

Impact Report 2010



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The personal details of some clients have been changed to protect their identity and, where appropriate, photographs of models have been used for illustrative purposes only.

History was made 125 years ago



CABA remains at the forefront of ensuring that Chartered Accountants and their dependants receive assistance during times of need.

In November 1886, the Chartered Accountants' Benevolent Association (CABA) provided assistance to its first clients.

The newly-formed committee had decided that the widows of two Chartered Accountants living in Manchester and Liverpool should benefit from our help.

In the 21st century, CABA remains at the forefront of ensuring that Chartered Accountants and their dependants receive assistance during times of need.

It is interesting to note that the situations we help with now are not greatly dissimilar to the problems dealt with a century and a quarter ago.

It is also gratifying to see how readily we have adapted and developed to meet the changing needs of society over that time.

CABA has always been centred upon people - people in need, the people who have resourced CABA and those people who have driven the Association.

Those and their successors have worked with expertise, professionalism, compassion and humanity to make CABA a leader in the field of benevolence in the 21st century.

From my perspective, it is a privilege to follow in their footsteps. And it is a privilege to present to you CABA's Impact Report for 2010 - during the charity's 125th year.

Nick Brooks, CABA President

Constantly looking to the future

CABA will continue to provide the right support at the right time for Chartered Accountants and their dependants.

CABA continues to look forward. And this is as true as we celebrate our 125th anniversary as it has ever been.

We have recently begun using a holistic approach to help Chartered Accountants and their dependants – and it is proving successful.

It addresses the client's emotional and physical wellbeing, their financial situation as well as their quality of life.

In 2011, we intend to consolidate this approach by increasing our services and utilising new team members specialising in such areas as Care and Advocacy Support and Income Maximisation.

Since the onset of the global economic downturn, we have noticed that an increasing number of younger clients with more complex needs are contacting us for support.

In addition, changes introduced by the Coalition Government will have a greater impact on all of our lives in coming years.

We are actively seeking to ensure that we can rise to these challenges by conducting extensive research into the current and future needs of Chartered Accountants and their families.

This year, we have recruited a new Volunteers Coordinator to make greater use of volunteers to deliver our expanding range of services.

We also intend to develop our ability to help clients living overseas – particularly in the wake of natural disasters – and engage better with everyone through modern technology.

None of us know what the next 125 years holds in store.

But we can be confident that CABA will continue to provide the right support at the right time for Chartered Accountants and their dependants.

Kath Haines, CABA Chief Executive

Our 3 year plan

Our aims and promise

CABA is the first point of contact for Chartered Accountants and their families in times of need.

The charity is dedicated to providing these professionals and their dependants with the guidance they require to achieve a reasonable quality of life.

While we work in partnership with ICAEW we maintain our independence and all enquiries are treated in the strictest confidence.

Everything we do is designed to help you:

- maintain your independence
- minimise the effects of financial hardship
- reduce the impact of physical and mental ill health

Our 3 year objectives 2011 – 2013

Over the next few years we expect demand for our services to continue increasing as the global economic slowdown continues.

In the past, we have mainly assisted older clients but in recent years a greater proportion of younger people have also started approaching us for help.

We look to continuously adapt and develop our services to meet the changing needs of our clients.

Our three year plan, which runs until 2013, commits us to providing everyone who approaches us with the most appropriate:

- support and advice
- financial assistance
- information and signposting
- training and events

While we work in partnership with ICAEW we maintain our independence and all enquiries are treated in the strictest confidence.

Our holistic approach

We now adopt a preventative and holistic approach to resolving situations.

CABA wants Chartered Accountants and their families who are experiencing difficulties to regain control and move forward positively with their lives as quickly as possible.

Experience has shown that problems rarely occur in isolation and are frequently interconnected with other issues or events.

