)

Performance against objectives

20% of the cohort showed measurable reduction in reoffending behaviour

15% of the cohort showed measurable reduction in attendance at A&E

100% of the cohort engaged with drug and alcohol specialist treatment through referral and support from the team. 92% engaged in effective treatment for at least 12 weeks.

Over 60% of the supported cohort were supported to improve their housing status and secured more suitable accommodation.

5.2 Rapid Rehousing Pathway Navigators (previously StreetReach)

The service was previously delivered under the service name; StreetReach. Through a recommissioning exercise in July 2019, the service was redesigned and began delivery through a national initiative; Rapid Rehousing Pathway Navigators. The main remit of the service remains similar; to reduce homelessness within the town centre and surrounding areas (the service was expanded to include the Ribble Valley), to deliver better outcomes for homeless individuals with complex needs and chaotic lives, to reduce levels of crime and anti-social behaviour and to support service users to additional support and services. CANWe Solutions is subcontracted to deliver this work through the Families Health and Wellbeing Consortia. The funding level allows for 1.6 FTE.

Delivery areas

- Blackburn with Darwen
- Ribble Valley

Outputs

Since the Rapid Rehousing Pathway Navigator Service commenced delivery in July 2019, the team have reported supporting 158 individuals (some are repeat service users). Individuals accessing the service receive support for 3 months on average. 100% have been supported to access non-accommodation related support. 28 accessed and have sustained suitable housing options.

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Outcomes

Due to the chaotic nature of this cohort and the outreach approach taken by the team, whose work takes place predominantly on the streets, it is difficult to measure outcomes formally using validated tools. The team report quantitative data monthly. In the 9 months of service delivery 2019/20;

- Average time worked with each individual: 3-6 months
- Number supported to access non-accommodation support: 158 individuals (100%)
- Number supported into suitable accommodation: 46 individuals

Qualitative outcomes are demonstrated through case studies and feedback (both supported individuals and professionals).

Case study

Jake* a 30-year-old British man, known to mental health services and with a history of domestic violence, theft and substance misuse issues was supported by the team.

Jake* had been released from HMP and returned back to Blackburn with No Further Action. He was sleeping rough on the outskirts of the town centre, and was known to Police and drug services but has not been engaging with Inspire post prison release. He was known to all hostels and had been barred due to drug use and chaotic behaviour. The team were finding it difficult to find accommodation even with private landlords. His mother is from the Accrington area but has no contact with any family. Jake* informed housing he has a child in Blackburn but does not have contact. His associates are also extremely chaotic and are living on the streets. He can be aggressive due to substances and also when things don't go his way.

The team engaged with Jake* whilst on the street in the evening and during the day to build up a good rapport with him and form a relationship. They arranged to meet him daily at the town hall to check on his welfare. Staff supported Jake* to search for accommodation and arranged viewings. In the past he has been quite aggressive when entering the town hall, wanting to speak with housing needs, however since the intervention and support of the team threatening behaviour reduced. He is a lot calmer when entering the town hall due to being accompanied by a Case Navigator and supported to use facilities to look for accommodation on the internet.

The team:

- Communicated and arranged meeting with housing officer
- Supported access the 'Be with Us' scheme.
- Communicated with 'Be with Us' around offences to allow to apply for properties
- Contacted GP and made appoint for repeat prescription
- Communicated with housing officer and arranged joint meetings
- Arranged to meet every other day to check wellbeing
- Supported with food and hot drinks

Due to past behaviours, Jake* is still struggling to access housing, but with support his behaviour has improved and the team will continue to offer support until his practical situation improves.

"Thank you very much for the help and to stop me from sleeping rough" - Supported individual.

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5.3 BBO Changing Futures

About the Project

The Changing Futures Project has been running since February 2017 and offers inclusive support to individuals aged 25+, supporting disadvantaged groups in promoting social inclusion and combating poverty. The individuals we support have complex issues and lack the skills they need to enter the labour market, or understand how they fit into the employment market. The project helps individuals address their own barriers, taking small steps to helping them access employment and training in the future.

Delivery areas

The Changing Futures model covers areas within East Lancashire to include:

- Blackburn with Darwen
- Burnley and Pendle
- Rossendale
- Hyndburn

Outputs

CANW – Changing Futures project has supported **124** individuals resulting in: -

- **11%** successfully entered into education and training
- **6%** successfully entered into employment

Soft Outcomes

93 Participants report feeling listened to, supported and increased motivation

75 Participants demonstrated an increased willingness to engage, improved access to further support

47 Participants living within HMO or hostels are supported to increase, sustain their access to mainstream support.

35 Participants will increase and sustain their access to a range of additional development and support opportunities, delivering increased positive change, resulting in improved future life changes.

Phase 2 (Due to Covid-19 and Government guidelines we have provided a remote service from March 2020 until Present)

CANW – Changing Futures project has supported **23** individuals remotely; some fantastic results and outcomes will be claimed for this cohort in the future.

Quotes/Feedback

Participant: “Changing Futures has enabled me to cope during Covid-19/lockdown and helped with my anxiety and isolation. I have a great Adviser who has been a huge support over lockdown.”

Participant: “Changing Futures has been my lifeline during lockdown, I have a disability, and have been feeling really low, the support has been really good, given me a focus and someone to talk to, my Adviser has been the best I have ever had”

Partner: “Working together to support our residents, gives them more support, and hope for the future”

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2020

Ambition for the coming year

To continue to offer effective and person-based support to individuals and assist them to break down their barriers. To forge links with new organisations and services by promoting the Changing Futures model.

5.4 Emotional Therapeutic Service

About the project

The ETS supports individuals who are receiving support from the BBO project in accessing employment and education opportunities.

We offer support for up to 10 weeks using a 1:1 person centred approach to support people to tackle barriers on a personal level by; building confidence and self-esteem, building motivation, developing coping strategies to help with depression, stress and anxiety, talking about feelings and emotions, managing negative relationships and improving personal health and wellbeing. The ETS project began delivery in November 2018 and operates pan Lancashire.

We work with individuals across the 3 BBO projects – Invest in Youth (age 15 – 25), Changing Futures (age 25 – 50) and Age of Opportunity (age 50 onwards).

Key Outputs over the last year

- Over the last year we have supported 164 individuals.
- 38% from the Invest in Youth project
- 30% from the Changing Futures project
- 32% from the Age of Opportunity project

Key Outcomes

100% of those that we have supported have benefitted from accessing the service and have reported improved emotional and mental wellbeing. We measure the impact of the work we do using an effective assessment tool which addresses various wellbeing indicators. Primarily participants have benefitted from increased optimism, increased confidence, increased self-esteem, increased ability to deal with problems and feeling more relaxed.

Quotes

Changing Futures participant: “The service has been very helpful in supporting me on a difficult time returning to work and the pressure and stresses relating to it. The practitioner was very supportive and reassuring and tailored the sessions to what would help me best and what I was comfortable with. This has been great as similar services in the past have not been helpful but this has been very beneficial and enjoyable.”

Invest in Youth participant: “It has been absolutely amazing and changed my views on life for a more positive way! It has helped me to overcome my anxiety and my depression and discover my true self again.”

Changing Futures partner: “I have tweeted this morning about our participant’s success in gaining a contract of employment. Without your help he would not have achieved what he has so please feel free to re-tweet about our working together.”

Age of Opportunity partner: “The work you do is amazing and I’m not sure where the participants would be without the support that you are providing. I am so appreciative of the service and thank you for the work that you do.”

