

Company Registration No. 00820660 (England and Wales)

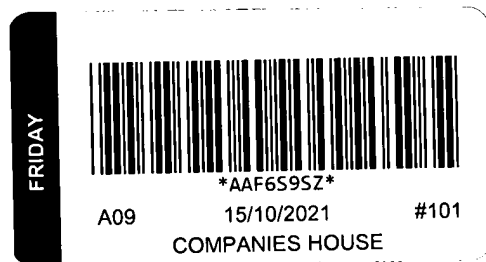
Registered Charity No. 222533

Child Action Northwest

Company Limited by Guarantee

Annual Report and Consolidated Financial Statements

For the Year Ended 31 March 2021



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MOORE & SMALLEY

CHILD ACTION NORTHWEST

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YEAR ENDED 31 MARCH 2021

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CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2021

Legal and administration details

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

Trustees:	Mr M Roche	Chair
	Mrs M Webb	Vice Chair
	Mr J Drury	Treasurer (Resigned 22 February 2021)
	Mr J Townend	
	Mr T Marklew	Resigned 26 October 2020
	Mr G H Fairweather	
	Mr J Comyn-Platt	
	Mr P Griffin	
	Mrs J Hetherington	Resigned 26 April 2021
	Mr A May	
	Mr J Hussain	Appointed 22 June 2020
	Mr A Botterill	Appointed 22 February 2021

Strategic Management Team:

Ms S Cotton	Chief Executive
Ms K Wilkinson	Strategic Director of Business Development and Quality Assurance for CANWe Solutions CIC
Mr M Shaw	Director of Finance and Business Services (resigned 9 April 2020)
Mr M Clapperton	Director of Finance and Business Services (appointed 24 June 2020 and resigned 18 December 2020)
Ms S Anson	Finance Manager
Mr Stuart Chaplin	Strategic Director Service Delivery and Development

Operational Management Team:

Julie Dawkins	Registered Manager Fostering Services - Head of Service Care & Accommodation
Joanne Lever	Head of HR
Sue Monighan	Head of Service – Emotional Health & Wellbeing
Sue Gardner	Fostering Service Team Manager (resigned 13 November 2020)
Sue Gardner	Fostering Service Team Manager (appointed 11 January 2020)
Huma Sheikh	Young Carers Team Leader
Lesley Hall	LCC EHWP Contract Manager
Michelle Dixon	Head of Service - Criminal Justice Services and Social Inclusion
Hannah Wilson	Head of Service - ProContact

Company Number: 00820660

Registered Charity Number: 222533

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YEAR ENDED 31 MARCH 2021

Legal and administration details (continued)

Registered Office: The Homestead
Whalley Road
Wilpshire
Blackburn
BB1 9LL

Regional Office:

4b Springfield Court
Summerfield Road
Off Manchester Road
Bolton
BL3 2NT

Regional Office:

CANWe Solutions CIC
Dixon House
Whalley Road
Wilpshire
Blackburn
BB1 9LL

Solicitors: Forbes Solicitors
Rutherford House
4 Wellington Street (St Johns)
Blackburn
BB1 8DD

Auditors:

MHA Moore and Smalley
Statutory Auditors
Chartered Accountants
Richard House
9 Winckley Square
Preston
PR1 3HP

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2021

1. Structure governance and management

This is the annual report of the Trustees for Child Action Northwest for the financial year ending 31 March 2021, incorporating Child Action Northwest and its subsidiary company CANWe Solutions CIC.

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

The Board of Trustees has appointed two Trustees as Director's for the CIC to represent the interests of the Charity's Trustees. An independent Director also sits on the CIC board.

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

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

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

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

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

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

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

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

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

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

In addition, all Trustees visit the Charity's projects as part of their induction, meet with key members of the Senior Manager Team, complete a Disclosure and Barring application and sign a declaration of eligibility to act as a Trustee. They also receive, on a bi-monthly basis, a copy of Governance Magazine to keep them informed on trustee and governance matters, and receive a copy of the Good Trustee Guide published by the National Council for Voluntary Organisations (NCVO). During this past year remote technology has been used to ensure that induction and service visits can be undertaken remotely.

The organisational structure chart is provided below:

YEAR ENDED 31 MARCH 2021



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

Over the year the Trustee Board undertook a full governance review against Charity Commission guidance and standards. A quality framework was agreed and an action plan is in place with a three-year rolling review programme in place.

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

A number of stakeholder events are held over the year where the trustees and staff have the opportunity to meet a wide range of stakeholders including other charities and organisations who have an interest in Child Action Northwest. In addition, the operational managers are involved in a number of strategic planning groups across the region where there is an opportunity to contribute to developments that will be positive for its beneficiaries. A number of partnership arrangements are in place, supported by a Memorandum of Understanding, where direct services are delivered in line with the charitable objects. Over the past year, due to restrictions imposed due to the Covid 19 pandemic, these meetings have continued, being held remotely using technology such as Zoom and Teams.

During the pandemic the Board have continued to meet regularly and have used secure digital platforms to ensure they have been able to continue governance as usual. All sub meetings have continued. The Board has approved and reviewed the Covid 19 risk management processes, received an update in relation to Covid 19 at each meeting, agreed and supported remote working and ensured that the Charity continued to operate and fulfil its obligations.

2. Objectives and activities

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

Over the year the Charity undertook a governance review and applied to the Charity Commission to make some amendments to its Articles of Association and objects to include social inclusion and to update the general wording. This was agreed and the new objects will enable the Charity to work with a wider area of need that it has identified during the delivery of its services.

The charitable objects of Child Action Northwest are:

- To relieve support, assist, counsel or otherwise benefit children and young persons and the parents of such children and young persons who are in need of care and attention including (but not limited to) children and young persons involved in the provision of care for others;

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- To relieve support, assist, counsel or otherwise benefit children and young persons who are disabled and in need of care and attention and the parents of such children and young persons;
- To relieve support, assist, counsel or otherwise benefit children and young persons who have learning difficulties and the parents of such children and young persons;
- To provide support, care and supervision for young persons and for mentally disordered or otherwise mentally vulnerable persons of any age arrested or being questioned by the police or any other prosecuting authority, remanded on bail by the police or a court or otherwise at risk of being remanded in custody including but not limited to by operation of a service providing appropriate adults to accompany such persons where provided for by law.
- To promote social inclusion for the public benefit by preventing people of all ages from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards; crime (either as a victim of crime or as an offender rehabilitating into society).

Further to the Objects Child Action Northwest has the following Powers;

- Provide homes according to the needs of any such children or young persons;
- Establish maintain and operate assisted community homes within the provision of the Children Act 1989 in accordance with the provisions of an Instrument of Management made by the Secretary of State for the Department of Health;
- Provide or assist in the provision of appropriate schooling and tuition and training for employment;
- Provide establish and maintain workshops, training, establishment camps, recreation grounds, farms and gardens.
- Promote, organise or otherwise be involved in the provision of foster care to children and young persons.

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

- **Care & Accommodation** – Provide Foster Care and Supported Lodgings placements for children and young people who are unable to live within their own family network and provide leaving care support for young people who have been looked after by the Local Authority.
- **Targeted Early Support and Specialist Services (TESS)** – Provide a range of services in the community to support children, young people and families in partnership with a number of organisations including Schools, Youth Offending Teams, Local Authority Children's Services, Health and the Police. To provide contact arrangements and advice and support for children whose families are separating.

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- **Central Support Services** – Supply Finance, Administration, Human Resource, Marketing and Business Development, Training and Development Services for staff, carers and volunteers, and Corporate Partnership, Fundraising and Communications to support the charity's work.

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

Mission

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

Vision

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

Values

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

Our values were agreed after consultation with the staff team, trustees and stakeholders, they inform our code of conduct and standards of behaviour expected across the charity. They are integral to our recruitment framework.

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

The Charity's Memorandum and Articles of Association permits the Board of Trustees to make financial investments of funds not immediately required for meeting the objectives of the organisation. In addition, the Articles of Association permits the Board of Trustees to make decisions on property owned, leased or rented by the Charity to further benefit its aims and objects.

Those funds not immediately required are placed in investments, securities or property as may be thought appropriate, subject to any legal requirements. The Charity's investments have been acquired in accordance with this power. There are clear investment and reserve policies in place and a sub group reports to the Trustee Board all matters in relation to investment or property.

Our People

At Child Action Northwest we recognise that our dedicated staff and volunteers are our most valuable asset. As at 31 March 2021 we employed a total of 82 permanent staff members and 108 sessional workers, bringing the total workforce of the Charity to 190 staff.

The pandemic has impacted upon volunteering at CANW and at the end of March 2021 we had 18 volunteers registered within 4 service areas in CANW, including Trustees. This amounted to a total of 919.35 volunteer hours from April 2020 – March 2021. If this contribution is equated to pay at the minimum wage of £8.72 per hour the financial value of this support to CANW is £8,016.73.

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Over the last 12 months the HR team have fully supported the staff team, and refined processes to adapt to a remote way of working: the team added new features to the HR system; automated upload of training completed, tracked policy acceptance. There remains additional work to be undertaken with regard to payroll to ensure the system is working at full potential.

HR have assisted with renewal of accreditation with Investors in People; developed the organisational wellbeing offer by improved use of staff communications: introduced 'Wellbeing on Wednesday' bulletins, engagement with the Orange Button suicide prevention training, an organisation wide wellbeing day, and a reinvigorated staff forum. A pay increase of 2.75% was implemented with a further 2% planned for 2021. The appraisal process has been streamlined with easy use documentation for Managers.

The Human Resources team deliver a comprehensive Learning and Development programme for the staff and volunteers within the Charity. The programme includes but is not limited to;

- An introduction to CANW
- Safeguarding
- Health and Safety
- Equality and Diversity
- Data protection/GDPR
- Prevent/Channel
- Manager's induction programme

In addition an annual audit of learning and development needs is undertaken and appropriate programmes put into place.

The impact of Covid 19

HR have guided the organisation through the human impact of the pandemic: ensured support information was shared, undertook a remobilisation survey to gain understanding of staff position on returning to work at the end of lockdowns and a general staff survey demonstrating positive feedback. The team have ensured that the organisation had clear risk assessments in place, had the correct PPE and that the impact of Covid 19 was monitored through the reporting and monitoring of positive cases and any hospitalisations. The HR team supported the immunisation roll out, ensuring that all Care Staff eligible for vaccination were able to receive local vaccination in a timely manner. The team have ensured that the track and trace mechanism was in place within the Charity and that wellbeing was given the highest priority. The organisation has used the government furlough scheme for those services who were either unable to deliver, were delivering at a lower capacity, or for individuals whose health needs meant they had to self-isolate, the team provided advice and guidance in relation to the scheme to ensure appropriate service decisions were taken.

3. Our Community Interest Company Canwe Solutions

The Community Interest Company (CIC) is a trading arm of CANW whose surpluses are gift aided to the Charity to support its charitable work. The CIC has developed its work over the last year and a reorganisation has consolidated the work the organisation is delivering with vulnerable adults. The Group undertook a governance review over the year and the Memorandum of Association was updated and filed with Companies House.

The Articles state;

The Company's object is to carry on activities which benefit the community and in particular (without limitation) to:

- operate as a social enterprise in conjunction with Child Action Northwest (Company number 00820660) which itself exists to meet the objects listed above;

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To further meet the needs of the community the CIC will develop and provide a range of training, consultancy and contract services to the public and private sectors;

- provide work based learning for young people in the North West;
- provide accredited training for young people in the North West;
- provide consultancy and training to other community interest and public benefit bodies to improve the effectiveness of their activities;
- obtain funding through commissions, contracts and (where appropriate) development grants with the purpose of generating income from its services to support the charity named in its Articles of Association and its work among the communities in the North West;
- deliver a range of services in furtherance of these objects and of the objects of the charity named in its Articles of Association, re-investing its surpluses, either directly in the social enterprise itself or in the charity named in its Articles of Association, for the benefit of young people throughout the North West.

4. Our objectives and achievements for 2020-21

We set 4 strategic aims for our business plan in 2020-21.

- To make a positive difference to the lives of children and families.
- To ensure a strong governance framework so that we are providing services of the highest quality.
- To use our resources as efficiently as possible to offer excellent value for money and assure sustainability.
- To provide a range of effective and innovative services across the North West.

The emerging pandemic in March 2020 led us to review our Business Plan for the year as it had been developed with no real knowledge of the emerging health crisis. As the Covid 19 pandemic developed, it was clear that events would have a major impact on the charity sector, placing great strain on resources and income streams at a time of increased demand for many of our services. We were concerned that Covid 19 would have a significant financial impact, reducing some contract income, particularly our contact services, and opportunities for fundraising, donations and corporate support.

Teams mobilised very quickly to reduce immediate risk to organisation stability. We reviewed expenditure and cut costs wherever possible, taking advantage of all available schemes and funding, most notably the furlough scheme. Remaining staff worked incredibly hard to find solutions to remote service delivery and succeeded in continuing to support all service areas. We worked with funders to ensure children, young people and families continued to be supported and contracts fulfilled. Income from foster care was largely unaffected.

The group's incoming resources for the year ended 31 March 2021 amounted to £5,057,639 and outgoing resources amounted to £4,869,644. The surplus reported during the year was £468,172 which included surpluses on investments of £280,177 (excluding dividend and other investment income). The operating surplus for the year was £187,995. Due to the uncertainty of the impact of Covid 19 on the delivery of services, and therefore the security of income throughout the year, a breakeven budget was set with limited investment agreed by the Board. The planned investment in services in the prior year enabled services to quickly respond, changing modes of delivery to ensure services could continue to be delivered where possible. The Board took the decision to return £450k back to the investment portfolio towards the end of the year, retaining 50k for any further uncertainties or contingencies.

Throughout this period, we maintained service delivery and continued to achieve many of our original planned objectives. At the beginning of the year we had planned to achieve our aims through the following objectives:

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

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- Innovation and Growth - We will continue to develop new service models to support innovation and growth, in co-production with young people and other stakeholders, which have synergy with our current service offer and our charitable remit.
- Continued diversification of income streams - As in the previous year, we have an objective to focus on diversifying income streams and increasing all charitable trust and independent income; major donors, donations, fundraising, community support and legacies, trading opportunities.
- Ensuring quality - We will continue to prioritise quality, participation and efficiency.

