

PARENT SUPPORT LINK

England & Wales · Charity number 1061823

Details

Status	Registered
Legal form	Charitable company
Company number	03202552
Registered	1997-04-11
Register	View on the Charity Commission register

Contact

Address	Parent Support Link 48-50 Vespasian Road Bitterne Manor Southampton Hampshire SO18 1AX
Phone	02380230645
Email	Rhona.Hawkins@pslcharity.org.uk
Website	www.parentsupportlink.org.uk

Activities

Objects: THE RELIEF OF DISTRESS AND SUFFERING CAUSED BY DRUG USE, MISUSE OR ABUSE THROUGH THE PROVISION OF HELP AND SUPPORT IN PARTICULAR BY THE PROVISION OF THE HELPLINE AND THROUGH THE USE OF COUNSELING AND EDUCATION

Activities: CHARITY PROVIDES SUPPORT AND INFORMATION TO THOSE PEOPLE AFFECTED BY SOMEONE ELSE'S DRUG USE. By offering a 24/7 telephone contact line, face to face listening sessions and regular support groups.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, Other Charitable Purposes
- **Who:** The General Public/mankind

Geography

- Hampshire
- Southampton City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£345,315	£343,916	-	-
2024-03-31	£293,289	£273,287	-	-
2023-03-31	£229,072	£232,415	-	-
2022-03-31	£229,110	£232,415	-	-
2021-03-31	£249,835	£230,205	-	-

Trustees

Name	Role	Appointed
Sian Spinney	Chair	2016-09-01
Ann Gilbraith		2014-08-11
Claudia Murg		2024-02-01
Rosa Ann Chapman		2014-08-11
Susan Haig		2023-09-01

PARENT SUPPORT LINK

England & Wales - Charity number 1061823

Accounts

**PARENT SUPPORT LINK
FINANCIAL STATEMENTS
31ST MARCH 2025**

Company Registration Number 3202552

Charity Number 1061823



**T D GREGORY LIMITED
237 MANOR FARM ROAD
BITTERNE PARK
SOUTHAMPTON
SO18 1NY**

PARENT SUPPORT LINK

FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2025

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OFFICERS AND PROFESSIONAL ADVISERS

YEAR ENDED 31ST MARCH 2025

The Board of Directors	R Chapman (Treasurer) A Galbraith C Murg S Haig S Spinney (Chair) O Maljutina
Company Secretary	S Haig
Principal Address	48-50 Vespasian Road Bitterne Manor Southampton Hampshire SO18 1PA
Registered Office	48-50 Vespasian Road Bitterne Manor Southampton Hampshire SO18 1PA
Bankers and Other Professional Advisers	Unity Trust Bank Plc Nine Brindley place Birmingham B1 2HB

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2025

Chairpersons report

This year has been a period of growth and resilience Parent Support Link. Despite the challenges posed by the ongoing substance use crisis and the broader social and economic environment, our charity has continued to provide crucial support to those in need. Our commitment to our mission remains steadfast, and we have made significant strides in expanding our services and outreach.

Our trustees have continued to take innovative steps to enhance our committee's functioning, continually striving to strengthen our governance methods.

- This year has seen significant progress and positive change for PSL Charity. Some highlights include:
- Our fundraising efforts this year have been outstanding, with a variety of events designed to engage everyone and encourage wide participation.
- We were delighted to welcome new team members—Rebecca, Connor, Fiona, and Rhia—who bring fresh energy, expertise, and enthusiasm to the organisation.
- Our partnerships with Inclusion, CGL, and SSJ remain strong and collaborative, enabling us to deliver greater impact across the community. With current Southampton funding now in its final year, we are actively exploring how Southampton can contribute to securing replacement funding to ensure continuity of support.
- Our volunteer team has continued to grow in strength, providing an incredible service across all areas of the charity's work.
- We have expanded our services to include new wellbeing and educational workshops, along with creative sessions such as singing and yoga classes.
- The feedback we receive continues to be overwhelmingly positive—a true reflection of the dedication, compassion, and quality of our team's work.
- We are currently supporting 1,583 clients, each of whom has accessed PSL services in some way—a powerful reminder of both the reach and the necessity of our work.

As we move into the next year, our primary focus at PSL will be to continue to address one of the most significant challenges we encounter - stigma. We are committed to dedicating our efforts to this crucial topic and collaborating with others to dismantle the barriers we confront daily.

I encourage you to read through this report, which provides insights into our ethos, key statistics, and an overview of our work during the past year. I hope you find it engaging, and should you have any questions, feel free to ask any trustee, who will be more than willing to assist.

Looking ahead, PSL is eager to embrace the future and welcomes any feedback, as we aim to continue working jointly and making a positive impact.

Governing Documents

Parent Support link is a Registered Charity (1061823) and Company Limited by Guarantee (0320552) not having a share capital. The Charity was established in 1996 and is governed by the Articles of Association and the Memorandum of Association that sets out the charitable objects of the organisation. There are no changes to the articles.

Aim and activities

The Aim

The aim of **Parent Support Link (PSL)** is to support and inform the families and friends of people who use drugs and alcohol. This could be a parent, a partner, a sister, a brother, or a good friend.

PSL achieves these aims by providing the following activities:

Core activity

- A 24/7 telephone contact line that is operated by trained volunteer workers. This service is delivered in both Southampton and Hampshire
- Inviting people to attend a 1-2-1 meeting where an assessment of their needs can be made, and a relevant support plan is developed.
- Facilitating regular support groups for those family/friend members who feel able to participate in group support.
- Providing participative workshops around subjects that enhance self-awareness, raise self-esteem, and build health and wellbeing.
- Awareness raising, engaging with community-based organisations, and joint working where appropriate

The Charity achieves these aims by delivering grant-funded projects, entering into contracts to deliver specific parts of a larger service, and working alongside other providers.