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2020

Ambition for the coming year

We are aiming to continue the high quality therapeutic work that we deliver and develop new and more creative ways of working during the current pandemic. We are in the process of creating and delivering some online group sessions around managing anxiety, building self-esteem, and building confidence. Going forward we are aiming to work more closely with the Criminal Justice Service Team at CANW and potentially receive referrals into the BBO project from this service.

6. Financial review

The group's incoming resources for the year ended 31 March 2020 amounted to £5,246,929 and outgoing resources amounted to £5,635,153. The deficit reported during the year was £571,508 which included losses on investments of £183,284 (excluding dividend and other investment income). The operating deficit for the year was £388,224. However, this operating deficit included £120,000 of development expenditure on the infrastructure and development of the group. This followed the decision by the board during the year to support the Charity by investing £120,000 to support the development of its operations, which was outside of the expected budgeted spend. This investment included expenditure on supporting the infrastructure and quality assurance of the Charity's Fostering and EHWP services.

The year's budget had been set to incorporate a significant investment in the group's operations in order to ensure that all activities were fully supported in terms of staff levels, training and expertise, IT systems and specialist external resource where necessary. This investment was to ensure that all services were in a position to offer the highest quality provision and had the infrastructure in place to expand without compromising on delivery standards. In addition to this budgeted provision, the Trustee Board, agreed to fund the aforementioned additional investments to the value of £120,000 to strengthen and develop the services and infrastructure of the organisation.

During the year the Fostering Service focused on developing and strengthening policies, procedures and practices prior to its forthcoming Ofsted inspection. The outcome of this inspection was a rating of "good" across all areas. Following this, the service is now in a solid position to expand its pool of carers and to grow the number of placements.

The Emotional Health and Wellbeing service continued to operate in a variety of settings across Lancashire and beyond. The contract with Lancashire County Council continued to produce excellent results in terms of favourable outcomes, as did our work with schools and other commissioners. The service continued to work well with its team of partners enabling a comprehensive service to be offered in all settings. The Covid-19 lockdown towards the end of the financial year did cause many referrals to be put on hold but the team has worked innovatively to create an online provision for use where appropriate, and has been fully supported by Lancashire County Council to ensure that the service continues to operate as effectively as circumstances allow. The work in some schools, not surprisingly, did diminish in the wake of the pandemic's onset, but is largely set to resume in September with more schools looking to engage the service. There is an appetite to continue to develop delivery models.

The Supported Contact services continued to perform important work in difficult economic circumstances. Services were also significantly disrupted towards the end of the year by the pandemic with all face-to-face activity ceasing. The service's SPIP provision continued to develop during the year and began to take on new work from the Lancashire area. This contract was formally awarded to the Charity after the end of the financial year. The SPIP service moved to online provision at the start of the pandemic and so has been able to continue operating.

Building Better Opportunities (BBO) continued to support the Invest in Youth Project in the Charity, and Changing Futures and EHWP in the CIC. These projects are financially marginal and we are working with partners to improve processes and viability. All contracts were renewed at 1st April 2020 and their budget headroom allows for the potential expansion of services in some areas.

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2020

Young Carers contracts with Cheshire East and Rochdale ceased at the end of the year, with finances largely on budget and with no end-of-contract liabilities. The service continues to operate in Blackburn with Darwen.

Criminal Justice again produced a good financial performance. Despite disruption at the end of the year due to the pandemic, the financial model operated to expectations over the year as a whole, and the administrative support to this service was refined and developed. Appropriate Adult work forms the majority of the provision.

Principal Funding

The majority of funding is from commissioned service with local authorities across the North West of England. Grant funding during the year amounted to £159,022, with contributions from the public totalling £56,436.

Investments

The investment portfolio is held by Schroders, Cazenove Capital, on a discretionary basis with the overall objective being to produce the best financial return possible, within a low to medium risk rating, over a medium to long term period. With the onset of the pandemic in March 2020, the Trustee Board took the decision to sell some investments in order to release £500,000 to increase cash reserves so as to be able to secure the group's longer-term cash flow position in view of the extreme levels of uncertainty which prevailed at the time. The sale of these investments, conducted at a time when financial markets had fallen, resulted in realised losses which, combined with the unrealised loss in the value of the remaining portfolio at the year end, adversely affected the year's results by £165,889 (net of investment income).

Reserves

The reserves policy in place is reviewed at least annually by a sub-committee of the board, the Reserves Management Committee, with recommendations taken to the board for approval. Where significant events take place during the year that impact reserves, the committee review the policy to ensure it continues to meet the objectives of the organisation.

The group held total funds of £2,928,835 at 31 March 2020. Of these, £28,665 were restricted and £266,389 were designated in nature, relating to the Development Fund and also the Emotional Health and Wellbeing Contract, and therefore these funds were not available for the general purposes of the group. The group held unrestricted funds of £2,900,170 at 31 March 2020. However, of this, £704,035 can only be realised by disposing of tangible fixed assets. Therefore, at 31 March 2020, the group had available liquid unrestricted reserves of £1,929,746.

The required level of reserves, set out in the policy, to cover organisational running costs, if necessary, is £1,800,000 (excluding costs relating to the designated funds described above). The actual free liquid reserves held at 31 March 2020 were, therefore, £129,746 above target. With levels of uncertainty and risk considerably greater following the outbreak of Covid-19, the board feels that it is prudent to maintain these surplus free reserves. It should also be noted that, although 31 March 2020 coincided with the economic lockdown which significantly affected the value of the investments that the group liquidated and the value of the remaining portfolio, the latter subsequently recovered in the first quarter of 2020/21, with its value increasing by £164,719 in that period. The board continues to monitor the Covid-19 situation and is ready to respond where necessary to any adverse financial consequences of the pandemic. However, in view of the stable financial performance of the group during the pandemic, the board does not feel that it is necessary to create any specific Covid-19 designated fund, rather that the presence of the pandemic simply serves to heighten the relevance of the existing reserves policy which is designed with such events in mind.

The board remains open to possibility of investing in new services, or the expansion of existing ones, whose aims are in line with objectives of the group and which have the potential to contribute to the financial base of the organisation.

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2020

Covid-19 Response

The economic lockdown in the wake of the Covid-19 pandemic presented significant challenges. The group's first priority was the safety of its clients, staff and other stakeholders. The group undertook a risk assessment incorporating the activities of the entire organisation. The subsequent curtailment of service provision in certain areas of the business presented financial challenges, while other areas were less affected. Household-based foster care provision, for example, continued as normal, while Supported Contact's face-to-face provision of parental contact ceased entirely.

Wherever appropriate the organisation took advantage of the government's furlough scheme to both mitigate the financial effects of the lockdown and also to help safeguard the future economic welfare of its employees.

A re-forecasting exercise was also undertaken, focusing primarily on the activities of the organisation most affected by the lockdown to ensure that all appropriate operational actions were taken.

Many areas of the business also generated new types of provision so that services, albeit often at a reduced level, could continue. EHWP online counselling sessions were established to help continue to service the LCC contract for appropriate cases, and an online SPIP service is allowing this area of Supported Contact's activities to continue successfully.

In summary, a combination of prudent financial management, the innovation of our staff, the government's furlough scheme, and the support of our key commissioning partners has allowed the financial effects of Cov-19 to be mitigated so far. Key challenges remain and the future is less certain than before but our strategy remains to navigate this period on a stable financial footing.