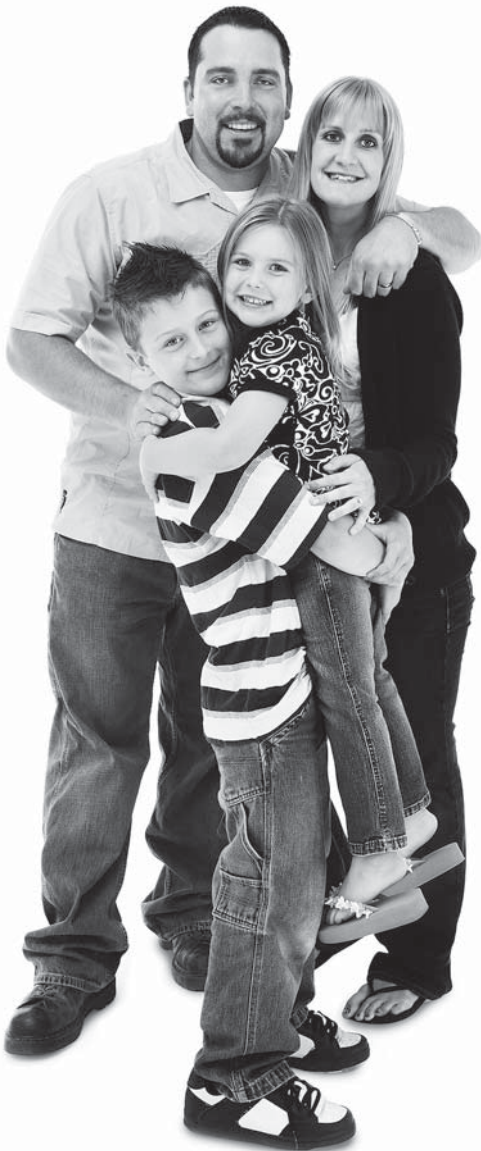
We now adopt a preventative and holistic approach to resolving situations which results in us addressing both the main issues in your life as well as their underlying causes.

This helps us try to understand, manage or mitigate the wider circumstances to ensure the best long-term outcome for you.

Our holistic approach - implemented at the start of 2010 - has proved highly effective in resolving debt issues, maximising support for carers, minimising financial liabilities and helping people back to work.

The process begins with one of our highly-trained advisors assessing your individual needs before determining the right combination of practical, emotional and financial help.

Our guidance is always non-judgemental and in total confidence whether you require a 'listening ear' or a bespoke programme of support.



The impact we made in 2010

Continuing to make a difference

CABA makes a massive difference to the lives of Chartered Accountants and their families.

The impact we made in 2010 included:

- providing assistance to more than 2,000 people through difficult situations
- providing 453 clients with a bespoke programme of practical, emotional and financial help to meet their specific needs
- providing grants and donations worth £700,000 to 322 clients
- assisting 491 callers through our helpline – which is available 24 hours a day throughout the year
- helping and advising 435 people through our in-house enquiries line – which opens during normal office hours
- guiding the 65,000 people who visited our website looking for assistance on such topics as workplace stress, training or relationship issues
- receiving feedback from the 582 delegates who attended one of our courses saying that 99.4% of them had benefited ‘to a great extent’
- helping Chartered Accountants find work through Career Clinic seminars and our career consultancy service
- responding quickly and efficiently when our members needed assistance following natural disasters overseas

Improving our client services

We are constantly seeking to improve our services to ensure that we remain as effective as possible in everything we do. In 2010, we also:

- strengthened our team with additional staff including Support Officers specialising in health and care, carer support, income maximisation and debt management
- appointed Coordinators specialising in grants, training and events in addition to a Support Team Administrator
- trained six new debt management volunteers

The real outcomes of our support

Feedback received from those we helped suggests as a result of our assistance they consistently feel more:

supported
listened to
self confident
able to make choices
employable
empowered
independent

Minimising the effects of financial hardship

In 2010, we provided grants and donations worth £700,000 to 322 different clients.

We provide financial assistance to Chartered Accountants and their dependants when things go wrong through illness, accident, unemployment or some other misfortune.

In 2010, we provided grants and donations worth £700,000 to 322 different clients – or 71% of those clients being supported by a Keyworker.

This is in comparison to £1.2m in 2009. The reduction reflects the needs based holistic approach and shorter term intervention for many clients to help them get back on their feet following a crisis, as more people of working age are turning to us for help.

In many cases we have helped clients obtain additional state benefits, such as tax credits, which has reduced or eliminated their dependency on CABA for financial help.

Our funding last year paid towards disability equipment and care, childcare and to help people who faced unemployment pay for training and career consultancy and other essential bills.



Debt management and support

We recognise that debt problems are frequently connected to a range of other issues such as relationship breakdowns, ill health, bereavement and unemployment.