Organisational Structure

Parent Support Link (PSL) operates under the management of a committee, which includes an 8-member Board serving voluntarily, in addition to the CEO - service manager (non-voting member). The service manager holds the responsibility for the charity's day-to-day operations, ensuring a cohesive and focused approach to achieve the organization's objectives while reporting directly to the Board.

The team of Family Support Workers convenes monthly, fostering information sharing and mutual support. Volunteers play a crucial role within the organisation and are also represented in these meetings. They have their separate regular gatherings, where they exchange best practices and bring up any relevant concerns for the Board's consideration.

The service manager bears the overall responsibility for the day-to-day management of operations. Regular actions are taken to support this function. The monthly team meetings serve as a cornerstone for the organisation's smooth functioning. Staff members present progress reports on their respective project responsibilities and learn about the achievements of their colleagues. This contributes to the ongoing monitoring, evaluation, and development of each

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2025

project and the Charity as a whole, while also highlighting any issues or concerns to be reported to the management committee.

Monthly staff supervision is carried out, both individually and in peer groups, facilitated by an external supervisor, focused on caseload and professional practice. Additionally, quarterly review meetings are held to assess performance, capabilities, and identify training needs.

The process of recruiting and appointing members to the management committee is as follows:

Trustees are recruited on an as-needed basis, which is the most suitable approach for our small organisation. Potential candidates often come recommended, and they are required to submit a rationale for joining the committee. This submission is discussed during the next scheduled committee meeting, and if accepted, they are invited to become part of the committee. At the Annual General Meeting, committee members can be registered as trustees. When appointing or re-appointing a trustee, a notice of at least 14 days is given. Similarly, we ask that trustees provide the same notice when stepping down. The minimum number of trustees should not be less than 3, and there is no maximum limit.

The Board comprises the Chairperson, the Treasurer, the Company Secretary, two trustees representing both volunteer workers and service users and the chief operations officer/service manager (titles interchangeable). The committee may include other members who bring specific expertise but are not trustees. Quarterly meetings of the Board are held, and any issues or concerns that arise in between meetings are communicated through email.

Extraordinary meetings are arranged on an ad hoc basis when necessary. Trustees are actively involved in management tasks that require their particular expertise, such as recruitment and employment procedures. They are also responsible for maintaining accurate accounting records that reflect the company's financial position and ensuring compliance with the Companies Act 2006.

Potential trustees typically have a good understanding of the organisation's mission and the area of our work, which involves providing support to those affected by someone else's drug use. Skills needed to manage the affairs of the charity are also considered. Each trustee is asked to provide an up-to-date CV and participate in a skills audit to determine the best fit for their role on the committee. New trustees receive relevant induction training to support their responsibilities, if required. Trustees are encouraged to familiarize themselves with the content of the handbook and identify any training needs they may have.

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2025

Responsibilities of the Trustees

There have not been any changes in the responsibilities of the trustees during this last year. Company law requires the trustees to prepare financial statements for each financial period which give a true and fair view of the state of affairs of the company at the end of the year and of the profit or loss for the period then ended.

As part of this, trustees are required to:

- Be responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.
- Select suitable accounting policies and then apply them consistently.
- Make judgments and estimates that are prudent and reasonable.
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statement.
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the company will continue in business.
- The trustees are responsible for the keeping of proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006.
- To ensure that the Risk Register is reviewed on a rolling basis at each committee meeting and that it is being continually updated. The 5 main headings on the register are:
 - Lack of funding
 - Loss of key staff
 - Change in premises
 - Damage to external reputation
 - Changes in the Political environment

These are regularly revised, and any mitigating actions are agreed and undertaken.

An instance of this would be, the onset of the pandemic. This required immediate action, and this resulted in a Business Continuation Plan for this previously unidentified situation being planned and ratified within three days. This gave the Charity a clear way forward and enabled the Charity to continue to function.

Trustees and Members of the committee

A list of the members of the management committee for this period is set out on page 14.

Key Achievements

Service Expansion / Key performance indicators:

- A total of 882 calls were received through our 24/7 support line, providing vital assistance around the clock.
- We successfully delivered 132 support group sessions, fostering connection and peer support.
- Our team held 991 face-to-face support sessions, offering personalised, in-person care.
- Additionally, 853 one-to-one virtual sessions were conducted, ensuring continued access to support regardless of location.
- A total of 340 wellbeing and educational group sessions were delivered this year, including a diverse range of activities such as the Wellbeing Workshops, Stepping Stones Workshops, Jigsaw Journey Course, craft sessions, yoga, singing classes, and Walk and Talk groups.
- We have introduced counselling students to offer specific counselling sessions throughout Hampshire. These students at Portsmouth and Chichester University have taken placements within our charity. This addition has been a welcomed bonus to all the other services we offer.

Outreach and Awareness

- **Community Engagement:**

PSL continues to actively participate in community event days to raise awareness of the charity and the support we provide. This includes delivering presentations at other organisations, attending fun days and county-wide events, and collaborating with partner organisations. We are also open to exploring new opportunities to further promote our services.

- **Growing Online Presence:**

Our social media platforms have grown significantly over the past year, with fresh and engaging content that has been widely recognised.

- Facebook: [Parent Support Link](#)
- Website: www.pslcharity.org.uk
- Twitter: [@PSL_Hampshire](#)
- Instagram: [@parentsupportlink](#)
- LinkedIn: [Parent Support Link](#)

On average, within a single quarter, our content reaches around **13,500 people** and generates over **35,000 impressions**, highlighting the increasing awareness of our work.

- **Strengthening Partnerships:**

We have strengthened our communication with youth services, GP services, and hospitals resulting in a noticeable increase in referrals this past year. Moving forward, we plan to expand our outreach further by engaging with schools, colleges, workplaces, and other community spaces.