7. Going Forward

As we move into a new financial year, 2020/21, it has been necessary to revise our ambitions and plans to cope with the emergence of a global pandemic, and to ensure our strategic plans are realistic and achievable over the next 12 months. Due to all teams reacting quickly and positively to the new normal, we have been able to retain much of our sustainability and growth plan, albeit through a new, blended offer incorporating online, face to face and socially distanced options.

Strategic plans in brief;

- We will continue to demonstrate our value base in all our actions, ensure strong governance, cost effectiveness and will provide a range of services across the Northwest which result in a positive impact on the lives of children, young people and families.
- We will keep participation at the heart of what we do, creating opportunities for children and young people to direct our work at all levels.
- We will focus on growth in our foster care offer, both in numbers of foster carers (12) and available fostering spaces (to 60) and include therapeutic and stepdown fostering models.
- We will develop our leaving care offer, increasing the number of young people accessing support (to 15) and incorporate innovation; digital delivery and supported accommodation.
- We will continue to expand our offer to support the emotional health and wellbeing of children and young people, particularly in response to the impact of Covid-19, through the development of digital offers, trauma and disruption focussed delivery and bereavement support.
- We will increase access to quality support for separated families through the expansion of CANW SPIP services, including a digital offer, and the development of Supported Contact services through both innovation and geographical growth.
- We will respond to the risk to young people of increased barriers to education, training and employment due to Covid-19, through partnership working and the introduction of focussed, modular services.

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2020

- We will develop our detached youth work offer, adopting a community-based approach of remote and peripatetic working.
- We will support individuals engaged with the Criminal Justice Service by further streamlining the Appropriate Adult (AA) service, ensuring a quality AA service in additional geographical areas, the introduction of a parents/carers AA Advice Line and the development of the CANW Reparation offer.
- We will identify and support more young carers earlier by exploring digital service options, developing our schools offer and through further innovation within targeted support for infant young carers and young adult carers.
- We will remain open to new, innovative service possibilities, for example Virtual Reality, and embrace new areas of work which fit within our value base; Children's Rights, Early Family Support.
- We will continue to monitor and streamline our infrastructure processes including finance, HR, Business Development, quality assurance, information governance, health and safety and safeguarding to ensure we are delivering services of the highest quality in a transparent, cost effective way.

7.1 Analysis of the external environment

We continue to operate in a challenging external environment. The impact of the Covid-19 pandemic has affected the delivery of services and working arrangements. Income generation and diversity remains the number one challenge, given the predicted recession and as yet unknown business impact and recovery timescales, closely followed by increasing demand for services and reductions in funding. Key challenges for the organisation in the next 12 months;

Covid-19

The world pandemic has totally changed the landscape and created further uncertainty for the coming year and beyond. This has driven changes in working practices, the type and delivery of services and highlighted further the disparity within society, those living in areas of more deprivation being more adversely affected. The effect of the pandemic will have long lasting, economic and social consequences.

The impact of Covid-19 will be a key driver over the next 12 months as the Charity ensures it retains a focus of vision and ability to respond to the emerging needs in an innovative and timely way, maintaining the safety of beneficiaries and staff.

Political

The national government will need to focus on the health and economic impact of the Pandemic whilst Brexit and associated politics continue to be an additional major driver, as yet it is unclear how this will be delivered. The sector will need to be able to react quickly to opportunities and contribute to the national debate on the best way to support the potentially negative impact of these drivers on the most vulnerable.

Economic

Although there had been a slight increase in central government investment in public services (4.4%) prior to the pandemic, this does not reverse the effects of a period of austerity in which local governments have seen a reduction of funding of almost 50% since 2010. 83% of councils have cut youth funding by half in this period. Local authorities will potentially continue to spend on crisis needs rather than invest in preventative services. Early discussions imply there will be no additional funding to Local Authorities and this is likely to impact upon the trading position of the Charity.

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2020

Health and social care budgets show no signs of improvement with regard to external commissioning. Funding opportunities are being utilised predominantly to commission in house offers, creating competition with, and risk to, services currently being delivered by the third sector. The current economic climate has resulted in creating competition with organisations which were, historically, funders, commissioners and partners.

Social

It is well documented that, at a time of decreased resources and funding for health and social care, demand for services has increased, putting pressure on already stretched voluntary sector support. This is particularly true for key areas of our work; foster care, youth and mental health.

Demand for foster care is rising at a time of financial pressures and difficulty in recruiting foster carers. Local authorities are increasingly taking decisions to take foster care back in house to reduce spend on Independent Foster Care Agencies, further increasing competition within the independent foster care marketplace. It is therefore critical that we continue to invest in a focussed recruitment campaign and remain competitive in the sector.

Youth funding has declined by 80% since 2010/11. A decade of austerity has led to an increase in need, and a correlated rise in anti-social behaviour and knife crime, leading to concerns around a lost generation, living in fear of violence and vulnerable to exploitation and county line activity. Research by the All-Party Parliamentary Group on knife crime established that those areas which suffered the biggest cuts in funding experienced a correlated rise in knife crime.

Recruitment within the health and social care landscape continues to present a further challenge to the organisation. Persistent wage growth, increases in minimum wage and living wage compliance will all impact on staff costs. Competition for strong candidates means we have the challenge of competing with statutory and private organisations who are able to offer better salaries, terms and conditions. Skills in the charity sector will also need to diversify to reflect the wider landscape, for example; digital dexterity.

A continued lack of trust in the charity sector following a number of media reports, and changes in the way people are giving are key considerations. Trust in the capability and ethics of the charity sector is still weak, with many individuals preferring to give to causes which can demonstrate transparency and cost effectiveness.

Technological

Digital transformation continues to offer both risk and opportunity. Many larger charities are working in new ways, for example engaging with gaming communities, utilising alternative donation methods, chatbots and voice assistants. It is important to understand how digital will change the needs and expectations of all stakeholders, including service users, funders and donors. Online platforms are offering individuals the opportunity to engage with causes in a different way. We need to ensure we have the skills, expertise and resources to compete in a rapidly developing online charitable community.

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2020

8. Statement of Trustees' responsibilities

The trustees (who are also directors of Child Action Northwest for the purposes of company law) are responsible for preparing the Trustees' Annual Report 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:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. 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 auditor is 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 auditor is aware of that information.

9. Auditor

MHA Moore and Smalley are deemed to be re-appointed under section 487 (2) of the Companies Act 2006.

On behalf of the board of trustees:



.....
Mr Roche – Chair

Date 29/09/2020

CHILD ACTION NORTHWEST

INDEPENDENT AUDITORS' REPORT

TO THE MEMBERS AND TRUSTEES OF CHILD ACTION NORTHWEST

Opinion

We have audited the financial statements of Child Action Northwest (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2020 which comprise the Group Statement of Financial Activities, the Group and the Parent Charitable Company Balance Sheet, the Group Cash Flow Statement and the related notes, 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).

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 to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members and its trustees 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 and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2020, and of the group's 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

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 group and parent 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 group's or parent 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.

CHILD ACTION NORTHWEST

INDEPENDENT AUDITORS' REPORT (CONTINUED)

TO THE MEMBERS AND TRUSTEES OF CHILD ACTION NORTHWEST

Other information

The trustees are responsible for the 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. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a 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' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' 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' exemption in preparing the trustees' report and from the requirement to prepare a strategic report.