Key achievements:

- We recruited an additional 9 foster carers, with additional applications in progress
- We increased fostering placements to 53 children.
- 98% retention of foster carers
- Added the White Rose Fostering Framework to our portfolio
- Delivered a successful foster care recruitment campaign in partnership with foster carers and PR firm Peppermint Soda
- Developed the Leaving Care model to include an online calendar of sessions targeted around wellbeing, independence and friendship. We used this mechanism to foster cross service working and engagement and will develop further during 2021/22
- Identified a gap in relatable online therapeutic support for primary age children and secured funding to further develop and pilot a service: Reboot
- Secured funding to deliver a therapeutic offer in Bolton in partnership with Bolton Together through the 0-19 contract
- Supported 6 CYP IAPT trainees through a 9 month EHWP placement offering two permanent roles post-qualification
- Engaged with the Youth Endowment Funded Pause 4 Thought programme in partnership with Health colleagues and SpringNorth Consortium
- Supported the development and roll out of Positive Pals school support
- Secured funding to offer GIFTS: bereavement and loss support service for children and young people
- Embedded an independent young carers service in Blackburn with Darwen, including the development of a young carer led outcomes-based accountability framework, and progressed work with young carers in schools
- Secured the Separated Parenting Information Programme contract in Lancashire in partnership with Action for Children
- Secured Lead Provider status for both the North and West regions for delivery of the new CAFCASS ICFA contract (previously CCI)
- Secured approved provider status on the YPO framework for the delivery of Appropriate Adult services
- Updated Appropriate Adult service information to be more child friendly
- Delivered a detached youth offer, utilising the mobile unit in agreed communities to divert young people at risk of being engaged with violence and crime, supported by funding from the Youth Endowment Fund
- Achieved Trusted Charity Level 2 accreditation
- Renewed Cyber Essentials and IASME accreditation
- Achieved Investors in People accreditation
- Participation: held successful engagement events with young people which contributed to the development of this plan

5. Our Services

Our Services are delivered through our Care and Accommodation services which focuses upon children who are or have been looked after by the Local Authority, and our Targeted early support services (TESS), for children, families and disadvantaged adults living in the community.

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5.1 Care and Accommodation

Description of Project

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

The service was inspected by Ofsted in January of 2020 and received an outcome of good across all areas which evidences that the service is well managed and provides safe and nurturing care to the children. The inspection is on a three-year cycle and therefore is next due 2023.

We work with young people from 0 to 18 years within the fostering service and up to age 25 in the Leaving care and Supported Lodgings with the aim of providing stable home environments and support which enables young people to meet their potential and stay connected to the significant people in their lives. We are an inclusive service and tailor our care offers to meet the needs of the young people to help promote their identity and potential.

The impact of Covid 19 and response

The impact of the Covid 19 pandemic was significant to the service given the nature of fostering as home based care for vulnerable children. The immediate response was to open dialogue with carers ensuring that they had all the government guidance with regard to use of Personal Protective Equipment, restrictions posed on the general public, information about access to school and fostering related issues such as statutory visits and family time (Birth family contact).

A CANW organisational risk assessment was the foundation on which service risks and individual risks assessments were built. The main message across the service was that interventions should be taken virtually but where there was concerns regarding safeguarding and placement stability Supervising Social workers could put a case to the Team manager to seek permission to pursue a home visit. A risk assessment being completed to ensure that all safeguards were put in place and information regarding additional needs and shielding were incorporated. Work with children has drawn upon the guidance produced by the National Youth Agency.

The Local Authorities for whom CANW serve with regard to providing placements put in their own monitoring systems whereby CANW was requested to weekly report on foster carers/children contracting the virus, number of foster carers refraining from accepting new placements and overall placement stability. CANW also made themselves available to offer peer support to other IFA's through monthly practice catch up's which were organised by the Fostering Network which provided another source of reliable information.

Throughout the pandemic CANW has been extremely fortunate that no children have had to move placement due to illness within their household. Although delayed for those children who the plan was rehabilitation this did occur but was following a series of both on line and face to face interactions and assessment.

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Main changes:

- Remote and paperless fostering panel
- Remote unannounced Visits (Time limited)
- Remote Service, Team meetings and Foster carer catch up
- Service WhatsApp group
- Fostering Assessments undertaken both virtual and face to face with medical disclaimer being used due to lack of availability of GP appointments

As the fostering service mainly functions within areas of high Covid 19 infection there has been an acknowledgement that the service has operated within Tier 3 guidance or that of the National Lockdown. One SSW was furloughed due to personal circumstances which together had a significant impact on the service. Three other members of the support services were also furloughed which meant that the fostering service had to work hard to maintain the quality of service delivery with fewer staff available dealing with the Covid 19 challenges. The service was fortunate that no foster carer, young person or staff member was seriously affected by the virus.

Achievements over 2020-21

At the beginning of the year the service set key priorities for the growth and development of the service:

- **To recruit new foster carers:** Over the last year 9 new foster carers were approved. The team contributed to the design of the website and co designed the Recruitment strategy with the marketing team.
- **Retain existing carers:** During the year 2 carers left due to changes in their personal circumstances but overall the numbers of carers grew from 30 in 2020 to 37 in March 2021.

Increase the number of children benefiting from foster placements.

The Covid 19 pandemic had an impact upon the numbers of children placed, as initially there was very little movement of children in care whilst the challenges of the lockdown situation and its impact on foster care were being worked through. However, during the year, the numbers of children benefiting from living in a fostering placement increased by 11 with 50 children in placements at the end of the year, having increased to 53 children during the course of the year. Although there were restrictions on children moving in and out of fostering placements during the pandemic the service noticed that there was still a significant need for foster care and children becoming looked after. During the year:

- 4 young people turned 18
- 3 young people remained: Staying Put
- 1 young person moved to independent living

Maintain a presence on all relevant frameworks

The fostering service was accepted onto the White Rose Framework which enables the expansion of the service into Yorkshire and the North East.

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Introduce digital innovation

The fostering panel transitioned to being both paperless and remote to maintain its function during the Covid 19 restrictions. Young people were engaged through on-line zoom activities which enabled on going connections and education.

Outcomes for young people

The service was able to offer more placements to vulnerable children within the North West and advocate to ensure that they received the correct level of support. Foster carers, children and young people were offered the ability to maintain contact with the service through on-line platforms such as WhatsApp groups and an on-line "zoom" activity calendar.

100% of children had the right educational provision and support throughout the pandemic to decide whether they should be in school or home schooled

100% of children were registered with dentist and opticians

100% of children had placement endings which were planned

89% of foster carers said that they agreed that they felt supported during the lockdown period

48% of children returned to their birth family

94% of foster carers said that they felt safe to continue in their role during this period

78% of children were reported to have managed well during despite the Covid 19 restrictions

100% of Care Leavers were offered bespoke support through the Leaving Care Team

The impact of the service

- The service increased its potential geographical footprint into Yorkshire and the North East and enabled high level support to be provided to more children.
- The response to Covid 19 ensured the service remained stable with good support provided to increase the wellbeing of children, carers and staff.
- 100% of Local authorities noted that the fostering service continued to offer and maintain stable foster placements during this period ensuring that children had stability and consistency during a very uncertain period.
- The service shared good practice and experience throughout the pandemic to promote the wellbeing of children within fostering households.
- 100% of birth families had their family time (contact) maintained through the creative use of on line, telephone and creative art mediums to maintain connections which for some children promoted their return home. Keeping families together where possible assists communities and the wellbeing of the individuals concerned.
- Foster carers were supported to continue providing care for the children referred which meant that children were able to stay close to their family of origin within the North West.

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- Assessments of foster carers continued through the innovative use of on line and face to face interviews and training which enabled enquirers to progress their desire to foster and add more fostering placements to the service offer.

Over the year we have received positive feedback from many people involved in the service that reflect a very positive year despite the impact of the pandemic.

Young person:

"I receive praise (foster carer) when I clean my room, be good at school, this makes me feel good about myself"
"It's awesome. I'm involved in everything"

Foster carer:

"Just an email to thank you: Again, for us it just confirms that we made the right decision in choosing CANW all those years ago when considering fostering and first starting out. A fantastic agency, fantastic people and fantastic support"

New Applicant to fostering:

"We appreciate all the time and effort our social worker has put into our application. We were so impressed with the empathy and dedication shown throughout the process"

Commissioner:

"The (LA) team were extremely keen to pass on their gratitude to you, your team and the carers for everything that they have done and offered"

Service objectives for the coming year 2021-2022

- To continue to grow the service by the recruitment of 12 foster carers and the development of the service within geographic areas
- To continue to provide excellent support and provision to retain our current foster carers
- Develop therapeutic fostering support that meets the assessed needs of the child
- Consult with children, young people and families to drive service delivery and development

Participation and engagement over the year

Over the year young people have been engaged in consultation and participation events to contribute to the service development, this includes a Board Take Over event, feedback on remote working, and development of space to be used by groups of young people.

5.2 Leaving Care Service

The Leaving Care service began in November 2018 and is funded through Children in Need until November 2021, an application for continuation funding has been submitted. The service supports any young person aged 15+ who is on the cusp of leaving Local Authority care, or has recently left the care system. The service delivers a programme of workshops and tailored 1:1 support to assist young people develop core independence skills, achieve improved emotional and physical health and better manage personal risk and safety. The workshops are also designed to enable young people to develop their skills, explore their thoughts, feelings and fears, and build positive peer relationships on a safe and supportive platform.

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Service Response to Covid 19

The Leaving Care Service was prompt in its response to the pandemic and developed a new model of working that could continue to serve those young people who are often considered the most vulnerable in our society. The development of the CANW Activity Calendar became a tool for engaging vulnerable young people experiencing compromised mental health, anxiety, confusion, isolation, lack of motivation, and, or fears about their future due to the pandemic.

Service activity 2020/21

In response to the Covid 19 pandemic a new remote model of working was introduced in which young people were able to remain engaged with the service in real time via Zoom workshops. In line with the wishes of the young people a What's App group was also set up where they are able to express thoughts, feelings, success stories and images relating to their lived experiences, artwork, and dishes they have created during cooking workshops etc.

During the last financial year, the service has worked with 17 complex young people. Alongside 1:1 support there has been 132 workshops with 612 attendances. Due to the pressures of the pandemic, workshops have also been open to non- care-experienced young people from other service areas.

A variety of group sessions have been on a weekly basis lasting a minimum of one hour, these have included workshops focussing on art, cooking, employability and welfare benefits, mindfulness, managing mental health, physical fitness, internet safety, sexual health and contraception, and meditation. A number of workshops such as radicalisation, sexual consent, positive relationships, and sexual identity have been facilitated by partner agencies.

In terms of participation, young people have been encouraged to share their thoughts in regard to ways in which the service can be enhanced and to lead workshops for their peers. They have been involved in the recruitment of three staff members and contributed to the Trustee Takeover. A number of young people have also been part of a Community Rail Lancashire project in which they spent eight weeks supported by the project artist developing artwork portraying their feelings in relation to the pandemic and hopes for the future. The images are due to be installed as a permanent feature on the platforms of Darwen Train Station in June 2021.

Key priorities 2020-2021

- Connect the Leaving Care and Fostering service to ensure cross service partnership - This year has seen closer partnership working with the fostering service, with all staff members being aware of the project objectives and activities, the referral criteria and process. The availability of 1:1 support and the full itinerary of Activity Calendar workshops for young people aged 15+ continues to be shared with the fostering team during monthly service meetings, and with foster carers during support group meetings. Some joint working has taken place that has resulted in the remote workshop model being adopted by the fostering service for children that fall under the minimum age for the leaving care service. Collaboration between the leaving care service, Building Better Opportunities and the Invest in Youth services continues to be positive and three young people from the Young Carers service access the workshops regularly.
- To work with 15 young people – over the last year the service has worked with 30 young people, significantly exceeding the target. As part of the Covid 19 response the service was able to provide support to a broader range of young people and this number includes 17 care experienced young people, 3 young carers, 10 young people who were not in education employment or training.

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Outcomes for young people

Reports from young people have included reference to the CANW Activity calendar supporting their emotional health and sense of well-being during the pandemic, assisting them to stay connected during periods of lockdown, staving boredom, and 'giving a reason to get out of bed'. Further differences for young people include:

- Gaining employment - 2 young people have been successful in obtaining employment
- Emotional stability - 2 young person with significant issues in relation to emotional wellbeing have been supported and made progress in their goals.
- Budgeting - 1 young person at risk of homelessness due to debt has been supported with budgeting and is for the first time is sticking to a payment plan. 1 young person has successfully moved into her second property and gained the confidence to deal with all the arrangements without assistance
- Exclusion - 4 young people at risk of exclusion due to poverty have been supported with the purchase of cooking ingredients and have subsequently enjoyed attending regular cooking workshop with their peers.
- Identity - 1 young person has been supported to celebrate her identity as a member of the LGBT+Q community through 1:1 discussion and workshops, thus reducing anxieties previously held in regard to acceptance.

An independent evaluation of the project was completed in March 2021 and provided detail on the achievements of the service and has been welcomed by the team.

Service Impact

The young people have been given regular opportunities to explore their thoughts and feelings through art and discussion. They have attended workshops where they have been able to put their anxieties pertaining to the pandemic aside in order to enjoy spending time learning new skills, developing their sense of self, and forging positive peer relationships.

The project has been instrumental in supporting the day to day functioning of young people in what has been an unprecedented time of global concern.

Case study

Jason* was introduced to the project by his social worker, at the time he was living in a 'Staying Put' placement that was ending prematurely and seeking alternative accommodation. Jason's life was chaotic, he had suffered significant childhood trauma and had turned to health harming behaviours as a way of coping. Semi-independent accommodation was identified and for the first time Jason experienced the responsibilities of independent living.

Jason accessed 1:1 budgeting and financial responsibility support, and was encouraged to access cooking workshops, at times being supported to purchase ingredients to enable participation. Jason is also currently adhering to the repayment plan that he was supported to negotiate for his rent arrears.

Jason's awareness was raised in regard to the health and financial impact of cannabis use and self-reports a reduction in his use, this has been supported during discussion with staff who had previously reported his use of cannabis on the premises. In September 2020 Jason enrolled on a Catering course at the local college and continues to engage. He has strengthened relationships with staff members and is comfortable asking for support before he reaches crisis.

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Service objectives for the coming year

- Secure additional funding - The funding for the service ends later this year and work is ongoing to ensure funding can be accessed to continue this essential service.
- Maintain/expand calendar of online sessions to support wellbeing and independence
- Strengthen pathway from foster care to independence
- Accommodation: Cement a link between the Leaving Care service and a Supported Lodgings service.
- Develop the consultation with service users and key stakeholders to inform service delivery and development

5.3 Targeted Early Support and Specialist Services (TESS)

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

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

Between 1 April 2020 and 31 March 2021 the following services were provided:

5.4 Pro-Contact

About the project

Pro Contact enables and promotes contact for children to maintain relationships with their parents and reduce parental conflict. Pro Contact has been operating since 1999 and is based across Greater Manchester, Lancashire and Cumbria.