Our holistic approach now enables us to gain a better understanding of a client's debt problems and manage the wider circumstances surrounding them.

In 2010, 10% of calls received through our enquiry line related to debt. We provided debt advice to a total of 123 people – an increase of 24% since 2009.

Our free, impartial and confidential help was sought by clients experiencing reduced incomes, increased costs of living and financial uncertainty after a loved one passed away.

We were able to help resolve their debt issues – and even avoid bankruptcy – by minimising financial liabilities through budgeting, prioritising commitments and creditor support.

Last year, we increased our ability to help people by training six new debt management volunteers – all of whom are Chartered Accountants.

Helping to maximise your income

We actively ensured that clients received the full range of benefits – both state and private – to which they were entitled to help maximise their income.

In 2010, we appointed an income maximisation expert after it was established that three main areas of benefits were going unclaimed: old age, disability and unemployment.

Around 25% of all pensioners who approach us are eligible for additional entitlements such as pension credits.

In 2010, we managed to boost some pensioners' monthly incomes by between £150 and £300.

Many of our clients were also under-claiming disability benefits and carers were frequently unaware that they could draw an allowance for themselves in addition to whatever the person being cared for is eligible to claim.

Some clients were also not claiming appropriate tax credits – particularly if they had become self-employed following unemployment.

We feel the role of our Income Maximisation Officer will become more important during 2011 if new Government proposals come into force.

Helping overseas professionals

We can support you regardless of where you live in the world. In 2010, 6% of the enquiries came from overseas.

We provided emotional support and financial assistance to 40 clients based in Europe, Asia, Africa and America.

Our help motivated people to return to work after long periods of unemployment, relocate for better work opportunities or switch the direction of their career.

If you live overseas, you have access to our financial assistance, the telephone counselling helpline – which includes counselling, medical, debt and carer advice – and our signposting service.

Nick's story

Helping dreams flourish through adversity

Nick's life was shattered when he was told that he had just 18 months left to live.

Nick's life was shattered when he was told that he had just 18 months left to live.

At that moment, it was inconceivable that three years later he would be fitter than ever and winning gold medals for England.

But that is exactly what happened for this Chartered Accountant from Northamptonshire who was born with Cystic Fibrosis and diagnosed at the age of two.

Aged 31, he needed four 40 minute physiotherapy sessions each day and was sleeping on a ventilator with the help of multiple nebulizers.

Following a double lung transplant operation, his doctors advised him to keep as fit as possible to aid his recovery.

Nick took their advice to the next level.

Last year, he won three gold medals, a silver and two bronze at the European Heart and Lung Transplant Games, in Sweden.

CABA helped Nick by paying for his gym membership to aid his recovery as well as by making a contribution towards the cost of his flights to the games.

