

CANCER AID AND LISTENING LINE
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2010

CANCER AID AND LISTENING LINE
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2010

The directors and trustees are pleased to present their annual report and the financial statements for the year ended 31st March 2010.

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 CALL.

The registered office of the Charity is Artillery House, 15 Byrom Street, Manchester, M3 4PF. The Company Secretary is Mr. T. Brown.

MANAGEMENT COMMITTEE

The Directors of the Company who are also Trustees of the Charity and who held office during the year ended 31st March 2010 are as follows:

Mr. D. Lambert	
Mr. T. Brown	Mr. R. Pigeon
Mrs. S. Doyle (Resigned during the year)	Mrs. C. Mula
Mr. P. Eagle (Appointed during the year)	
Mrs. G. Newman (Appointed during the year)	

SENIOR MANAGEMENT TEAM

Mrs. J. Benson - General Manager
Mr K Hatton - Operations Manager
Ms. K. Mercer - Communications & Development Manager

INDEPENDENT EXAMINERS

The Charity's Independent Examiner is D.R.M.Lukes of De La Wyche Travis & Co. Chartered Accountants at Crown House, Trafford Park Road, Manchester, M17 1HG and they will be proposed for re-appointment.

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 Hague Lambert at Artillery House, 15 Byrom Street, Manchester M3 4PF.

CANCER AID AND LISTENING LINE
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DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2010
(CONTINUED)

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 and under the Charity's articles are known as members of the Management Committee. 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.

Mr. R. Pigeon retires and does not offer himself for re-election.

Mr. P.Eagle and Mrs. G.Newman were appointed during the year and therefore offer themselves for election.

Trustee Induction and Training

Trustees normally attend a Management Committee 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 Primary Care Trusts, all of whom appear to value the Charity's services highly.

Organisational Structure

The Charity is governed by its Management Committee. The Management Committee 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.

CANCER AID AND LISTENING LINE
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DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2010
(CONTINUED)

OBJECTIVES AND ACTIVITIES

The Charity is established to promote the relief of any person suffering from cancer in any form or any other terminal illness by: -

- (1) Offering a counselling and home support service to cancer sufferers or sufferers from another terminal illness and their dependants, relatives and friends;
- (2) Providing facilities for the exchange of experience, views and information among cancer sufferers or sufferers from another terminal illness, their relatives and friends and other interested persons.

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 Miles Platting (North/Central Manchester), Stockport, Trafford, Salford and Wythenshawe (South/Central Manchester) 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 infra structure to accelerate that process.

ACHIEVEMENTS AND PERFORMANCE

2009/10 was another successful year for the Charity. CALL is proud of its impact on reducing inappropriate hospital admissions and lengths of stay by the provision of emotional and practical support and transport to and from hospital, where necessary. As an organisation that covers most parts of Greater Manchester we facilitate patient choice of treatment in their preferred place of care and promote patient/carer wellbeing.

Assistance from CALL's comprehensive range of services was provided on over 18,500 occasions. These services included:

- one to one emotional support, either in person or on the telephone
- overcoming problems/practical help
- relief sitting for carers
- social support (individual or group)
- transport for medical appointments
- working directly with the Cecilia Centre
- supporting the relatives of deceased clients
- provision of non-medical information or "signposting" to other organisations

The Charity's dedicated telephone Listening Line remained open all 365 days of the year although the evening line was restricted to Saturdays, Sundays and Bank Holidays. Usage continues to increase.

The Charity continued to provide first class support for its volunteers, key people in service delivery. Support activity included new volunteer training, development training and volunteer support meetings, in addition to ongoing one to one support.

The presence of a full and stable staff team enabled us to continue the good work but, as highlighted in last year's report, the deficit for the year reflects the reduction in donations and grants. Some resources have now been moved back to fund raising.

