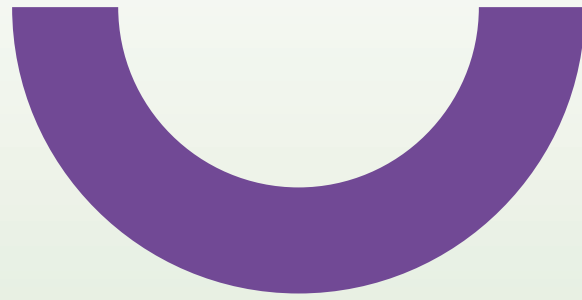


being there



life limiting illness support

Annual Report 2020 - 2021



www.beingthere.org.uk



Jim Yates
Chair CALLplus Board of Trustees

Chair of Board of Trustees Report 2020 - 2021

As I am sure you will all appreciate, the year to the end of March 2021 has been the most unusual, challenging and difficult period for Being There, its staff, volunteers and service users. The Board of Trustees has worked to provide an appropriate framework in which the CEO, Karen Mercer, the management team and volunteers could deliver the best possible service whilst adhering to the guidance on dealing with the Covid-19 pandemic.

Their performance has been admirable, demonstrating creative, innovative thinking, a shared willingness to find effective ways of working and importantly doing so with a positive, helpful and compassionate spirit. Being There has certainly lived up to its name over the last year or so and we look forward to reinstating our traditional services whilst building on what we have learned over the crisis period.

We took the decision to cease face to face service provision at the end of the previous business year, in the light of advice from Government and the NHS. We await advice on when we can return to what will no doubt be a new "normal".

We have all found ways of working together but apart - using technology to maintain contact and allow remote working. This has been extended to service provision with telephone / internet befriending, online social groups, care packages and the roll out of technology based solutions to appropriate service users. We will be looking to see how we can integrate these ideas into our service provision as normality returns.

It has been particularly rewarding to see how the recently introduced Counselling Service, Being Heard, has flourished and how this has aided our approach to diversifying funding. The board looks forward to seeing this progress continue.

It is with great sadness that it falls to me to report the deaths of two great stalwarts of the charity. We lost our Founder and Life President Tom Brown and fellow Trustee, Eddie Hurst, within a few months of each other. It is difficult to overstate the impact of losing these dear friends, guiders and radical thinkers but the board will do our best to honour their contribution. I am sure that future discussions are likely to include questions as to "what would Tom have done?". Similarly, I am convinced that we will miss Eddie's good humour, cheery greetings and his well-timed, probing and challenging questions and that will provoke us to deeper thought. Both may be gone but their influence will continue to guide our thinking. We are examining options on how best to honour their contributions to Being There. We are actively seeking additional trustees to diversify our thinking and fill gaps in our skill sets.

On a happier note, we have welcomed Victor Hassan as a trustee. Victor's extensive experience in both the legal and charitable sectors and his diligent approach has been a great benefit to us all.

On behalf of the trustees, I extend thanks to Karen, the management team and volunteers - without them we simply can't be there for our service users. We give especial thanks to those volunteers who have decided that the time is right for them to retire and welcome the new volunteers who have joined us during the pandemic. We thank you all and appreciate your sacrifice, dedication and willingness to help. I look forward to meeting as many of you as possible in the near future.

The financing of the charity, is covered in the accounts section where an overview of the key issues can also be found. We continue to face uncertainties in the future funding regime but our efforts to diversify the sources of funds have paid dividends.

We have also taken active steps to continue to diversify our client and volunteer base and engage with a broader range of communities in Greater Manchester. We regard this as a key priority, particularly as it is clear that disadvantaged and minority groups have been disproportionately affected by the pandemic. We will continue to make focused efforts to deal with the disparities in need and the reach of our services.

It is heartening to hear that clients have appreciated the efforts we have taken to provide support under the most trying of conditions. This reflects the hard work, dedication and effective action of the management team and volunteers alike. Thank you for being there to ensure that we can be there for our clients.

**The board looks forward to an even more successful year and the opportunity to meet you all in person.
Thank you.**

Jim Yates

Jim Yates
Chair CALLplus Board of Trustees

1st July 2021

being there



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Callplus (trading as Being There) Board of Trustees

1st April 2020 to 31st March 2021



Honorary President:
Tom Brown
(Deceased December 2020)



Chair:
Jim Yates



Treasurer:
Philip Eagle



Trustee:
Dr Minaxi Desai



Trustee:
Atta Hanfi



Trustee:
Victor Hassan



Trustee:
Heather Henry



Trustee:
Nigel Day



Trustee:
Edward Hurst
(Deceased January 2021)

CALLplus Staff - 1st April 2020 to 31st March 2021

Chief Executive:	Karen Mercer
Finance Manager:	Rosalyn Cooper
Being Heard Counselling Manager:	Rebecca Turner
Branch Manager North Branch Manager:	Rebecca Turner
Branch Manager: South:	Paula Hewitt
Branch Manager: Salford:	Deborah Wynn
Branch Manager Tameside:	Suzanne Roberts
Branch Manager Trafford:	Flora Washburn
Volunteer Recruitment Co-ordinator:	Jeff Boardman
Support Services Assistants:	Iain Phillips, Anam Siddiqi, Alison Thomas, Les Whalley



life limiting illness support



Karen Mercer
Chief Executive

Chief Executive's Report 2020 - 2021

Taking stock of the year as I do now, it almost goes without saying how difficult it has been for so many, in so many ways. Many of us have experienced, loss, isolation and sadness in abundance; our world has been more than metaphorically turned upside down. Yet, despite all the difficulties, Being There has remained resolutely 'here' for those already challenged by the diagnosis of a life-limiting illness.

As many of you know, we have had losses ourselves. Our founder, Tom Brown, and trustee, Eddie Hurst, died within months of one other. One way of dealing with their loss has been to give thanks for the huge contributions they made to Being There's listening ethos. More formal acknowledgements will be special activities for volunteers and staff training bursaries created in their names.

Wholehearted thanks are due to all our hard-working staff and volunteers whom, despite the rapid changes and difficulties brought about by the Covid-19 pandemic, have continued to deliver the care and support we at Being There pride ourselves in. It has been a tremendous team effort with each member 'doing their bit' and some; a testament to resilience if ever there was. I must also thank the Board of Trustees for their efforts in steering the charity successfully through this tumultuous year.

