

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

**FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2009**

**CANCER AID AND LISTENING LINE**  
**CHARITY REGISTERED NO. 1016053**  
**COMPANY NO. 2709543**  
**DIRECTORS' AND TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31ST MARCH 2009**

The directors and trustees are pleased to present their annual report and the financial statements for the year ended 31st March 2009.

**REFERENCE AND ADMINISTRATIVE INFORMATION**

Company registration number is 2709543.

The Charity is registered with the Charity Commissioners. Its registration number is 1016053.

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

**MANAGEMENT COMMITTEE**

Mr. D Lambert  
Mr. T. Brown  
Mrs. S. Doyle

Mrs. D. Jones (Died during the Year)  
Mr. R. Pigeon  
Mrs. C. Mula

**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.

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**FOR THE YEAR ENDED 31ST MARCH 2009**  
**(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. T.Brown AND Mr. D. Lambert retire by rotation and offer themselves for re-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.

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**DIRECTORS' AND TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31ST MARCH 2009**  
**(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.

Discussions continue with several other local PCTs and Councils in Greater Manchester regarding the commitment of funds to new CALL Branches.

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 and to achieve the aim of opening new branches where a need for the Charity's services is identified.

## **ACHIEVEMENTS AND PERFORMANCE**

2008/9 was another successful year for the Charity. CALL is proud of its impact on reducing inappropriate hospital admissions and lengths of stay by emotional support and the provision of 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.

Assistance from CALL's comprehensive range of services was provided on over 16,000 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 and 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.

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**DIRECTORS' AND TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31ST MARCH 2009**  
**(CONTINUED)**

## **FINANCIAL REVIEW**

The attached financial statements show the current state of the finances, which the Management Committee consider to be sound. The deficit was less than planned and than the combined surpluses of the last two years mainly resulting from staff shortages. The Management Team has been given time to recover financial equilibrium especially bearing in mind the difficulties that they have had to face in the recent past. Total incoming resources were £308,900 (2008 -£316,285) and the net deficit for the year was £33,103 (2008- surplus £6,785). Unrestricted funds amounted to £149,000 of which fixed assets represented £6,330.

### 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 cancer support services. Available funds are held in an interest bearing deposit account held with the CAF Bank. Subsequent to the year end following the deterioration in interest rates offered by banks on deposits, funds have been deposited in term Bonds 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 £40,000.

## **PLANS FOR THE FUTURE**

Our aim is to financially break-even The budget for 2009-10 predicts a reduced deficit of £9,000 with projected increased levels of donations and grants. PCTs will need to contribute a greater proportion of Branch Costs from the currently budgeted 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.

Long Term funding from some additional PCTs will allow for growth in the number of Branches serviced in a planned and sustainable manner.

The Charity continues to deliver the objectives listed in its memorandum of association and has a policy of controlled expansion in its area of operations.

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**DIRECTORS' AND TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31ST MARCH 2009**  
**(CONTINUED)**

**STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

The trustees are required to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- 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 charity 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 charity and to enable them to ensure the financial statements comply with the Companies Act 1985. 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 of Part VII of the Companies Act 1985 relating to small companies.

By order of the Management Committee

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D Lambert                      Director and Trustee

27<sup>th</sup> August 2009

**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 Charity for the year ended 31 March 2009 which are set out on pages 7 to 13.

**Respective responsibilities of trustees and examiner**

The charity's Trustees are responsible for the preparation of the accounts. The charity's Trustees consider that an audit is not required for this year under Part 7 of the Companies Act 1985 and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under section 43(3)(a) of the Charities Act 1993);
- 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, I do not express an audit opinion on the view given by the accounts.