Pro Contact works with families and a cross section of society regarding age, gender and ethnicity. Pro Contact also runs the Separated Parents Information Programme (SPIP) across Greater Manchester and Cumbria.

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

Covid 19 response and changes

The Covid 19 pandemic meant that the services provided by ProContact changed significantly. All services were changed to enable operation throughout lockdown and social distancing restrictions. This meant that they were able to take place via video link including SPIP and supervised contact. SPIP worked well as a virtual service and continues to be conducted in this way due to the positive feedback from all stakeholders. Some families were able to move to supervised contact via video to maintain or re-establish relationships.

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Pro Contact also created a service where recorded videos were shared between parents and children so they could stay in touch via a third party. Due to the restrictions and the impact upon face to face delivery the service accessed the government furlough and flexible furlough schemes.

Service Activity 2021

Over the course of the year the Service worked alongside partners to develop and expand the service and was successful in being awarded the Improving Child and Family Arrangements (ICFA) by the Children and Family Court Advisory and Support Service (CAFCASS). This will mean that the service will be delivered directly and with the support of partners across the North and West of England.

Despite the restrictions the service continued to support a significant number of families

- 205 families at the Contact Centres
- 527 parents through the SPIP programme

In addition, the service worked alongside other contact centres to support NACCC with the revision of their national standards for contact.

Outcomes and Impact of the Service

The service has been able to provide positive outcomes across its delivery areas despite the challenges post by Covid 19 restrictions

Separated Parenting Information Programme (SPIP)

- 94% of parents answered yes to – “Did you learn anything on SPIP that may help your understanding of what children need after their parent’s separate?”
- 88% of parents answered yes to – “Did you learn anything on SPIP that may help improve the co-parenting relationship between you and your child’s other parent?”
- Over the year parents have reported that attending SPIP had had a wider impact on them including a positive impact on their education regarding co-parenting, their health and happiness and wellbeing
- 94% of parents said yes to – “Did you learn anything on SPIP that may help your understanding of what children need after their parent’s separate?”

Child Contact Interventions (CCI)

- 88% of parents answered yes to – “Did Pro Contact, CANW help improve the relationship between your children and the parent they do not live with?”
- 86% of parents answered yes to – “Did Pro Contact, CANW help find a successful solution to contact arrangements?”
- Parents rated us 4.49/5 stars for support that staff gave their family.
- 86% of parents said yes to – “Did Pro Contact, CANW help find a successful solution to contact arrangements?”

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Children's feedback across all services

- 88% of children answered yes to – Now that you have been to Pro Contact, CANW, do you think your parents are working together better?
- CCI – children rated us 5/5 stars What do you think of the staff who supported your family?

Feedback and quotes

SPIP:

"**name** delivered the course in a very holistic and open way which made myself and the group as a whole very comfortable and guided us to think through the eyes of the child which really made myself and other members in the group recognise areas we could improve and to think more intrinsically about how we can improve communication for the benefit of the child's emotional well-being."

Referrer:

"Fantastic intervention with this family, the worker was firm with parents and did not allow them to embroil her in the conflict, this assisted both parents to remain focused on the goals and make a plan moving forward."

Ambition for the coming year

The service will change significantly over the next 12 months as it implements the newly awarded ICFA. This will expand the Pro Contact service substantially into new geographical areas.

- Deliver the service in a safe way given the challenges of Covid 19 and disruption to the service that restrictions can place
- The delivery and development of a newly awarded contract Improving Child and Family Arrangements (ICFA)
- Grow the service through new contract
- Develop Conflict Resolution offer

5.5 CANW Young Carers Service

About the Service

The Young Carers Service supports young carers aged 5-18. Young Carers are children and young people who are looking after a parent or sibling with an illness or disability, mental health problems or alcohol/substance misuse issues. The aim of the service is to reduce a Young Carers caring responsibilities through signposting families to appropriate services and moving Young Carers onto universal services once their intervention is complete. CANW delivers the young carers service in Blackburn with Darwen (BwD) on behalf of the Local Authority.

Although Darwen is known to have pockets of deprivation, referrals for Young Carers from this ward remain significantly lower in comparison to referrals from Blackburn. We are working with the Early Years team in BwD to target the Darwen ward by looking to work with communities and schools to raise awareness regarding the Young Carers service and how we can work holistically to help support Young Carers and families in need.

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The Project identified that the number of referrals coming in from schools was considerably low in previous years. Only when families reached crisis point and Children's Services became involved did it become evident that there was a Young Carer in the household. The service has therefore gained grant funding and appointed a Young Carers Schools Link Worker whose role involves rolling out the Young Carers in School (YCiS) initiative to all schools across BwD in order to help schools identify and support Young Carers.

Changes made due to Covid 19

At the start of the Pandemic, in phase one of the lockdown, the service ensured it developed individual support plans for all young carers. The service triaged each case, signposting to Foodbanks where needed, ensuring electronic devices and internet connections were provided to those otherwise unable to access our virtual offer of support through group sessions and 1:1 sessions; Young Carers were provided with a letter of support re: undertaking food shopping, and referred to BwD Help Hub where needed; Schools were informed of Young Carers that were registered with us so that their designated pastoral worker could 'check' in with families; we liaised with all the Family Support Workers that were based in the School Hubs, ensuring that they were aware of Young Carers that had been offered a place in schools given that they were classed as 'vulnerable' in line with Government guidelines; We contributed to the 'BwD Food Alliance COVID-19 Response Activity Matrix' in order to develop a comprehensive, multi-agency food response to the Covid 19 pandemic in BwD and to ensure support reached the most vulnerable in the borough as quickly as possible, including YCs and families; we communicated and contributed into the Strategic Youth Alliance Covid 19 offer in order to ensure that services were aware of our virtual service offer during the Pandemic; All YCs work was delivered remotely. Initial assessments were undertaken virtually as were 1:1 sessions and group sessions; Meetings continued to be held and represented by YCs staff virtually; Various digital technology grants during Covid 19 were submitted to help fund the purchase of electronic devices for our Young Carers; Laptops and computers were donated for YCs and families through 'Computers 4 Charity'.

Once lockdown restrictions eased, staff began undertaking 1:1 sessions in school, with a thorough Risk Assessment being completed prior to each school visit, and lateral flow tests undertaken by staff.

The Pandemic has shown that there has been a significant increase in Young Carers being identified given the influx of referrals – particularly at Social care level, and the effects on Young Carers emotional health and wellbeing. The service has been successful in being awarded grant funding to help provide therapeutic support to Young Carers.

Service Activity over 2020-21

The service made a number of plans for further development over the year and were able to successfully progress a number of areas:

- A Young Carers Schools Link Worker was appointed and the Young Carers in School programme is being rolled out to all the schools across BwD;
- The service have developed young adult carer (18-25) and young infant carer (5-8) service models and are working closely with BwD's Carers Service regarding a smooth transition into the service;
- The service has developed digital opportunities by delivery services using technology and have been involved in a digital project to catalogue services.

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Over the year the service supported 243 Young Carers, 197 Young Carers resided in Blackburn whilst 46 resided in Darwen; Despite the impact of Covid 19 this is an increase from 198 the previous year.

- 90 were male and 153 were female;
- 18 Young Carers were involved in the infant 'Superstars' group – aged 5-7 years;
- 146 Young Carers were involved in the 'main group' – aged between 8 – 15 years;
- 69 Young Adult Carers (YAC) were involved in the YAC group – aged 16 – 18 years;

Out of the 243 Young Carers that we worked with, 55 of these families stemmed from BAME and other ethnicity groups with English not being classed as their first language;

According to the last Census, there were an estimated 1543 Young Carers in BwD alone. Our aim is to continue to find these hidden Young Carers in order to provide support to them and their families.

Group sessions - 33 virtual drop ins/coffee mornings for the Infant group and their families
 56 virtual group sessions/drop ins for the main Young Carers group
 50 virtual group sessions/drop ins for the YAC group

During the Pandemic the service has maintained and increased representation at a number of forums including; presence at Transforming Lives meetings, representing at the VCFS partnership meetings, representation at the SYA meetings, regular contact in relation to the Superstars service offer; regular contact with the Carers Service re: the YAC service offer, regular attendance at the Everybody Centre Network meetings, regular attendance at the BCHS Community Forum, Presented to the ELCAS team, Presented to CGL's Safeguarding Supervision meeting, presented at the School Nurse Forum, Presented at the Health Visitor Forum, etc. In addition, the service has been working more closely with the Inclusion Team, helping them to identify hidden Young Carers who are home schooled, not attending school, etc.

The service participates in the North West Young Carers Steering group meetings which are held bi-monthly.

Service Outcomes and Impact

- Young Carers saw an increase in their education and learning by 61%
- Young Carers saw an increase in their feelings and behaviour by 78%
- Young Carers saw an increase in their safety by 65%
- Young Carers saw an increase in their health by 61%
- Young Carers saw an increase in their relationships by 55%

Quotes

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

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

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

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

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

Commissioner - "CANW continues to adapt to the needs of the Young Carers that they are supporting through fantastic joint working partnerships"

Ambition for the coming year

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

- Working with schools - The Schools and Transition Worker to continue to roll out the 'Young Carers in School' Programme, and offer additional support around the transition to high school and transition to adult services
- Establish young carers champions in various sectors such as in Education and Adult and Children Services, as well as the health sector
- Increasing Young Carers referrals from GP practices with support from the GP federation that will be invited by the VCSF platforms.

5.6 Emotional Health and Wellbeing Services (EHWB)

The Emotional Health and Wellbeing Service offers therapeutic support to children, young people and families across Lancashire, Blackburn with Darwen, areas of Greater Manchester & Cumbria. Many of the CYP/families we support are facing Emotional Health and Wellbeing challenges and the service helps to develop healthy coping strategies and resilience. This serves as a catalyst for change and a tool for growth, whilst providing much needed support during difficult and trying times, specifically throughout the pandemic.

Different models of delivery are utilised throughout the service and are supported by a number of funding streams.

- **Lancashire County Council Emotional Health and Wellbeing Early Support Services** – We work in partnership with 8 other organisations to deliver EHWB support to young people aged 4 – 18 years (25 years Special Educational Needs (SEND)).
- **Schools service** - working in schools supporting young people aged 4 -18 years via drop in services, 1-1 support and group work.
- **Increased Access to Psychological Therapy (IAPT)** - partnership with Lancashire Women offering therapeutic support to adults aged 16 years + providing counselling and low intensity CBT.
- **Think Family** - therapeutic group work to adults in BwD.
- **NHS IAPT Trainee's** – We work closely with colleagues in health, providing numerous opportunities to increase the Children and Young People's workforce and this will continue throughout the reporting year
- **Reboot** – Our digital intervention for 7-11 year olds in response to offering a service for this age group during the pandemic.

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Response to Covid 19

We have been proactive in the response to the pandemic shifting to a blended or remote support services through the use of technology. This has included the development of our remote Reboot Programme supporting young people aged 7-11 years using Mindmoose (IT based CBT approach programme). We have also developed CANW EHWB team resources to support packages of support to children and young people focussed on Anxiety, Emotional Regulation, Self Esteem and Resilience. Furthermore, we have developed the Positive Pals Programme (remote delivery) in partnership with LCC, responding to the Wellbeing Education Return Agenda. This is aimed at helping children to continue building resilience skills and support peers within school. The early impact of school closures meant that there was a reduction in demand for the service and the government furlough scheme supported staff members who were unable to work or whose health condition meant that they had to self isolate.

Achievements over 2020-21

The service aims to provide early intervention to support outcomes improving mental health and wellbeing for children, young people and families. At the beginning of 2020 the service set clear objectives and despite the impact of the pandemic has made excellent progress.

- **Develop existing offer, internally and with partners, to offer a wraparound service** – The service commenced working in partnership with Bolton Together to deliver a therapeutic offer to 5-8 years olds in addition to developing offers to parents and extended pathways through our trainee offer.
- **Increase delivery in schools** – Our delivery in schools has been consistent throughout the year, although has been impacted by the pandemic with the team moving to remote work in many circumstances. We have increased our commissioned offer in schools located in Wigan, Preston and Lancaster, with an additional number of increased SPOT purchase requests for support across all geographic locations. This period has observed an increase in demand for counselling and supervision for staff within educational establishments.
- **Ensure service sustainability** – We have increased our trainee offer in partnership with Greater Manchester Mental Health NHS foundation Trust, to provide placements for 8 trainees continuing to develop trained professionals in the mental health field. This also strengthens the CANW offer around evidence based modalities whilst widening our service to children and young people. We have additionally increased our partnerships with local university providers to become a recognised placement provider and have maintained regular attendance at relevant steering groups to ensure that the team remain informed of local and national agenda.

Service Outputs and Outcomes

The virtual offer has been well received over the year and the service resumed face to face contact as soon as possible within national and local restrictions. Over the year the service achieved the following outputs:

Total referrals into projects (all CANW young people) : Young people: 1,929

Total Number of Adults (IAPT + Spot Purchase Adults): 26

Number of young people sessions – all projects: 15,375

Total number of adult sessions (IAPT, supervision services etc): 158

Number of schools - 46

Number of referrals EHWB partnership: 1,583

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The service achieved positive outcomes for young people over the year with:

- 100% young people felt listened to by their worker – (young people 12+)
- 93% young people reported a better understanding of Mental Health after the sessions
- 98% of young people aged 4-11 said seeing a CANW practitioner helped them
- 96% of parents would recommend CANW services to other people
- 100% of referrers said they would use the CANW service again

Our early intervention and robust safeguarding approach prevents escalation of need for some young people accessing the service, therefore reducing pressure on statutory services.

Young people, parents and referrers provide feedback through verbal and electronic methods of service evaluation. We also complete pre and post outcome measures to record progress of the young people we support. They inform us that our support has helped:

- Improve relationships with family and friends
- Gain confidence to attend college
- Improvement in academic achievement as young people are able to concentrate more on learning than worrying about issues
- Reduction in self harm
- Building confidence, turning self-negative talk into positive thinking
- Feel a sense of purpose, set goals and work towards them
- Feel more comfortable in social situations giving the chance to try new things
- Reduce anxiety, helping them to attend health appointments and work with other services.

Quotes

"Helped me to explore my feelings around my mental health and not to be afraid of telling others and it has helped to increase my self-esteem and confidence and managing my anger." - Young person aged 16

"The CANW worker has been amazing with my daughter and supported her to get through a really difficult time! Without her support my daughter would not be where she is today. She had an open door policy which allowed my daughter to see her when she needed to as well as her weekly session! The resources provided helped her at home if she was feeling low! I want to take this opportunity to thank you for all your hard work and patience, helping her get through a really difficult time!" - Parent of a primary school aged child.