We, too, are listening; to the expertise of our colleagues at LMCP and Diversity Matters North West to ensure we are reaching all the diverse communities of Greater Manchester, especially those disproportionately affected by the pandemic. We have welcomed and increased the number of bilingual volunteers to the team this year but there is more recruitment to be done.

Several funders have contributed to our efforts to 'be there' during this Covid-19 period. Huge thanks are due to The Garfield Weston Trust for their core grant of £20,000. The Big Lottery Community Fund also awarded £25,000 towards the running costs of our Tameside & Glossop branch. Smaller, but no less welcome, grants came from CAF Bank, Forever Manchester, Action Together and Salford CVS towards Covid related costs and digital equipment. These grants have contributed to our sustainability and responsiveness during this financially challenging year.

Alongside our NHS contracted delivery, Being There worked in partnership with the NHS and local councils on emergency Covid support, the vaccine rollout, communicating pandemic related health messages and, in Salford, working directly on the Spirit of Salford helpline.

Finally, my thoughts return to our clients who regularly tell us how much they have benefitted from the one-to-one telephone and internet-based befriending, twice monthly online social groups and person-centred counselling we have offered.

I hope as we move forwards out of the pandemic restrictions that we at Being There face whatever comes our way with fortitude and resilience to adapt and deliver as we have for the past 39 years!

Thanks to all who have contributed to Being There. WE couldn't do it without YOU.

Karen Mercer

Karen Mercer
Chief Executive

1st July 2021

Annual Report 2020 - 2021

being there



life limiting illness support

Being There Branch Reports

1st April 2020 to 31st March 2021



Being There North to Central Manchester

Branch Manager
Rebecca Turner

Being There North Manchester Volunteers

- Joy Barker
- John Bosley
- Tommy Day
- Tony Kennedy
- Khadija Khaleel
- Maretta Patten
- Frank Pearson
- Clare Ratchford
- Jim Roban
- Sheila Roban
- Cheryl Robinson
- Susan Siswick

With thanks to the volunteers who have retired/left in this period

Clare Ratchford joined us early on in the pandemic as a telephone support volunteer and gave lots of her time to our clients and we are extremely grateful. Clare is now enjoying her time taking care of her young granddaughter while her parents go out to work.

Branch Activities

- April 2020** Manager attended online webinar training for "Safeguarding in the community".
- August 2020** Manager attended online training with the NHS for "Cancer Screening Programmes".
- August 2020** Manager and some of the volunteer drivers delivered care packages to our client group.
- November 2020** Manager launched the new "Online Social Group" for all clients & volunteers of Being There.
- February 2021** Manager attended an online meeting with The Lord Mayor of Manchester, Councillor Tommy Judge, to discuss our experience and challenges over the past 12 months working through the Covid-19 pandemic.
- February 2021** Manager attended an online training webinar with Manchester Community Central - Local surge testing and what we need to know.

Donations

- September 2020** £250 received from the estate of the late Jessie O'Reilly who volunteered with Being There for over 25 years



Being There South Manchester

Branch Manager
Paula Hewitt

Being There South Volunteers

- Sahar Abdalla
- Janet Bellis
- Eileen Booth
- Ronald Dykstra
- Sarah Fitzgerald
- Brian George
- Mike Hannibal
- Val Harrington
- Victor Hassan
- Katherine Hosking
- Kathleen Keary
- Jane Lawson
- Illa Mehta
- Lynn Moore
- Derek Pretswell
- Joe Regan
- Barbara Sclater
- Anam Siddiqi
- Adina Susan
- Peter Thompson
- Jill White

With thanks to the volunteers who have retired/left in this period

We said goodbye to our volunteer, Katherine Hosking, who returned home to America.

Branch Activities

- Received referrals throughout the year from, amongst other organisations, Care Navigators, High Impact Primary Care Team, Macmillan, Greater Manchester Mental Health Trust
- 9 telephone support volunteers have supported over 30 clients on a weekly or fortnightly basis
- Branch Manager supported over 30 clients on a regular basis
- Branch Manager attended online presentation to Johnnie Johnson Housing Trust
- Branch manager attended Covid-19 updates from Manchester City Council
- Talking about my Generation magazine distributed to over 20 clients and volunteers
- Creative care packs delivered by our volunteer drivers to over 50 clients
- Online social/support group established with other Branch Managers, sessions organised on mindfulness, history of Belle Vue and history of Manchester
- Branch Manager attended 'Keeping people safe and well' webinar
- Branch Manager attended MACC social media training
- Branch Manager attended meeting on the Census
- Supported CCG by identifying volunteers to assist the roll-out of first vaccinations held in Wythenshawe
- Supported Manchester City Council Health Inequalities Team by sending information to 3 volunteers from BME communities to take part in raising vaccine awareness in BME communities in Manchester

Donations

Donation of £100 received from Siemens - Being There nominated by daughter of a client we have supported.



Being There Salford

**Branch Manager
Deborah Wynn**

Being There Salford Volunteers

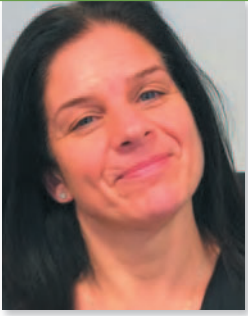
- Karen Ainsworth
- Margaret Bryne
- Jeff Boardman
- John Bilsborough
- Carole Chapman
- Ann Beesley
- Helen Daley
- Lucy Fallon
- Lindsay Hetherington
- Susan Kendall
- Helen King
- John Kane
- Weichuan Kwok
- Maria Kidd
- Vic Longdon
- Barry Lord
- Kieran McGowan
- Stuart Mollekin
- Elizabeth Novak
- Noel O'Grady
- Brian Phoenix
- Iain Phillips
- Jim Pilling
- Chris Wellings
- Les Whalley

With thanks to the volunteers who have retired/left in this period

We would like to say thank you and farewell to the following volunteers; Gordon Bury, James Coffeey, Stefan Conciu, Susan Ferguson, David Greenhalgh, Angela Harris, Tanya Louis, Owen Nunney, Janet Strike, Susan Stott and a special thank you to our longstanding volunteer (and former Salford Branch Manager) Margaret Carlton who had supported Being There for over two decades.

