

Family Friends

A company limited by guarantee and not having a share capital

Annual Report and Accounts

31 March 2025

Company registration number 02863464

Charity registration number 1028214

Family Friends

(A company limited by guarantee and not having a share capital)

Report and accounts

Contents

	Page
Reference and Administrative Information	1
Trustees' report	2 - 6
Auditor's report	7 - 9
Statement of financial activities	10
Balance sheet	11
Notes to the accounts	12 - 20

Family Friends

(A company limited by guarantee and not having a share capital)

Report and accounts

REFERENCE AND ADMINISTRATIVE INFORMATION

Directors / Trustees	Ms C Sandler Mr C Madel Mrs A Blasch Ms K Hearn Mr G Smith (resigned 23 April 2025) Mr T Bernstein (resigned 18 November 2024) Ms R Bowles (resigned 22 July 2024)
Chief Executive	Ms Melanie Christodoulou
Registered Office	Unit 1, 10 Acklam Road London W10 5QZ
Charity Registration number	1028214
Company Registration number	2863464
Bankers	CAF Bank Ltd 25 Kings Hill West Malling Kent ME19 4JQ Flagstone (c/o CAF Bank) 1 st Floor, Clareville House 26-27 Oxendon Street London SW1Y 4EL
Auditors	Bullimores LLP Chartered Accountants Old Printers Yard 156 South Street Dorking Surrey RH4 2HF

FAMILY FRIENDS

A Company limited by guarantee and not having a Share Capital

REPORT OF THE TRUSTEES AND DIRECTORS

FOR YEAR ENDED 31ST MARCH 2025

Structure, Governance and Management

The trustees and directors present their Report and Accounts for the year ending 31st March 2025. Legal and administrative information set out on page 1 forms part of this report.

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 19th October 1993 and registered as a charity on 9th November 1993. The company was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up, members are required to contribute an amount not exceeding £10.

Trustee Selection and Organisation

The directors of the company are also charity trustees for the purposes of charity law and throughout this report are collectively referred to as trustees. The trustees are appointed by the board of trustees as and when required. The board of trustees is usually made up of approximately 5-8 members and meets 5/6 times each year.

Trustees who served during the year and up to the date of this report were as follows: Tony Bernstein (Chair), Chris Madel (Deputy Chair), George Smith, Allison Blasch, Catherine Sandler, and Kelly Hearne. To better inform our work, the trustee board includes current or former volunteers.

Trustees whose period came to an end in this period: Tony Bernstein resigned from the board as chair and was replaced by unanimous vote by Catherine Sandler.

The trustees also have a finance sub-committee which is chaired by Allison Blasch and meets four times a year.

Risk Management

The trustees have examined the major strategic and operational risks that the charity faces and confirm that systems have been put in place to enable regular reports to be produced so that steps can be taken to lessen these risks.

Elective Resolution

The accounts will be presented at the Annual General Meeting. Members are entitled to call for a meeting to be held by giving notice to the company not later than 21 working days before the date of the meeting at which the resolution is to be moved.

Objectives and Activities

The charity's objectives, as set out in its Memorandum of Association, are the relief of children or parents in despair and distress and the prevention of emotional and physical abuse of such children. Our aim is to provide long-term befriending and mentoring support to parents and children in need through trained volunteers. We help families to identify their strengths, make positive changes, and move towards independence. Our mission remains clear: "to help families to help themselves."

In line with these objectives, Family Friends recruits, trains, and oversees a network of dedicated volunteers who provide practical and emotional support to families in need. Between April 2024 and March 2025, 246 families were supported, impacting over 700 individuals across our communities. The

FAMILY FRIENDS

A Company limited by guarantee and not having a Share Capital

REPORT OF THE TRUSTEES AND DIRECTORS

FOR YEAR ENDED 31ST MARCH 2025

trustees, having reviewed the Charity Commission's guidance on public benefit, are satisfied that our work fully meets this definition.

This year we also developed a new three-year strategy that sets out our priorities and future plans, ensuring that our work continues to respond to changing community needs.