Ambition for the coming year

The digital offer has been successful during the pandemic and young people have told us they would like this to continue as an option. We intend to continue to develop and secure funding for our successful digital therapeutic service, offering step down pathways to children and young people accessing our LCC provisions, whilst enriching the offer via development of new services for the 5-7 and 10-12 year olds.

To continue to develop relationship with the CCG's, embedding our trainee offer and roles post qualification into the team as part of commitment to increasing opportunity in the field whilst increasing the capacity of the team.

To develop further EHWP training opportunities creating mentor roles.

Continue to grow our partnerships and geographical delivery areas

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To ensure regular consultation and participation with children family and stakeholders to inform the growth and development of the service.

5.7 Criminal Justice Services

Appropriate Adult Service

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

The service works with children from 10 years of age up to 17 years of age and vulnerable adults who are aged 18+.

The service attended 4,992 adult referrals and 2,699 children's referrals totalling 7,691 referrals over the 12 month period.

Delivery areas

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

Appropriate Adult service achievements and outcomes over the year.

Throughout the year the service has continued to attend all existing commissioning and quarterly partnership meetings, all of which have been held virtually by Zoom and or TEAMS. These meetings have included Custody Review Meetings in all Geographic areas which attended by the Police, Youth Justice Services managers, Children Social Care, Liaison and Diversion and speech and language practitioners. At these meetings we review the children detained in Custody and identify best practice and areas for improvement.

The Head of Service attended all National Appropriate Adult Network (NAAN) board meetings and NAAN member meetings to keep updated to any changes in legislation and to share best practice around delivery during Covid 19. The CJ team and AAs also attended drop in update webinars delivered by NAAN.

Over the 12-month period the service has undertaken 7,691 referrals across all the regions, this is an increase of 393 (5%) referrals from the year previous.

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- 2,699 (35%) Children
- 4,992 (65%) Vulnerable adults

In the early stages of Covid 19 there was a significant drop off in referral numbers (approximately 40%), however once Custody suites put appropriate measurements and guidance in place the referrals steadily increased ultimately exceeding that in 2019/20.

During Covid 19 we introduced internal digital changes. This has made the service more efficient and secure and allows the AAs to populate the information from any location.

During Covid 19 the AA's continued to deliver as normal. Under the Police and Criminal Evidence Act the only persons that must be present during an interview in Custody was the Police, the detainee and the AA if required. Legal representation was permitted virtually but the AA could not. PPE was available from both CANW and also the Custody suites. Additional support sessions were also arranged for the team.

Covid 19 created anxiety in the early stages for a number of AAs and a number of AAs were furloughed due to health reasons. The service adapted to this quickly and recruited additional AAs to backfill the shortage. The whole recruitment process was undertaken virtually and the training was also carried out in the same way.

The service implemented a Sharepoint System on Microsoft which allowed all Criminal Justice process and policy information to be stored in one secure location. With people working from home this allowed everyone to be able to access information as necessary.

Feedback

Custody Sergeant - County Durham

They are extremely professional and knowledgeable and without exception offer appropriate levels of support to detainees. We are fortunate in Co Durham to have exceptional support from our primary AAs

Custody Sergeant – Cumbria

Professionalism - Very Helpful

Police Officer - Greater Manchester

Empathetic and compassionate. A great help in focusing the client and a credit to the service.

Helpful with the judicial process and getting best from detainees

Custody Sergeant – Lancashire

Prompt and efficient service

Achievements for 2020-21

The service aimed to continue to develop and enhance the service over the year and was successful in;

- Embedding a call handling service to ensure efficiencies – This was completed and Answerforce now embedded within the service
- Developing process, quality assurance and process, ensuring the staff team is upskilled and able to use new technology.

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Outcomes and impact of the service

100% of referrals were acknowledged by the AA contacting Custody within 15 minutes of accepting said referral.

AAs attended Custody within 1 hour of 98% of referrals received, reducing the detainee's time spent in Custody

100% of all Safeguarding issues identified shared with relevant agencies.

Ambition for the coming year

We will continue to develop our AA service and Ensure Child Action Northwest is the 'go to' provider of Criminal Justice Services in our footprint offer by:

- Securing at least 1 further AA service (geographical)
- Develop a parent/carers AA helpline
- Embed agreed Quality Assurance framework across the service
- Research the PACE bed offer and identify a service delivery model

Statutory Reparation

This service is commissioned by Blackburn with Darwen and its remit is to work with young people in the community through a multi-agency approach, whereby agencies work in partnership to deliver an integrated service. Young people who offend are systematically assessed, helped and directed to change their behaviour, appropriately punished and encouraged to make amends to the victims of their crimes. One of the ways in which young people can make amends is to carry out reparation either directly to the victim or, when this is not possible or practical, to the community as a whole. 17 young people all male were referred onto the scheme over the year which is a reduction of 14 due to Covid 19. The breakdown of those referrals in ages are:-

6 x 17yr olds

4 x 16yr olds

4 x 15yr olds

3 x 14yr olds

4 of which described as Asian British and 13 White British.

Response to Covid 19

In the early stages of Covid 19 the number of AA referrals saw a temporary reduction, this is likely to be as a result of the impact of lockdown and the police focus in resources to reduce the impact of the pandemic. The Appropriate Adults were provided with relevant PPE clothing. In relation to Statutory Reparation, Courts were not hearing cases involving low level offences for children. As a result, the number of referrals into Statutory Reparation reduced significantly. Work continued on the face to face cases that were already ongoing before Covid 19 and also picked up any high-risk cases that were referred into the service from Blackburn with Darwen. Regular meetings were held with the commissioner. The face to face delivery sessions were fully risk assessed and PPE equipment was issued to the delivery staff and also offered to the young people. All the engagement was carried out outdoors to minimise the impact of Covid 19 with no transport being offered. At the beginning of 2021 the Courts started to sit on a more regular basis which resulted in a steady increase in referrals.

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5.8 Invest in Youth

About the Project

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

Delivery areas

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

- Hyndburn
- Burnley
- Ribble Valley
- Blackburn with Darwen

Response to Covid 19

The pandemic meant that the service had to move to primarily an online offer and face to face contact ended for much of the year, apart from some outdoor face to face sessions based on risk assessments. Although the numbers of young people engaged with the service dropped from the previous year overall there was a good response to the online offer, with some young people finding that they preferred that way of working. The referral routes into the service were initially reduced as services adapted to a new way of working but continued partnership working meant that arrangements and referrals built up again over the year. The service was able to offer virtual calendar sessions to our participants during Covid 19 – participants choose from various activities such as cooking, employability skills, meditation and chill and chat. These were all delivered virtually via Zoom. For those participants that are not comfortable with virtual session we also offer a telephone support service.

Achievements over 2020-21

The service works with young people aged 15 plus and supported 57 young people over the period and worked with over 10 schools

A number of objectives were set at the beginning of the year and these were progressed throughout the period.

- Continuing to develop quality person-centred support to vulnerable young people and adults – The remote working was designed around individual needs and ensured that the service was able to continue to focus on specific needs
- Forging links with new organisations and services by promoting the Invest in Youth model – partnerships continued to grow throughout the pandemic, in particular with the Blackburn with Darwen borough as this is a new geographical area for the service to deliver, the service has built up good relationships with BwD Job Centre and attend weekly transforming lives panel meetings with professionals from external agencies with BwD.

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- Developing specific trauma informed approaches to support
- Working more closely with the Criminal Justice Service team developing a referral pathway into the BBO project from this service

Outcomes and Impact

- 8 young people have returned to Training & Education, and in addition to starting college some have been able to obtain a CSCS Card (Construction) or S.I.A. license (security)
- 3 young people returned into Employment over the year
- 30 young people have been referred for Emotional Therapeutic Support
- 23 young people reported improved well-being
- 11 reported that their confidence has increased
- 21 young people had intended an interview for employment or training

Additional young people have benefitted from the service due to its wider impact, with 3 young people accessing from the mixed media project.

Quotes/Feedback

Quote from an external agency – Children & Family Well-Being:

"The Invest in Youth Project has been a partner agency who I have regularly referred to over the years, to support the young people who I have been working with. The holistic approach, to helping young people overcome the barriers they face before moving them on into positive destinations and removing them from the NEET category, has been really successful with some of our hardest to reach young people. The staff have been able to engage with the young people, reassure them and support them to see what kind of future they could have. They have empowered our young people to make positive changes which has enabled them to reach their full potential – despite many believing this would not be possible. I always ask my young people for feedback when they have been on the project and it is always overwhelmingly positive and I will continue to work in partnership with the Invest in Youth Team, to continue supporting our young people to bring about a better future for society as a whole."

Quote from a Young Person:

"The project has helped me a ton, I've already passed my exams for Maths & English and it has made me feel more confident than I was"

Ambition for the coming year

We will continue to develop the CANW/BBO Invest in Youth service offer by developing a bespoke tailored package for participants around Employability and Training, also focusing on the soft outcomes such as well-being.

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Mix Media

The Mixed Media project is a spot purchase model that uses an outreach / detached approach to engage with Children and Young People (CYP) in the community, using the mobile unit as a youth hub base, the mobile unit can drive into the heart of the community and delivery direct face 2 face sessions with CYP either 1:1 or group work on outcome focussed themes such as;

- Anti-Social Behaviour
- Substance Misuse
- Participation
- Well-Being

The project delivers pan Lancashire – wherever there is a need for request, working with CYP from ages 10+ from all backgrounds

The project aims to give the CYP a voice as well as keeping them engaged in activities to help them address their barriers or provide additional wrap around support.

The Mix Media project will feed into other service to provide wrap around support for those CYP that need it. The service has worked in partnership with Blackburn Youth Zone and Blackburn Young People Services to work with over 70 children and young people over the year with a mixture of face to face work or virtually since September 2020. In addition, the service has delivered programmes to over 10 schools and training establishments.

Outputs and Outcomes

- 4 young people received well-being support from the emotional wellbeing service within CANW
- 2 families received systemic family therapy to help with the management of conflict in the household
- Young people engaged in positive activities and took part in a mountain bike session

Quote from a teacher - "Thank you for your sessions with my students. The feedback from both was very positive. We carried on the session some 20 minutes into normal lessons and discussed how we could better manage our emotions. All the students discussed the ways they could behave differently in a number of situations based on your advice. Ben even said he wanted to work with "angry kids like me when I grow up, because I know what they feel like so I could help them." Ben can be a handful, so thanks for the expert way you kept him on track and involved."

Quote from a Young Person – "Hiya Carl, just letting you know, Son was really relaxed after yesterday he actually went home and told his sister all about it 😊 So we would deffo like to sort more sessions please."

Quote from a teacher – "So just to let you know I went into school on Monday to visit the Young Person and he told me that he found the sessions that he attended really useful and he was disappointed that they had finished. He enjoyed coming along to the sessions with his siblings and he told me his younger brother especially enjoyed them. The sessions have definitely helped the family make progress towards having more positive behaviour towards each other. Thank you again for helping me out with the right support for this family."

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Service ambitions for 2021-22

The Mix Media project intends to continue forging links with external providers still mainlining positive activities to CYP, the Mix media project has already approached the police and Lancashire Active in the hope of working together to provide positive outcomes for CYP across Lancashire.

Maintain the Youth Offer using the mobile unit as youth hub in the community.

6. Business Development, Fundraising and Communications

6.1 Business Development

The Business Development Team is primarily responsible for supporting sustainability and growth of the CANW service offer, through income generation, inclusive of submitting high quality proposals in response to tender and grant opportunities, fundraising and community engagement, ensuring brand compliance and supporting a high level of marketing activity.

Key responsibilities:

- To respond to all relevant tender opportunities in line with organisational aims
- To ensure a pipeline of grant/charitable trust applications supporting identified service objectives
- To support the increase of independent income through compliant corporate, fundraising and community engagement
- To ensure the organisation has a strong brand and clear messages communicated to a wide range of stakeholders both internal and external

The team are also responsible for supporting Quality Assurance and associated accreditation.

Over the year 2020-21 the team were responsible for securing income against identified objectives.

Emotional Health and Wellbeing:

- Secured funding in Bolton to deliver a service under the 0-19 programme
- Achieved co-delivery of the Youth Endowment Fund funded Pause 4 Thought programme
- Secured funding to deliver ReBoot (originally Mind Moose)
- Secured funding to offer GIFTS: bereavement and loss support service for children and young people

ProContact:

- Secured the CAFCASS contract for provision of SPIP in Lancashire in partnership with Action for Children
- Secured Lead Provider status for both the North and West regions for delivery of the new CAFCASS ICFA contract (previously CCI)

Young Carers

- Funding secured to support work with Young Carers in Schools
- Funding secured for dedicated therapeutic support for young carers

Foster Care and Accommodation

- Achieved acceptance on the White Rose Fostering Care Framework

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Appropriate Adults and Criminal Justice services

- Achieved acceptance on the YPO (Yorkshire Purchasing Organisation) framework
- Funding secured from the Youth Endowment Fund to support Mixed Media work

Quality Assurance

The Charity gained Trusted Charity Level 2 during the year. This was a fantastic outcome as the final assessment was completed remotely due to social restriction guidelines at the time. Additionally, Trusted Charity had recently reviewed award levels with the new level 2 being equal to previous levels 3 / 4.

Cyber Essentials and IASME accreditation was achieved to demonstrate continued good process and practice with regard to Information Governance and cyber safety.

To demonstrate quality and satisfaction with our services, an organisational service user satisfaction survey was developed, distributed and completed and a report submitted to the Board. An Impact Report was circulated externally to give a snapshot of what we achieved in 2020/21.

- 96% of those who responded were happy with support received
- 96% of individuals felt that they were listened to
- 96% of respondents would recommend Child Action Northwest

Business Development Objectives 2021/22

- Understanding the external context
- Supporting sustainability and growth for the charity and individual services
- Maximising engagement and support
- Effective communication with all stakeholders
- Ensuring demonstration of quality

6.2 Fundraising

At the start of this financial year, the emergence of Covid 19 and fluctuating levels of social distancing, effectively shut down any real face to face fundraising/networking opportunities meaning we would not be able to plan to reinstate events going into 2021, including the Orphanage Cup, Pound Day and the Emojuinal Health Concert. It became clear that it remained necessary to completely shift our fundraising/engagement focus for the remainder of the financial year.

In response we focussed on encouraging online donations and corporate support through a new campaign: the 130 campaign, a positive, proactive answer to current restrictions. The campaign celebrates the achievements and history of the charity, whilst highlighting the issues still faced by children and young people today, 130 years after our doors opened. The premise was to encourage 130 supporters to complete a challenge around the numbers 130 and attempt to raise £1000 per challenge. The challenge will be open until Dec 2021.