Branch Activities

- Out of 130 charities nominated for the Salford Community Voluntary Services (Salford CVS) Special Recognition Award, 20 organisations including Being There, won the top prize for their community contribution during the covid pandemic. A small hamper and certificate were presented by the Salford CVS Executive team.
- An amazing 86% of Being There volunteers confirmed they were willing to provide telephone befriending assistance during the coronavirus outbreak.
- All telephone befrienders were matched to their clients (3 each) within 12 working days from the beginning of the first lockdown.
- An effective partnership was formed with the Salford Clinical Commissioning Group (Salford CCG) and the Salford CVS in order to refer potential clients and volunteers to the befriending service so people could be supported more quickly.
- Approximately 600 telephone befriending calls were made during the first quarter of the financial year.
- We worked closely with the 'Spirit of Salford' which is a centralised network of organisations set up specifically for the pandemic and managed by the Salford CVS. Many of our clients got help with shopping, dog walking, benefit advice, utility payments and help with housing issues.
- Many clients struggled with their mental health during the lockdowns, but a small number of clients required professional psychological intervention. Therefore, these clients were referred to the new Being Heard Counselling Service.
- We have contributed to the organisation and delivery of bingo, quizzes and singing entertainment for the online social group.
- Every month Being There's Volunteer Recruitment Co-ordinator; Jeff Boardman has been keeping in contact with some of the hospital drivers that chose not to participate in the befriending. Jeff offered his support and updated them on service development.
- Due to a successful partnership with the Salford CCG and the Salford CVS, 99% of our volunteers had their first covid vaccination by April 2021.
- To raise spirits during lockdown, clients had a surprise doorstep visit from the Branch Manager, who presented them with care and art packs.



Being There Tameside

**Branch Manager
Suzanne Roberts**

Being There Tameside Volunteers

- Julie Bell
- Eleanor Butler
- Catherine Cole
- Ian Cole
- Wendy Collins
- Siobhan Devlin
- Victoria Filipe
- Barry Forster
- Mark Garratt
- Gillian Hartley
- Lesley Hopkins
- Jane Hopkinson
- Abbie Johnson
- Frank Kerr
- John Ling
- Mariana Macedo
- Rosemary Maddy
- Chris Matthews
- Ian McDonald
- Lata Mehta
- Kathleen Preston,
- Madeleine Pugh
- Angela Rayner
- Lynette Rumley
- Panna Shah
- Mahesh Shah
- Vivienne Taylor
- Alison Thomas
- John Webb

With thanks to the volunteers who have retired/left in this period

Siobhan Devlin, Mariana Macedo and Hannah McConville left the service after providing invaluable telephone befriending.

Branch Activities

Tameside branch has had a productive 12 months despite the pandemic and adaptations to the services we provide. Most noticeably our volunteer base grew thanks to our awareness raising across social media and online Zoom information sessions. We also attracted further funding for the branch via The Big Lottery, Garfield Weston and Forever Manchester. We also continued to develop our partnership working with Cancer Warriors, Diversity Matters North West (DMNW), Indian Community, Henshaws and Silverchord. We have risen to the challenge and thrived!

June 2020 Being There Tameside was delighted to receive "The High Sheriff of Greater Manchester 'Special Recognition Award' for outstanding activity and contribution of our volunteers to the community during the C-19 pandemic

August 2020, December 2020 & April 2021 Being There staff and volunteers delivered care packs to clients. This enabled us to safely see many of our clients, check in on their wellbeing and bring some hope and positivity!

Sept 2020 Tameside branch moved to a new home The Old Courthouse, Dukinfield

Nov 2020 Being There online social group was born! Fun sessions included: nostalgia film clips, local history talks, quizzes, arts & crafts, bingo, exercise and mindfulness to name a few!

Dec 2020 Christmas packs and gift cards delivered to clients and volunteers

Jan 2021 Tameside volunteer vaccinations started at Tameside General to prepare for face to face services

Jan 2021 The branch hosted its first Volunteer Information session on Zoom together with Being There's Jeff Boardman and Action Together resulting in many new enquiries and applications!

Feb 2021 Tameside branch appeared in Tameside Council's Community News brochure distributed to all Tameside residents, businesses, community groups and charities.

Notable fundraising activities

May 2020 Forever Manchester awarded £5000 to Being There (£1000 to Tameside) to help towards the costs of running our listening line.

June 2020 Garfield Weston foundation awarded Being There Tameside £20,000.

June 2020 The National Lottery Community Fund awarded Being There Tameside a cash grant of £25,000.



Being There Trafford

**Branch Manager
Flora Washburn**

Being There Trafford Volunteers

- Stephen Armitage
- Paul Bercik
- Mike Boulton
- Peter Bradshaw
- Francesca Brady
- Antoinette Byrne
- Stella Dean
- Mina Desai
- Brian Edden
- Robert Ellis
- Roy Gallagher
- Oliver Gilbert
- Pippa Goodall
- Eileen Griffin
- Heather Henry
- Margaret Henry
- John Hogan
- Joanne Holmes
- Mark Howorth
- Margaret Kirrane
- Cedric Knipe
- Stuart Laing
- Christine Lampard
- John Latham
- McCloud Ngonga
- Carl Palmer
- Duncan Salton
- Julia Strawinska
- Daniel Usanky
- Tony Welch
- Linda Whitelegg
- Kathleen Whittle

With thanks to the volunteers who have retired/left in this period

Duncan Salton Special thanks to Duncan for his dedication to our clients as a volunteer driver, always on hand to get clients to and from their vital appointments with a smile. We wish you the very best Duncan.

Eileen Griffin A very big thank you to Eileen who supported Being There for a number of years, helping transport clients to and from appointments, supporting the social group and acting as a telephone befriender during the pandemic. You will be very much missed by our clients. All the best Eileen!

Linda Whitelegg A tremendous thank you to Linda, who volunteered with Being There for an enormous 15 years. Linda's dedication to our charity has been invaluable in improving the lives of many of our clients. Linda visited people in their homes, supported our social group and helped transport clients to and from the group. We will truly miss her. All the best Linda!

McCloud Ngonga Thank you to McCloud for his commitment to Being There. Despite being unable to volunteer during the pandemic, McCloud was always enthusiastic and keen to step in to help. Best wishes for the future McCloud!