- **Range of Support Services:**

We continue to share and promote the wide range of support we offer, including:

- 24/7 support line
- Face-to-face and virtual support
- Support groups and bereavement groups
- Wellbeing sessions
- Educational workshops and structured courses
- Craft workshops
- Singing groups
- Yoga and Tai Chi sessions

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2025

Partnerships

- **Partnership with Hampshire Inclusion**

We continue to have a strong and effective partnership with Hampshire Inclusion, working closely to deliver positive outcomes. Together, we explore new ways to engage with more people while keeping the Inclusion team informed of any developments within the charity. Currently, we provide support across all of Hampshire's Inclusion Hubs, with a dedicated family support worker based in each hub to support our clients.

- **Collaboration with CGL**

Our contract with CGL has entered another successful year and continues to run smoothly. With CGL's support, we have been able to reach families we may not have otherwise connected with. We have dedicated family support workers in Southampton who provide citywide support, including group sessions.

- **Contract with SSJ**

Our renewed contract with SSJ highlights both the value of the services we deliver and the growing need for support in Portsmouth. This partnership provides us with an excellent opportunity to expand our reach in the city. We now have a family support worker delivering PSL services within SSJ and the wider community.

- **Southampton Lottery Funding**

Our Southampton Lottery funding is now in its final year. We remain committed to seeking ongoing funding to sustain the vital work we provide for those who rely on our services. We are determined to ensure that carers in Southampton continue to receive the support they need. The lottery funding has already had a significant impact, offering essential support to many individuals who would have otherwise gone without.

Volunteer Engagement

- This year, we've been fortunate to receive an outstanding level of support from our volunteers across a wide range of roles. They have been instrumental in helping us deliver vital services, from assisting on our 24/7 support line, to supporting family support workers in groups and workshops, organising and running fundraising events, and even maintaining our premises to create a welcoming environment.

Our volunteers demonstrate exceptional skill, dedication, and commitment. The work we do would not be possible without their invaluable contributions. Beyond their generosity in giving time and energy, many of our volunteers also bring their own lived experience. This insight is one of the greatest qualifications they offer, as it allows them to truly understand and empathise with the challenges faced by those accessing our services.

Fundraising and Donations

- Over the past year, we have hosted a range of social gatherings to raise funds for the charity, supported by our growing fundraising committee. They have organised a variety of engaging events, including quiz nights, bingo evenings, summer fêtes, wellbeing days, abseiling challenges, and online auctions. Each event was met with fantastic support and participation, helping to strengthen our community spirit.

Most importantly, these occasions were filled with joy, laughter, and togetherness, creating lasting memories for everyone involved.

We have been incredibly fortunate to receive support not only from volunteers and staff but also from those accessing our services. This generosity and kindness have been truly humbling, and we are deeply grateful to everyone who has contributed to our cause.

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YEAR ENDED 31ST MARCH 2025

Case Studies/Feedback

Story 1: *W first contacted the support line regarding her 28-year-old daughter, B, who has been struggling with cocaine addiction for some time. W herself had been signed off work for two months due to stress. She believed B's drug use began during a series of unhealthy relationships.*

In May 2022, W paid for B to attend a rehab programme, after which B appeared to remain drug-free for a period. However, on 6th October, B admitted she had relapsed into cocaine use and was also smoking cannabis. She moved back in with W and her husband, N, but her lack of employment and motivation created tension at home, particularly with N, who grew increasingly frustrated.

W felt ashamed of the situation and found it difficult to confide in family or friends. She was taking mirtazapine for her own mental health and considered returning to work to regain balance.

W and I discussed the importance of boundaries. B was encouraged to engage with Inclusion services as a condition for staying at home. We introduced the concept of "detaching with love," which resonated with W, though she found it difficult to let go of trying to control B's choices.

B's behaviour became increasingly erratic: she spent long periods in bed, missed Inclusion appointments, and after a heated argument about her drug use, decided to stay with a man she had been seeing. At this point, W agreed it was necessary for B to find alternative accommodation and began stepping back from managing the situation herself.

B moved onto a friend's sofa and sought support from the council, who provided a small allowance towards renting a room. W made it clear that B could only return home if she followed strict rules and engaged with recovery. While this caused friction between W and N, they agreed to share responsibility in managing their relationship with B. B briefly attended Cocaine Anonymous (CA) meetings and managed a month of abstinence. She then moved back in under strict boundaries: no substance use in the home, regular communication, and active engagement in recovery services. Although W felt apprehensive, B seemed motivated and agreed to drug testing.

Unfortunately, B relapsed, disappeared for several days, and her behaviour became increasingly chaotic. This included involvement in a car accident with a vehicle linked to N. She also made suicidal threats, prompting W to contact emergency services. B was hospitalised and assessed by the mental health team, who concluded her threats were manipulative rather than genuine.

Later, B was charged with harassment and held on remand after breaching bail conditions. This was a deeply distressing time for W, who made the difficult decision to block B on all platforms to protect her own mental health. W acknowledged that N wished to maintain some level of contact and discussed ways he could protect himself from manipulation.

W is now focusing on her own wellbeing, using B's time in custody to reduce stress and avoid catastrophising future events. She is working on detaching from B's struggles while sharing resources with her mother to help establish healthier boundaries within the wider family.

Although the situation remains challenging, W has taken significant steps to prioritise her emotional health and regain control of her life. She continues to benefit from PSL support, including one-to-one sessions and attendance at the monthly support group. Thank you to PSL for being my sanity!