CHILD ACTION NORTHWEST

INDEPENDENT AUDITORS' REPORT (CONTINUED)

TO THE MEMBERS AND TRUSTEES OF CHILD ACTION NORTHWEST

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 38, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and parent 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 group or the parent 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 auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with 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.

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



Tracey Johnson (Senior Statutory Auditor)
For and on behalf of
MHA Moore and Smalley
Chartered Accountants and Statutory Auditor

Richard House
Winckley Square
Preston
PR1 3 HP

Date: 29/09/2020

CHILD ACTION NORTHWEST

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2020

	Note	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total 2020 £	Total 2019 £
Income from:						
Donations and legacies	4	51,436	5,000	-	56,436	54,247
Charitable activities	5	4,991,642	156,700	-	5,148,342	5,388,763
Other trading activities	6	797	-	-	797	9,437
Investment income	7	37,192	-	-	37,192	36,882
Other income	8	4,162	-	-	4,162	4,050
Total incoming resources		5,085,229	161,700	-	5,246,929	5,493,379
Expenditure on:						
Raising funds		200,203	-	-	200,203	200,765
Charitable activities						
Care and Accommodation Services		2,011,319	46,136	-	2,057,455	2,246,892
Youth and Engagement Support		261,710	11,592	-	273,302	279,866
Family Wellbeing:						
Family Support		1,860,414	105,719	278,895	2,245,028	2,147,276
Youth Justice		624,816	-	-	624,816	601,334
Volunteer and Mentoring		-	-	-	-	9,976
Adult Community Services		234,349	-	-	234,349	191,716
Total outgoing resources	9	5,192,811	163,447	278,895	5,635,153	5,677,825
		(107,582)	(1,747)	(278,895)	(388,224)	(184,446)
Realised gains/(losses) on investment assets		(75,541)	-	-	(75,541)	(1,042)
Unrealised gains/(losses) on investment assets		(107,743)	-	-	(107,743)	60,715
Net income/(expenditure)		(290,866)	(1,747)	(278,895)	(571,508)	(124,773)
Transfers between funds	15 & 16	(186,389)	-	186,389	-	-
Net movement in funds		(477,255)	(1,747)	(92,506)	(571,508)	(124,773)
Reconciliation of funds:						
Total funds brought forward	15 & 16	3,111,036	30,412	358,895	3,500,343	3,625,116
Total funds carried forward	15 & 16	2,633,781	28,665	266,389	2,928,835	3,500,343

The Statement of Financial Activities includes all gains and losses in the year.

All activities derive from continuing activities.

CHILD ACTION NORTHWEST

BALANCE SHEET

FOR THE YEAR ENDED 31 MARCH 2020

		Group		Charity	
		2020 £	2019 £	2020 £	2019 £
Fixed assets					
Tangible assets	11	704,035	716,467	696,977	705,687
Investments	12	1,484,522	2,149,855	1,484,522	2,149,855
		<u>2,188,557</u>	<u>2,866,322</u>	<u>2,181,499</u>	<u>2,855,542</u>
Current assets					
Debtors	13	848,440	826,811	848,355	822,664
Cash at bank and in hand		707,290	426,295	703,207	412,668
		<u>1,555,730</u>	<u>1,253,106</u>	<u>1,551,562</u>	<u>1,235,332</u>
Creditors					
Amounts falling due within one year	14	(815,452)	(619,085)	(821,407)	(603,563)
		<u>740,278</u>	<u>634,021</u>	<u>730,155</u>	<u>631,769</u>
Net current assets					
		<u>2,928,835</u>	<u>3,500,343</u>	<u>2,911,654</u>	<u>3,487,311</u>
Total assets less current liabilities					
		<u>2,928,835</u>	<u>3,500,343</u>	<u>2,911,654</u>	<u>3,487,311</u>
Capital and reserves					
Restricted funds	16	28,665	30,412	28,665	30,412
Unrestricted funds:					
- Revaluation reserve	15	90,000	90,000	90,000	90,000
- Fixed asset funds	15	614,035	626,468	606,977	615,688
- Designated funds	15	266,389	358,895	266,389	358,895
- General unrestricted funds	15	1,929,746	2,394,568	1,919,623	2,392,316
		<u>2,900,170</u>	<u>3,469,931</u>	<u>2,882,989</u>	<u>3,456,899</u>
		<u>2,928,835</u>	<u>3,500,343</u>	<u>2,911,654</u>	<u>3,487,311</u>

These financial statements were approved by the Board of Trustees and authorised for issue on 29/09/2020 and are signed on their behalf by:



Mr Roche - Chair

Company number: 00820660

CHILD ACTION NORTHWEST
CONSOLIDATED CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2020

	Note	2020 £	2019 £
Cash generated from operating activities	1	(194,670)	(73,299)
Cash provided by investing activities			
Interest received		3,417	3,440
Income from listed investments		37,192	36,882
		<hr/>	<hr/>
		40,609	40,322
Cash flows provided by (used in) financing activities			
Payments to acquire tangible assets		(47,293)	(26,019)
Payments to acquire investments		(362,263)	(459,061)
Receipts from sales of investments		767,072	447,632
		<hr/>	<hr/>
		357,516	(37,448)
Increase/(decrease) in cash and cash equivalents in the year		<hr/>	<hr/>
		203,455	(70,425)
Cash and cash equivalents at the beginning of the year		565,151	635,576
Cash and cash equivalents at the end of the year	2	<hr/> 768,606 <hr/>	<hr/> 565,151 <hr/>

CHILD ACTION NORTHWEST

CONSOLIDATED CASH FLOW STATEMENT NOTES

FOR THE YEAR ENDED 31 MARCH 2020

1 Reconciliation of net movement in funds to net cash flow from operating activities

	2020 £	2019 £
Net incoming resources	(571,508)	(124,773)
Unrealised (gains)/losses on investment assets	107,743	(60,715)
Depreciation of tangible assets	59,327	57,115
(Profit)/loss on disposal of tangible assets	98	4,225
(Profit)/loss on disposal of investments	75,541	1,042
Bank interest received	(3,417)	(3,440)
Income from listed investments	(37,192)	(36,882)
Decrease/(increase) in debtors	(21,629)	(187,466)
Increase/(decrease) in creditors	196,367	277,595
	(194,670)	(73,299)

2 Analysis of net funds

	At 1 April 2019 £	Cash flow £	Other non cash changes £	At 31 March 2020 £
Net cash:				
Cash at bank and in hand	426,295	280,995	-	707,290
Overdraft	-	-	-	-
	426,295	280,995	-	707,290
Cash on short term deposit	138,856	(77,540)	-	61,316
Net funds	565,151	203,455	-	768,606

3 Reconciliation of net cash flow to movement in net funds

	2020 £	2019 £
Increase/(decrease) in cash in the year	280,995	(77,066)
Increase/(decrease) in liquid resources	(77,540)	6,641
Movement in net funds in the year	203,455	(70,425)
Opening net funds	565,151	635,576
Closing net funds	768,606	565,151

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies

Legal form

The charity constitutes a limited company, limited by guarantee as defined by the Companies Act 2006, incorporated in England and Wales. The registered office is as stated on page 4.

Basis of accounting

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) issued on 16 July 2014 (as updated through Bulletin 1 published on 2 February 2016), the Charities Act 2011 and the Companies Act 2006.

Child Action Northwest meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Basis of consolidation

The consolidated financial statements incorporate all assets and liabilities and income and expenditure of the wholly owned non-charitable subsidiary community interest company, CANWe Solutions CIC, made to up 31 March 2020.