Branch Activities

- Volunteers from across our roles came together in response to the pandemic to offer telephone befriending to our clients, ensuring that no one was left feeling isolated whilst shielding. We were delighted to welcome on board a number of new volunteers who applied to help with our telephone role, meaning we were able to support further clients.
- The social group joined forces with our other GM branches and moved online! Several of our Trafford clients quickly got to grips with Zoom thanks to family members and support from their Branch Manager. A variety of activities were enjoyed, including nostalgic film shows, 'love to move' chair exercises, mindfulness and a talk on swifts and swallows from the Wildlife Trust!
- Trafford Manager, Flora and transport volunteer, Carl Palmer, joined forces with the National Citizen's Service at Lancashire Cricket Club to talk to their young people about the work of Being There and the benefits of volunteering. In turn, the young people produced a lovely booklet of activities for some of our clients.
- Our fantastic team of volunteer drivers banded together with Flora to deliver care packages to our clients to bring a smile during the pandemic. Goodie bags were filled with activity books, colouring pencils, crafts, sweet treats and much more!
- Branch Manager, Flora, was delighted to be invited by the LifeChurch in Sale to deliver afternoon teas to some of our clients in the surrounds on Easter Sunday. Thanks to the wonderful volunteers at the LifeChurch, Being There clients enjoyed a doorstep chat with Flora and a goodie bag of fresh sandwiches, cakes and a tasty Easter Egg!



Volunteer Promotion and Recruitment

Jeff Boardman

It has been an extremely difficult year for everyone. Being There has had to adjust how we work and how we communicate with our clients, managers and potential volunteers.

New technology has been very useful, but it is no replacement for personal face to face contact!

I have attended Virtual Recruitment Fairs online with other charities and organisations across Greater Manchester. The recruitment fairs are well attended and give Being There a captive audience to try to recruit new volunteers. Being There have a 10-minute slot for me to explain what great support work we provide in the community and what we are looking for in new volunteers.

I have worked with Action Together in Tameside to produce a Being There Volunteer questions and answer video that has been posted on YouTube. This has ensured that our services are publicised and to identify what really good volunteering opportunities are available.

I have kept in touch with our partner organisations such as Macmillan, The Wythenshawe Forum and the Tameside Indoor Market to let them know that we are still providing support for clients, to offer our services and to maintain some continuity with them.

Minutes Matter Support

I have also been able to provide support to some of our clients across our branches. It has been a pleasure keeping in touch with some great people using different methods of communication. We have learned together with our clients how to use new technology such as WhatsApp and Zoom.

I have developed good relationships with these clients during the last 14 months and look forward to our conversations every week. However, I am so looking forward to meeting our clients and potential volunteers in person. Being There is looking forward to a brighter future!





Being There Counselling Service

Rebecca Turner

The Being There Counselling Service "Being Heard" managed by Rebecca Turner continued to offer counselling 1 day a week via telephone and online to our clients and carers ensuring they were still offered a much-needed confidential therapeutic service.

All referrals into the service have been managed effectively allowing our clients to receive counselling sessions within a 2-3 week turn around from the referral being received. This was our vision when setting up the service, it is so important to offer a client who is ready to engage in therapy access to sessions as soon as possible.

This financial year we have been able to offer counselling to 42 clients completing 261 therapeutic hours. We have supported 36 clients and 6 carers of which 27 have been females and 15 males.

42 clients completing **261** therapeutic hours
36 clients | **6** carers | **27** females | **15** males

We have continued to offer placements to student counsellors from Salford University and The Manchester College.

Jessica Humphries
Salford University

Juliet Christmas
The Manchester College

Flora Washburn
The Manchester College

As we continue to expand the counselling service we are able to continue to work closely with the local universities and offer more student placements.

Towards the end of the financial year we were able to open up our service to outside referrals ensuring the client is an adult living with a life limiting illness or a carer. We have noticed an increase in referrals and are very proud that we are offering this extra service.

We decided that the counselling service should come under a different name to differentiate the services already offered and "Being Heard" seemed very fitting with what we do. As the service has expanded it has become necessary to extend the running days from 1 day a week to 5 days a week. In the coming financial year Rebecca Turner will run the service as Counselling Manager full time, allowing more clients and carers access to the service which is proving to be a much needed part of the Being There service.

The Being Heard team lead by Ann Grant were able to run 3 Wellbeing Groups online which ran for 6 weeks for clients and volunteers who needed some support but may not have been ready for one to one counselling. The wellbeing groups worked on thoughts, feelings, behaviours, relaxation and mindfulness which the clients really enjoyed.

Following on from the online wellbeing group we noticed that the clients really benefited from meeting up each week and seeing others in a social setting. Becky then created with the support of Karen and the other branch manger's an online social group to run fortnightly for clients and volunteers from across all the Being There branches, this enabled clients and volunteers some social interaction they had been missing in the pandemic and we continue to run the groups fortnightly. The groups have been a huge success and we have had some great feedback allowing us to consider the online groups continuing in the future when we are back to a face to face service.

We are hoping that in the coming financial year we are able to get back to a face to face service but we will ensure we do this when it is safe to do so for our clients, in the mean time we will continue to offer telephone and online therapy.

What people say about Being There

"Volunteering makes me feel like I am making a difference! If you are thinking about volunteering, I would advise you to go for it! Do not hold back!"

"I chose to volunteer for Being There because it fills a gap in the care of people with life limiting illness. I do recommend volunteering for Being There for everyone. It is really rewarding".

"I don't know how I would have coped without the telephone support from Being There. Being There is the only service that has regularly kept in touch with me, listens to me and understands my needs."

"My volunteer has been a lifeline when no one has been able to visit and when I have been really down".

"The service is brilliant...absolutely wonderful! Receiving a phone call from my volunteer is like a lifeline and a friendly voice on the other side of the phone. It makes you feel appreciated".

"I don't know how you managed to get me to talk about the things I didn't think I would, but you did it in such an easy way I felt so comfortable to share".

"Volunteering has helped to keep me busy too and to appreciate all I have in my life. There's nothing better than knowing you are really helping someone else and yourself too!"

"Several months ago during lockdown I was approached by BeingThere to ask if I had time to become a Befriender, which meant calling someone in the community who may have different levels of vulnerability, it didn't take too long to agree. I had previous training & checks the year before to visit someone at their homes but this was obviously put on hold due to Covid".

"Their support is priceless".

"It means so much to me that someone is willing to call me and chat for an hour every week. My volunteer is such a lovely, young woman - always cheery and leaves me feeling positive at the end of the call".

"The volunteers spend time building rapport with you. I can talk to my befriender in confidence. I truly can laugh and cry with her".

"The drivers reduce my stress and anxiety when going on my hospital appointments. They are all wonderful".

"Over the past few months I've been matched with 2 different ladies, both of whom have been so lovely to talk to, and I've thoroughly enjoyed it. Of course initially there is apprehension on both sides, we don't know each other but after a few calls you realise how important this service is to the person receiving the call; in addition you look forward to ringing them and you're happy to hear that they're ok, and its nice to listen and discuss a number of subjects".