CANCER AID AND LISTENING LINE
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DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2010
(CONTINUED)

FINANCIAL REVIEW

The attached financial statements show the current state of the finances, which the Management Committee considers to be sound. The deficit on Unrestricted funds of £9,281 was almost exactly in line with that planned. The surplus on Restricted Funds is to cover publicity expenditure in the current year. Total incoming resources were £328,692 (2009 - £308,900) and the net deficit for the year was £318 (2009- £33,103). Unrestricted funds amounted to £139,719 of which fixed assets represented £4,748.

Principal Funding Sources

The Charity continued to work closely with the Manchester, Stockport, Salford and Trafford Primary Care Trusts and acquired the bulk of its funding through Service Level Agreements made with these bodies and a grant from the Association of Greater Manchester Authorities (AGMA). 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 covered by the Government £50,000 guarantee.

Reserves Policy

In light of the main risks to the Charity the Management Committee has made a decision that the Charity should keep unrestricted funds of at least £50,000.

PLANS FOR THE FUTURE

Our aim is to financially break-even Costs are having to be cut as PCTs are not in a position to contribute a greater proportion of Branch Costs from the current level of 80% to enable CALL to continue to: -

- a) Contribute towards achievement of the North West End of Life Care Model.
- b) Effectively support those with life threatening illnesses in accordance with the new vision of Health and Health Care in the North West.

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

CANCER AID AND LISTENING LINE
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DIRECTORS' AND TRUSTEES' REPORT
FOR THE YEAR ENDED 31ST MARCH 2010
(CONTINUED)

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Cancer Aid and Listening Line 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 Management Committee

D Lambert Director and Trustee

29th July 2010

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF

CANCER AID LISTENING LINE

CHARITY REGISTERED NO. 1016053

COMPANY NO. 2709543

I report on the accounts of the company for the year ended 31 March 2010 which are set out on pages 7 to 13.

Respective responsibilities of trustees and examiner

The trustees (who are also directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 43 of the 1993 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commissioners under section 43(7)(b) of the 1993 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiners' report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiners' statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respect, the requirements:

- to keep accounting records in accordance with s386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities(revised 2005) have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

D.R.M. Lukes FCA

De La Wyche Travis & Co
Chartered Accountants
Crown House
Trafford Park Road
Manchester M17 1HG
30th July 2010

CANCER AID AND LISTENING LINE
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2010

	Notes	<u>Restricted Funds</u> £	<u>Unrestricted Funds</u> £	<u>Total 2010</u> £	<u>Total 2009</u> £
INCOMING RESOURCES					
Incoming resources from generated funds:					
<i>Voluntary income:</i>					
Donations and grants	2	11,345	18,437	29,782	9,684
<i>Activities for generating funds:</i>					
Fundraising events		-	5,074	5,074	5,688
Investment income		-	1,870	1,870	7,295
Incoming resources from charitable activities:					
Contracts for services	3	-	291,966	291,966	286,233
TOTAL INCOMING RESOURCES		11,345	317,347	328,692	308,900
RESOURCES EXPENDED					
Cost of generating funds:					
Fund Raising	4	-	3,126	3,126	2,836
Costs of generating voluntary income	5	-	5,834	5,834	5,937
Charitable activities	6	2,382	298,487	300,869	314,783
Governance costs	7	-	19,181	19,181	18,447
TOTAL RESOURCES EXPENDED	8	2,382	326,628	329,010	342,003
Net (expenditure)/ income for the year		8,963	(9,281)	(318)	(33,103)
Transfers between funds		-	-	-	-
Net movement in funds		8,693	(9,281)	(318)	(33,103)
Funds brought forward at 1 April 2009		7,627	149,000	156,627	189,730
Funds carried forward at 31 March 2010		16,590	139,719	156,309	156,627

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 9 to 13 form part of these accounts.