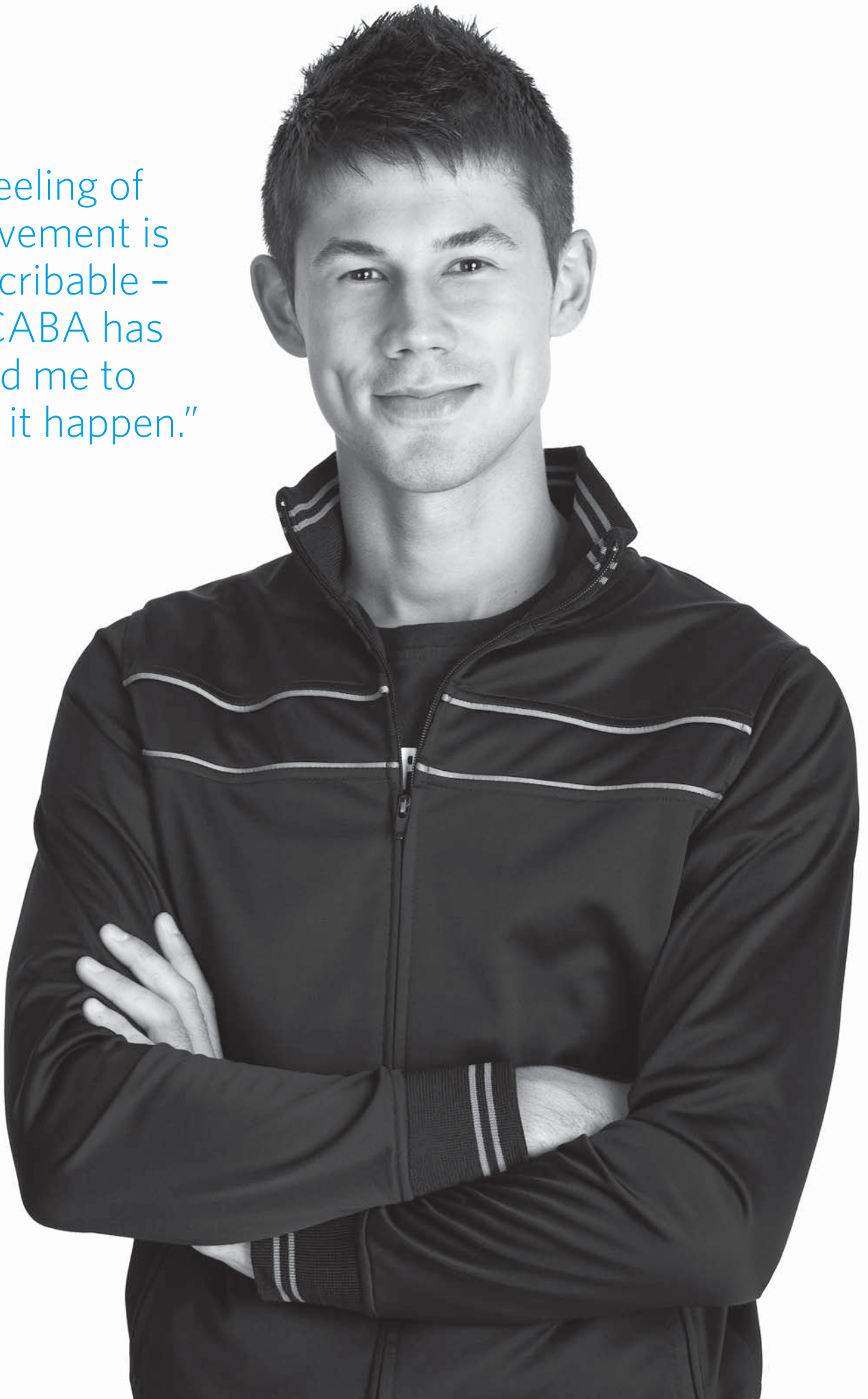
In addition, we helped fund his Chartered Accountancy tax qualifications to help increase his employability - which we identified to be important after he took 18 months off work to recuperate.

Nick said: "The feeling of achievement is indescribable - and CABA has helped me to make it happen.

"Just a few years ago, I was staring death in the face and now I have been able to compete as an athlete in a way that was previously unimaginable."

“The feeling of achievement is indescribable – and CABA has helped me to make it happen.”

Nick



Reducing the impact of physical and mental ill health

In 2010 we ran Stress Management and Wellbeing training courses across the country to promote the importance of a good work-life balance and stress prevention.



Helping you remain healthy

The support we offer is tailored to meet your individual needs. In 2010, our helpline advisors were contacted by 64 people seeking advice on both health and care, and emotional issues.

Some of those who got in touch were experiencing mental health issues, depression or a loss of confidence.

Additionally, our team took calls from accountants who felt that their health was suffering as a result of workplace stress and bullying.

We were able to offer these clients someone to talk to and point them in the direction of specialist healthcare or legal advice.

In 2010, we also provided a wide variety of help including: emotional support – someone to listen or talk to, advice on preventing bullying and financial assistance to help overcome specific health issues.

We also ran Stress Management and Wellbeing training courses across the country to promote the importance of a good work-life balance and stress prevention.

And in November 2010, staff at our Rugby headquarters took part for the second consecutive year in National Stress Awareness Day. This provided our staff with the opportunity to take time out from their work schedule to review their lifestyle and make small changes to improve their wellbeing.

Care and advocacy support

We realise that looking after others can be immensely satisfying and rewarding – but can often make you feel isolated. We also recognise how stressful caring duties can be and how they can impact on your earnings.

In 2010, our support team provided practical guidance on disability equipment, help remaining independent in your own home, care home advice, approaching social services as well as a sympathetic and understanding ‘listening ear’.

We also advised on the benefits and services that were available to clients including where they could access financial assistance to pay for care costs.