"At this time of Covid the older members perhaps aren't doing much, but it's not long before you find common interests and you can chat away as long as necessary. You generally ring once a week at an agreed time and for what one puts in, i.e. time or effort, you get so much more back."

"I chose to volunteer because I love to help people. [My befriender] is great, we get on really well! Thank you for pairing me with her."

"Being There have been fantastic, I don't know what I would have done without them".

"My counsellor helped me to come to terms with two terminal diagnoses. I am so grateful for her support".

"Being There has been a lifeline for me. I am severely disabled and completely housebound and don't have much social interaction other than limited close family. Having access to support from Being There online group has literally been a lifesaver and has helped build my confidence. I definitely feel I have found a place I belong, surrounded by support and care. This has helped drastically with my mental health and has offered a safety net during some challenging and difficult times. I cannot thank Suzanne and the rest of the brilliant Being There Team and service users enough. Thank you for always Being There. Amazing charity, Amazing people!"

Being There Impact Report 2020 - 2021

Measuring Impact

2020-21 has been a particularly difficult year for Being There clients who are trying to manage a life limiting illness or that of a family member. The Covid-19 pandemic has added additional layers of isolation, loneliness and anxiety to those already at greater risk of negative impacts following diagnosis. Demand for our empathic listening and psychological support services has increased, in some cases ten-fold, with many clients requesting weekly telephone support, where previously they would have managed on twice monthly or less. Our online support & social group, replacing our five, twice monthly face-to-face groups, has also seen regular attendances, although many in our client group are digitally excluded which we are actively trying to address.

Number of clients supported **412**

Number of people receiving person-centred counselling **42**

Client Outcomes (excluding counselling)

Helping to meet user wishes on preferred place of care **883**

Improving Self-Management of long-term conditions **1080**

Improving Patient/Carer experience/Wellbeing **6896**

Reducing Isolation/Anxiety **6907**

Reducing Inappropriate Admissions **893**



Case Studies



Gender - Male

Age - 72

Condition - COPD, emphysema, acute insomnia and anxiety.

Brief Overview

Client was referred by the Macmillan Information Centre in July 2020 for hospital transport support and some telephone support. He lives alone but does have some family support. He was in and out of hospital at various stages during Covid as a result of his COPD, regularly having flare ups, and he had a fractured spine.

Although his family visit him, he can feel quite isolated and finds it difficult to get outside much due to his COPD.

What Being There does

Being There provides telephone support once a week. His illness affects him quite considerably and on a bad day he is unable to walk into his garden as his breathing is so bad. This makes things like cooking and having a shower extremely difficult as any form of movement causes a shortness in his breath and this makes him feel like he has no choice other than to just stay in. He finds the telephone support calls extremely valuable as he can spend the whole day not speaking to anyone and being stuck inside his home so having contact with someone from the "outside world" is worth its weight in gold. During the phone calls, the client talks about anything and everything and enjoys having a wide-ranging conversation with no specific topics.

Being There's intervention has resulted in the following outcomes:

1. Reducing isolation/anxiety
2. Improving patient/carer experience wellbeing
3. Improving self-management of long-term conditions



Gender - Female

Age - 83

Condition - Breast cancer

Brief Overview

The client was referred to the service by her daughter who lives in South West England. Our client was recently diagnosed with breast cancer. Due to her age and other health conditions, she was advised to have a Lumpectomy. She was worried about the operation in addition to the aftercare support, as she lives on her own and has no family nearby. It was evident when speaking to the branch manager that she had a lack of awareness and understanding about the procedure. The client was matched to a volunteer who successfully had a Lumpectomy 5 years ago. The befriender and the client shared their experiences of initial diagnosis. In the befriending sessions the volunteer elaborated on what happens before, during and after the operation. The branch manager also liaised with social services so they could contact the client and talk about their aftercare support. The client reported feeling informed and reassured about the future operation.

"I was in shock when I was diagnosed with cancer and I didn't understand what the doctor was telling me. My befriender really made a difference to how I viewed the operation and she reduced my worries about the aftercare too."

Being There's intervention has resulted in the following outcomes:

1. Reducing the number of DNAs (Did not Attend)
2. Reducing anxiety
3. Improving patient experience/wellbeing

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
DIRECTORS' AND TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021

CHAIR'S FOREWORD

An overview of the key issues faced by Being There, its performance and achievements during the business year to the end of March 2021 is presented in the introduction the Annual Report. The comments below are focused on the financial performance of the charity.

The funding we have received from the local NHS commissioners has remained broadly the same as for last year £227,428 (2020-21) compared with £225,158 (2019-20). We are grateful for their continued support. The funding regime for NHS in Greater Manchester has remained unchanged during the pandemic but we are aware that changes are envisaged as the commissioning structure is updated. We await advice on the likelihood and timing of any changes.

We also received continuing funding administered by Action Together for Tameside which has enabled the provision of services there for another year. As of the year end we have applied for funding from other sources which will hopefully provide some certainty us being able to offer these services on a longer, more sustainable basis.

The Counselling Service will be fully set up by the end of the first quarter of the 2021-22 business year. Similar comments on funding apply here. This has created the opportunity to recruit from within and has encouraged a further member of staff to benefit from the Staff Development Bursary championed by Eddie Hurst.

As a result of the revisions to the level and types of services provided, the expenditure has reduced compared to previous years, resulting in a surplus of £59,767 compared with a deficit of £8,774 reported last year. We anticipate that the charity will continue to operate at approximately break even as more normal conditions return. Some of this surplus has been allocated to additional staffing to support the counselling service and to facilitate our attempts to broaden the reach of the organisation. The involvement of an outside agency, IMPACT, reported last year has enabled us to apply for a broader range of funding and early indications are that this is likely to bear fruit early in the 2021 - 22 business year. The impact of changes to NHS payment practices has now worked its way through our accounts and the figures quoted here are broadly comparable with those presented last year. As mentioned elsewhere we are aware of likely changes to the funding regime but have had no advice on the nature or likely impact of any such changes.

We have reviewed our governance procedures for funding operations. We have defined a basis for maintaining an appropriate reserve fund on an operational basis which takes account of both planned and imposed changes to the nature, location and extent of the services we provide. In parallel, we have allocated funding to enable extensions of our services on both a geographical and provision basis. This will involve the recruitment of additional staff to accomplish these aims.