Level of Support Services

Family Friends continues to serve families in the Royal Borough of Kensington & Chelsea (RBKC), the London Borough of Hammersmith & Fulham (LBHF), the London Borough of Brent (LBB), and Westminster City Council (WCC). We also remain committed to supporting families for the duration of their engagement, even if they move beyond these boroughs.

Our core service is a 12-month home-visiting programme where trained volunteers offer befriending and mentoring support to families facing difficulties. Since our foundation in Kensington & Chelsea in 1993, we have steadily expanded into new boroughs: LBHF in 2007, Brent in 2016, and Westminster most recently in 2023.

We currently provide three key services:

1. **Parent Befriending** – Supporting parents of children under 25 to navigate challenges, access resources, and strengthen resilience.
2. **Child/Adolescent Mentoring (Big Buddies)** – One-to-one mentoring for young people aged 10–25, focusing on personal development, social skills, and emotional wellbeing.
3. **Companions (Pilot Programme)** – A new initiative, delivered in partnership with NHS social prescribers, which trains volunteers to support older, isolated residents in North Kensington. Though still small in scale, the pilot has highlighted the urgent need to address loneliness and will be developed further as funding is secured.

Alongside these services, we run monthly groupwork sessions for parents, young people, volunteers, and those with Special Educational Needs (SEN). These sessions help build peer networks and provide opportunities for training, shared learning, and community connection.

This year we have also seen a shift in family needs. More families are experiencing challenges linked to neurodivergence (diagnosed and undiagnosed), mental health crises, and the continued impact of financial insecurity due to the cost of living. These emerging needs reinforce the importance of our flexible and responsive approach. Increasingly, staff-led interventions, supported by volunteers, are enabling us to work further upstream, reaching families earlier and reducing crisis points.

Volunteers

This year has been dynamic and transformative for our volunteer programme. We organised four training weekends, welcomed over 60 new volunteers, and ran eleven monthly support groups to maintain connection and learning. Volunteers continue to access bespoke training that reflects the evolving needs of families, allowing them to broaden their skills well beyond traditional befriending roles.

Recognizing the ongoing high demand for services compared with available volunteers, we have expanded opportunities for volunteers to contribute in flexible and creative ways:

- **Task Team:** A new initiative enabling trained volunteers to assist staff with practical family needs. Examples include accompanying home visits, helping with a project inside the family

FAMILY FRIENDS

A Company limited by guarantee and not having a Share Capital

REPORT OF THE TRUSTEES AND DIRECTORS

FOR YEAR ENDED 31ST MARCH 2025

home, or supporting tasks such as a garden clear-up. This not only extends our capacity but also gives volunteers varied and meaningful experiences.

- **Community and GP Sessions:** Volunteers have also begun playing an active role in our clinic-style settings, working alongside staff to welcome families, support group activities, and gain experience in health-linked environments.

By engaging volunteers at multiple points across our ecosystem, we are strengthening both resilience and reach. Crucially, these roles complement staff-led interventions, which provide families with more immediate support while volunteers bring consistency, peer support, and additional capacity.

This evolving model reflects our learning that volunteers are not only central to service delivery but also to creating a flexible, sustainable, and community-driven organisation

Operations

This year has been one of reflection, adaptation, and growth as we refined our operational structure to best support families and volunteers.

- **Head of Families:** Central to supporting families through their journey with us, providing oversight of part-time family connectors.
- **Head of Volunteers:** Bringing structure and consistency to volunteer engagement, enhancing project development and service delivery.

While recruitment and retention challenges in the Central London labour market have made it difficult to maintain long-term staff in senior roles, these experiences have encouraged us to rethink leadership in a more sustainable way. We are now moving towards a structure of lead manager roles, anchored by a centralised Head of Operations to coordinate and integrate both strands of our work. This change reflects our learning that shared oversight delivers greater resilience and impact.

Flexibility has also been key. By engaging freelancers and maintaining a pool of on-call workers, we can respond rapidly to gaps and extend our reach into new communities. Importantly, this staffing model has also enabled us to deliver more staff-led interventions upstream, which, when combined with volunteer support, ensures families receive timely and tailored help.