CANCER AID AND LISTENING LINE
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
BALANCE SHEET AS AT 31ST MARCH 2010

	Notes	£	<u>2010</u>	£	£	<u>2009</u>	£
FIXED ASSETS							
Tangible Fixed Assets	9			4,748			6,330
CURRENT ASSETS							
Debtors	10	7,950			17,727		
Deposits & Bonds		100,000			-		
Cash at Bank		54,594			143,588		
				-----		-----	
				162,544		161,315	
				-----		-----	
CREDITORS: Amounts falling due within one year							
Creditors & Accruals	11	10,983			11,018		
				-----		-----	
				10,983		11,018	
				-----		-----	
NET CURRENT ASSETS							
				151,561		150,297	
				-----		-----	
				156,309		156,627	
				=====		=====	
FUNDS							
Restricted Funds	12			16,590		7,627	
Unrestricted Funds:							
General Funds				139,719		149,000	
				-----		-----	
				156,309		156,627	
				=====		=====	

The financial statements have been prepared in accordance with the special provisions within Part 15 of the Companies Act 2006 relating to small companies.

For the financial year ending 31 March 2010 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 and that no notice has been deposited under section 476. The directors acknowledge their responsibilities for:

- i) ensuring that the company keeps accounting records which comply with section 386, and
- ii) preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of section 396 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

Approved by the Management Committee and signed on its behalf on 29th July 2010

.....D Lambert Director and Trustee

.....R Pigeon Director and Trustee

The notes on pages 9 to 13 form part of these accounts

CANCER AID AND LISTENING LINE
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2010

1. ACCOUNTING POLICIES

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standards for Smaller Entities (effective April 2008), the Companies Act 2006 and follow the recommendations in the Statement of Recommended Practice: Accounting and Reporting by Charities issued in March 2005.

a) Fund accounting

General funds are unrestricted 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.

b) Incoming resources

All incoming resources included in the Statement of Financial Resources when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

c) Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. 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. Costs of generating voluntary income comprises the costs associated with attracting voluntary income.

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.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the fees and costs linked to the strategic management of the charity.

d) Valuation, Capitalisation and depreciation of Fixed Assets

Fixed assets are included in the accounts at net book value. Depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets over their estimated useful lives as follows:

Office Furniture & Equipment	25% reducing balance
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e) Taxation

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

f) Pension

The Charity contributes to a defined contribution scheme.

CANCER AID AND LISTENING LINE
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2010
(CONTINUED)

	<u>2010</u>	<u>2009</u>
	£	£
2. DONATIONS AND GRANTS		
Donations	18,437	8,534
Big Lottery Fund	10,000	-
Manchester Airport Community	1,345	-
Macmillan	-	1,000
Others	-	150
	-----	-----
	29,782	9,684
	=====	=====
3. CONTRACTS FOR SERVICES		
Manchester Primary Care Trusts	118,649	117,076
Salford Primary Care Trust	52,873	51,836
Trafford Primary Care Trust	54,658	53,991
Stockport Primary Care Trust	50,430	50,430
Association of Greater Manchester Authorities	15,356	12,900
	-----	-----
	291,966	286,233
	=====	=====
4. FUND RAISING		
Costs of goods sold and other costs	3,126	2,836
	-----	-----
	3,126	2,836
	=====	=====
5. COSTS OF GENERATING VOLUNTARY INCOME		
Staff costs	5,834	5,937
	-----	-----
	5,834	5,937
	=====	=====
6. CHARITABLE ACTIVITIES		
Counselling, support and information:		
Staff Costs: Counselling, support and information	219,243	218,736
Admin support	16,984	16,062
Travelling & Volunteer Expenses	29,485	32,171
Telephone	7,094	7,567
Drop in Costs, Refreshments and Trips	10,974	11,340
Depreciation	1,582	2,110
Publicity	4,792	8,814
Others	10,715	17,983
	-----	-----
	300,869	314,783
	=====	=====

CANCER AID AND LISTENING LINE
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2010
(CONTINUED)

	<u>2010</u>	<u>2009</u>
	£	£
7. GOVERNANCE COSTS		
Staff Costs	14,225	14,450
Independent examination fee	1,500	1,450
Others	3,456	2,547
	-----	-----
	19,181	18,447
	=====	=====