Preparation of the accounts on a going concern basis

At the time of approval of the financial statements, the trustees have considered the charity's financial position and performance. The trustees are continuing to monitor developments and all emerging risks regarding the impact of the Covid-19 pandemic. Whilst there was the potential for an adverse financial impact, the charity was able work with commissioners to put in place alternative delivery methods such that the majority of services could be maintained. It also made use of the Coronavirus Job Retention Scheme. These actions allowed the charity to mitigate the financial impact of the virus. The trustees and management have put plans in place to manage the ongoing situation and monitor reserves levels.

The trustees have considered the twelve month period following approval of the accounts and have concluded that the charity appears to have sufficient cash resources to continue to meet its liabilities as they fall due. This is supported by an investment portfolio of £1,484,522 at 31 March 2020 which could be liquidised to fund short term working capital requirements should the need arise. Therefore the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Incoming resources

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably. The following specific policies are applied:

- Voluntary income, including donations, gifts and legacies, is included in full in the Statement of Financial Activities when receivable.
- Grants where entitlement is conditional on the delivery of a specific performance by the charity are recognised when the charity becomes unconditionally entitled to the grant, upon delivery of the specified performance.
- Income receivable under contract is recognised when the contractual obligations have been fulfilled. Where the contract is still in progress, income is recognised to the extent that it has been earned.
- Investment income is recognised on a receivable basis.

The value of services provided by volunteers is not incorporated into these financial statements. Further details of the contribution made by volunteers can be found in the trustees' annual report.

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies (continued)

Resources expended

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 are those costs incurred in attracting voluntary income, fundraising and trading activities undertaken by the CIC.
- Charitable activities include expenditure associated with the operation of the child and young person related activities and include both the direct and support costs relating to these activities. The costs also include the costs of the CIC for delivering such projects.
- Support and governance costs include the costs of central functions and those incurred in the governance of the charity and its assets, associated with constitutional and statutory requirements. Support and governance costs are allocated to each activity on a basis consistent with the use of these resources.

Fund accounting

The group has a number of restricted income funds to account for situations where a donor requires that a donation must be spent on a particular purpose or where funds have been raised for a specific purpose.

All other funds are unrestricted funds which are available for use in furtherance of the general objectives of the charity. Designated funds are unrestricted funds set aside for particular purposes.

The revaluation reserve represents the difference between the historical cost of fixed assets and the revalued amount included within the balance sheet.

Pension scheme

The group operates group personal pension arrangements. Contributions payable are charged to the profit and loss account in the year they are payable.

Taxation

Child Action North West is exempt from corporation tax on its charitable activities. CANWe Solutions CIC is a taxable entity and therefore provisions for tax are included where relevant.

VAT

As the charity is not registered for VAT all resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Homestead & Springfield Court land and buildings	-	4% straight line
Other land and buildings	-	1.8% - 6.5% straight line
Property alterations	-	4% straight line
Motor vehicles	-	25% straight line
Equipment	-	20% straight line

There is no readily available split of the land element included within land and buildings and so the entire balance has been depreciated.

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies (continued)

Tangible fixed assets (continued)

The charity has taken advantage of the transitional provisions of section 35.10 (d) of FRS 102 and has continued to include land and buildings at a combination of cost and a valuation undertaken before the implementation of the Reporting Standard.

Paragraph 16.4A of FRS102 provides an accounting policy choice for group members which rent investment property to another group entity to account for those properties at either fair value through profit or loss or by transferring them to property, plant and equipment and applying the cost model. The latter accounting policy choice has been selected.

Stocks

No account is taken of stocks of food or other consumable items at the accounting date, on the grounds that the balance is immaterial in value.

Financial instruments

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.

Investments are re-stated at their fair value at each subsequent year end and any unrealised gains or losses are reported in the Statement of Financial Activities.

Operating leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods. The estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities are outlined below:

Funding on payment by result contracts

In respect of payment by result contracts, management are required to assess the stage of project delivery at the year end in order to calculate the entitlement earned. If confirmation has not been received by the commissioner on the approved project delivery then the income included within the accounts is based on management's best assessment of the delivery achieved. Any amounts earned but not yet received are included within accrued income and the converse is accounted for within deferred income in order to ensure that the funding is recognised in the same accounting period as the related services are provided.

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

2 Critical accounting estimates and judgements (continued)

Impairment of tangible fixed assets

At each reporting date the trustees are required to assess whether there is any indication of impairment. This is done with reference to third party valuations, if obtained during the period. If not, impairment indicators are considered with reference to the estimated value in use and the assets' future service potential to the charity's beneficiaries.

3 Financial performance of the charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary, CANWe Solutions CIC.

Total incoming resources for the charity alone are £4,984,543 (2019: £5,291,054) and the net decrease in funds for the year is £575,657 (2019: decrease of £115,535).

4 Donations and legacies

	Unrestricted £	Restricted £	2020 £	2019 £
Other donations	51,436	5,000	56,436	54,247
	51,436	5,000	56,436	54,247

Income from donations and legacies totalled £56,436 (2019: £54,247), of which £51,436 was unrestricted (2019: £31,734) and £5,000 was restricted (2019: £22,513).

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

5 Incoming resources from charitable activities

	Unrestricted £	Restricted £	2020 £	2019 £
Care Services	1,915,636	46,179	1,961,815	2,073,353
Youth and Community Support	268,288	9,802	278,090	291,171
Family Wellbeing:			-	
Family Support	1,925,827	100,719	2,026,546	2,149,202
Youth Justice	618,894	-	618,894	669,121
Volunteer and Mentoring	-	-	-	8,400
Learning and Development	1,450	-	1,450	4,650
Adult Community Services	261,547	-	261,547	192,866
	4,991,642	156,700	5,148,342	5,388,763

Prior year incoming resources from charitable activities

	Unrestricted £	Restricted £	2019 £	2018 £
Care Services	2,054,432	18,921	2,073,353	2,265,410
Youth and Community Support	288,675	2,496	291,171	191,495
Family Wellbeing:				
Family Support	2,046,473	102,729	2,149,202	1,433,424
Youth Justice	669,121	-	669,121	583,538
Volunteer and Mentoring	8,400	-	8,400	52,107
Learning and Development	4,650	-	4,650	5,900
Adult Community Services	192,866	-	192,866	153,815
	5,264,617	124,146	5,388,763	4,685,689

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

6 Income from trading activities

	Unrestricted £	Restricted £	2020 £	2019 £
Income from fundraising activities	-	-	-	-
Trading income from Community Interest Company	797	-	797	9,437
	797	-	797	9,437

Income from trading activities totalled £797 (2019: £9,437), all of which was unrestricted in nature in both the current and previous year.

7 Investment income

	Unrestricted £	Restricted £	2020 £	2019 £
Income from listed investments	37,192	-	37,192	36,882
	37,192	-	37,192	36,882

Investment income totalled £37,192 (2019: £36,882), all of which was unrestricted in nature in both the current and previous year.

8 Other incoming resources

	Unrestricted £	Restricted £	2020 £	2019 £
Bank interest	3,417	-	3,417	3,418
Other income	745	-	745	132
Rental income from room hire	-	-	-	500
	4,162	-	4,162	4,050

Other income totalled £4,162 (2019: £4,050), all of which was unrestricted in nature in both the current and previous year.