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2025

Story 2: *Thank you so much for all your support- you have no idea how much you helped both S and I.*

J has now moved back in with us he is doing brilliantly and has been working for Ocado now for almost 3 weeks - delivery driver. His plan is to save and then maybe in a year to return to New Zealand as he said this is what he planned to do before everything went wrong and he's still keen to travel . He says he doesn't even think about drinking and even us having drink in the house is not an issue for him - he says it's not something he does anymore he doesn't miss it and doesn't want it.

So proud of him and all he's achieved

Definitely thanking the powers that be or whoever is in charge up there for getting my son back as I know not everyone has such a positive outcome - as does Jordan as sadly at least 2 people he was with didn't make it and paid the ultimate price 😞

Thankful for every day and still take one day at a time

Keep doing what you do and thank you again 😊'

It brings to mind the song lyric; 'this is why we do it...'

These stories are a testament to the real-life changes facilitated by our charity and the support of our funders, donors, volunteers, and workers.

For more Feedback stories please visit: <https://www.careopinion.org.uk/opinions?nacs=rrex4-parent-support-link>

Challenges and Solutions

Challenges

- Increased demand for services due to rising substance use issues
- Funding uncertainties in a competitive charity landscape
- Ensuring volunteer retention
- Managing Staff burnout due to workload/crisis in cases

Solutions

- Diversifying funding sources and applying for more grants.
- Enhancing volunteer support programs
- Strengthening community partnerships to expand our reach and
- Having the correct supervision in place for all staff members and volunteers

Future Plans

- Expand our support services to more regions
- Keep the contracts we have in place moving forward
- Develop new programs targeting specific needs within our services and what we currently deliver.
- Increase our advocacy efforts to influence policy changes related to substance use and family support

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2025

Acknowledgements

We extend our heartfelt thanks to:

- Our dedicated volunteers and staff
- Our dedicated committee and trustees
- Our generous donors
- Our partners and collaborators
- The individuals and families who trust us and share their journeys

Your unwavering support is the cornerstone of our success and the impact we make.

Closing Remarks

The work we do at PSL is truly vital. Every day, we support real people facing overwhelming challenges and heartbreak. Many reach us at their lowest point, feeling isolated, hopeless, and with nowhere else to turn. For those individuals, PSL is often described as a *lifeline*.

The support we provide makes a profound difference in people's lives. While it can be difficult to fully understand unless you've witnessed it firsthand or lived it yourself, our mission is clear: to break down stigma and judgment, to remind people that they are not alone, and to walk alongside them as they navigate circumstances that can feel beyond their control.

To our committee members, staff, volunteers, partners, funders, and all who stand with us, please know how deeply grateful we are. Every contribution, no matter how big or small, helps us to continue this essential work.

As we look ahead to the coming year, we know it will be busy, but our commitment remains unwavering. We remain focused on our mission, to support anyone affected by another person's drug or alcohol use. Unfortunately, this issue continues to grow globally, impacting more people every day. However, we know that when family members and friends are supported, the individual facing substance use challenges has a better chance at recovery. By offering this non-judgmental support, we provide a vital lifeline, promoting individual wellbeing in a way that is tailored to each person's unique circumstances.

Thank you for your continued belief in our mission, and for being part of our Annual General Meeting.

Prepared by: Rhona Hawkins CEO

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2025

Feedback quotes

“It has been very helpful, especially in difficult situations. The support helps me when discussing the situation I am in. There is no prejudice or judgment, which makes it easier for me to make decisions.”

“Hugely positive, Steve reminded me of who I am as Parent and the Wife of someone with substance issues and how to keep the support for my love ones”

“Please don’t go anywhere and keep giving up this amazing support. As there is no other support like this available.”

“It’s been amazing I have been empowered me. In my crisis PSL came to my rescue and they picked up the phone and spoke to me without judgement.”

“Emma is brilliant she is a good listener, and nothing phrases her, and it feels like she has been affected by these issues as the empathy sympathy and understanding is immense as nothing phrases her. Emma has lifted a weight of my shoulders.”

“Help coping which makes it easier to see clearly, rationally and each situation I have been forced into has consequences. So, by addressing it and am feel like Emma has shown me tools that I can use for me to move a day at a time and feel like I can beat this”

“PSL is a blessing that words cannot describe. It’s a slow process but an important one for our family. Thank you for coming to my rescue and support”

“Very satisfied with the Services that you provide. Jonnie is very helpful he put things into perspective. With the tools he provides. He brilliant at listens to and does not interrupt.”

“The future looks bright too for me and my family now I have support with PSL.”

“I see Emma once a week, I bring a lot of negative energy and Emma gives me food for thought. I feel Emma will be there for me.”

“Very well, I felt like I was listened too as other places just said they would call and did not but PSL has always been there thank you”

“Helped me cope better with myself and feel more positive”

“This is vital support with the 24/7 line. Keep up the great work.”

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2025

“We rang PSL and they were brilliant, Paul FSW contribution has been very well supported. Paul FSW has been a great source of support for us, offering unconditional and non-judgmental assistance. It's wonderful to hear that he was happy to be there for us and provide the help we needed. PSL has given positive experience with the support from the charity, especially with the help of Paul FSW.”

“The journey was chaotic, and I had nowhere to turn until I spoke with Karen FSW. Karen has been amazing and a life saver over the past year”

“You are our lifeline!”

“You have given us our lives back, thank you so much for helping us”

“You are always there when we needed you and showed us kindness and sence!”