Partnership Work

Partnerships remain at the heart of our approach. This year we strengthened collaborations in schools and GP surgeries, while also extending our model into community settings, creating new opportunities to support families in a more holistic way.

Working closely with other VCS organizations has enabled us to offer joined-up support in both educational and health environments. Replicating this in community spaces is broadening our impact and embedding us further into local support networks.

A key learning has been the importance of clarifying our unique offer in each setting. This shift is helping us move from being primarily a referral partner to becoming a co-delivery partner, developing deeper collaborations that bring greater benefit to whole families.

FAMILY FRIENDS

A Company limited by guarantee and not having a Share Capital

REPORT OF THE TRUSTEES AND DIRECTORS

FOR YEAR ENDED 31ST MARCH 2025

Referrals and Service Adaptation

Family Friends is deeply embedded in local networks, with referrals coming from Early Help, Social Care, GPs, Social Prescribers, school staff, and other VCS partners. The volume of referrals has remained high, with a maximum waiting time of three weeks.

To meet these needs, we refined our service into a tiered model:

- **Level 1:** Signposting
- **Level 2:** Group activities and trips
- **Level 3:** Phone support for up to three months
- **Level 4:** Befriending and Big Buddies for up to a year

This approach allows families to access support quickly, moving through the levels as needed. Staff-led interventions, complemented by volunteer involvement, have become increasingly important in helping us work further upstream — ensuring that families get timely support before their challenges escalate.

In total, 246 families were supported across our boroughs this year, reaching approximately 700 individuals. Our ability to adapt, innovate, and strengthen both staff- and volunteer-led provision remains central to delivering on our mission: helping families to help themselves.

Financial Review

Funding and Fundraising

The Statement of Financial Activities on page 10 discloses total income to March 2025 of £347,506 (2024: £294,570) and total expenditure of £318,035 (2024: £307,546).

The restricted fund is showing a surplus of £15,859 (2024 surplus: £23,060). Restricted funds have been awarded to be expended on work specified by the donor to further the Befriending and Mentoring services provided by the Charity. Family Friends is grateful to all the funders – the support of families would not be possible without your generosity.

The unrestricted fund surplus is £13,612 (2024 surplus: £10,084) which increased our general reserves to £178,056 (2024: £164,444).

Reserves Policy

Family Friends has a policy on unrestricted reserves as follows: 'in order to help guarantee the completion of service programmes to existing clients, Family Friends has a reserves policy of maintaining unrestricted reserves of the equivalent of 5 months of its annual gross expenditure budget'.

Unrestricted reserves as at 31st March 2025 total £178,056 which represents five months of current budgeted expenditure and therefore comply with this policy. The Trustees will continue to review this and are committed to maintaining sufficient unrestricted reserves.

Going Concern

Beyond monitoring the financial performance and management for the immediate year through the quarterly reporting cycle, the Trustees assess the financial wellbeing of the Charity by contributing to

FAMILY FRIENDS

A Company limited by guarantee and not having a Share Capital

REPORT OF THE TRUSTEES AND DIRECTORS

FOR YEAR ENDED 31ST MARCH 2025

and reviewing the Budget & Business Plan for the subsequent year as well as the longer-term Strategic Planning.

The going concern status of the charity is a key focus of reporting for the Finance Sub-Committee which monitors actual and forecast financial reports and the robustness of the charity's income sources at each quarterly meeting; this is then reported on and discussed at each Trustees Meeting. The charity does recognise that future funding opportunities may become more difficult in light of the current economic situation, and we endeavour to explore different types of income generation to mitigate the uncertainty.

Trustees' Responsibilities for the Financial Statements

The trustees (who are also the directors of Family Friends for the purposes of company law) are responsible for preparing the Report of the Trustees 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 those financial statements, the trustees are required to:

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

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.