**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 s221 of the Companies Act 1985; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Companies Act 1985 and 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  
1<sup>st</sup> September 2009

**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 2009**

	Notes	Restricted Funds £	Unrestricted Funds £	Total 2009 £	Total 2008 £
<b>INCOMING RESOURCES</b>					
<b>Incoming resources from generated funds:</b>					
<i>Voluntary income:</i>					
Donations and grants	2	1,150	8,534	9,684	15,808
<i>Activities for generating funds:</i>					
Fundraising events		-	5,688	5,688	9,528
<i>Investment income:</i>					
Bank deposit account interest		-	7,295	7,295	9,279
<b>Incoming resources from charitable activities:</b>					
Contracts for services	3	-	286,233	286,233	281,670
<b>TOTAL INCOMING RESOURCES</b>		1,150	307,750	308,900	316,285
<b>RESOURCES EXPENDED</b>					
<b>Cost of generating funds:</b>					
Fund Raising	4	-	2,191	2,191	2,455
Costs of generating voluntary income	5	-	5,937	5,937	5,645
<b>Charitable activities</b>	6	2,846	312,582	315,428	281,401
<b>Governance costs</b>	7	-	18,447	18,447	19,999
<b>TOTAL RESOURCES EXPENDED</b>	8	2,846	339,157	342,003	309,500
<b>Net income for the year</b>		(1,696)	(31,407)	(33,103)	6,785
Transfers between funds		-	-	-	-
<b>Net movement in funds</b>		(1,696)	(31,407)	(33,103)	6,785
Funds brought forward at 1 April 2008		9,323	180,407	189,730	182,945
Funds carried forward at 31 March 2009		7,627	149,000	156,627	189,730

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 2009**

	Notes		<u>2009</u>		<u>2008</u>	
		£	£		£	£
<b>FIXED ASSETS</b>						
Tangible Fixed Assets	9		6,330			8,440
<b>CURRENT ASSETS</b>						
Debtors	10	17,727			1,349	
Cash at Bank		143,588			190,258	
Cash in Hand		-			24	
		-----			-----	
		161,315			191,631	
		-----			-----	
<b>CREDITORS: Amounts falling due within one year</b>						
Creditors & Accruals	11	11,018			10,341	
		-----			-----	
		11,018			10,341	
		-----			-----	
<b>NET CURRENT ASSETS</b>			150,297		181,290	
			-----		-----	
			156,627		189,730	
			=====		=====	
<b>FUNDS</b>						
<b>Restricted Funds</b>	12		7,627		9,323	
<b>Unrestricted Funds:</b>						
General Funds			149,000		180,407	
			-----		-----	
			156,627		189,730	
			=====		=====	

The financial statements have been prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies.

For the year in question the company was entitled to the exemption conferred by section 249A(2) of the Companies Act 1985 and that no notice has been deposited under section 249B(2); and the directors also acknowledge their responsibilities for:

- i) ensuring that the company keeps accounting records which comply with section 221, 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 the Companies Act 1985 relating to accounts, so far as applicable to the company.

Approved by the Management Committee and signed on its behalf on 27th August 2009

.....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 2009**

**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 January 2007), the Companies Act 1985 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.

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**  
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**(CONTINUED)**

	<b><u>2009</u></b>	<b><u>2008</u></b>
	£	£
<b>2. DONATIONS AND GRANTS</b>		
Donations	8,534	3,574
Macmillan	1,000	12,061
Others	150	173
	-----	-----
	9,684	15,808
	=====	=====
<b>3. CONTRACTS FOR SERVICES</b>		
Manchester Primary Care Trusts	117,076	114,444
Salford Primary Care Trust	51,836	50,572
Trafford Primary Care Trust	53,991	53,324
Stockport Primary Care Trust	50,430	50,430
Association of Greater Manchester Authorities	12,900	12,900
	-----	-----
	286,233	281,670
	=====	=====
<b>4. FUND RAISING</b>		
Costs of goods sold and other costs	2,191	2,455
	-----	-----
	2,191	2,455
	=====	=====
<b>5. COSTS OF GENERATING VOLUNTARY INCOME</b>		
Staff costs	5,937	5,645
	-----	-----
	5,937	5,645
	=====	=====
<b>6. CHARITABLE ACTIVITIES</b>		
Counselling, support and information:		
Staff Costs: Counselling, support and information	218,736	187,859
Admin support	16,062	15,085
Travelling & Volunteer Expenses	32,171	31,466
Telephone	7,567	9,406
Drop in Costs, Refreshments and Trips	11,340	10,637
Depreciation	2,110	2,813
Others	18,483	19,777
Publicity	8,959	4,358
	-----	-----
	315,428	281,401
	=====	=====