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2025

Who is in the PSL team

The Committee Board

Chairperson and Volunteer representative – Sian Spinney

Secretary and carers representative – Sue Haig

Treasure – Rosa Chapman

Trustee – Ann Galbraith

Trustee – Claudia Murg

Committee member – Olga Maljutina

Committee member - James McCombe

The Team

CEO and service manager – Rhona Hawkins

Deputy Manager and FSW – Jonnie Angel

Charity Administrator – Babsy Kaur

IT and Administrator - Connor Smith

Volunteer coordinator and FSW – Karen Angel

Inclusion Lead and FSW – Stephen Spinney

FSW – Paul Daley

FSW – Michelle Rogers

FSW – Barbara Dixon

FSW – Kim Harrison

FSW – Emma Cater

FSW – Rhia Rolfe

FSW – Fiona Edwards

The Volunteers

Carla, Di, Jeff, Leonie, Maranda, Rocio, Sylvia, Carolyn, Jackie, Leonna, John, Monika, Ruth, Zoe, Christine, Karen, Ruth, Maria.

The Student Counsellors

Benn

Miranda

Zoe

Sophie

Maria

Rocio

Ruth

Lauren

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2025

SMALL COMPANY PROVISIONS

The accounts have been prepared in accordance with the provisions in the Companies Act 2006 applicable to companies subject to the small companies regime.

Registered office:
48-50 Vespasian Road
Bitterne Manor
Southampton
Hampshire
SO18 1PA

Signed by order of the trustees

.....
Trustee

approved by the trustees on:

INDEPENDENT EXAMINERS REPORT**YEAR ENDED 31ST MARCH 2025**

I report on the financial statements of the Charity for the year ended 31st March 2025, which are set out on pages 17 to 28.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

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

INDEPENDENT EXAMINERS REPORT

YEAR ENDED 31ST MARCH 2025

Independent examiner's statement

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

- accounting records have not been kept in accordance with section 386 of the Companies Act 2006;
- the accounts do not accord with such records;
- where accounts are prepared on an accruals basis, whether they fail to comply with relevant accounting requirements under section 396 of the Companies Act 2006, or are not consistent with the Charities SORP (FRS102);
- any matter which the examiner believes should be drawn to the attention of the reader to gain a proper understanding of the accounts.

Signed:

Date:

Name: Mrs V White, MAAT

Professional Body: Association of Accounting Technicians

Address: Rowles and Co.
Rowles Accountancy Services Limited
Unit 104, Solent Business Centre
343 Millbrook Rd West
Southampton
Hampshire
SO15 0HW

STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31ST MARCH 2025

	Note	2025 (£) Unrestricted	2025 (£) Restricted	2025 (£) Total	2024 (£) Total
Income from:					
Grant Funding	2	0	339,054	339,054	281,713
Sundry donations and fund raising		4,776	0	4,776	10,161
Investment Income		1,485	0	1,485	1,415
		<u>6,261</u>	<u>339,054</u>	<u>345,315</u>	<u>293,289</u>
Expenditure on:					
Direct charitable expenditure	3	3,593	70,140	73,733	52,880
Fundraising and publicity	4	112	24,220	24,332	6,485
Management and administration	5	76	245,775	245,851	213,922
	6	<u>3,781</u>	<u>340,135</u>	<u>343,916</u>	<u>273,287</u>
Net movement in funds		<u>2,480</u>	<u>(1,081)</u>	<u>1,399</u>	<u>20,002</u>
Balances brought forward		59,339	86,252	145,591	125,589
Balances carried forward		<u>61,819</u>	<u>85,171</u>	<u>146,990</u>	<u>145,591</u>

The charity has no other recognised gains or losses other than the results for the year set out above.

All of the activities of the charity are classed as continuing.

The notes on pages 22 to 31 form part of these financial statements.

BALANCE SHEET (Companies House No. 0320552)

YEAR ENDED 31ST MARCH 2025

	Note	2025 (£) Unrestricted	2025 (£) Restricted	2025 (£) Total	2024 (£) Total
Fixed Assets					
Tangible assets	8	27,824	0	27,824	19,668
Current Assets					
Debtors	9	0	0	0	0
Cash at bank and in hand		35,249	143,272	178,521	149,780
		<u>35,249</u>	<u>143,272</u>	<u>178,521</u>	<u>149,780</u>
Creditors (due within one year)	10	1,254	58,101	59,355	23,857
Net Current Assets		<u>33,995</u>	<u>85,171</u>	<u>119,166</u>	<u>125,923</u>
Net Assets		<u>61,819</u>	<u>85,171</u>	<u>146,990</u>	<u>145,591</u>
Funds of the charity					
Accumulated fund	12	<u>61,819</u>	<u>85,171</u>	<u>146,990</u>	<u>145,591</u>
		-	-	-	-

The notes on pages 22 to 31 form part of these financial statements.

BALANCE SHEET (Companies House No. 0320552) continued

YEAR ENDED 31ST MARCH 2025

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

These financial statements were approved by the trustees on the:

.....
Trustee
(Director)

.....
Trustee
(Director)

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2025

1. ACCOUNTING POLICIES**Basis of accounting**

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with:

- (I) the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)
- (ii) the Charities Act 2011
- (iii) the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014

The charity constitutes a public benefit entity as defined by FRS 102.

Incoming resources

Income represents donations receivable, grants, lottery funding and local & health authority funding.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2025**

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources;
- the monetary value can be measured with sufficient reliability.

Offsetting

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

Grants and donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP).

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met (5.16 FRS 102 SORP).

Legacies

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

Government grants

The charity has received government grants in the reporting period

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2025**

Contractual income and performance related grants

This is only included in the SoFA once the charity has provided the related goods or services or met the performance related conditions.

Donated goods

Donated goods are measured at fair value (the amount for which the asset could be exchanged) unless impractical to do so.

The cost of any stock of goods donated for distribution to beneficiaries is deemed to be the fair value of those gifts at the time of their receipt and they are recognised on receipt. In the reporting period in which the stocks are distributed, they are recognised as an expense at the carrying amount of the stocks at distribution.