Statement as to Disclosure of Information to Auditors

So far as the trustees are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the charity's auditors are unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

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

Approved by order of the board of trustees on 20 October 2025 and signed on its behalf by:



Catherine Sandler (Chair)



Allison Blasch (Trustee)

FAMILY FRIENDS

A Company limited by guarantee and not having a Share Capital

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF FAMILY FRIENDS

Opinion

We have audited the financial statements of Family Friends (the "Charity") for the year ended 31st March 2025 which comprise Statement of Financial Activities, the Summary Income and Expenditure, the Balance Sheet and notes to the financial statements, 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).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31st March 2025 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

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 Charity 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. 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.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

FAMILY FRIENDS

A Company limited by guarantee and not having a Share Capital

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF FAMILY FRIENDS

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- we have not obtained all the information and explanations necessary for the purposes of our audit;
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption from the requirement to prepare a strategic report.

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement set out on page 6, the trustees 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 they 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 Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly, we have been appointed as auditor under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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 extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We obtained an understanding of the legal and regulatory frameworks that are applicable to the Charity and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the reporting frameworks (FRS102, the Charities SORP and the Charities Act 2011).

We understood how the Charity is complying with those legal and regulatory frameworks by making enquiries of the trustees and management.

We did not identify any matters relating to non-compliance with laws and regulations or relating to fraud.

We assessed the susceptibility of the Charity's financial statements to material misstatement, including how fraud might occur by discussions with the trustees and management to understand areas where they considered there was susceptibility

FAMILY FRIENDS

A Company limited by guarantee and not having a Share Capital

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF FAMILY FRIENDS

to fraud. We also considered pressures on the trustees and management to meet any external pressures in reporting the financial results of the Charity.

Audit procedures performed by the engagement team on the areas where fraud might occur included:

- evaluation of management's internal processes designed to prevent and detect irregularities
- testing, with a focus on entries determined to be large or relating to unusual transactions
- review of data to detect unusual transactions

Assessment of the appropriateness of the collective competence and capabilities of the engagement team included consideration of the engagement team's:

- understanding of, and practical experience with audit engagements of a similar nature and complexity through the appropriate training and participation
- knowledge of the sector in which the Charity operates
- understanding of the legal and regulatory requirements specific to the Charity.

Use of our report

This report is made solely to the Charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011 and the regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the Charity's 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 Charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Signed Bullimores

Date 10/12/2025

Bullimores LLP
Statutory Auditor and Chartered Accountants
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Old Printers Yard
156 South Street
Dorking
Surrey RH4 2HF

Family Friends**Statement of financial activities**

(Incorporating an income and expenditure account)

For the year ended 31 March 2025

	Note	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Income from:					
Donations and legacies	3	60,988	190,906	251,894	238,204
Charitable activities:	4				
Befriending & Mentoring Services		-	88,840	88,840	49,750
Other trading activities	5	-	-	-	250
Investment income	6	6,772	-	6,772	6,366
Total income		67,760	279,746	347,506	294,570
Expenditure on:					
Raising funds	7	5,700	14,593	20,293	47,502
Charitable activities:	7				
Befriending & Mentoring Services		48,448	249,294	297,742	260,044
Total expenditure		54,148	263,887	318,035	307,546
Net surplus/(deficit) for the year	8	13,612	15,859	29,471	(12,976)
Reconciliation of funds:					
Total funds brought forward		164,444	14,761	179,205	192,181
Total funds carried forward		178,056	30,620	208,676	179,205

All of the above results are derived from continuing activities.

There were no other recognised gains or losses other than those stated above.

The attached notes form part of these financial statements.

**Family Friends
Balance Sheet
As at 31 March 2025**

	Note	2025 £	2025 £	2024 £	2024 £
Fixed assets:					
Tangible assets	11		2,496		5,410
Current assets:					
Debtors	12	6,278		11,955	
Cash at bank and in hand		<u>294,832</u>		<u>267,182</u>	
		301,110		279,137	
Liabilities:					
Creditors: amounts falling due within one year	13	<u>(94,929)</u>		<u>(105,342)</u>	
Net current assets			<u>206,181</u>		<u>173,795</u>
Total assets less current liabilities			<u>208,677</u>		<u>179,205</u>
Funds	15				
Restricted funds			30,620		14,761
Unrestricted funds:					
General funds		178,056		164,444	
Designated funds		<u>-</u>		<u>10,000</u>	
Total unrestricted funds			<u>178,056</u>		<u>174,444</u>
Total funds			<u>208,676</u>		<u>189,205</u>

For the year ended 31 March 2025 the charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

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

Approved by the trustees on 20 October.....2025
and signed on their behalf by:


Catherine Sandler (Chair)
Chair


Allison Blasch (Trustee)
Trustee

Company registration no. 02863464

The attached notes form part of the financial statements.