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Partnerships (income allocated to the 130 campaign):

- BNI networking group: approval was given for the team to join the Zeus BNI chapter.
- Blackburn Chemicals: made an unrestricted donation of £5k to the 130 campaign
- The Cooperative: raised unrestricted funds of £1,199.77. TK Maxx: donated £500
- Paypal Giving: £368.84
- Silver Box Room: raised £310 for the 130 challenge
- Just Giving Payments: £417.50 raised by 130 challengers
- FB Payments; £140 raised by 130 challengers
- Blackburn Lions: £130 raised
- Iceland Foods: Applied to national supermarket chain to become a local cause and we were successful. This partnership has been extended into 2021 due to their fundraising activities in 2020 cancelled. Awaiting more information. Staff attended webinars & introduced to local stores to further understand and implement strategies to maximise donations in store. Ongoing.
- Local restaurant, Robertos, signed up to the 130 challenge and have pledged to fundraise throughout the year, due to current lockdown restrictions, this has been a slow start. Ongoing.
- Presspart: Staff from Presspart with support from Trustee Adrian May, signed up to the 130 challenge with their donations already exceeding £1k, ongoing.
- Bob Young: Local singing artist & continued supporter Mr Bob Young continues to raise money for us through singing locally, this quarter he raised £198.
- Ritherdon- Staff delivered presentation to Charity partner and local business Ritherdon, who pledged £1300 immediately to the 130 challenge and pledged to fundraise in house throughout the year.

Community Support

- The Senator Group: donated over 180 Easter Eggs, the company would like to support CANW going forward and nurture of this relationship is critical. They have recently established an internal CSR committee and are looking for guidance and a charity to partner with.
- Regular supporters, St Pauls School; donated over 240 Easter eggs. This provided surplus stock and the team distributed to partner agencies throughout BwD & Hyndburn.
- Ribble Valley Matters: donated £230
- Rummage Rescuers donated £280
- £500 donated from fairground company who help with pound day
- Santas' Slog: local businessman raised £5k to support young carers and the CANW Young People's Space
- Creative Connections donated 50 Arts & Craft Boxes
- Contact and relationships built with Wilpshire & Salesbury Community after a successful Christmas appeal
- Rock FM: donated £8000 worth of new toys at Christmas for distribution
- Staff delivered presentation to Soroptimists International who pledged £130
- Ribble valley Rotary donated £100
- Ribble valley Matters donated £230.20

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Fundraising income summary:

Income	Q1	Q2	Q3	Q4	Total to date
130 Challenge (partnership activity)	0 (not started in this quarter)	£5,456	£8417	£8.940	£22,813
2.4 campaign	£1,859.70				£1,859.70
Donations	£400	£613.74	£823.95		£1,837.69
Community giving	£1,715.65		£5,650		£7,365.65
Grants	£24,668		£1000		£25,668
Total	£28,643.35	£6,069.74	£15,890.95	£8.940	£59,544.04

The strategy for fundraising in 2021/22 will continue to be to encourage and support external involvement: corporate support, partnerships, community groups and individuals.

Key objectives:

- Secure independent income via fundraising activity and donations
- Maximise engagement with all potential supporters and donors
- Steward supporter relations
- Maintain donor database

KPI's:

- Increase supporter activity: partnerships and third-party activity through networking, presentations and communications, including social media
- Maintain a supporter database
- Manage internal and external fundraising committees - quarterly
- Quarterly fundraising report inclusive of quarterly income levels

6.3 Marketing and Communications

During 2020/21 we maintained good visibility during lockdown periods via a strong social media presence, press releases and service information. The key priority in April/early May was Foster Care Fortnight. The campaign led by Peppermint Soda, featured 3 videos with content provided by CANW Foster Care Team and Foster Carers, focussed on online coverage and generated significant interest. Objectives for 2021/22:

- Marketing and Communications strategy, inclusive of key messages and 12-month action plan in place – Q1
- Support services with design and production of marketing and comms resources, including fundraising
- Lead on website launch and ongoing maintenance – proposed launch Q1-Q2
- Monthly internal newsletter
- Bi annual external newsletter (inclusive of annual impact report)
- Support maintenance of contact database
- Engage with focussed PR activity through the maintenance of a calendar of key dates: Foster Care Fortnight, mental health awareness week

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7. Community Interest Company, CANWe Solutions (CIC)

CANWe Solutions CIC is the trading arm and community interest company of Child Action Northwest. It was established in 2009 with a focus to develop new services, outside the charities remit. Over the last year a review of the company memorandum and relationship with the Charity was undertaken through Forbes Solicitors and a closer alliance developed with the Charity to ensure the best possible opportunities and outcomes for the socially excluded individuals and disadvantaged communities we serve.

The main objectives of CANWe Solutions CIC are to enable vulnerable people to access appropriate services, reducing their social isolation and support them to exercise positive choices about their lives. So that through a coordinated approach, the health and wellbeing of the people we support is improved by facilitating services to become responsive and connected, delivering support as a whole solution and not in isolation. The Company is working to increase its offer of support in relation to employment support, training and complex needs and is developing a broader employment offer, STEPS that will offer holistic and tailored support to individuals who benefit from a tailored approach to get back on track.

The Company has also historically offered print support to Child Action Northwest (The Charity) and to external customers. The design and print offer has reduced over a number of years and this year the in house service ended. Due to the pandemic the demand for printed materials had dropped significantly and the service was no longer viable.

CANWe Solutions offered 4 key services in 2020/21 two to support homeless and vulnerably housed individuals, a service supporting adults to access education, employment and training and a therapeutic service supporting all activity delivered under Building Better Opportunities.

Throughout the period the company has worked tirelessly to ensure appropriate support was provided to the cohort receiving services. Within the homelessness and complex needs services the small team worked alongside the Local Authority commissioners to ensure provision was in place to support the most vulnerable and ensure they had housing and support through the pandemic. Continued face to face and outreach delivery continued through rigorous risk assessments and the use of PPE. The employment support services were able to change to a digital delivery model and this was very well received with positive feedback and this will continue as part of the service offer following Covid 19.

A pilot service was developed over the year in partnership with Calico Housing to provide a supported housing offer in response to need identified by the teams. It is planned to develop and grow this service in the coming year.

Services:

7.1 MEAM Project

MEAM targets adults with complex needs which include: homelessness, substance misuse, offending behaviour and mental health in line with the work of the MEAM collaborative support network. Work aims to reduce use of the 'revolving door' i.e. representations at services for repeat interventions e.g. A&E, police custody, substance misuse services, mental health support, housing needs etc and reconnect individuals with their families, the wider community and employment/volunteering opportunities.

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The service supports individuals who are resident within BwDs HMO / Hostel environment or who are rough sleepers, adults 18 years and over that meet the criteria outlined by the National MEAM coalition which stipulates consideration of the following contributing factors to vulnerability and complexity:

- Mental Health
- Homelessness
- Drug and Alcohol abuse
- Offending behaviours

Due to funding cuts, this service operated with 0.5 workers during 2020/21 so capacity was fairly minimal. Additional capacity was available in the service from Lancashire Women's Centre who supported females referred to the project. This service ended March 31 2021 due to funding coming to an end.

Response to Covid 19

In March 2020, in response to the emergence of Covid 19, MEAM reviewed service provision in line with fluctuating social restriction requirements. The service works predominantly with individuals who are vulnerably housed and experiencing barriers to managing independent lives. It was vital that vulnerable adults continued to access support during a time of high stress, when many mainstream or buildings based services were closed. The team were able to offer a remote service, organising practical arrangements and support remotely via telephone and online. They kept in close contact with all key agencies to maintain integrated working and provide a safety net for vulnerable adults.

MEAM, as a wider project, carried out feedback sessions with Lead Practitioner and MEAM caseworkers, discussing the issues faced by individuals during the Covid 19 crisis. Feedback suggests that partners are working closely together and communication has improved, however the client base are still vulnerable and their needs are often increasing due to the number of services who remain closed to the public.

Service achievements and outcomes

MEAM supported 25 vulnerable adults during 2020/21.

22 accessed the complete, intense MEAM service offer

21 became fully involved in their own care/future planning

19 were supported to engage effectively with targeted and specialist services

80% of caseloads exits were referred to Transforming Lives panel as part of step down at exit

50% of individuals demonstrated improvement against a range of outcomes

Quotes / Case Studies

Andy* , a 46 year old male experiencing homelessness, was referred to MEAM due to his practical situation and mental health issues. Andy* also has substance misuse issues, but refuses to engage with Inspire. Taking a multi-agency approach to support him, the team managed to find accommodation in a private bedsit, set up his housing benefit claim, supported him to complete a PIP and attended the assessment with him.

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Andy* is now managing his tenancy well, with no issues or concerns and is in receipt of all available benefits. He has engaged well, is in regular contact with his worker and has completed an outcomes star to look at actions and goals. He is keeping appointments and is referred to other services for additional support. He stated that he loved the support of MEAM and has been able to make a massive change to his life.

7.2 Rapid Rehousing Pathway Navigators

The main remit of the service; to reduce homelessness within the town centre and surrounding areas (the service was expanded to include the Ribble Valley), to deliver better outcomes for homeless individuals with complex needs and chaotic lives, to reduce levels of crime and anti-social behaviour and to support service users to additional support and services. CANWe Solutions is subcontracted to deliver this work through the SpringNorth Consortia.

Delivery area

Blackburn with Darwen

Ribble Valley

Response to Covid 19

In March 2020, in response to the emergence of Covid 19, the Rapid Rehousing Pathway Navigators reviewed service provision in line with fluctuating social restriction requirements. In order to keep a level of response, the team initially offered remote support via telephone and online. This worked well when service users were already known to the team, as they were able to coordinate practical arrangements and support remotely. However, it was clear that this may not be the whole solution and the team began to offer a level of socially distanced support on the streets to ensure individuals remained supported and in contact with key services. The team also supported related initiatives - Everybody In and a temporary accommodation village at Shadsworth outside Blackburn. Through flexibility and resilience, the service remained operational throughout 2020/21 despite huge challenges presented by the health pandemic.

Service achievements 2020-2021

Between April and November, the team supported 39 unique individuals. Individuals accessing the service receive support for 3 months on average. 100% have been supported to access non-accommodation related support. 28 accessed and have sustained suitable housing options. Post November, the team predominantly supported individuals housed in temporary accommodation, self-contained pods at Shadsworth, just outside Blackburn. The team also maintained a presence in the town centre and surrounding areas to ensure all individuals were able to access support.

Outcomes

Due to the chaotic nature of this cohort and the outreach approach taken by the team, whose work takes place predominantly on the streets, it is difficult to measure outcomes formally using validated tools. The team report quantitative data monthly; average time worked with each individual, number supported to access non-accommodation support, number supported into suitable accommodation. Qualitative outcomes are demonstrated through case studies and feedback (both supported individuals and professionals).

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Case study;

Danny* – Rough sleeper gaining support through RRPN

We had arranged to see Danny at his new property but whilst on the way, we saw him walking and stopped. Danny was very emotional and distressed, saying he couldn't cope and at one point he handed us his tenancy agreement and keys saying he could not cope and was going to return to the streets. He was clearly overwhelmed so was sat down and given the opportunity to list his concerns. We then resolved all these issues, taking him to sort out his UC, getting towels, DVD player and DVDs from Rummage Rescuers, arranging and picking up a food parcel, getting him back home for his appointment with his Stepping Stone worker who has given him a phone and sorted out the lack of a backdoor key. We will continue to support as we can and have liaised with his probation worker to ensure she is aware.

Ambitions for the coming year

Funding has been agreed for the service to continue for a further 12-month period and will continue to support the efforts of the local authority to ensure appropriate support and provision is in place for those individuals experiencing homelessness through the pandemic and the additional challenges that presents for this socially disadvantaged group.

7.3 BBO Changing Futures

The Changing Futures Project has been running since February 2017 and offers inclusive support to individuals aged 15+, supporting disadvantaged groups in promoting social inclusion and combating poverty.

Delivery areas

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

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

The individuals supported by the service have complex issues and lack the skills they need to enter the labour market, or understand how they fit into the employment market. The project helps individuals address their own barriers, taking small steps to helping them access employment and training in the future.

Changes made due to Covid 19

The service moved to remote service delivery in March 2020 and has maintained this position through most of the year due to local and national lockdowns. This has meant that the service has seen a significant reduction in numbers over the year, down from 124 individuals to 47, as referral routes were not as active. Face to face delivery outdoors has been offered when it was safe to do so.

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Achievements of the service over the past year

Since March 2020, the Changing Futures Project team have supported 47 individuals within East Lancashire and some 23 individuals remotely gaining some fantastic results and outcomes. The service worked to ensure individuals received practical support and supported a large number of individuals within East Lancashire to have access to food parcels, from various organisations helping them during the pandemic.

The service supported individuals to access the CANW activity calendar, to help improve their self-isolation, esteem and confidence. Undertaking various activities remotely via the Zoom platform to include, wellness sessions, cooking, art and craft and meditation.

Support has been provided for individuals who had suicidal ideation, helping them to access NHS crisis / home treatment teams, for immediate support with their mental health.

In addition, we have supported individuals to access Shelter to gain support with Financial issues and debt support.

Throughout the period the service has continued to forge links with new organisations and services by promoting the Changing Futures model.

Outputs outcomes and impact

Of the 47 individuals directly engaging with the service the following outcomes were achieved.

- **4.7%** successfully entered into education and training (10 out of 47 people)
- **1.8%** successfully entered into employment (4 of the 47 people)
- **6.5%** achieved a positive result

Qualitative outcomes

- **38** Participants report feeling listened to, supported and increased motivation
- **28** Participants demonstrated an increased willingness to engage, improved access to further support
- **4** Participants living within HMO or hostels were supported to increase/ sustain their access to mainstream support.
- **27** Participants will increase and sustain their access to a range of additional development and support opportunities, delivering increased positive change, resulting in improved future life changes.

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Quotes/Feedback

"I have found the Changing Futures Project invaluable. As an Occupational Therapist I believe in the value of meaningful occupation and activity to individuals. Work is one of these such important roles in a person's life. Barriers of mental health, disability and loss of confidence can be detrimental to trying to navigate employment support and opportunities. L has been invaluable in my role within a Crisis Mental Health Team, where once the person is stable in mental well-being, they are discharged from our service. A timely and professional service, to support ongoing needs around complex barriers, which may have developed for the person to be able to access employment opportunities independently is crucial. I have found that L is timely in contacting persons referred. She is very supportive of their individual needs. I have also found that L is professional in liaising with me as a referrer, should there be any problems incurred/developed that she may need further clarity/support around in respect of the persons' mental well-being. The service is not restricted with time boundaries; which other employment services I have previously worked with have been. I can be reassured that L and her Team will work extremely hard to try and readdress any inequalities or extra support that is needed to ensure an individual meets their full potential." - NHS Home treatment team (external agency)

7.4 Emotional Therapeutic Service (ETS)

About the project

The ETS supports individuals who are receiving support from the BBO project in accessing employment and education opportunities. The service offers support for up to 10 weeks using a 1:1 person centred approach to support people to tackle barriers on a personal level by; building confidence and self-esteem, building motivation, developing coping strategies to help with depression, stress and anxiety, talking about feelings and emotions, managing negative relationships and improving personal health and wellbeing. The ETS project began delivery in November 2018 and operates pan Lancashire.