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

9 Total resources expended

	Basis of allocation	Care Services £	Youth Engagement and Support £	Family Support £	Youth Justice £	Public Relations £	Central Management £	Adult Community Services £	CANWe Solutions CIC Trading £	Total 2020 £	Total 2019 £
Costs directly allocated to activities											
Salaries and Wages	Direct	416,130	151,943	898,151	401,380	107,494	395,313	185,320	13,286	2,569,017	2,564,527
National Insurance	Direct	37,609	13,128	66,707	23,524	8,881	37,370	14,996	631	202,846	197,763
Pension Fund Contributions	Direct	22,215	3,988	39,180	9,962	5,064	23,427	6,665	399	110,900	88,181
Private Medical Insurance	Direct	1,010	-	107	238	-	1,733	-	-	3,088	3,709
Subcontractor costs	Direct	71,112	-	713,141	-	27,246	323	-	-	811,822	724,265
Other staff costs	Direct	33,335	10,601	53,693	35,766	2,154	64,782	15,741	45	216,117	188,249
Carers costs	Direct	1,074,321	-	-	-	-	-	-	-	1,074,321	1,212,259
Service operating costs	Direct	10,916	22,360	867	1,689	366	33,779	196	3,286	73,459	142,881
Training costs	Direct	8,232	1,790	5,754	734	75	3,022	540	-	20,147	28,702
Fundraising costs	Direct	7,666	786	-	-	3,358	254	-	-	12,064	13,963
		-	-	-	-	-	-	-	-	-	-
Support and governance costs allocated to activities											
Rent	Usage	25,234	4,680	50,859	14,811	-	(67,915)	-	-	27,669	20,985
Other property costs	Usage	56	19	556	-	76	84,883	-	1,698	87,288	77,731
Insurance	Usage	29,703	12,255	63,113	26,992	-	(21,344)	-	-	110,719	93,536
Office running costs	Usage	25,730	6,706	38,529	14,705	13,030	108,031	9,178	7,072	222,981	207,051
Central management	Usage	294,186	45,046	314,371	95,015	2,187	(740,825)	-	-	9,980	21,737
Audit fees	Usage	-	-	-	-	-	17,112	-	165	17,277	13,722
Legal fees	Usage	-	-	-	-	-	3,187	-	-	3,187	8,956
Depreciation	Usage	-	-	-	-	-	56,003	-	3,324	59,327	57,115
Loss on disposal of assets	Usage	-	-	-	-	-	-	-	98	98	4,225
Bank charges	Usage	-	-	-	-	-	865	-	268	1,133	(1,126)
Other central costs	Usage	-	-	-	-	-	-	1,713	-	1,713	9,394
		2,057,455	273,302	2,245,028	624,816	169,931	-	234,349	30,272	5,635,153	5,677,825

Total resources expended amounted to £5,635,153 (2019: £5,677,825), of which £5,471,706 was unrestricted (2019: £5,537,821) and £163,447 was restricted (2019: £140,004).

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

9 Total resources expended (continued)

Prior year total resources expended

	Basis of allocation	Care Services £	Youth Engagement and Support £	Family Support £	Youth Justice £	Volunteer Mentoring £	Public Relations £	Central Management £	Adult Community Services £	CANWe Solutions CIC Trading £	Total 2019 £	Total 2018 £
Costs directly allocated to activities												
Salaries and Wages	Direct	396,595	168,816	968,411	398,066	5,136	68,325	392,478	133,825	32,875	2,564,527	2,098,317
National Insurance	Direct	34,182	13,937	72,813	20,593	394	5,883	37,255	10,962	1,744	197,763	164,005
Pension Fund Contributions	Direct	19,559	3,302	30,413	8,317	128	3,224	18,412	4,515	311	88,181	65,580
Private Medical Insurance	Direct	1,006	-	415	1,059	-	-	1,229	-	-	3,709	3,333
Subcontractor costs	Direct	36,201	-	645,474	-	-	27,914	14,676	-	-	724,265	416,601
Other staff costs	Direct	17,738	11,465	71,017	61,768	1,818	1,681	22,762	-	-	188,249	114,307
Carers costs	Direct	1,212,259	-	-	-	-	-	-	-	-	1,212,259	1,255,140
Service operating costs	Direct	27,314	8,614	483	4,445	391	211	82,771	3,764	14,888	142,881	104,528
Training costs	Direct	13,754	211	2,329	2,735	-	2,649	7,024	-	-	28,702	24,073
Fundraising costs	Direct	3,715	540	-	-	-	9,547	161	-	-	13,963	11,511
									-			
Support and governance costs allocated to activities												
Rent	Usage	26,435	13,042	55,306	11,226	390	7,020	(92,434)	-	-	20,985	30,334
Other property costs	Usage	205	654	2,854	160	-	187	69,154	-	4,517	77,731	93,163
Insurance	Usage	25,106	12,764	62,997	23,332	413	4,009	(35,233)	-	148	93,536	87,485
Office running costs	Usage	26,957	13,479	52,904	9,781	108	7,680	96,142	-	-	207,051	192,982
Central management	Usage	405,866	33,042	178,001	59,852	1,198	16,242	(694,201)	38,650	(16,913)	21,737	10,794
Audit fees	Usage	-	-	-	-	-	-	13,722	-	-	13,722	13,722
Legal fees	Usage	-	-	3,859	-	-	-	4,640	-	457	8,956	3,353
Depreciation	Usage	-	-	-	-	-	-	53,507	-	3,608	57,115	59,735
Loss on disposal of assets	Usage	-	-	-	-	-	-	2,346	-	1,879	4,225	220
Bank charges	Usage	-	-	-	-	-	-	(1,459)	-	333	(1,126)	1,461
Other central costs	Usage	-	-	-	-	-	-	9,394	-	-	9,394	9,698
		2,246,892	279,866	2,147,276	601,334	9,976	154,572	2,346	191,716	43,847	5,677,825	4,760,342

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

9 Total resources expended (continued)

	2020	2019
	£	£
Total resources expended include:		
Fees payable to the charity's auditor (exclusive of VAT):		
Audit of the charity's annual accounts	7,500	7,360
Audit of the subsidiary's annual accounts	3,150	2,985
	10,650	10,345
Fees payable to the charity's auditor for other services (exclusive of VAT):		
Accountancy and other services	1,700	1,655
	2020	2019
	£	£
Indemnity insurance for the committee and senior employees	5,887	5,119
Operating lease rentals		
- land and buildings	19,431	17,978
- other	10,306	9,815
Depreciation of tangible assets	59,327	57,115
Profit/(loss) on disposal of tangible fixed assets	(98)	(4,225)
Profit/(loss) on disposal of investments	(75,541)	(1,042)

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

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

	2020	2019
	£	£
Staff Costs		
Salaries and wages	2,569,017	2,564,527
National insurance	202,846	197,763
Pension fund contributions	110,900	88,181
	2,882,763	2,850,471

The average number of persons employed by the group during the year was as follows:

		2020	2019
Office and management	- full time	22	24
	- part time	13	8
Others	- full time	40	35
	- part time	29	40
		104	107

The full time equivalent of the part time staff is 22 (2019: 25). In addition the charity has made use of an average of 66 (2019: 61) sessional staff during the year working differing hours as and when required. During the year the charity had available to use an average of 122 sessional staff (2019: 111). As at the year end the charity had 120 available members of staff (2019: 112).

The number of employees whose annual remuneration was £60,000 or more were:

	2020	2019
£60,000 - £70,000	1	1

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

10 Analysis of staff costs, trustee remuneration and expenses and the cost of key management personnel (continued)

Three trustees claimed £773 in respect of reimbursement of mileage claims and other expenses (2019: three trustees claimed £891).