Family Friends
Notes to the financial statements
For the year ended 31 March 2025

1 Accounting policies

Basis of preparation

The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRS102) "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) (effective 1 January 2019)", Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006.

The charitable company 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

The charitable company is exempt from preparing a cash flow statement due to the adoption of the exemption available to the charities with income less than £500,000.

Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Key judgements that the charitable company has made which have a significant effect on the accounts include estimating the liability from multi-year grant commitments. The trustees do not consider that there are any sources of estimation at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity. Designated funds are unrestricted funds which the trustees have decided, at their discretion, to set aside for a specific purpose. The aim of each designated fund is set out in the attached notes.

Income

All incoming resources are included in the Statement of Financial Activities when:

- (1) the charity is legally entitled to the funds
- (2) any performance conditions attached to the income have been met or are fully in control of the charity
- (3) it is probable that the income will be received
- (4) the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

Charitable activities

Trading activities - other professional income is included in income in the period in which the relevant activity takes place.

Project specific funding - when donors specify that donations and grants are for particular restricted purposes, which do not amount to pre-conditions regarding entitlement, this will be included in income of restricted funds when receivable.

Donated services and facilities

Donated services or facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

Family Friends
Notes to the financial statements
For the year ended 31 March 2025

1 Accounting policies (continued)

Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Expenditure and irrecoverable VAT

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 comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes direct and operational costs of delivering services and other educational activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include office costs, finance, personnel, payroll and governance costs which support the Trusts programme and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 7.

Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Office equipment	33% straight line basis
Fixtures and fittings	25% reducing balance

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Pensions

Employees of the charity are entitled to join the Pensions Trust Pension Scheme which is funded by contributions from employees and the charity as employer. The pension charge recorded in these accounts is the amount of contributions payable in the accounting year.

Family Friends
Notes to the financial statements
For the year ended 31 March 2025

2 Detailed comparatives for the statement of financial activities

	2024 Unrestricted £	2024 Restricted £	2024 Total £
Income from:			
Donations and legacies	46,515	191,689	238,204
Charitable activities:			
Befriending & Mentoring Services	-	49,750	49,750
Other trading activities	250	-	250
Investment Income	6,366	-	6,366
Total income	53,131	241,439	294,570
Expenditure on:			
Raising funds	4,532	42,970	47,502
Charitable activities:			
Befriending & Mentoring Services	38,515	221,529	260,044
Total expenditure	43,047	264,499	307,546
Net income / (expenditure) for the year	10,084	(23,060)	(12,976)
Reconciliation of funds:			
Total funds brought forward	154,360	37,821	192,181
Total funds carried forward	164,444	14,761	179,205

3 Income from donations and legacies - current year

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Donations				
DMGT plc in Partnership with The Kensington & Chelsea Foundation	-	10,000	10,000	10,000
Girdlers' Company Charitable Trust	-	2,917	2,917	5,000
Individual Donations	5,988	-	5,988	2,765
John Armitage Charitable Trust in partnership with New Philanthropy Capital	40,000	-	40,000	40,000
John Lyon's Charity	-	30,000	30,000	30,000
National Lottery Fund - Evolve project	-	14,514	14,514	35,208
K&C Social Council Healthier Futures	-	14,964	14,964	16,338
The Edward Gostling Foundation	-	-	-	4,167
John Lyons Charity - Drift programme	-	46,083	46,083	49,792
The Julia & Hans Rausing Trust	-	15,000	15,000	15,000
NW London Suicide Prevention	-	-	-	15,625
NHSE Legacy Health & Equity Partnership	-	-	-	4,892
London Community Fund - Vanquis	-	5,833	5,833	4,167
Hammersmith United Charities	15,000	-	15,000	3,750
Campden Charities	-	1,250	1,250	1,500
The Adrian Swires Charitable Trust	-	15,000	15,000	-
Trusthouse Charitable Foundation	-	20,352	20,352	-
Garfield Weston Charitable Trust	-	13,333	13,333	-
National Lottery Awards for All	-	1,660	1,660	-
	60,988	190,906	251,894	238,204