Last year, we provided funding to people in urgent need of respite care and a range of disability equipment such as stair lifts, scooters and specialist wheelchairs.

We also increased our ability to support carers’ needs in 2010 with the recruitment of an additional Carer Support Officer.

Denis' story

Helping lighten caring responsibilities

“CABA has made a horrible situation much more bearable.”

Catharine, Denis' daughter-in-law

CABA was there for Denis when he suddenly became ill – and also there for his family.

The retired Chartered Accountant had previously enjoyed both good health and a happy family life.

But one spring, he suddenly found difficulty with his movement and speech – which was later diagnosed to be Motor Neurone Disease.

Within months, Denis found himself largely unable to move or communicate with his loved ones.

After getting over the initial shock, his wife, son and daughter-in-law began discussing how they could best care for Denis.

The family had no understanding of what assistance they were entitled to and contacted CABA for guidance.

One of our trained advisors visited the family at their home and guided them through the services and benefits to which they were all entitled.

When there was confusion over the extent of the night care available, CABA was able to speak to the continuing healthcare team on the family's behalf and resolve the issue.

Denis passed away at home later that year.

His daughter-in-law Catharine said: “CABA has made a horrible situation much more bearable.

“Being able to ask CABA's advice gave us so much more time to care for Denis.”

Maintaining independence

In 2010 we ran 60 courses attended by 582 delegates with 99.4% of them having benefited from the training, to a great extent.

Enabling you to regain control

We are here to support you throughout both good and bad times. Over the past few years, we have witnessed first-hand how Chartered Accountants and their families have been severely impacted by both the recession in the UK as well as the global economic downturn.

In times of financial need, we want you to rediscover your independence as well as your personal and professional fulfilment as quickly as possible.

Our team of highly trained advisors are dedicated to helping you achieve this. We might be able to offer you financial help if you have lost your job as a result of the recession.

In addition to helping with funding, we are able to offer advice on benefits, Career Clinics, a career consultancy service, back to work courses – or a mixture of these.



Training that really helps

We run training courses and events to help you get the most from your professional and personal life.

In 2010, we focused on improving and expanding the range of seminars we offer.

In total, we ran 60 courses in the UK which were attended by 582 delegates with 99.4% of them telling us they have benefited from the training "to a great extent".

We also listened to feedback from trainers and delegates and reduced the maximum number of delegates on each course from 15 to 12 in 2010.

Our most popular event is the 'Stress Management and Wellbeing' seminar which will be free for UK delegates throughout 2011. This course was successfully piloted in Hong Kong in a joint initiative with the Hong Kong Institute for Certified Public Accountants (HKICPA) in 2010 and has now been extended to run for a further two years.

In 2010, we recruited two highly qualified 'Associate Trainers' taking the total number in our team to seven.

Over the next year, we intend to examine new ways of delivering training courses using modern technology like webinars.

Career advice

Our career advice programme has been devised to help Chartered Accountants find the right job for them.

Our 'Career Clinics' build confidence while simultaneously developing practical job seeking skills. Of those attending the courses in 2010, 84.6% felt that the events provided 'appropriate support'.

We run this event and another entitled 'Narrowing the Gap' - which helps you prepare for a career break or return to work following one - in conjunction with ICAEW. A total of 406 delegates attended 16 events during 2010. We focused on promoting these two courses last year due to the impact of the recession on redundancies.

In addition, we offer a one-to-one career consultancy service for those who have been out of work for prolonged periods. In 2010, we supported 11 clients through this service - with two finding employment as a direct result.

Susan's story

Why CABA was the 'light at the end of the tunnel'

Susan's life began spiralling out of control when her Chartered Accountant husband suffered a brain haemorrhage.

Susan's life began spiralling out of control when her Chartered Accountant husband suffered a brain haemorrhage.

His death came as a bolt from the blue and left Susan without any financial provision either for herself or their five children.

She left the family home in Cornwall, moved in with relatives and retrained as a physiotherapist in an attempt to resolve the situation.

But her own ill health prevented her from working in this profession.

Susan's situation worsened when several family members fell seriously ill which required her emotional and financial support.

Susan approached CABA for advice. We provided her with the guidance and moral support she needed to cope with her continually difficult circumstances. We also helped her and her family to get back on their feet financially.

More recently, Susan decided that she wanted to turn her passion for writing music into a business.