The local Clinical Commissioning Groups (CCGs), through our contracts with them, continue provide our core funding. This demonstrates that we continue to meet their understandably high requirements and to bridge the gap between NHS services in Greater Manchester and the support patients, carers and their families need. This reflects the purpose for which we were originally set up. Currently we are working on the basis of agreed extension to existing contracts. We anticipate that the scope and basis of future contracts is likely to change in line with broader NHS restructuring.

The board of trustees together with the management team is taking appropriate steps to ameliorate these concerns, most notably by the engagement of a fundraising consultant, Impact, to help with the diversification and increased professionalism of our funding processes.

The board remains aware of the need for greater diversity at all levels and continues to work with appropriate external agencies to reach and serve communities which need our help and have authorised expenditure to facilitate the desired improvements

On the staffing front, there have been no unplanned changes and we have been able to increase the involvement of several part-time workers to accommodate short-term workloads, holiday cover, etc. It is anticipated that at least two additional staff members will be recruited in 2021-22 to meet the planned growth of services

We have continued the practice of providing statistical details under the heading of "Client Outcomes". This shows various ways in which we have helped service users by "Being There". This information also demonstrates the benefits and savings we provide for the National Health Service and helps us to make a case for continued and enhanced funding. We are exploring methods to illustrate and identify the value of the indirect benefits our efforts deliver to carers, family and society at large.

Overall, this has been a very successful year for Being There despite the challenges of the pandemic and provides a basis for us to continue improvement as the various restrictions are lifted.

Jim Yates
Chair CALLplus Board of Trustees

Date: 1st July 2021

CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543. DIRECTORS' AND TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021

REFERENCE AND ADMINISTRATIVE INFORMATION

Company registration number is 2709543.

The Charity is registered with the Charity Commissioners. Its registration number is 1016053. The working name of the Charity is BEING THERE formerly CALL PLUS.

The registered office of the Charity is 2-4 Primrose Avenue, Urmston, Manchester, M41 0TY. The Company Secretary is Ms K Mercer.

BOARD OF TRUSTEES

The Directors of the Company who are also Trustees of the Charity and who held office during the year ended 31st March 2021 are as follows:

Mr N G S Day

Dr Minaxi Desai

Mr P Eagle

Mr A Hanfi

Mr V Hassan

Mrs H Henry

Mr E Hurst (deceased January 2021)

Mr J A Yates

SENIOR MANAGEMENT TEAM

Ms K Mercer - General Manager

Mrs Rosalyn Cooper - Finance Manager

INDEPENDENT EXAMINER

The Charity's independent examiner is:

Mr James Wheelan FCCA of James Wheelan Accountancy, Minshull House, 67 Wellington Road North, Stockport, SK4 2LP.

BANKERS

The Charity's bankers are currently:

CAF Bank Ltd at 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ.

SOLICITORS

The Charity's solicitors are:

Chafes Hague Lambert at 2-4 Primrose Avenue, Urmston, Manchester M41 0TY.

STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

The Charity is constituted as a company limited by guarantee and is therefore governed by a memorandum and articles of association.

RECRUITMENT AND APPOINTMENT OF DIRECTORS AND TRUSTEES

The directors of the Charity are also trustees of the Charity. They are appointed in accordance with company law and the Charity's articles of association.

The articles require one third of the directors to retire each year. A retiring director is eligible for re-election. Additional directors may be co-opted during the year but must stand for election at the Annual General Meeting. Dr Minaxi Desai and Heather Henry are offering themselves for re-election.

TRUSTEE INDUCTION AND TRAINING

Trustees normally attend a Board of Directors meeting prior to joining the Charity to meet their fellow trustees and are inducted by a longstanding trustee. They are briefed on their legal obligations under charity and company law and the content of the Memorandum and Articles of Association. Visits to the Charity's branches to meet staff and volunteers are encouraged. Any new Trustee will undergo a formal training programme.

RISK MANAGEMENT

The trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems are in place to mitigate our exposure to the major risks. The major income source is from a number of different Greater Manchester Clinical Commissioning Groups.

ORGANISATIONAL STRUCTURE

The Charity is governed by its Board of Directors. The Board of Directors is responsible for formulating the strategy and policies for the Charity including the approval of budgets and the exercising of financial controls through regular financial reporting.

The Charity is run on a day-to-day basis by the Senior Management Team.

CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543. DIRECTORS' AND TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021

OBJECTIVES AND ACTIVITIES

To promote the relief and support of any person affected, directly or indirectly, by cancer in any form or any other life-limiting illness by:-

- (1) **Providing social, emotional and practical support;**
- (2) **Offering counselling and home support services;**
- (3) **Providing facilities for the exchange of experience, views and Information amongst those so affected, their relatives and friends and other relevant, interested persons and organisations;**
- (4) **Providing any other support which may from time to time become appropriate or necessary**

In deciding what activities the charity should undertake the trustees have paid due regard to the Charity Commission's guidance on public benefit.

The Charity operates from branches in Beswick (North/Central Manchester), Trafford, Salford Wythenshawe (South/Central Manchester) and Ashton-under-Lyne (Tameside) and through the telephone Listening Line on 0845 123 23 29.

The aim of the Charity is to achieve a high level of professionalism. Funding continues to be sought to support the central infrastructure to accelerate that process.

ACHIEVEMENTS AND PERFORMANCE 2020/21

- Swift and effective response to the Covid - 19 Pandemic
- Development of Socially Distant and virtual services to clients.
- Successful completion of project with IMPACT on identifying alternative funding sources
- Successful bidding for funding from Garfield Weston Fund and the Big Lottery Fund
- Successful completion of the pilot Counselling service.
- Seek to establish effective working partnerships with like-minded parties in pursuit of the equality objectives
- Establishment of partnerships with LMCP and other BAME organisations.
- Maintained dialogue with Greater Manchester NHS commissioners to enable renewal of contracts in the light of restricted operation and likely changes in their personnel, structure and contracting approaches.

FINANCIAL REVIEW

The attached financial statements show the current state of the finances, which the Board of Trustees considers to be acceptable. Total incoming resources were £317,853 (2020 - £291,822) and the net income for the year was £59,767 (2020 - excess £8,774). Unrestricted funds amounted to £207,305 (2020 - £147,538) of which fixed assets represented £2,036.

PRINCIPAL FUNDING SOURCES

The Charity continued to work closely with the Greater Manchester Combined Authority, Central, North & South Manchester, Salford and Trafford CCGs and acquired the bulk of its funding through a one year contract made with these bodies. Remaining funds stemmed from donations and fund raising.