Family Friends
Notes to the financial statements
For the year ended 31 March 2025

3 Income from donations and legacies - prior year

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Donations				
DMGT plc in Partnership with The Kensington & Chelsea Foundation	-	10,000	10,000	12,500
Girdlers' Company Charitable Trust	-	5,000	5,000	5,000
Individual Donations	2,765	-	2,765	11,791
John Armitage Charitable Trust in partnership with New Philanthropy Capital	40,000	-	40,000	40,000
John Lyon's Charity	-	30,000	30,000	46,250
The Earls Court Development Fund	-	-	-	3,837
Kensington & Chelsea Foundation - Children and Young People Fund	-	-	-	7,500
National Lottery Fund - Evolve project	-	35,208	35,208	49,607
K&C Social Council Healthier Futures	-	16,338	16,338	25,507
K&C Social Council Vaccine Awareness	-	-	-	7,990
The Edward Gostling Foundation	-	4,167	4,167	5,833
John Lyons Drift programme	-	49,792	49,792	23,250
The Julia & Hans Rausing Trust	-	15,000	15,000	3,750
NW London Suicide Prevention	-	15,625	15,625	3,125
NHSE Legacy Health & Equity Partnership	-	4,892	4,892	-
London Community Fund - Vanquis	-	4,167	4,167	-
Hammersmith United Charities	3,750	-	3,750	-
Camden Charities	-	1,500	1,500	-
	46,515	191,689	238,204	245,940

4 Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Befriending & Mentoring Services				
Royal Borough of Kensington & Chelsea F & C Services	-	32,540	32,540	39,750
London Borough of Brent	-	10,000	10,000	10,000
NHS Grant funding	-	43,825	43,825	-
Westminster Council	-	2,475	2,475	-
Total for Befriending & Mentoring Services	-	88,840	88,840	49,750
Total income from charitable activities	-	88,840	88,840	49,750

5 Income from other trading activities

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Speakers fee	-	-	-	250
	-	-	-	250

Family Friends
Notes to the financial statements
For the year ended 31 March 2025

6 Income from investments

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Bank interest	6,772	-	6,772	6,366
	<u>6,772</u>	<u>-</u>	<u>6,772</u>	<u>6,366</u>

7 Analysis of expenditure - current year

		Charitable Activities				2025	2024
	Basis of allocation	Cost of raising funds £	Befriending & Mentoring Services £	Support costs £	Governance costs £	£	£
Staff costs	Staff time	10,763	182,978	-	21,527	215,268	199,577
Direct costs	Direct	347	7,101			7,448	27,680
Premises costs	Staff time	1,071	18,204	2,142		21,417	22,672
Staff recruitment/training	Staff time			149		149	6,392
Office costs/comms	Staff time	2,412	41,011	4,825		48,248	24,934
Depreciation	Staff time			2,914		2,914	3,697
Audit & Accountancy fees	Staff time				22,514	22,514	22,559
Other Governance costs	Staff time				77	77	35
		<u>14,594</u>	<u>249,294</u>	<u>10,030</u>	<u>44,118</u>	<u>318,035</u>	<u>307,546</u>
Support costs		1,056	8,974	(10,030)	-	-	-
Governance costs		4,644	39,473	-	(44,118)	-	-
Total expenditure 2025		<u>20,294</u>	<u>297,741</u>	<u>-</u>	<u>-</u>	<u>318,035</u>	<u>307,546</u>
Total expenditure 2024		<u>47,502</u>	<u>260,044</u>	<u>-</u>	<u>-</u>	<u>307,546</u>	

Of the total expenditure, £54,148 was unrestricted (2024: £43,047) and £263,887 was restricted (2024: £264,499).