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

The service aims to improve emotional and mental wellbeing and support individuals in their transition to education and/or employment. We often signpost and refer to external agencies for ongoing and/or specialist support.

Changes made due to Covid 19

The service moved to remote delivery from March 2020. Sessions with participants were held over the phone and the majority of participants have been very receptive to this and the service has been well received. The project has ensured that learning has been taken from the change in arrangements and how to conduct sessions in different ways, this has led to a variety of ways of working during the pandemic including Zoom, Whatsapp, emailing resources and posting resources to participants. The service has been as productive as prior to the first lockdown imposed in March 2020.

The sessions have worked well for participants who have engaged as the service has continued to work in a person-centred way. The service has offered choices to the participant about how they would prefer to engage, whether it is via phone or zoom, whether they want to just talk about their thoughts, feeling and worries, work on specific activities (goal setting, thought challenging etc), or have a combination of both and whether they would prefer resources sent via email or post.

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Achievements of the service over the past year

The service planned at the beginning of the year to continue the delivery of high quality therapeutic work develop new and more creative ways of working during the current pandemic. The service has been successful in achieving that aim and has ensured that remote sessions and support offered has been effective. In addition, the service aimed to develop the service through provision of online group sessions around managing anxiety, building self-esteem and building confidence, all of this was achieved with positive outcomes. Over the period;

- 120 individuals were supported
- 29% from the Invest in Youth project
- 35% from the Changing Futures project
- 36% from the Age of Opportunity project

In addition, the service has delivered 3 group workshops via Zoom to educate and support people struggling with anxiety and also an LGBTQ+ session. Since delivering remotely the service has continually had feedback that many participants would not have accessed if the only option was face to face delivery.

Service outcomes and impact

100% of those that we have supported have benefitted from accessing the service and have reported improved emotional and mental wellbeing. The service measures the impact of its work we using an effective assessment tool which addresses various wellbeing indicators. Primarily participants have benefitted from;

- increased optimism
- increased confidence
- increased self-esteem
- increased ability to deal with problems
- feeling more relaxed

The service has supported many individuals to achieve improved wellbeing and signposted/referred to services that they were previously unaware. This has helped people to move forward with their life, in helping them to build confidence and reduce anxiety and improve quality of life. For many this has helped them to move closer to gaining education/training and/or employment.

The service has led to financial savings by avoiding escalation of need with families signposted/referred to additional support as needed.

Quotes/Case Studies

"These sessions with you have been very helpful. They have helped me start to turn my life around for the better, this has helped me to realise certain bad routines I was in and helped to show me clarification in how to change things and turn them around. I am now sleeping better and feel a lot more comfortable speaking and getting to know people that I don't know. You have helped me to build my confidence and start to trust people again. You have been so much help in these past few months so thank you for that."- CF participant 2020

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2021

Quotes/Case Studies

"The sessions were focused on what I wanted to achieve and as needs changed, you adapted. You don't get that flexibility with other services. The biggest thing was how you represented yourself - instead of pushing your thoughts and views onto me you came from a place of trying to understand where I was coming from. Your whole attitude towards the way you work with people is great and you made a concentrated effort to avoid pushing views on to me and instead learnt from me about my story. The flexibility and lack of judgement came hand in hand - other services presume what you want and have rigid objectives but you adapted to my needs throughout the process". - AOP participant Q1 2021

Ambitions for 2021-2022

The service is aiming to continue the delivery of high quality therapeutic work. As soon as it is safe to do so the service will resume face to face work with individuals and deliver sessions outdoors in green spaces – going for walks, getting involved in gardening/horticultural activities and local parks. This will help to support people who may be struggling with going outdoors following restrictions, benefit from gentle exercise and the therapeutic benefits of being outside in an open space.

8. Financial review

The group's incoming resources for the year ended 31 March 2021 amounted to £5,057,639 and outgoing resources amounted to £4,869,644. The surplus reported during the year was £468,172 which included surpluses on investments of £280,177 (excluding dividend and other investment income). The operating surplus for the year was £187,995. Due to the uncertainty of the impact of Covid 19 on the delivery of services, and therefore the security of income throughout the year, a breakeven budget was set with limited investment agreed by the Board. The planned investment in services in the prior year enabled services to quickly respond, changing modes of delivery to ensure services could continue to be delivered where possible.

During the year the Fostering Service expanded its pool of carers and grew the number of placements, continuing to be a key contributor to the group's umbrella of services, supporting the ongoing financial stability and resilience.

The Emotional Health and Wellbeing service continued to operate in a variety of settings across Lancashire and beyond. The contract with Lancashire County Council continued to produce excellent results in terms of favourable outcomes, as did our work with schools and other commissioners. At the beginning of the year, many referrals were put on hold, however changes in service delivery methods were quickly developed, enabling services to continue. This has allowed the service to deliver a surplus which was only slightly less than the budgeted surplus.

The Supported Contact services continued to perform important work in difficult economic circumstances. Services continued to be significantly disrupted with the majority of face-to-face activity ceasing. The service's SPIP provision continued to be delivered online. The Charity was able to utilise the Government's Furlough scheme to be able to support staff and reduce costs where possible. This enabled the service to make a small surplus. The Charity was awarded a new contract for the delivery of Improving Child and Family Arrangements services towards the financial year-end. This will enable the service to grow in new geographical areas, whilst continuing to develop new Covid 19 safe delivery methods. The Charity was also successful in attracting some grant funding during the year to support elements of service delivery.

Building Better Opportunities (BBO) continued to support the Invest in Youth Project in the Charity, and Changing Futures and EHWP in the CIC. Delivery of services have been able to continue online. These projects are financially marginal and we are working with partners to improve processes and viability.

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2021

Young Carers services were disrupted during the year with the ability to deliver some elements online, however the service made a small deficit due to the reduction in activity. The Charity was successful in securing grant funding at the end of the financial year to support a school liaison and therapeutic worker, who will be able to make a significant contribution to the service in 2021-22.

Criminal Justice services grew during the year with the award of the new Appropriate Adult contract in Durham. The mobilisation of this contract contributed to the services making a small deficit, however it is expected that this will be recovered early in 2021-22. Appropriate Adult work forms the majority of the provision.

Principal Funding

The majority of funding is from commissioned service with local authorities across the North West of England. Grant funding during the year amounted to £110,432, with contributions from the public totalling £36,899.

Investments

The investment portfolio is held by Schroders, Cazenove Capital, on a discretionary basis with the overall objective being to produce the best financial return possible, within a low to medium risk rating, over a medium to long term period. During 2019-20 the Trustee Board took the decision to sell £500,000 of investments to ensure that cash reserves were increased to manage the potential risk presented by the uncertainty of the impact of the Covid 19 pandemic. At the beginning of the financial year £450,000 was re-invested with the remaining £50,000 held in a deposit account. The financial markets recovered quickly and have stabilised throughout the year resulting in a realised and unrealised gain, net of investment income, of £259,868.

Reserves

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

The group held total funds of £3,397,007 at 31 March 2021. Of these, £47,415 were restricted and £313,372 were designated in nature, relating to the Development Fund and also the Emotional Health and Wellbeing Contract, and therefore these funds were not available for the general purposes of the group. The group held unrestricted funds of £3,023,131 at 31 March 2021. However, of this, £685,280 can only be realised by disposing of tangible fixed assets. Therefore, at 31 March 2021, the group had available liquid unrestricted reserves of £2,350,940.

The required level of reserves, set out in the policy, to cover organisational running costs, if necessary, and essential property repairs is £1,700,000 (excluding costs relating to the designated funds described above). The actual free liquid reserves held at 31 March 2021 were, therefore, £650,940 above target. With continuing levels of uncertainty and risk connected to Covid 19, the board feels that it is prudent to maintain these surplus free reserves. The board continues to monitor the Covid 19 situation and is ready to respond where necessary to any adverse financial consequences of the pandemic. However, in view of the stable financial performance of the group during the pandemic, the board does not feel that it is necessary to create any specific Covid 19 designated fund, rather that the presence of the pandemic simply serves to heighten the relevance of the existing reserves policy which is designed with such events in mind.

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

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2021

9. Covid 19 Response

The economic lockdown in the wake of the Covid 19 pandemic presented significant challenges. The group's first priority was the safety of its clients, staff and other stakeholders. The group implemented its business continuity and risk assessment plans to ensure the organisation was able to continue to deliver its activities in a safe and effective way. A baseline risk assessment was undertaken across the organisation and individual assessments across service and support areas, incorporating the activities of the entire organisation. The risk assessment process has been dynamic and responsive to changing government guidance and legislation.

The subsequent curtailment of service provision in certain areas of the business presented financial challenges, for example the closure of face to face contact provision, while other areas were less affected such as household-based foster care provision.

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

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

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

Communication and support of staff has been paramount. Regular weekly meetings have been held to constantly review a changing environment, virtual peer support sessions have been arranged, staff surveys on Covid 19 response and future plans undertaken, and regular wellbeing check ins and information and support shared.

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

10. Going Forward

The response to Covid 19 has demonstrated how effective digital provision can be in some circumstances and the ability of the organisation to respond effectively and mobilise quickly. Our forward plans have been based on emerging need as we move through and understand more the impact of the pandemic. During the year we amended our objectives to include work promoting social inclusion for people of all ages. We identified that there were significant issues within the adult community which perpetuated cycles of emotional trauma, poverty, barriers to accessing work or training and homelessness. The impact of these issues upon individuals and families is detrimental to the community as a whole. Going forward we will be ensuring we are able to deliver service to meet emerging need and gaps.

Due to all teams reacting quickly and positively to the new normal, we have been able to retain much of our sustainability and growth plan, albeit through a new, blended offer incorporating online, face to face and socially distanced options.

Our Aims over 2021 -2022:

- To make a positive difference to the lives of children and families.
- To ensure a strong governance framework so that we are providing services of the highest quality.
- To use our resources as efficiently as possible to offer excellent value for money and assure sustainability
- To provide a range of effective and innovative services across the North West.

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2021

We will achieve these by:

- Continued growth and development of our fostering service to provide high quality fostering placements for more children across the North West and West Yorkshire region
- The provision of a leaving care service
- Geographical growth of Appropriate Adult service ensuring children and vulnerable adults receive support in custody settings.
- Provide emotional and school support for young carers
- Provide evidence based emotional health and wellbeing support across the Northwest through digital innovation and direct face to face provision.
- Embed and develop the child contact service across new areas
- Develop our emotional and employment support to children and disadvantaged adults
- Ensure our governance structures and inclusive and diverse, representing all the communities we serve
- Invest in our management and support structures to ensure capacity for growth, quality and development
- Continue to develop external partnerships to ensure we are able to meet the needs of our beneficiaries.
- Ensure that participation and stakeholder engagement is central to our service and organisational development

10.1 Analysis of the external environment - update

We continue to operate in a challenging external environment. The impact of the Covid 19 pandemic has affected the delivery of services and working arrangements and there is a growing body of evidence in how the pandemic has had the greatest impact upon the most disadvantaged individuals and communities. The lasting effect of the pandemic on the economic situation of the country is yet to be seen. Income generation and diversity remains the number one challenge, given the predicted recession and as yet unknown business impact and recovery timescales, closely followed by increasing demand for services and reductions in funding.

Key challenges for the organisation in the next 12 months;

Covid 19

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

The lasting impact of Covid 19 will be a key driver for the Charity to ensure we retain a focus of vision and ability to respond to the emerging needs in an innovative and timely way, maintaining the safety of beneficiaries and staff and ensuring we can provide appropriate services based on emerging need.

Political

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

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2021

Economic

The economic impact of the global pandemic and government investment is still emerging. It is likely that this will continue to impact on local government and health funding, whilst specific targeted funding streams are likely to address emerging issues. Local authorities will potentially have difficult decisions to make in relation to spending on immediate crisis against the need to invest in preventative services. Early discussions imply there will be no additional funding to Local Authorities and this is likely to impact upon the trading position of the Charity.

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

Social

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

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

Youth funding has declined by 80% since 2010/11. A decade of austerity has led to an increase in need, and a correlated rise in anti-social behaviour and knife crime. This has been further impacted by the pandemic and disruptions to schooling, services and the highlighting of social disparities. It is likely that funding will be coming on stream to support this area.

Recruitment within the health and social care landscape continues to present a further challenge to the organisation. Following the pandemic and Brexit changes there are growing recruitment needs and organisations within the sector are reporting shortages of skilled and qualified staff. Competition for strong candidates means we have the challenge of competing with statutory and private organisations who are able to offer better salaries, terms and conditions. Skills in the charity sector will also need to diversify to reflect the wider landscape, for example; digital dexterity.

The trust in the sector appears to have improved following recognition of need during the last year, however, it is imperative that governance and integrity is demonstrated through transparent processes and reporting to continue to regain trust in the sector.

Technological

Digital transformation continues to offer both risk and opportunity and the impact of this has been driven significantly by the impact of the Pandemic, where gaps in access to technology and ability to use technological resources has been further highlighted. Young people report feeling comfortable with the use of digital resources in delivering services. It is important to understand how digital will change the needs and expectations of all stakeholders, including service users, funders and donors. Online platforms are offering individuals the opportunity to engage with causes in a different way. We intend to ensure we have the skills, expertise and resources to compete in a rapidly developing online charitable community.

CHILD ACTION NORTHWEST

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2021

11. Statement of Trustees' responsibilities

The trustees (who are also directors of Child Action Northwest for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

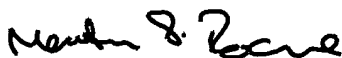
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

12. Auditor

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

On behalf of the board of trustees:



.....
Mr Roche – Chair

02/10/2021
Date

CHILD ACTION NORTHWEST

INDEPENDENT AUDITORS' REPORT

TO THE MEMBERS AND TRUSTEES OF CHILD ACTION NORTHWEST

Opinion

We have audited the financial statements of Child Action Northwest (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2021 which comprise the Group Statement of Financial Activities, the Group and the Parent Charitable Company Balance Sheet, the Group Cash Flow Statement and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members and its trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2021, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

CHILD ACTION NORTHWEST

INDEPENDENT AUDITORS' REPORT (CONTINUED)

TO THE MEMBERS AND TRUSTEES OF CHILD ACTION NORTHWEST

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemption in preparing the trustees' report and from the requirement to prepare a strategic report.