Donated goods for resale are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale, and recognised in 'Income from other trading activities' with the corresponding stock recognised in the balance sheet. On its sale the value of stock is charged against 'Income from other trading activities' and the proceeds from sale are also recognised as 'Income from other trading activities'.

Goods donated for on-going use by the charity are recognised as tangible fixed assets and included in the SoFA as incoming resources when receivable.

Gifts in kind for use by the charity are included in the SoFA as income from donations when receivable.

Donated services and facilities

Donated services and facilities are included in the SOFA when received at the value of the gift to the charity provided the value of the gift can be measured reliably.

Donated services and facilities that are consumed immediately are recognised as income with an equivalent amount recognised as an expense under the appropriate heading in the SOFA.

Support costs

The charity has incurred expenditure on support costs.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2025**

Income from interest, royalties and dividends

This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

Income from membership subscriptions

Membership subscriptions received in the nature of a gift are recognised in Donations and Legacies.

Membership subscriptions which gives a member the right to buy services or other benefits are recognised as income earned from the provision of goods and services as income from charitable activities.

Settlement of insurance claims

Insurance claims are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP) and are included as an item of other income in the SoFA.

Investment gains and losses

This includes any realised or unrealised gains or losses on the sale of investments and any gain or loss resulting from revaluing investments to market value at the end of the year.

EXPENDITURE AND LIABILITIES**Liability recognition**

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

Governance and support costs

Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2025**

Grants with performance conditions

Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SoFA once the recipient of the grant has provided the specified service or output.

Grants payable without performance conditions

Where there are no conditions attaching to the grant that enables the donor charity to realistically avoid the commitment, a liability for the full funding obligation must be recognised.

Redundancy cost

The charity made no redundancy payments during the reporting period.

Deferred income

No material item of deferred income has been included in the accounts.

Creditors

The charity has creditors which are measured at settlement amounts less any trade discounts

Provisions for liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date

Basic financial instruments

The charity accounts for basic financial instruments on initial recognition as per paragraph 10.7 FRS102 SORP. Subsequent measurement is as per paragraphs 11.17 to 11.19, FRS102 SORP.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2025

ASSETS**Tangible fixed assets for use by charity**

These are capitalised if they can be used for more than one year, and cost at least £100.

They are valued at cost.

The depreciation rates and methods used are disclosed in note 8.

Investments

Fixed asset investments in quoted shares, traded bonds and similar investments are valued at initially at cost and subsequently at fair value (their market value) at the year end. The same treatment is applied to unlisted investments unless fair value cannot be measured reliably in which case it is measured at cost less impairment.

Investments held for resale or pending their sale and cash and cash equivalents with a maturity date of less than 1 year are treated as current asset investments

Stocks and work in progress

Stocks held for sale as part of non-charitable trade are measured at the lower of cost or net realisable value.

Goods or services provided as part of a charitable activity are measured at net realisable value based on the service potential provided by items of stock.

Work in progress is valued at cost less any foreseeable loss that is likely to occur on the contract.

Debtors

Debtors (including trade debtors and loans receivable) are measured on initial recognition at settlement amount after any trade discounts or amount advanced by the charity. Subsequently, they are measured at the cash or other consideration expected to be received.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2025

2. DONATIONS AND FUNDING

	2025 (£) Unrestricted	2025 (£) Restricted	2025 (£) Total	2024 (£) Total
Income from local government authorities / external grants	0	339,054	339,054	281,713
Sundry donations and fund raising	4,776	0	4,776	10,161
	<u>4,776</u>	<u>339,054</u>	<u>343,830</u>	<u>291,874</u>

3. DIRECT CHARITABLE EXPENDITURE

Provision of charitable services:	2025 (£) Unrestricted	2025 (£) Restricted	2025 (£) Total	2024 (£) Total
Direct charitable expenditure	530	2,389	2,919	4,297
Rent, rates and insurance	291	34,410	34,701	19,602
Light and Heat	0	0	0	0
Repairs and maintenance	0	0	0	0
Telephone and Internet	375	8,137	8,512	9,881
Postage and Stationery	186	7,828	8,014	3,527
Training and supervision	688	5,044	5,732	5,508
Travel and subsistence	1,523	12,332	13,855	10,065
	<u>3,593</u>	<u>70,140</u>	<u>73,733</u>	<u>52,880</u>

4. FUNDRAISING AND PUBLICITY

	2025 (£) Unrestricted	2025 (£) Restricted	2025 (£) Total	2024 (£) Total
Fundraising and publicity costs	112	24,220	24,332	6,485

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2025

5. MANAGEMENT AND ADMINISTRATION

	2025 (£) Unrestricted	2025 (£) Restricted	2025 (£) Total	2024 (£) Total
Staff costs	0	236,214	236,214	205,074
Other costs	0	0	0	0
Accountancy Fees	0	1,964	1,964	2,290
Legal and other professional fees	0	3,348	3,348	2,012
Bank charges	19	194	213	206
Depreciation	57	4,055	4,112	4,340
	<u>76</u>	<u>245,775</u>	<u>245,851</u>	<u>213,922</u>

6. TOTAL RESOURCES EXPENDED

	2025 (£) Unrestricted	2025 (£) Restricted	2025 (£) Total	2024 (£) Total
Direct charitable expenditure	3,593	70,140	73,733	52,880
Fundraising and publicity	112	24,220	24,332	6,485
Management and administration	76	245,775	245,851	213,922
	<u>3,781</u>	<u>340,135</u>	<u>343,916</u>	<u>273,287</u>

7. OPERATING SURPLUS/(DEFICIT)

	2025 (£) Unrestricted	2025 (£) Restricted	2025 (£) Total	2024 (£) Total
Operating surplus/(deficit) is stated after charging:				
Depreciation	57	4,055	4,112	4,340

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2025

8. TANGIBLE FIXED ASSETS	Fixtures, fittings and equipment £
COST	
As at 1st April 2024	60,882
Additions	12,268
As at 31st March 2025	<u>73,150</u>
 DEPRECIATION	
As at 1st April 2024	41,214
Charge for the year	4,112
As at 31st March 2025	<u>45,326</u>
 NET BOOK VALUE	
As at 31st March 2025	<u>27,824</u>
As at 31st March 2024	<u>19,668</u>

Depreciation is charged at 25% reducing balance.