This year the percentage of costs, allocated towards our core service on staff time basis, has remained the same, as we have maintained the service delivery level.

This year the split has been:

- 10 : 85 : 5 to "Befriending & Mentoring: Support Costs" (2024 - 10:85:5) and
- 10 : 85 : 5 to "Fundraising: Befriending & Mentoring: Support Costs" (2024 - 10:85:5)

This change has impacted on restricted funds as additional costs have been allocated to specific projects.

Family Friends
Notes to the financial statements
For the year ended 31 March 2025

7 Analysis of expenditure - prior year

	Basis of allocation	Cost of raising funds £	Charitable Activities Befriending & Mentoring Services £	Support costs £	Governance costs £	2024 Total £	2023 £
Staff costs	Staff time	19,958	171,636	-	7,983	199,577	173,402
Direct costs	Direct	18,252	9,428	-	-	27,680	17,095
Premises costs	Staff time	2,267	19,271	1,134	-	22,672	25,098
Staff recruitment/training	Staff time	-	-	6,392	-	6,392	1,789
Office costs/comms	Staff time	2,493	21,194	1,247	-	24,934	20,940
Depreciation	Staff time	-	-	3,697	-	3,697	2,577
Audit & Accountancy fees	Staff time	-	-	-	22,559	22,559	20,610
Other Governance costs	Staff time	-	-	-	35	35	211
		42,970	221,529	12,470	30,577	307,546	261,722
Support costs		1,313	11,157	(12,470)	-	-	-
Governance costs		3,219	27,358		(30,577)	-	-
Total expenditure 2024		47,502	260,044	-	-	307,546	261,722
Total expenditure 2023		22,469	239,253	-	-	261,722	

Of the total expenditure, £43,047 was unrestricted (2023: £46,073) and £264,499 was restricted (2023: £215,649).

This year the percentage of costs allocated towards our core service on staff time basis, has increased due to the additional staff employed to directly deliver the charitable services and their increased use of the office and facilities.

This year the split has been:

- 10:85:5 to "Befriending & Mentoring: Support Costs" (2023 - 81:19:0) and
- 10:85:5 to "Fundraising: Befriending & Mentoring Support Costs" (2023 - 10:83:7)

This change has impacted on restricted funds as additional costs have been allocated to specific projects.

8 Net expenditure for the year

This is stated after charging	2025 £	2024 £
Operating lease rentals:		
Property	18,480	18,092
Depreciation	2,914	3,697
Auditor's remuneration:		
Audit fees	4,900	4,700
(Over)/under provision	100	240
Total remuneration charged in the year	<u>5,000</u>	<u>4,940</u>

Family Friends
Notes to the financial statements
For the year ended 31 March 2025

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

Staff costs were as follows:

	2025	2024
	£	£
Salaries and wages	199,487	182,102
Social security costs	10,129	11,126
Employer's contribution to defined contribution pension schemes	5,652	6,349
	<u>215,268</u>	<u>199,577</u>

The number of employees whose total employee benefits, excluding employer pension contributions, earning over £60,000, classified within bands of £10,000 is as follows:

	2025	2024
£60,000 to £69,999	-	-
£70,000 to £79,999	1	1

The total employee benefits including pension contributions of the key management personnel were £215,268 (2024: £199,577).

The charity trustees were not paid or received any benefits from employment with the Trust in the year (2024: £nil) neither were they reimbursed expenses during the year (2024: £nil). No Charity trustee received payment for professional or other services supplied to the charity (2024: £nil).

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2025	2024
	No.	No.
Charitable activities	16	8
	<u>16</u>	<u>8</u>

10 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11 Tangible fixed assets

	Office equipment	Fixtures & Fittings	Total
	£	£	£
Cost			
At the start of the year	10,249	2,838	13,087
Disposals in year	-	-	-
Additions in year	-	-	-
At the end of the year	<u>10,249</u>	<u>2,838</u>	<u>13,087</u>
Depreciation			
At the start of the year	6,735	942	7,677
Disposals in year	-	-	-
Charge for the year	2,363	551	2,914
At the end of the year	<u>9,098</u>	<u>1,493</u>	<u>10,591</u>
Net book value			
At the end of the year	<u>1,151</u>	<u>1,345</u>	<u>2,496</u>
At the start of the year	<u>3,514</u>	<u>1,896</u>	<u>5,410</u>

All of the above assets are used for charitable purposes.