INVESTMENT POLICY

The Charity has a policy of re-investing surplus funds in the Charity in order to support service developments and improvement in line with user feedback and identified gaps in the overall provision of support services for cancer and life limiting conditions. Available funds are held at CAF Bank or in term Bonds and short term deposits.

CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543. DIRECTORS' AND TRUSTEES' REPORT FOR THE YEAR ENDED 31ST MARCH 2021

RESERVES POLICY

In the light of the funding profile of the charity, the board considers it appropriate to maintain a working reserve equivalent to either three months operating costs for the entire charity or six months operating costs for any individual branch, together with the associated costs of closing or relocating that branch, whichever is the higher.

This will provide the ability for an orderly close down of the organisation if necessary and or opportunities to explore alternative funding routes. For the current year, this value is assessed at £60,000, this figure and the appropriateness of the policy is to be reviewed on an annual basis.

PLANS FOR THE FUTURE

OUR AIMS FOR 2021/2022

- Build on experience of funding bids to increase diversity of funding sources to ensure sustainability and reduce uncertainty.
- Seek to establish effective working partnerships with like-minded parties in pursuit of the equality objectives, building on existing relationships and expanding focus to cover BAME, LGBTQ+ and other disadvantaged communities.
- Recruit a Bilingual Diversity and Inclusion Link Worker post (Tameside).
- Establish the Counselling Service as a permanent offering and recruit a manager for the service.
- Continue and negotiate new contracts with Greater Manchester NHS commissioners
- Explore new areas of service development.
- Recruit at least one additional trustee, ideally with IT / Data Security experience.

The Charity continues to deliver the objectives listed in its memorandum of association.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Call Plus for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

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 apply them consistently;
- observe the methods and principles in the Charities SORP;
- 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 business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

By order of the Board of Trustees

Jim Yates
Chair CALLplus Board of Trustees

Date: 26th October 2021

James Yates
James Yates (Oct 26, 2021 15:55 GMT+1)

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021 which are set out on pages 9 to 16.

RESPONSIBILITIES AND BASIS OF REPORT

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination, I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

INDEPENDENT EXAMINERS' STATEMENT

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am member of the Association of Chartered Certified Accountants (ACCA), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a "true and fair view" which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

James Wheelan
James Wheelan FCCA

Date: 26th October 2021

James Wheelan Accountancy Limited, Chartered Certified Accountants
Minshull House, 67 Wellington Road North, Stockport, SK4 2LP.



**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE
ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2021**

	Notes	Restricted Funds £	Unrestricted Funds £	Total 2021 £	Total 2020 £
Income and endowments from					
Donations and legacies	2	25,000	64,831	89,831	65,941
Charitable activities	3	-	227,428	227,428	225,158
Investments	4	-	594	594	723
		-----	-----	-----	-----
		25,000	292,853	317,853	291,822
		-----	-----	-----	-----
Expenditure on					
Fund raising	5	-	8,880	8,880	-
Charitable activities	6	24,716	224,490	249,206	300,596
		-----	-----	-----	-----
Total		24,716	233,370	258,086	300,596
		-----	-----	-----	-----
Net income/(expenditure) for the year					
Funds brought forward at 1 April 2020		284	59,483	59,767	(8,774)
		-	147,538	147,538	156,312
		-----	-----	-----	-----
Funds carried forward at 31 March 2021		284	207,021	207,305	147,538
		=====	=====	=====	=====

All amounts relate to continuing operations

The Company has no recognised gains or losses other than as disclosed in the Statement of Financial Activities.

The notes on pages 11 to 16 form part of these accounts.



**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
BALANCE SHEET AS AT 31ST MARCH 2021**

	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	9	2,036	557
CURRENT ASSET			
Debtors	10	2,138	9,223
Investments	11	125,380	94,800
Cash at bank and in hand	12	85,387	55,050
		-----	-----
		212,905	159,073
		-----	-----
LIABILITIES			
Creditors: Amounts falling due within one year	13	7,636	12,092
		-----	-----
NET CURRENT ASSETS		205,269	146,981
		-----	-----
TOTAL ASSETS LESS CURRENT LIABILITIES		207,305	147,538
		=====	=====
THE FUNDS OF THE CHARITY			
Restricted funds	14	284	-
Unrestricted funds	14	207,021	147,538
		-----	-----
		207,305	147,538
		=====	=====

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

Approved by the Board of Trustees and signed on its behalf on 26 October 2021

J Yates Director and Trustee
P Eagle Director and Trustee

James Yates
James Yates (Oct 26, 2021 15:55 GMT+1)
P J Eagle
P J Eagle (Oct 26, 2021 16:14 GMT+1)

The notes on pages 11 to 16 form part of these accounts

**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021**

1. ACCOUNTING POLICIES

BASIS OF ACCOUNTING

These financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these financial statements. These financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by 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; with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102); with the Charities Act 2011 and with the Companies Act 2006.

The charity meets the definition of a public benefit entity as defined by FRS 102.

FUND ACCOUNTING

Unrestricted funds are funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

INCOME

Income is included in the Statement of Financial Affairs (SOFA) when the charity is legally entitled to the income, it is more than likely that the trustees will receive the funds and the amount can be measured with reasonable reliability.

Gift aid is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor has specified otherwise.

Grants and donations are only included in the SoFA when the general income recognition criteria are met.

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

Income from interest, royalties and dividends is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

EXPENDITURE

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.

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. The irrecoverable element of VAT is included with the item of expense to which it relates. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

Fundraising costs are those incurred raising income for the charity through events.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021**

1. ACCOUNTING POLICIES (CONTINUED)

The charity made no redundancy payments during the reporting period.

No material item of deferred income has been included in the accounts.

The charity has creditors which are measured at settlement amounts less any trade discounts

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date

The charity accounts for basic financial instruments on initial recognition as per paragraph 10.7 FRS102 SORP. Subsequent measurement is as per paragraphs 11.17 to 11.19, FRS102 SORP.

VALUATION, CAPITALISATION AND DEPRECIATION OF TANGIBLE FIXED ASSETS

The charity capitalises relevant items that exceed £500 in cost. Tangible Fixed Assets are capitalised at cost and are depreciated over their estimated useful economic lives as follows:

Office Furniture & Equipment 25% reducing balance

DEBTORS

Debtors are measured initially at the settlement amount due. Subsequently, they are measured at the cash or other consideration expected to be received.

INVESTMENTS

Investments are short term deposits held in UK banks, they are valued at initially at cost and subsequently at fair value (their market value) at the year end.