9. DEBTORS

	2025 (£) Unrestricted	2025 (£) Restricted	2025 (£) Total	2024 (£) Total
Local authority payments due	0	0	0	0
Prepayments	0	0	0	0
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

10. CREDITORS: Amounts falling due within one year

	2025 (£) Unrestricted	2025 (£) Restricted	2025 (£) Total	2024 (£) Total
Expenses claimed account	0	0	0	0
Other creditors	0	58,101	58,101	23,269
Accruals and deferred income	1,254	0	1,254	588
	<u>1,254</u>	<u>58,101</u>	<u>59,355</u>	<u>23,857</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2025

11. COMPANY LIMITED BY GUARANTEE

Parent support link is a company limited by guarantee.

12. RESERVES

	2025 (£) Unrestricted	2025 (£) Restricted	2025 (£) Total	2024 (£) Total
Brought forward	59,339	86,252	145,591	125,589
(Deficit)/Surplus for the year	2,480	(1,081)	1,399	20,002
Carried forward	<u>61,819</u>	<u>85,171</u>	<u>146,990</u>	<u>145,591</u>

13. RELATED PARTIES

The charity was under the control of the trustees, who are also the directors of the company throughout the year.

There were no other transactions with the trustees during the year or with entities controlled by them other than one trustee being reimbursed for minor travelling expenses incurred.

14. TRUSTEE REMUNERATION

No other remuneration or expenses have been paid to trustees during the year other than those detailed in note 13.

15. OPERATING LEASE COMMITMENTS

The following payments are committed to be paid within one year:

Expiring:	2025 (£) Total	2024 (£) Total
Two to five years	4,600	4,600

DETAILED INCOME AND EXPENDITURE ACCOUNT

YEAR ENDED 31ST MARCH 2025

	2025 (£)	2025 (£)	2025 (£)	2024 (£)
INCOME	Unrestricted	Restricted	Total	Total
Local authority / external funding	0	339,054	339,054	281,713
Sundry donations and fund raising	4,776	0	4,776	10,161
Bank interest receivable	1,485	0	1,485	1,415
TOTAL INCOME	6,261	339,054	345,315	293,289
DIRECT CHARITABLE EXPENDITURE				
Direct Costs	530	2,389	2,919	4,297
Rent, rate and insurance	291	34,410	34,701	19,602
Light and heat	0	0	0	0
Repairs and maintenance	0	0	0	0
Telephone/Internet	375	8,137	8,512	9,881
Postage and stationery	186	7,828	8,014	3,527
Training and supervision	688	5,044	5,732	5,508
Travel and subsistence	1,523	12,332	13,855	10,065
	3,593	70,140	73,733	52,880
FUNDRAISING AND PUBLICITY				
Advertising and publicity costs	112	24,220	24,332	6,485
	112	24,220	24,332	6,485
MANAGEMENT AND ADMINISTRATION				
Staff costs	0	236,214	236,214	205,074
Legal and professional fees	0	3,348	3,348	2,012
Accountancy costs	0	1,964	1,964	2,290
Other costs	0	0	0	0
Bank charges	19	194	213	206
Depreciation of fixed assets	57	4,055	4,112	4,340
	76	245,775	245,851	213,922
TOTAL EXPENDITURE	3,781	340,135	343,916	273,287
NET (DEFICIT)/SURPLUS FOR YEAR	2,480	(1,081)	1,399	20,002

DETAILED INCOME AND EXPENDITURE ACCOUNT BY PROJECT

YEAR ENDED 31ST MARCH 2025

	Lottery Grant	Portsmouth SSJ	PSL	Inclusion	CGL	2025 (£)	2024 (£)
	£	£	£	£	£		
INCOME							
Local authority / external funding	82,499	36,750	-	160,555	59,250	339,054	281,713
Sundry donations and fund raising	-	-	4,776	-	-	4,776	10,161
Bank interest receivable	-	-	1,485	-	-	1,485	1,415
TOTAL INCOME	82,499	36,750	6,261	160,555	59,250	345,315	293,289
DIRECT CHARITABLE EXPENDITURE							
Direct Costs <i>Direct</i>	627	117	530	1,339	306	2,919	4,297
Rent, rate and insurance <i>Staff Time</i>	9,205	2,049	291	17,666	5,489	34,701	19,602
Telephone/Internet <i>Direct</i>	2,158	488	375	4,180	1,311	8,512	9,881
Postage and stationery <i>Direct</i>	2,193	429	186	4,033	1,172	8,014	3,527
Training and supervision <i>Direct</i>	1,088	234	688	3,058	663	5,732	5,508
Travel and subsistence <i>Direct</i>	2,117	270	1,523	8,496	1,449	13,855	10,065
	17,388	3,587	3,593	38,772	10,390	73,733	52,880
FUNDRAISING AND PUBLICITY							
Advertising and publicity costs <i>Direct</i>	6,520	1,449	112	12,430	3,821	24,332	6,485
	6,520	1,449	112	12,430	3,821	24,332	6,485
MANAGEMENT AND ADMINISTRATION							
Staff costs <i>Staff Time</i>	55,955	29,395	-	104,301	46,562	236,214	205,074
Legal and professional fees <i>Staff Time</i>	924	196	-	1,714	514	3,348	2,012
Accountancy costs <i>Direct</i>	518	118	-	1,011	319	1,964	2,290
Bank charges <i>Direct</i>	52	12	19	101	31	213	206
Depreciation of fixed assets <i>Direct</i>	987	440	57	1,920	709	4,112	4,340
	58,436	30,161	76	109,047	48,135	245,851	213,922
TOTAL EXPENDITURE	82,344	35,197	3,781	160,249	62,346	343,916	273,287
NET (DEFICIT)/SURPLUS FOR YEAR	155	1,553	2,480	306	(3,096)	1,399	20,002