Family Friends
Notes to the financial statements
For the year ended 31 March 2025

12 Debtors

	2025	2024
	£	£
Trade debtors	-	250
Other debtors	3,650	9,845
Prepayments	2,628	1,860
	<u>6,278</u>	<u>11,955</u>

13 Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	3,243	2,299
Taxation and social security	-	5,668
Other creditors	-	-
Accruals	9,710	6,403
Deferred income	81,976	90,972
	<u>94,929</u>	<u>105,342</u>

Deferred income

	2025	2024
	£	£
Balance at the beginning of the year	90,972	113,347
Amount released to income in the year	(90,972)	(113,347)
Amount deferred in the year	81,976	90,972
Balance at the end of the year	<u>81,976</u>	<u>90,972</u>

Deferred income comprises of grants received in the current year which relate to future periods.

14a Analysis of net assets between funds - current year

	General unrestricted	General designated	Restricted	Total funds
	£	£	£	£
Tangible fixed assets	2,496	-	-	2,496
Net current assets	175,560	-	30,620	206,180
Net assets at the end of the year	<u>178,056</u>	<u>-</u>	<u>30,620</u>	<u>208,676</u>

14b Analysis of net assets between funds - prior year

	General unrestricted	General designated	Restricted	Total funds
	£	£	£	£
Tangible fixed assets	5,410	-	-	5,410
Net current assets	159,034	-	14,761	173,795
Net assets at the end of the year	<u>164,444</u>	<u>-</u>	<u>14,761</u>	<u>179,205</u>

15a Movements in funds - current year

	At the start of the year	Incoming resources & gains	Outgoing resources & losses	Transfers	At the end of the year
	£	£	£	£	£
Restricted funds:					
Befriending & Mentoring Services	14,761	279,746	263,887	-	30,620
Total restricted funds	<u>14,761</u>	<u>279,746</u>	<u>263,887</u>	<u>-</u>	<u>30,620</u>
Unrestricted funds:					
General funds	164,444	67,760	54,148	-	178,056
Total unrestricted funds	<u>164,444</u>	<u>67,760</u>	<u>54,148</u>	<u>-</u>	<u>178,056</u>
Total funds	<u>179,205</u>	<u>347,506</u>	<u>318,034</u>	<u>-</u>	<u>208,676</u>

Family Friends
Notes to the financial statements
For the year ended 31 March 2025

15b Movements in funds - prior year

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Befriending & Mentoring Services	37,821	241,439	264,499	-	14,761
Total restricted funds	<u>37,821</u>	<u>241,439</u>	<u>264,499</u>	<u>-</u>	<u>14,761</u>
Unrestricted funds:					
General funds	144,360	53,131	33,047	-	164,444
Designated funds	10,000	-	10,000	-	-
Total unrestricted funds	<u>154,360</u>	<u>53,131</u>	<u>43,047</u>	<u>-</u>	<u>164,444</u>
Total funds	<u>192,181</u>	<u>294,570</u>	<u>307,546</u>	<u>-</u>	<u>179,205</u>

Purposes of restricted funds: Befriending & Mentoring Services

The income of the charity includes grants received for specific restricted projects.

Purpose of Designated funds

During the year ended 31 March 2023 the trustees created a designated fund for the purpose of allocating funds for the 30th Anniversary and transferred £10,000 to it from general funds. During 2023/24 these funds have been spent.

16 Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Property	
	2025	2024
	£	£
Due within one year	3,650	3,650
	<u>3,650</u>	<u>3,650</u>

17 Legal status of the charity

The charity is a company limited by guarantee incorporated in England and has no share capital. Each member is liable to contribute a sum not exceeding £10 in the event of the charity being wound up.

18 Related party transactions

There are no related party transactions to disclose for 2025 (2024: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.