8. ANALYSIS OF TOTAL RESOURCES EXPENDED

	<u>Staff Costs</u>	<u>Depreciation</u>	<u>Other</u>	<u>Total</u>	<u>Total</u>
	£	£	£	£	£
Charitable activities	236,227	1,583	63,059	300,869	314,783
Governance	14,225	-	4,956	19,181	18,447
Fund-raising	-	-	3,126	3,126	2,836
Costs of voluntary income	5,834	-	-	5,834	5,937
	-----	-----	-----	-----	-----
	256,286	1,583	71,141	329,010	342,003
	=====	=====	=====	=====	=====

	<u>2010</u>	<u>2009</u>
	£	£
Staff Costs:		
Wages & Salaries	224,161	222,697
Social Security Costs	21,381	21,779
Pension Costs	10,744	10,709
	-----	-----
	256,286	255,185
	=====	=====

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

The average number of employees analysed by function was

	<u>2010</u>	<u>2009</u>
Services	10	10
	==	==

TRUSTEES' REMUNERATION AND EXPENSES

Expenses of £388 were paid to one trustee during the year (2009 £NIL).

CANCER AID AND LISTENING LINE
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FOR THE YEAR ENDED 31ST MARCH 2010
(CONTINUED)

9. TANGIBLE FIXED ASSETS

**Office Furniture
& Equipment**
£

COST

At 1st April 2009	44,741
Additions	-
Disposals	-

At 31st March 2010	44,741
	=====

DEPRECIATION

At 1st April 2009	38,411
Charge for the year	1,582
Eliminated on Disposal	-

At 31st March 2010	39,993
	=====

NET BOOK VALUE

At 31st March 2010	4,748
	=====
At 31st March 2009	6,330
	=====

10. DEBTORS

	<u>2010</u>	<u>2009</u>
	£	£
Service Contracts	1,574	12,608
Other Debtors	6,376	5,119
	-----	-----
	7,950	17,727
	=====	=====

11. CREDITORS

Due within one year:

Social Security & Other Taxes	6,617	6,858
Accruals	4,366	4,160
	-----	-----
	10,983	11,018
	=====	=====

CANCER AID AND LISTENING LINE
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2010
(CONTINUED)

12. RESTRICTED FUNDS

	Balance at <u>01/04/09</u> £	<u>Income</u> £	<u>Expenditure</u> £	<u>Transfer</u> £	Balance at <u>31/03/10</u> £
Holt Trust - Tameside	6,677	-	-	-	6,677
Big Lottery Grant – CALL Aware	-	10,000	1,432	-	8,568
Manchester Airport Community	-	1,345	-	-	1,345
Macmillan - group support/social activities	950	-	950	-	-
	-----	-----	-----	-----	-----
	<u>7,627</u>	<u>11,345</u>	<u>2,382</u>	<u>-</u>	<u>16,590</u>
	=====	=====	=====	=====	=====

The restricted funds are all held as net current assets.

**13. ANALYSIS OF BALANCE SHEET ITEMS
BY FUND**

	<u>Restricted</u> £	<u>General</u> £	<u>Total</u> £
Fixed Assets	-	4,748	4,748
Net Current Assets	16,590	134,971	151,561
	-----	-----	-----
	<u>16,590</u>	<u>139,719</u>	<u>156,309</u>
	=====	=====	=====

14. SHARE CAPITAL

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

CANCER AID AND LISTENING LINE
CHARITY REGISTERED NO. 1016053
COMPANY NO. 2709543
PERFORMANCE BY BRANCH & SECTOR
YEAR ENDED 31ST MARCH 2010

	<u>Branch</u> <u>Base</u> £	<u>Central</u> <u>Allocation</u> £	<u>Net Income/</u> <u>(Expenditure)</u> £
Stockport	1,235	5,561	(4,326)
South Manchester	10,907	6,455	4,452
North Manchester	6,613	6,455	158
Salford	(3)	5,830	(5,833)
Trafford	4,418	6,027	(1,609)
Listening Line	(14,190)	1,456	(15,646)
Central	(9,298)	(31,784)	22,486
	-----	-----	-----
Total	(318)	-	(318)
	=====	=====	=====