CHILD ACTION NORTHWEST

INDEPENDENT AUDITORS' REPORT (CONTINUED)

TO THE MEMBERS AND TRUSTEES OF CHILD ACTION NORTHWEST

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 50, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- Enquiries with management about any known or suspected instances of non-compliance with laws and regulations;
- Enquires with management about any known or suspected instances of fraud;
- Reviewing minutes of meetings of those charged with governance;
- Examination of journal entries and other adjustments to test for appropriateness and identify any instances of management override of controls;
- Review of legal and professional expenditure to identify any evidence of ongoing litigation or enquiries.

Because of the field in which the client operates we identified that employment law, health and safety legislation and compliance with the UK Companies Act are the areas most likely to have a material impact on the financial statements.

Owing to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

CHILD ACTION NORTHWEST

INDEPENDENT AUDITORS' REPORT (CONTINUED)

TO THE MEMBERS AND TRUSTEES OF CHILD ACTION NORTHWEST

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

Nicola Mason

Nicola Mason (Senior Statutory Auditor)
For and on behalf of
MHA Moore and Smalley
Chartered Accountants and Statutory Auditor
Richard House
Winckley Square
Preston
PR1 3 HP

13/10/2021

Date:

CHILD ACTION NORTHWEST

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

FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted Funds £	Restricted Funds £	Designated Funds £	Total 2021 £	Total 2020 £
Income from:						
Donations and legacies	4	36,899	-	-	36,899	56,436
Charitable activities	5	4,722,189	110,432	-	4,832,621	5,148,342
Other trading activities	6	-	-	-	-	797
Investment income	7	20,309	-	-	20,309	37,192
Other income	8	1,084	166,726	-	167,810	4,162
Total incoming resources		4,780,481	277,158	-	5,057,639	5,246,929
Expenditure on:						
Raising funds		67,846	4,343	-	72,189	200,203
Charitable activities						
Care and Accommodation Services		1,826,448	83,329	-	1,909,777	2,057,455
Youth and Engagement Support		92,112	6,621	-	98,733	273,302
Family Wellbeing:						
Family Support		1,672,495	124,578	162,389	1,959,462	2,245,028
Youth Justice		573,324	39,537	-	612,861	624,816
Adult Community Services		216,622	-	-	216,622	234,349
Total outgoing resources	9	4,448,847	258,408	162,389	4,869,644	5,635,153
		331,634	18,750	(162,389)	187,995	(388,224)
Realised gains/(losses) on investment assets		98,355	-	-	98,355	(75,541)
Unrealised gains/(losses) on investment assets		181,822	-	-	181,822	(107,743)
Net income/(expenditure)		611,811	18,750	(162,389)	468,172	(571,508)
Transfers between funds	15 & 16	(209,372)	-	209,372	-	-
Net movement in funds		402,439	18,750	46,983	468,172	(571,508)
Reconciliation of funds:						
Total funds brought forward	15 & 16	2,633,781	28,665	266,389	2,928,835	3,500,343
Total funds carried forward	15 & 16	3,036,220	47,415	313,372	3,397,007	2,928,835

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

All activities derive from continuing activities.

CHILD ACTION NORTHWEST

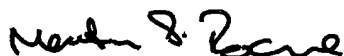
BALANCE SHEET

FOR THE YEAR ENDED 31 MARCH 2021

		Group		Charity	
		2021	2020	2021	2020
		£	£	£	£
Fixed assets					
Tangible assets	11	685,280	704,035	680,944	696,977
Investments	12	2,019,377	1,484,522	2,019,377	1,484,522
		<u>2,704,657</u>	<u>2,188,557</u>	<u>2,700,321</u>	<u>2,181,499</u>
Current assets					
Debtors	13	518,872	848,440	516,903	848,355
Cash at bank and in hand		1,024,542	707,290	1,000,783	703,207
		<u>1,543,414</u>	<u>1,555,730</u>	<u>1,517,686</u>	<u>1,551,562</u>
Creditors					
Amounts falling due within one year	14	(851,064)	(815,452)	(834,089)	(821,407)
Net current assets		<u>692,350</u>	<u>740,278</u>	<u>683,597</u>	<u>730,155</u>
Total assets less current liabilities		<u><u>3,397,007</u></u>	<u><u>2,928,835</u></u>	<u><u>3,383,918</u></u>	<u><u>2,911,654</u></u>
Capital and reserves					
Restricted funds	16	47,415	28,665	47,415	28,665
Unrestricted funds:					
- Revaluation reserve	15	90,000	90,000	90,000	90,000
- Fixed asset funds	15	595,280	614,035	590,944	606,977
- Designated funds	15	313,372	266,389	313,372	266,389
- General unrestricted funds	15	2,350,940	1,929,746	2,342,187	1,919,623
		<u>3,349,592</u>	<u>2,900,170</u>	<u>3,336,503</u>	<u>2,882,989</u>
		<u><u>3,397,007</u></u>	<u><u>2,928,835</u></u>	<u><u>3,383,918</u></u>	<u><u>2,911,654</u></u>

02/10/2021

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



.....
Mr Roche - Chair

Company number: 00820660

CHILD ACTION NORTHWEST

CONSOLIDATED CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash generated from operating activities	1	589,649	(194,670)
Cash provided by investing activities			
Interest received		1,084	3,417
Income from listed investments		20,309	37,192
		<hr/>	<hr/>
		21,393	40,609
Cash flows provided by (used in) financing activities			
Payments to acquire tangible assets		(39,116)	(47,293)
Payments to acquire investments		(908,872)	(362,263)
Receipts from sales of investments		707,724	767,072
		<hr/>	<hr/>
		(240,264)	357,516
Increase/(decrease) in cash and cash equivalents in the year		<hr/>	<hr/>
		370,778	203,455
Cash and cash equivalents at the beginning of the year		768,606	565,151
Cash and cash equivalents at the end of the year	2	<hr/> 1,139,384 <hr/>	<hr/> 768,606 <hr/>

CHILD ACTION NORTHWEST

CONSOLIDATED CASH FLOW STATEMENT NOTES

FOR THE YEAR ENDED 31 MARCH 2021

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

	2021 £	2020 £
Net incoming resources	468,172	(571,508)
Unrealised (gains)/losses on investment assets	(181,822)	107,743
Depreciation of tangible assets	57,871	59,327
(Profit)/loss on disposal of tangible assets	-	98
(Profit)/loss on disposal of investments	(98,355)	75,541
Bank interest received	(1,084)	(3,417)
Income from listed investments	(20,309)	(37,192)
Decrease/(increase) in debtors	329,568	(21,629)
Increase/(decrease) in creditors	35,608	196,367
	<u>589,649</u>	<u>(194,670)</u>

2 Analysis of net funds

	At 1 April 2020 £	Cash flow £	Other non cash changes £	At 31 March 2021 £
Net cash:				
Cash at bank and in hand	707,290	317,252	-	1,024,542
Overdraft	-	-	-	-
	<u>707,290</u>	<u>317,252</u>	<u>-</u>	<u>1,024,542</u>
Cash on short term deposit	61,316	53,526	-	114,842
Net funds	<u>768,606</u>	<u>370,778</u>	<u>-</u>	<u>1,139,384</u>

3 Reconciliation of net cash flow to movement in net funds

	2021 £	2020 £
Increase/(decrease) in cash in the year	317,252	280,995
Increase/(decrease) in liquid resources	<u>53,526</u>	<u>(77,540)</u>
Movement in net funds in the year	370,778	203,455
Opening net funds	768,606	565,151
Closing net funds	<u>1,139,384</u>	<u>768,606</u>

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Legal form

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

Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Charities Act 2011 and the Companies Act 2006.

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

Basis of consolidation

The consolidated financial statements incorporate all assets and liabilities and income and expenditure of the wholly owned non-charitable subsidiary community interest company, CANWe Solutions CIC, made to up 31 March 2021.

Preparation of the accounts on a going concern basis

At the time of approval of the financial statements, the trustees have considered the charity's financial position and performance. The trustees have considered the twelve month period following approval of the accounts and have concluded that the charity appears to have sufficient cash resources to continue to meet its liabilities as they fall due. This is supported by an investment portfolio of £2,019,377 at 31 March 2021 which could be liquidised to fund short term working capital requirements should the need arise. Therefore the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Incoming resources

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

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

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

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies (continued)

Resources expended

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

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

Fund accounting

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

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

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

Pension scheme

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

Taxation

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

VAT

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

Tangible fixed assets

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

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

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

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies (continued)

Tangible fixed assets (continued)

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

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

Stocks

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

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments.

Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

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

Operating leases

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

Government grants

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

2 Critical accounting estimates and judgements

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

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

Funding on payment by result contracts

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

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

2 Critical accounting estimates and judgements (continued)

Impairment of tangible fixed assets

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

3 Financial performance of the charity

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

Total incoming resources for the charity alone are £4,828,573 (2020: £4,984,543) and the net increase in funds for the year is £472,264 (2020: decrease of £575,657).

4 Donations and legacies

	Unrestricted £	Restricted £	2021 £	2020 £
Other donations	36,899	-	36,899	56,436
	<u>36,899</u>	<u>-</u>	<u>36,899</u>	<u>56,436</u>

Income from donations and legacies totalled £36,899 (2020: £56,436), of which £36,899 was unrestricted (2020: £51,436) and £nil was restricted (2020: £5,000).

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

5 Incoming resources from charitable activities

	Unrestricted £	Restricted £	2021 £	2020 £
Care Services	1,984,005	56,120	2,040,125	1,961,815
Youth and Community Support	56,208	25,307	81,515	278,090
Family Wellbeing:				
Family Support	1,883,840	29,005	1,912,845	2,026,546
Youth Justice	573,422	-	573,422	618,894
Learning and Development	-	-	-	1,450
Adult Community Services	224,714	-	224,714	261,547
	4,722,189	110,432	4,832,621	5,148,342

Prior year incoming resources from charitable activities

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

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

6 Income from trading activities

Income from trading activities

	Unrestricted £	Restricted £	2021 £	2020 £
Trading income from Community Interest Company	-	-	-	797
	<u>-</u>	<u>-</u>	<u>-</u>	<u>797</u>

Income from trading activities totalled £nil (2020: £797), all of which was unrestricted in nature in the previous year.

7 Investment income

Investment income

	Unrestricted £	Restricted £	2021 £	2020 £
Income from listed investments	20,309	-	20,309	37,192
	<u>20,309</u>	<u>-</u>	<u>20,309</u>	<u>37,192</u>

Investment income totalled £20,309 (2020: £37,192), all of which was unrestricted in nature in both the current and previous year.

8 Other incoming resources

Other incoming resources

	Unrestricted £	Restricted £	2021 £	2020 £
Bank interest	1,084	-	1,084	3,417
Other income	-	-	-	745
CJRS income	-	166,726	166,726	-
	<u>1,084</u>	<u>166,726</u>	<u>167,810</u>	<u>4,162</u>

Other income totalled £167,810 (2020: £4,162), of which £166,729 (2020: £nil) was restricted and £1,084 was unrestricted (2020: £4,162).

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

9 Total resources expended

	Basis of allocation	Care Services £	Youth Engagement and Support £	Family Support £	Youth Justice £	Public Relations £	Central Management £	Adult Community Services £	CANWe Solutions CIC Trading £	Total 2021 £	Total 2020 £
Costs directly allocated to activities											
Salaries and Wages	Direct	349,626	60,445	914,138	407,694	40,955	351,214	183,680	8,301	2,316,053	2,569,017
National Insurance	Direct	30,980	4,920	66,902	16,806	3,363	35,575	15,019	110	173,675	202,846
Pension Fund Contributions	Direct	18,455	1,649	32,533	7,913	2,231	19,034	5,548	139	87,502	110,900
Private Medical Insurance	Direct	1,001	-	793	-	102	2,899	-	-	4,795	3,088
Subcontractor costs	Direct	20,589	-	532,702	270	-	43,180	-	-	596,741	811,822
Other staff costs	Direct	19,531	868	7,937	33,616	28	9,874	2,116	-	73,970	216,117
Carers costs	Direct	1,084,408	-	-	-	-	-	-	-	1,084,408	1,074,321
Service operating costs	Direct	12,464	2,710	-	2,699	216	32,967	138	1,368	52,562	73,459
Training costs	Direct	5,314	1,618	1,560	985	-	1,059	600	-	11,136	20,147
Fundraising costs	Direct	350	-	-	-	-	-	-	-	350	12,064
Support and governance costs allocated to activities											
Rent	Usage	24,538	3,510	31,620	9,360	-	(62,358)	-	-	6,670	27,669
Other property costs	Usage	1,606	-	260	-	-	59,496	773	912	63,047	87,288
Insurance	Usage	26,197	4,265	63,481	24,785	-	(3,875)	-	-	114,853	110,719
Office running costs	Usage	25,748	6,188	28,124	25,334	5,774	92,824	8,779	2,185	194,956	222,981
Central management	Usage	288,970	12,560	279,411	83,400	2,983	(658,972)	-	-	8,352	9,980
Audit fees	Usage	-	-	-	-	-	14,820	-	15	14,835	17,277
Legal fees	Usage	-	-	-	-	-	6,485	-	-	6,485	3,187
Depreciation	Usage	-	-	-	-	-	55,152	-	2,719	57,871	59,327
Loss on disposal of assets	Usage	-	-	-	-	-	-	-	-	-	98
Bank charges	Usage	-	-	-	-	-	626	-	215	841	1,133
Other central costs	Usage	-	-	-	-	-	-	-	542	542	1,713
		1,909,777	98,733	1,959,461	612,862	55,652	-	216,653	16,506	4,869,644	5,635,153

Total resources expended amounted to £4,869,644 (2020: £5,635,153), of which £4,611,236 was unrestricted (2020: £5,471,706) and £258,408 was restricted (2020: £163,447).