We have helped her buy the right computer equipment to take her new career to the next level – and her work has already been performed on national radio and at live events both in the UK and internationally.

Susan said: "CABA has been the light at the end of the tunnel.

"Everything was spiralling in the wrong direction – CABA has helped to reverse this process."

“I want to make
CABA proud of me
and show that I can
turn my life around.”

Susan



Providing 24/7 support and advice

In 2010 our helpline provided support to 491 callers on emotional, health and legal matters.

24 hour advice and counselling helpline

Our free and confidential telephone helpline is staffed by professionally trained counsellors and advisors 24 hours a day, 365 days a year. It provides advice and guidance on a wide variety of issues which impact on the lives of Chartered Accountants and their families. The helpline is also available to those living overseas.

In 2010, our helpline provided support to 491 callers on emotional, health and legal matters. The greatest amount of callers sought advice about employment issues.

Out of the 491 calls we received, 152 were from people concerned about work issues including redundancy, stress and bullying at work. This was the case for the second successive year.

In addition, our helpline received calls from 34 clients wanting advice about 'emotional' matters. A further 30 callers sought advice from our advisors about 'health and welfare' issues.

Pointing you in the right direction

We deal with every enquiry swiftly, thoroughly and in the most appropriate manner.

Our 'holistic' approach means that we look at both the problem and its causes in order to secure the best outcome for you.

Our team of highly trained advisors will provide you with the right information on overcoming everything from workplace bullying to alcohol abuse.

Our staff are also able to 'signpost' to other appropriate organisations - both locally and nationally - where specialist additional information, support and advice will be available.

In 2010, we have been able to direct 143 callers to organisations such as ICAEW, Jobcentre Plus, National Debtline, Direct Gov, HMRC and ACAS.

Chris' story

Help through the toughest times

“CABA’s helpline was there for me in my time of need – I was at my lowest ebb when I first got in touch.”

Chris



When CABA’s highly-trained helpline advisors received Chris’ initial call, they knew exactly how to respond.

First, they listened when he told them how an increased workload had resulted in him being off work suffering from stress.

They were then informed how a private email detailing how some colleagues were not pulling their weight had been seen by those same employees – when it was only intended for his line manager’s eyes.

And finally, they heard how Chris was subjected to a bullying and harassment campaign when he returned to work.

After fully appraising Chris’ situation, the helpline advisors were able to advise on possible courses of action to resolve the situation as quickly as possible.

With the helpline advisors’ support, Chris opted to begin a formal grievance procedure after providing his company with the information it needed for an internal investigation.

This has since been launched.

He said: “CABA’s helpline was there for me in my time of need – I was at my lowest ebb when I first got in touch.

“Workplace bullying blights your life and CABA’s helpline enabled me to begin regaining control from the moment I made that first call.”

Supporting families of Chartered Accountants

Over the past 12 months we provided help, in confidence, to carers and widows.

You don't have to be a Chartered Accountant to access help and advice from CABA. If you are the spouse or life partner of a current or former ICAEW member you are eligible for CABA support.

Over the past 12 months we have provided help, in confidence, to carers and widows. We helped clients manage their finances and provided advice and guidance to support their decision making.

If you are a carer, we can supply you with the right support, assistance and information. We can also provide a listening ear and advise on healthcare issues and carer allowances.

We also provide emotional support if you have recently lost a loved one. Our 24 hour advice and counselling helpline is always there if you simply wish to talk to someone. The helpline can also offer advice on legal or medical issues, wills and debt.



June's story

The loss of a loved one doesn't mean you have to cope alone

"I feel very privileged to have all this support from CABA - I can't thank CABA enough for what it has done and how it has helped me."

June

When June's life fell into turmoil, CABA provided her with the right assistance to help her get back on her feet.

June's husband Alan was a Chartered Accountant with his own business in Cumbria.

But her world crumbled around her shoulders when Alan suddenly passed away.

Her grief was compounded when a few days later she found herself simultaneously being made redundant from a job she loved.

Trying to cope with her grief, June realised she was unable to manage her financial situation alone and needed guidance.

CABA was able to assist her with the financial costs of moving to a smaller rented flat which she could better afford and looked to maximise her income by ensuring she received the full range of benefits and pensions - both state and private - to which she was entitled.

We were able to support June through her grief by providing a listening ear and helped her to move forward with her life without Alan.