The Board has identified the Chief Executive as being the key management personnel. The employee benefits paid in respect of key management personnel, including employer's pension contributions and employer's national insurance contributions, during the year was £77,884 (2019: £75,870).

During the prior financial year the Chief Executive was appointed as a trustee, which was permitted under the charity's articles. Her remuneration in the prior financial year, following her appointment as a trustee in June 2018, amounted to £54,221. Subsequently, the Chief Executive resigned as a trustee in August 2019. Her remuneration paid until her date of resignation in the current financial year amounted to £27,028. Such remuneration related solely to services rendered as the Chief Executive and not as a trustee.

11 Tangible fixed assets

Charity

	Leasehold land and buildings £	Freehold land and buildings £	Motor vehicles £	Equipment £	Total £
Cost					
Balance at 1 April 2019					
At deemed cost on transition to FRS102	-	90,000	-	-	90,000
At Cost	808,943	591,967	64,488	218,104	1,683,502
	808,943	681,967	64,488	218,104	1,773,502
Additions	-	39,293	-	8,000	47,293
Disposals	-	-	-	-	-
Balance at 31 March 2020	808,943	721,260	64,488	226,104	1,820,795
Depreciation					
Balance at 1 April 2019	352,753	449,420	64,488	201,154	1,067,815
Charge for the year	32,358	14,719	-	8,926	56,003
Disposals	-	-	-	-	-
Balance at 31 March 2020	385,111	464,139	64,488	210,080	1,123,818
Net book value					
31 March 2020	423,832	257,121	-	16,024	696,977
31 March 2019	456,190	232,547	-	16,950	705,687

The original cost of the land and buildings included at a valuation of £90,000 is not known.

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

11 Tangible fixed assets (continued)

Group

	Leasehold land and buildings £	Freehold land and buildings £	Motor vehicles £	Equipment £	Total £
Cost					
Balance at 1 April 2019					
At deemed cost on transition to FRS102	-	90,000	-	-	90,000
At Cost	808,943	591,967	122,562	250,910	1,774,382
	808,943	681,967	122,562	250,910	1,864,382
Additions	-	39,293	-	8,000	47,293
Disposals	-	-	-	(995)	(995)
Balance at 31 March 2020	808,943	721,260	122,562	257,915	1,910,680
Depreciation					
Balance at 1 April 2019	352,753	449,420	122,562	223,180	1,147,915
Charge for the year	32,358	14,719	-	12,250	59,327
Disposals	-	-	-	(597)	(597)
Balance at 31 March 2020	385,111	464,139	122,562	234,833	1,206,645
Net book value					
31 March 2020	423,832	257,121	-	23,082	704,035
31 March 2019	456,190	232,547	-	27,730	716,467

The original cost of the land and buildings included at a valuation of £90,000 is not known.

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

12 Fixed Assets – Investments (Group and charity)

	2020 £	2019 £
Listed investments		
Market value at 1 April 2019	2,010,999	1,939,898
Additions	362,263	459,061
Disposals	(842,313)	(448,675)
Net gains/(losses) on revaluation at 31 March 2020	(107,743)	60,715
At 31 March 2020	1,423,206	2,010,999
Cash held within investment portfolio	61,316	138,856
Total investments	1,484,522	2,149,855
Represented by:	2020 £	2019 £
Listed on Recognised Stock Exchange:		
Cazenove Unit Trust		
Equities: UK Equities	181,206	303,172
Europe (ex UK)	89,605	110,689
Global	457,103	606,055
Bonds: UK Bonds	214,010	328,640
Global	109,799	204,266
Multi Asset Funds:	-	363
Alternative: Hedge Funds	76,685	173,888
Property	122,560	125,225
Structured Products	31,639	42,432
Commodities	105,034	57,435
Others	35,565	58,834
Cash	61,316	138,856
	1,484,522	2,149,855
Historical cost at 31 March 2020	1,445,330	1,929,974

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

12 Fixed Assets – Investments (continued)

Charity

In addition to the above investments, the charity also controls CANWe Solutions CIC, a company limited by guarantee and registered in England and Wales, which was incorporated on 18 March 2009 and of which Child Action Northwest is the sole member. The CIC commenced trading on 1 April 2009.

The principal activity of the company is that of benefiting the community by working with adults and young people suffering from worklessness, through funding from the government incentives and trading print and design services. Its turnover for the year ended 31 March 2020 was £268,728 (2019: £226,304) and the surplus for the year then ended was £4,149 (2019: deficit of £9,237). The aggregate of its share capital and reserves at 31 March 2020 was £17,181 (2019: £13,032).

13 Debtors

	Group		Charity	
	2020	2019	2020	2019
	£	£	£	£
Trade debtors	430,748	435,410	430,663	431,264
Prepayments	417,692	391,401	417,692	391,400
	848,440	826,811	848,355	822,664

14 Creditors: Amounts falling due within one year

	Group		Charity	
	2020	2019	2020	2019
	£	£	£	£
Trade creditors	318,509	132,719	317,577	131,390
Accruals and deferred income	396,619	394,820	396,618	394,819
Taxation and social security	50,511	56,090	46,505	51,375
Other creditors	49,813	35,456	46,653	13,846
Amounts due to subsidiary undertaking	-	-	14,054	12,133
	815,452	619,085	821,407	603,563

Included within creditors falling due within one year is deferred income held by the group of £130,813 (2019: £100,768) relating to payments on account received for contracts or performance related grants. The brought forward deferred income of £100,768 was released in full during the year.

CHILD ACTION NORTHWEST

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FOR THE YEAR ENDED 31 MARCH 2020

15 Analysis of unrestricted funds

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	Realised investment gains £	Unrealised investment gains £	At 31 March 2020 £
Charity general unrestricted funds							
Revaluation reserve - property	90,000	-	-	-	-	-	90,000
Fixed asset fund	615,688	-	-	(8,711)	-	-	606,977
General unrestricted	2,392,316	4,822,843	(4,934,574)	(177,678)	(75,541)	(107,743)	1,919,623
	3,098,004	4,822,843	(4,934,574)	(186,389)	(75,541)	(107,743)	2,616,600
CANWe Solutions CIC general unrestricted funds							
Fixed asset fund	10,780	-	-	(3,722)	-	-	7,058
General unrestricted	2,252	262,386	(258,237)	3,722	-	-	10,123
	13,032	262,386	(258,237)	-	-	-	17,181
Total general unrestricted funds	3,111,036	5,085,229	(5,192,811)	(186,389)	(75,541)	(107,743)	2,633,781
Charity designated funds							
Emotional Health and Wellbeing fund	158,895	-	(158,895)	162,389	-	-	162,389
Development fund	200,000	-	(120,000)	24,000	-	-	104,000
	358,895	-	(278,895)	186,389	-	-	266,389
Total group unrestricted funds	3,469,931	5,085,229	(5,471,706)	-	(75,541)	(107,743)	2,900,170

The board has agreed to designate unrestricted funds amounting to £162,389 to fund the ongoing delivery of the Emotional Health and Wellbeing contract into 2020/21.

The board has also agreed to designate a further £24,000 of unrestricted funds to support development and investment costs in line with the 2020/21 business plan, resulting in a carried forward balance of £104,000 on the designated development fund.

The balance carried on the fixed asset fund represents the net book value of the tangible fixed assets, less the balance on the revaluation reserve.