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

9 Total resources expended (continued)

Prior year total resources expended

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

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

9 Total resources expended (continued)

	2021	2020
	£	£
Total resources expended include:		
Fees payable to the charity's auditor (exclusive of VAT):		
Audit of the charity's annual accounts	7,850	7,500
Audit of the subsidiary's annual accounts	3,250	3,150
	<u>11,100</u>	<u>10,650</u>
Fees payable to the charity's auditor for other services (exclusive of VAT):		
Accountancy and other services	1,800	1,700
	<u> </u>	<u> </u>
	2021	2020
	£	£
Indemnity insurance for the committee and senior employees	6,156	5,887
Operating lease rentals		
- land and buildings	6,670	19,431
- other	6,664	10,306
Depreciation of tangible assets	57,871	59,327
Profit/(loss) on disposal of tangible fixed assets	-	(98)
Profit/(loss) on disposal of investments	98,355	(75,541)
	<u> </u>	<u> </u>

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

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

	2021 £	2020 £
Staff Costs		
Salaries and wages	2,316,053	2,569,017
National insurance	173,675	202,846
Pension fund contributions	87,502	110,900
	<u>2,577,230</u>	<u>2,882,763</u>

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

		2021	2020
Office and management	- full time	17	22
	- part time	11	13
Others	- full time	35	40
	- part time	29	29
		<u>92</u>	<u>104</u>

The full time equivalent of the part time staff is 21 (2020: 22). In addition the charity has made use of an average of 49 (2020: 66) sessional staff during the year working differing hours as and when required. During the year the charity had available to use an average of 118 sessional staff (2020: 122). As at the year end the charity had 119 available members of staff (2020: 120).

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

	2021	2020
£60,000 - £70,000	<u>1</u>	<u>1</u>

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

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

The Trustees claimed £nil in respect of reimbursement of mileage claims and other expenses (2020: three trustees claimed £773).

The Board has identified the Chief Executive as being the key management personnel. The employee benefits paid in respect of key management personnel, including employer's pension contributions and employer's national insurance contributions, during the year was £86,190 (2020: £83,238).

11 Tangible fixed assets

Charity

	Leasehold land and buildings £	Freehold land and buildings £	Motor vehicles £	Equipment £	Total £
Cost					
Balance at 1 April 2020					
At deemed cost on transition to FRS102	-	90,000	-	-	90,000
At Cost	808,943	631,260	64,488	226,104	1,730,795
	808,943	721,260	64,488	226,104	1,820,795
Additions	-	36,774	-	2,342	39,116
Disposals	-	-	-	-	-
Balance at 31 March 2021	808,943	758,034	64,488	228,446	1,859,911
Depreciation					
Balance at 1 April 2020	385,111	464,139	64,488	210,080	1,123,818
Charge for the year	32,358	16,190	-	6,601	55,149
Disposals	-	-	-	-	-
Balance at 31 March 2021	417,469	480,329	64,488	216,681	1,178,967
Net book value					
31 March 2021	391,474	277,705	-	11,765	680,944
31 March 2020	423,832	257,121	-	16,024	696,977

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

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

11 Tangible fixed assets (continued)

Group

	Leasehold land and buildings £	Freehold land and buildings £	Motor vehicles £	Equipment £	Total £
Cost					
Balance at 1 April 2020					
At deemed cost on transition to FRS102	-	90,000	-	-	90,000
At Cost	808,943	631,260	122,562	257,915	1,820,680
	808,943	721,260	122,562	257,915	1,910,680
Additions	-	36,774	-	2,342	39,116
Disposals	-	-	-	-	-
Balance at 31 March 2021	808,943	758,034	122,562	260,257	1,949,796
Depreciation					
Balance at 1 April 2020	385,111	464,139	122,562	234,833	1,206,645
Charge for the year	32,358	16,190	-	9,323	57,871
Disposals	-	-	-	-	-
Balance at 31 March 2021	417,469	480,329	122,562	244,156	1,264,516
Net book value					
31 March 2021	391,474	277,705	-	16,101	685,280
31 March 2020	423,832	257,121	-	23,082	704,035

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

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

12 Fixed Assets – Investments (Group and charity)

	2021 £	2020 £
Listed investments		
Market value at 1 April 2020	1,423,206	2,010,999
Additions	908,872	362,263
Disposals	(609,365)	(842,313)
Net gains/(losses) on revaluation at 31 March 2021	181,822	(107,743)
At 31 March 2021	1,904,535	1,423,206
Cash held within investment portfolio	114,842	61,316
Total investments	<u>2,019,377</u>	<u>1,484,522</u>
Represented by:	2021 £	2020 £
Listed on Recognised Stock Exchange:		
Cazenove Unit Trust		
Equities: UK Equities	133,871	181,206
Europe (ex UK)	45,874	89,605
Global	898,974	457,103
Bonds: UK Bonds	167,954	214,010
Global	270,706	109,799
Alternative: Hedge Funds	47,601	76,685
Property	119,127	122,560
Structured Products	42,910	31,639
Commodities	94,185	105,034
Others	83,333	35,565
Cash	114,842	61,316
	<u>2,019,377</u>	<u>1,484,522</u>
Historical cost at 31 March 2021	<u>1,776,450</u>	<u>1,445,330</u>

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

12 Fixed Assets – Investments (continued)

Charity

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

The principal activity of the company is that of benefiting the community by working with adults and young people suffering from worklessness, through funding from the government incentives. Its turnover for the year ended 31 March 2021 was £224,715 (2020: £268,728) and the deficit for the year then ended was £4,092 (2020: surplus of £4,149). The aggregate of its share capital and reserves at 31 March 2021 was £13,089 (2020: £17,181).

13 Debtors

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Trade debtors	324,916	430,748	324,916	430,663
Prepayments	193,956	417,692	191,987	417,692
	<u>518,872</u>	<u>848,440</u>	<u>516,903</u>	<u>848,355</u>

14 Creditors: Amounts falling due within one year

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Trade creditors	144,935	318,509	144,473	317,577
Accruals and deferred income	612,103	396,619	612,103	396,618
Taxation and social security	53,522	50,511	46,999	46,505
Other creditors	40,504	49,813	12,234	46,653
Amounts due to subsidiary undertaking	-	-	18,280	14,054
	<u>851,064</u>	<u>815,452</u>	<u>834,089</u>	<u>821,407</u>

Included within creditors falling due within one year is deferred income held by the group of £499,466 (2020: £130,813) relating to payments on account received for contracts or performance related grants. The brought forward deferred income of £130,813 was released in full during the year.

CHILD ACTION NORTHWEST

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15 Analysis of unrestricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	Realised investment gains £	Unrealised investment gains £	At 31 March 2021 £
Charity general unrestricted funds							
Revaluation reserve - property	90,000	-	-	-	-	-	90,000
Fixed asset fund	606,977	-	-	(16,033)	-	-	590,944
General unrestricted	1,919,623	4,555,758	(4,220,032)	(193,339)	98,355	181,822	2,342,187
	2,616,600	4,555,758	(4,220,032)	(209,372)	98,355	181,822	3,023,131
CANWe Solutions CIC general unrestricted funds							
Fixed asset fund	7,058	-	-	(2,722)	-	-	4,336
General unrestricted	10,123	224,723	(228,815)	2,722	-	-	8,753
	17,181	224,723	(228,815)	-	-	-	13,089
Total general unrestricted funds	2,633,781	4,780,481	(4,448,847)	(209,372)	98,355	181,822	3,036,220
Charity designated funds							
Emotional Health and Wellbeing fund	162,389	-	(162,389)	-	-	-	-
Development fund	104,000	-	-	209,372	-	-	313,372
	266,389	-	(162,389)	209,372	-	-	313,372
Total group unrestricted funds	2,900,170	4,780,481	(4,611,236)	-	98,355	181,822	3,349,592

The board has designated £313,372 of unrestricted funds to support development and investment costs in line with the 2021/22 business plan.

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

16 Analysis of restricted funds

Analysis of restricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	Realised investment gains £	Unrealised investment gains £	At 31 March 2021 £
Charity restricted funds							
Care Services							
Children in Need	8,376	56,120	(59,428)	-	-	-	5,068
Pro Contact							
CAFCASS	-	21,135	(21,135)	-	-	-	-
CAFCASS - GM SPIP	-	2,600	(2,600)	-	-	-	-
CAFCASS SPIP Cumbria	-	2,600	(2,600)	-	-	-	-
Contact Centre	-	2,670	(2,670)	-	-	-	-
Young Carers							
Young Carers Blackburn	-	25,307	(1,676)	-	-	-	23,631
Young Peoples Space Fund	20,289	-	(1,573)	-	-	-	18,716
CJRS income	-	162,383	(162,383)	-	-	-	-
	28,665	272,815	(254,065)	-	-	-	47,415
CANWe Solutions CIC restricted funds	-	4,343	(4,343)	-	-	-	-
Group restricted funds	28,665	277,158	(258,408)	-	-	-	47,415
Total funds - charity	2,911,654	4,828,573	(4,636,486)	-	98,355	181,822	3,383,918
Total funds - group	2,928,835	5,057,639	(4,869,644)	-	98,355	181,822	3,397,007

CHILD ACTION NORTHWEST

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

16 Analysis of restricted funds (continued)

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

The Pro Contact Contact Centre is partly funded by donations and fundraising income. The service operates at weekends and offers group supervised contact sessions in a neutral location. Pro Contact offers a range of contact services for families and can help make informed decisions about how to arrange safe and positive contact arrangements.

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

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

CHILD ACTION NORTHWEST

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FOR THE YEAR ENDED 31 MARCH 2021

17 Analysis of funds – prior year

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	Realised investment gains £	Unrealised investment gains £	At 31 March 2020 £
Charity general unrestricted funds							
Revaluation reserve - property	90,000	-	-	-	-	-	90,000
Fixed asset fund	615,688	-	-	(8,711)	-	-	606,977
General unrestricted	2,392,316	4,822,843	(4,934,574)	(177,678)	(75,541)	(107,743)	1,919,623
	<u>3,098,004</u>	<u>4,822,843</u>	<u>(4,934,574)</u>	<u>(186,389)</u>	<u>(75,541)</u>	<u>(107,743)</u>	<u>2,616,600</u>
CANWe Solutions CIC general unrestricted funds							
Fixed asset fund	10,780	-	-	(3,722)	-	-	7,058
General unrestricted	2,252	262,386	(258,237)	3,722	-	-	10,123
	<u>13,032</u>	<u>262,386</u>	<u>(258,237)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>17,181</u>
Total general unrestricted funds	<u>3,111,036</u>	<u>5,085,229</u>	<u>(5,192,811)</u>	<u>(186,389)</u>	<u>(75,541)</u>	<u>(107,743)</u>	<u>2,633,781</u>
Charity designated funds							
Emotional Health and Wellbeing fund	158,895	-	(158,895)	162,389	-	-	162,389
Development fund	200,000	-	(120,000)	24,000	-	-	104,000
	<u>358,895</u>	<u>-</u>	<u>(278,895)</u>	<u>186,389</u>	<u>-</u>	<u>-</u>	<u>266,389</u>
Total group unrestricted funds	<u>3,469,931</u>	<u>5,085,229</u>	<u>(5,471,706)</u>	<u>-</u>	<u>(75,541)</u>	<u>(107,743)</u>	<u>2,900,170</u>
	At 1 April 2019 £	Income £	Expenditure £	Transfers £	Realised investment gains £	Unrealised investment gains £	At 31 March 2020 £
Charity restricted funds							
Care Services							
Children in Need	8,333	46,179	(46,136)	-	-	-	8,376
Emotional Health and Wellbeing							
Raised in the Ribble Valley	-	5,000	(5,000)	-	-	-	-
Health Education England	-	97,914	(97,914)	-	-	-	-
Pro Contact							
Contact Centre	-	2,805	(2,805)	-	-	-	-
Young Carers							
Young Carers	218	9,802	(10,020)	-	-	-	-
Young Peoples Space Fund	21,861	-	(1,572)	-	-	-	20,289
	<u>30,412</u>	<u>161,700</u>	<u>(163,447)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>28,665</u>
CANWe Solutions CIC restricted funds	-	-	-	-	-	-	-
Group restricted funds	<u>30,412</u>	<u>161,700</u>	<u>(163,447)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>28,665</u>
Total funds - charity	<u>3,487,311</u>	<u>4,984,543</u>	<u>(5,376,916)</u>	<u>-</u>	<u>(75,541)</u>	<u>(107,743)</u>	<u>2,911,654</u>
Total funds - group	<u>3,500,343</u>	<u>5,246,929</u>	<u>(5,635,153)</u>	<u>-</u>	<u>(75,541)</u>	<u>(107,743)</u>	<u>2,928,835</u>

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18 Analysis of net assets between funds

Charity	Restricted funds £	Unrestricted funds £	Total funds £
Tangible fixed assets	-	680,944	680,944
Investments	-	2,019,377	2,019,377
Current assets	47,415	1,470,267	1,517,682
Current liabilities	-	(834,085)	(834,085)
Total net assets	47,415	3,336,503	3,383,918

Group	Restricted funds £	Unrestricted funds £	Total funds £
Tangible fixed assets	-	685,280	685,280
Investments	-	2,019,377	2,019,377
Current assets	47,415	1,495,999	1,543,414
Current liabilities	-	(851,064)	(851,064)
Total net assets	47,415	3,349,592	3,397,007

Prior year analysis of net assets between funds

Charity	Restricted funds £	Unrestricted funds £	Total funds £
Tangible fixed assets	-	696,977	696,977
Investments	-	1,484,522	1,484,522
Current assets	28,665	1,522,897	1,551,562
Current liabilities	-	(821,407)	(821,407)
Total net assets	28,665	2,882,989	2,911,654

Group	Restricted funds £	Unrestricted funds £	Total funds £
Tangible fixed assets	-	704,035	704,035
Investments	-	1,484,522	1,484,522
Current assets	28,665	1,527,065	1,555,730
Current liabilities	-	(815,452)	(815,452)
Total net assets	28,665	2,900,170	2,928,835

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19 Financial instruments

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Carrying amount of financial assets				
Measured at fair value through net income/expenditure	2,019,377	1,484,522	2,019,377	1,484,522
Debt instruments measured at amortised cost	324,916	430,748	324,916	430,663
	2,344,293	1,915,270	2,344,293	1,915,185
Carrying amount of financial liabilities				
Measured at amortised cost	238,961	418,833	221,986	424,789

20 Pension commitments

The group operates group personal pension arrangements. Contributions payable by the group amounted to £87,502 (2020: £110,900). Outstanding pension contributions at 31 March 2021 amounted to £12,234 (2020: £29,001).

21 Operating lease commitments

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

Charity	Land & buildings		Other assets	
	2021	2020	2021	2020
	£	£	£	£
Within one year	-	2,120	4,882	4,797
Within two to five years	-	-	6,915	491
Over 5 years	-	-	-	-
	-	2,120	11,797	5,288
Group				
	Land & buildings		Other assets	
	2021	2020	2021	2020
	£	£	£	£
Within one year	-	2,120	4,882	4,797
Within two to five years	-	-	6,915	491
Over 5 years	-	-	-	-
	-	2,120	11,797	5,288

22 Related party transactions

During the year ended 31 March 2021 the charity was commissioned to deliver services of £9,970 (2020: £9,775) to Shadsworth Junior School, which shares a common trustee with the charity.