June says: "I feel very privileged to have all this support from CABA - I can't thank CABA enough for what it has done and how it has helped me."

Our volunteers and donors

In 2010 we received donations and legacies to the value of just over £630,000.

Volunteers

Volunteers are a vital part of our team. They are our ambassadors who support and promote our work and services.

In 2010, we completed a review of volunteering to help us understand the benefits and challenges of using volunteers, to explore other volunteering opportunities and to identify what the expectations of volunteers are.

During the year, we also trained six new volunteers to help deliver our debt management service. They are already providing excellent support to clients.

This year we have appointed a new Volunteers Coordinator and will be examining opportunities to make greater use of volunteers to deliver our expanding range of services across the world.

Generous donations and legacies

We have been assisting Chartered Accountants and their dependants for 125 years. With your help, we intend to continue helping in the future.

In 2010, we received donations and legacies to the value of just over £630,000.

This amount was £130,000 more than in 2009 and was greatly helped by an individual legacy worth £275,000.

You do not have to donate to CABA to access our services, but if you would like to make a donation you can by post and by BACS. Further information can be found on our website at www.caba.org.uk.

Alternatively, some employers provide you with the chance to make a monthly donation to us from your salary – which has tax benefits for both of us.

Others prefer to help by leaving us a legacy in their will. Making a bequest is a convenient way of supporting the charity's work after your death.

The generous donations and legacies we receive allow us to continue to help and support our clients and their families.

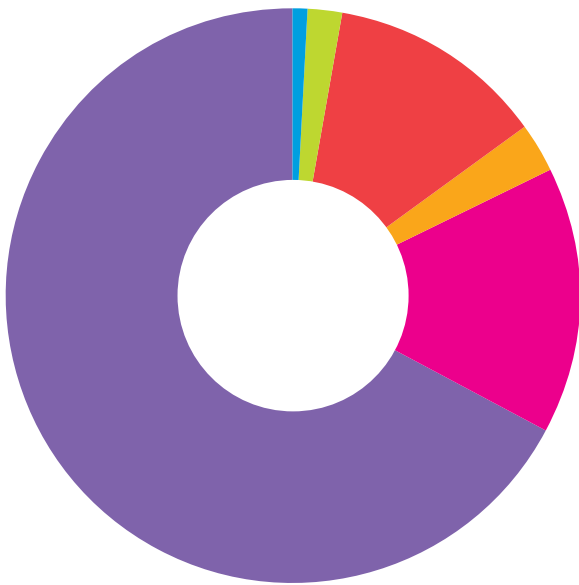
We thank everyone for their kindness.









Summary of financial information

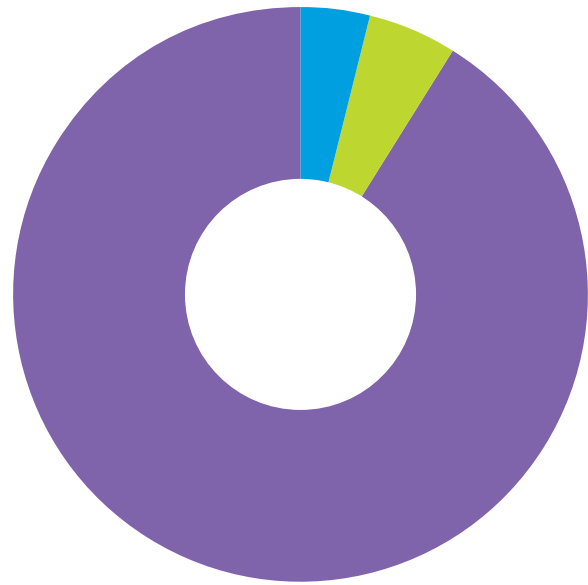
The information below is a summary only. For a copy of the full accounts, including the Auditor's Report, visit www.caba.org.uk.




Income - sourcing of funding



	Loan repayment	1%
	Training income	2%
	Subscriptions	12%
	Other donations	3%
	Legacies	15%
	Investment income	67%

Expenditure - our activities



	Cost of generating funds	5%
	Governance costs	4%
	Charitable activities	91%

“CABA gave my family tremendous moral support at a very difficult time. They provided a friendly voice and advice when it was needed most.”



Supporting Chartered Accountants since 1886

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