16 Analysis of restricted funds

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	Realised investment gains £	Unrealised investment gains £	At 31 March 2020 £
Charity restricted funds							
Care Services							
Children in Need	8,333	46,179	(46,136)	-	-	-	8,376
Emotional Health and Wellbeing							
Raised in the Ribble Valley	-	5,000	(5,000)	-	-	-	-
Health Education England	-	97,914	(97,914)	-	-	-	-
Pro Contact							
Contact Centre	-	2,805	(2,805)	-	-	-	-
Young Carers							
Young Carers	218	9,802	(10,020)	-	-	-	-
Young Peoples Space Fund	21,861	-	(1,572)	-	-	-	20,289
	30,412	161,700	(163,447)	-	-	-	28,665
CANWe Solutions CIC restricted funds	-	-	-	-	-	-	-
Group restricted funds	30,412	161,700	(163,447)	-	-	-	28,665
Total funds - charity	3,487,311	4,984,543	(5,376,916)	-	(75,541)	(107,743)	2,911,654
Total funds - group	3,500,343	5,246,929	(5,635,153)	-	(75,541)	(107,743)	2,928,835

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

16 Analysis of restricted funds (continued)

Children in Need is grant funding received from the BBC to support care services.

Raised in the Ribble Valley (RIRV) represents fundraising income from high net worth individuals from the area that want to support the emotional health of the community that they live in. The Ribble Valley is seen as an affluent area and as such does not attract funding to support its residents. The group have arranged many charity events during the year that have supported the running of the team based in the area.

Health Education England is funding to support IAPT & CWP trainee roles.

The Pro Contact Contact Centre is partly funded by donations and fundraising income. The service operates at weekends and offers group supervised contact sessions in a neutral location.

The Young Carers fund relate to donations received for the specific purpose of supporting young carers with activities.

The Young Peoples' Space Fund is a pot of fund that was set up to develop the Young Peoples' Space at the head office building. This development was ongoing at the year end.

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

17 Analysis of funds – prior year

	At 1 April 2018 £	Income £	Expenditure £	Transfers £	Realised investment gains £	Unrealised investment gains £	At 31 March 2019 £
Charity unrestricted funds							
Designated funds							
Emotional Health and Wellbeing fund	125,296	-	(125,296)	158,895	-	-	158,895
Development fund	223,000	-	(156,000)	133,000	-	-	200,000
	348,296	-	(281,296)	291,895	-	-	358,895
Revaluation reserve - property	90,000	-	-	-	-	-	90,000
Fixed asset fund	655,042	-	-	(39,354)	-	-	615,688
General unrestricted	2,485,751	5,144,395	(5,044,962)	(252,541)	(1,042)	60,715	2,392,316
	3,579,089	5,144,395	(5,326,258)	-	(1,042)	60,715	3,456,899
CANWe Solutions CIC unrestricted funds							
Fixed asset fund	6,745	-	-	4,035	-	-	10,780
General unrestricted	15,525	202,325	(211,563)	(4,035)	-	-	2,252
	22,270	202,325	(211,563)	-	-	-	13,032
Group unrestricted funds	3,601,359	5,346,720	(5,537,821)	-	(1,042)	60,715	3,469,931
	At 1 April 2018 £	Income £	Expenditure £	Transfers £	Realised investment gains £	Unrealised investment gains £	At 31 March 2019 £
Charity restricted funds							
Care Services							
Children in Need	-	18,921	(10,588)	-	-	-	8,333
Emotional Health and Wellbeing							
Raised in the Ribble Valley	-	20,000	(20,000)	-	-	-	-
Health Education England	-	98,001	(98,001)	-	-	-	-
Pro Contact							
Contact Centre	-	4,728	(4,728)	-	-	-	-
Young Carers							
Young Carers	1,896	4,033	(5,711)	-	-	-	218
Young Carers Cheshire East	-	976	(976)	-	-	-	-
Young Peoples Space Fund	21,861	-	-	-	-	-	21,861
	23,757	146,659	(140,004)	-	-	-	30,412
CANWe Solutions CIC restricted funds	-	-	-	-	-	-	-
Group restricted funds	23,757	146,659	(140,004)	-	-	-	30,412
Total funds - charity	3,602,846	5,291,054	(5,466,262)	-	(1,042)	60,715	3,487,311
Total funds - group	3,625,116	5,493,379	(5,677,825)	-	(1,042)	60,715	3,500,343

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

18 Analysis of net assets between funds

Charity	Restricted funds £	Unrestricted funds £	Total funds £
Tangible fixed assets	-	696,977	696,977
Investments	-	1,484,522	1,484,522
Current assets	28,665	1,522,897	1,551,562
Current liabilities	-	(821,407)	(821,407)
Total net assets	28,665	2,882,989	2,911,654
Group	Restricted funds £	Unrestricted funds £	Total funds £
Tangible fixed assets	-	704,035	704,035
Investments	-	1,484,522	1,484,522
Current assets	28,665	1,527,065	1,555,730
Current liabilities	-	(815,452)	(815,452)
Total net assets	28,665	2,900,170	2,928,835

Prior year analysis of net assets between funds

Charity	Restricted funds £	Unrestricted funds £	Total funds £
Tangible fixed assets	-	705,687	705,687
Investments	-	2,149,855	2,149,855
Current assets	30,412	1,204,920	1,235,332
Current liabilities	-	(603,563)	(603,563)
Total net assets	30,412	3,456,899	3,487,311
Group	Restricted funds £	Unrestricted funds £	Total funds £
Tangible fixed assets	-	716,467	716,467
Investments	-	2,149,855	2,149,855
Current assets	30,412	1,222,694	1,253,106
Current liabilities	-	(619,085)	(619,085)
Total net assets	30,412	3,469,931	3,500,343

CHILD ACTION NORTHWEST

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FOR THE YEAR ENDED 31 MARCH 2020

19 Financial instruments

	Group		Charity	
	2020	2019	2020	2019
	£	£	£	£
Carrying amount of financial assets				
Measured at fair value through net income/expenditure	1,484,522	2,149,855	1,484,522	2,149,855
Debt instruments measured at amortised cost	430,748	435,410	430,663	431,264
	1,915,270	2,585,265	1,915,185	2,581,119
Carrying amount of financial liabilities				
Measured at amortised cost	418,833	224,265	424,789	208,744

20 Pension commitments

The group operates group personal pension arrangements. Contributions payable by the group amounted to £110,900 (2019: £88,181). Outstanding pension contributions at 31 March 2020 amounted to £29,001 (2019: £17,328).

21 Operating lease commitments

At the reporting end date the group and the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

Charity	Land & buildings		Other assets	
	2020	2019	2020	2019
	£	£	£	£
Within one year	2,120	10,838	4,797	10,306
Within two to five years	-	2,179	491	5,287
Over 5 years	-	-	-	-
	2,120	13,017	5,288	15,593
Group				
	2020	2019	2020	2019
	£	£	£	£
Within one year	2,120	10,838	4,797	10,306
Within two to five years	-	2,179	491	5,287
Over 5 years	-	-	-	-
	2,120	13,017	5,288	15,593

22 Related party transactions

During the year ended 31 March 2020 the charity was commissioned to deliver services of £9,775 (2019: £11,075) to Shadsworth Junior School, which shares a common trustee with the charity.

📍 Offices in: Preston, Blackpool, East Midlands,
Kendal, Kirkby Lonsdale, Lancaster, Liverpool,
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