CASH AT BANK AND IN HAND

This relates to current accounts held with UK banks and petty cash.

TAXATION

The organisation is exempt from income tax by reason of its charitable status.

PENSION

The Charity contributes to a defined contribution scheme.



**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021**

2. DONATIONS AND LEGACIES

Donations and gifts
Gift Aid
General grants provided by government/other charities
Other

	Restricted £	Unrestricted £	2021 £	2020 £
Donations and gifts	-	6,101	6,101	20,601
Gift Aid	-	3,643	3,643	3,733
General grants provided by government/other charities	25,000	55,087	80,087	41,467
Other	-	-	-	140
	-----	-----	-----	-----
	25,000	64,831	89,831	65,941
	=====	=====	=====	=====

3. CHARITABLE ACTIVITIES

Contracts for services:
NHS Salford CCG
NHS Trafford CCG
NHS North Manchester
NHS South Manchester

	2021 £	2020 £
	55,678	56,383
	55,774	54,721
	57,988	57,027
	57,988	57,027
	-----	-----
	227,428	225,158
	=====	=====

4. INCOME FROM INVESTMENTS

Interest income

	2021 £	2020 £
	594	723
	-----	-----
	594	723
	=====	=====

5. FUND RAISING

Costs of goods sold and other costs

	2021 £	2020 £
	8,880	-
	-----	-----
	8,880	-
	=====	=====



**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021**

6. CHARITABLE ACTIVITIES

Counselling, support and information:

Staff Costs: Counselling, support and information
Admin support
Travelling & Volunteer Expenses
Telephone
Drop in Costs, Care Packs, Refreshments and Trips
Depreciation
Publicity and website
Professional Fees and independent examination
Others

	Restricted £	Unrestricted £	2021 £	2020 £
Staff Costs: Counselling, support and information	19,683	174,964	194,647	200,419
Admin support	-	17,542	17,542	16,074
Travelling & Volunteer Expenses	1,386	1,944	3,330	32,278
Telephone	275	3,397	3,672	4,153
Drop in Costs, Care Packs, Refreshments and Trips	-	3,391	3,391	10,334
Depreciation	-	508	508	187
Publicity and website	157	140	297	2,236
Professional Fees and independent examination	500	10,214	16,214	8,911
Others	2,715	12,890	15,605	26,004
	-----	-----	-----	-----
	24,716	224,490	249,206	300,596
	=====	=====	=====	=====

7. FEES FOR EXAMINATION OF THE ACCOUNTS

Independent examiner's fees

	2021 £	2020 £
Independent examiner's fees	500	1,000
	-----	-----
	500	1,000
	=====	=====

8. STAFF COSTS

Wages & Salaries
Social Security Costs
Pension Costs

	2021 £	2020 £
Wages & Salaries	191,109	195,018
Social Security Costs	12,394	13,050
Pension Costs	8,686	8,425
	-----	-----
	212,189	216,493
	=====	=====

No employees earned £60,000 per annum or more.

The total employment benefits including employer pension contributions of the key management personnel were £35,085.

The average number of employees analysed by function was Services

	2021	2020
The average number of employees analysed by function was Services	10	10
	==	==

Defined contribution pension scheme

The amount recognised in the SOFA as an expense was £8,686 (2020: £8,425), the costs are allocated to restricted funds only when those costs are permitted to be under the terms of the restriction. Costs are allocated on the basis of time spent working on restricted projects.

TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration or expenses during the year (2020 - nil).

**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021**

9. TANGIBLE ASSETS

	Office Furniture & Equipment £
COST	
At 1st April 2020	7,254
Additions in Year	1,987

At 31st March 2021	9,241
	=====
DEPRECIATION	
At 1st April 2020	6,697
Charge for the year	508

At 31st March 2021	7,205
	=====
NET BOOK VALUE	
At 31st March 2021	2,036
	=====
At 31st March 2020	557
	=====

10. DEBTORS

	2021 £	2020 £
Other Debtors	1,124	6,716
Prepayments and accrued income	1,014	309
	-----	-----
	2,138	7,025
	=====	=====

11. FIXED ASSET INVESTMENTS

	Cash & Cash Equivalents £
Carrying (fair) value at 1 April 2020	94,800
Additions to investments during period	30,580
Disposals at carrying value	-

Carrying (fair) value at 31 March 2021	125,380
	=====

All fixed asset investments are held at fair value.

12. CASH AT BANK AND IN HAND

	2021 £	2020 £
Short term deposits	51,535	37,722
Cash at bank and in hand	33,852	17,328
	-----	-----
	85,387	55,050
	=====	=====

**CALL PLUS CHARITY REGISTERED NO. 1016053. COMPANY NO. 2709543.
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2021**

**13. CREDITORS: AMOUNTS FALLING DUE
WITHIN ONE YEAR**

Social Security & Other Taxes
Accruals and deferred income
Other Creditors

2021 £	2020 £
4,319	4,315
2,045	6,560
1,272	1,217
-----	-----
7,636	12,092
=====	=====

14. ANALYSIS OF FUNDS

	Balance at 01/04/20 £	Income £	Expenditure £	Transfer £	Balance at 31/03/21 £
Restricted Funds - Big Lottery	-	25,000	(24,716)	-	284
Unrestricted funds	147,538	292,853	(233,370)	-	207,021
	-----	-----	-----	-----	-----
	147,538	317,853	(258,086)	-	207,305
	=====	=====	=====	=====	=====

**ANALYSIS OF FUNDS
- PRIOR YEAR**

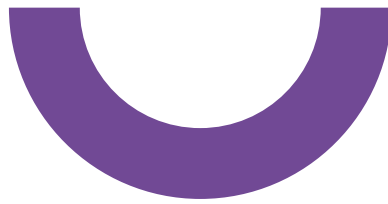
	Balance at 01/04/19 £	Income £	Expenditure £	Transfer £	Balance at 31/03/20 £
Unrestricted funds	156,312	291,822	(300,596)	-	147,538
	-----	-----	-----	-----	-----
	156,312	291,822	(300,596)	-	147,538
	=====	=====	=====	=====	=====

15. SHARE CAPITAL

The Company is limited by guarantee and does not have a share capital. The liability of each person is limited to £1.



being there



life limiting illness support

For more further information:

0845 123 23 29

Visit our website at:

www.beingthere.org.uk

General Enquiries:

info@beingthere.org.uk



www.facebook.com/BeingThereForYou



twitter.com/BeingThereGM