**CANCER AID AND LISTENING LINE**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2009**  
**(CONTINUED)**

	<b><u>2009</u></b>	<b><u>2008</u></b>
	£	£
<b>7. GOVERNANCE COSTS</b>		
Staff Costs	14,450	14,541
Independent examination fee	1,450	1,700
Others	2,547	3,758
	-----	-----
	18,447	19,999
	=====	=====

**8. ANALYSIS OF TOTAL RESOURCES EXPENDED**

	<b><u>Staff Costs</u></b>	<b><u>Depreciation</u></b>	<b><u>Other</u></b>	<b><u>Total</u></b>	<b><u>Total</u></b>
	£	£	£	£	£
Charitable activities	234,798	2,110	78,520	315,428	281,401
Governance	14,450	-	3,997	18,447	19,999
Fund-raising	-	-	2,191	2,191	2,455
Costs of voluntary income	5,937	-	-	5,937	5,645
	-----	-----	-----	-----	-----
	255,185	2,110	84,708	342,003	309,500
	=====	=====	=====	=====	=====

	<b><u>2009</u></b>	<b><u>2008</u></b>
	£	£
<b>Staff Costs:</b>		
Wages & Salaries	222,697	194,650
Social Security Costs	21,779	18,782
Pension Costs	10,709	9,698
	-----	-----
	255,185	223,130
	=====	=====

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

The average number of employees analysed by function was

	<b><u>2009</u></b>	<b><u>2008</u></b>
Services	10	10
	==	==

**TRUSTEES' REMUNERATION AND EXPENSES**

No remuneration or expenses were paid to any trustees during the year.

**CANCER AID AND LISTENING LINE**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2009**  
**(CONTINUED)**

**9. TANGIBLE FIXED ASSETS**

**Office Furniture  
& Equipment**  
£

COST

At 1st April 2008	44,741
Additions	-
Disposals	-
	-----
At 31st March 2009	44,741
	=====

DEPRECIATION

At 1st April 2008	36,301
Charge for the year	2,110
Eliminated on Disposal	-
	-----
At 31st March 2009	38,411
	=====

NET BOOK VALUE

At 31st March 2009	6,330
	=====
At 31st March 2008	8,440
	=====

**10. DEBTORS**

	<u>2009</u>	<u>2008</u>
	£	£
Service Contracts	12,608	-
Other Debtors	5,119	1,349
	-----	-----
	17,727	1,349
	=====	=====

**11. CREDITORS**

Due within one year:

Social Security & Other Taxes	6,858	6,485
Accruals	4,160	3,856
	-----	-----
	11,018	10,341
	=====	=====

**CANCER AID AND LISTENING LINE**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2009**  
**(CONTINUED)**

**12. RESTRICTED FUNDS**

	<b>Balance at <u>01/04/08</u> £</b>	<b><u>Income</u> £</b>	<b><u>Expenditure</u> £</b>	<b><u>Transfer</u> £</b>	<b>Balance at <u>31/03/09</u> £</b>
Holt Trust - Tameside	6,677	-	-	-	6,677
Macmillan - group support/social activities	2,646	1,000	2,696	-	950
Others	-	150	150	-	-
	-----	-----	-----	-----	-----
	9,323	1,150	2,846	-	7,627
	=====	=====	=====	=====	=====

The restricted funds are all held as net current assets.

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

	<b><u>Restricted</u> £</b>	<b><u>General</u> £</b>	<b><u>Total</u> £</b>
Fixed Assets	-	6,330	6,330
Net Current Assets	7,627	142,670	150,297
	-----	-----	-----
	7,627	149,000	156,627
	=====	=====	=====

**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 2009**

	<b><u>Branch</u></b> <b><u>Base</u></b> £	<b><u>Central</u></b> <b><u>Allocation</u></b> £	<b><u>Net Income/</u></b> <b><u>(Expenditure)</u></b> £
Stockport	350	6,356	(6,006)
South Manchester	2,622	7,378	(4,756)
North Manchester	3,984	7,378	(3,394)
Salford	2,066	6,534	(4,468)
Trafford	2,905	6,805	(3,900)
Listening Line	(21,780)	1,626	(23,406)
Central	(23,250)	(36,077)	12,827
	-----	-----	-----
Total	(33,103)	-	(33,103)
	=====	=====	=====