PARENT SUPPORT LINK

England & Wales - Charity number 1061823

Accounts

**PARENT SUPPORT LINK
FINANCIAL STATEMENTS
31ST MARCH 2024**

Company Registration Number 3202552

Charity Number 1061823



**T D GREGORY LIMITED
237 MANOR FARM ROAD
BITTERNE PARK
SOUTHAMPTON
SO18 1NY**

PARENT SUPPORT LINK

FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2024

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Detailed income and expenditure account by project	32

OFFICERS AND PROFESSIONAL ADVISERS

YEAR ENDED 31ST MARCH 2024

The Board of Directors	R Chapman (Treasurer) A Galbraith J McCombe (Chair) C Murg S Haig S Spinney O Maljutina
Company Secretary	S Haig
Principal Address	48-50 Vespasian Road Bitterne Manor Southampton Hampshire SO18 1PA
Registered Office	48-50 Vespasian Road Bitterne Manor Southampton Hampshire SO18 1PA
Bankers and Other Professional Advisers	Unity Trust Bank Plc Nine Brindley place Birmingham B1 2HB

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2024

Chairpersons report

This year has been a period of growth and resilience Parent Support Link. Despite the challenges posed by the ongoing substance use crisis and the broader social and economic environment, our charity has continued to provide crucial support to those in need. Our commitment to our mission remains steadfast, and we have made significant strides in expanding our services and outreach.

Our trustees have continued to take innovative steps to enhance our committee's functioning, continually striving to strengthen our governance methods.

I would like to commend the high standard of service provided by the Charity, particularly in Southampton, where our partnership with CGL has been well-received. We hope this collaboration will endure, and the impressive numbers demonstrate the valuable impact PSL has had on the city, both through Lottery funding and the CGL partnership.

Our contract with Inclusion holds great prestige and serves as a positive example of effective family work in the Drug Treatment field. It exemplifies how collaboration can enhance recovery and support for all our service users.

As we move into the next year, our primary focus at PSL will be to address one of the most significant challenges we encounter - stigma. We are committed to dedicating our efforts to this crucial topic and collaborating with others to dismantle the barriers we confront daily.

I encourage you to read through this report, which provides insights into our ethos, key statistics, and an overview of our work during the past year. I hope you find it engaging, and should you have any questions, feel free to ask any trustee, who will be more than willing to assist.

Looking ahead, PSL is eager to embrace the future and welcomes any feedback, as we aim to continue working jointly and making a positive impact.

Governing Documents

Parent Support link is a Registered Charity (1061823) and Company Limited by Guarantee (0320552) not having a share capital. The Charity was established in 1996 and is governed by the Articles of Association and the Memorandum of Association that sets out the charitable objects of the organisation. There are no changes to the articles.

Aim and activities

The Aim

The aim of **Parent Support Link (PSL)** is to support and inform the families and friends of people who use drugs and alcohol. This could be a parent, a partner, a sister, a brother, or a good friend.

PSL achieves these aims by providing the following activities:

Core activity

- A 24/7 telephone contact line that is operated by trained volunteer workers. This service is delivered in both Southampton and Hampshire
- Inviting people to attend a 1-2-1 meeting where an assessment of their needs can be made, and a relevant support plan is developed.
- Facilitating regular support groups for those family members who feel able to participate in group support.
- Providing participative workshops around subjects that enhance self-awareness, raise self-esteem, and build health and wellbeing.
- Awareness raising, engaging with community-based organisations, and joint working where appropriate

The Charity achieves these aims by delivering grant-funded projects, entering into contracts to deliver specific parts of a larger service, and working alongside other providers.

Organisational Structure

Parent Support Link (PSL) operates under the management of a committee, which includes an 8-member Board serving voluntarily, in addition to the CEO - service manager (non-voting member). The service manager holds the responsibility for the charity's day-to-day operations, ensuring a cohesive and focused approach to achieve the organization's objectives while reporting directly to the Board.

The team of Family Support Workers convenes monthly, fostering information sharing and mutual support. Volunteers play a crucial role within the organisation and are also represented in these meetings. They have their separate regular gatherings, where they exchange best practices and bring up any relevant concerns for the Board's consideration.

The service manager bears the overall responsibility for the day-to-day management of operations. Regular actions are taken to support this function. The monthly team meetings serve as a cornerstone for the organisation's smooth functioning. Staff members present progress reports on their respective project responsibilities and learn about the achievements of their colleagues. This contributes to the ongoing monitoring, evaluation, and development of each

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2024

project and the Charity as a whole, while also highlighting any issues or concerns to be reported to the management committee.

Monthly staff supervision is carried out, both individually and in peer groups, facilitated by an external supervisor, focused on caseload and professional practice. Additionally, quarterly review meetings are held to assess performance, capabilities, and identify training needs.

The process of recruiting and appointing members to the management committee is as follows:

Trustees are recruited on an as-needed basis, which is the most suitable approach for our small organization. Potential candidates often come recommended, and they are required to submit a rationale for joining the committee. This submission is discussed during the next scheduled committee meeting, and if accepted, they are invited to become part of the committee. At the Annual General Meeting, committee members can be registered as trustees. When appointing or re-appointing a trustee, a notice of at least 14 days is given. Similarly, we ask that trustees provide the same notice when stepping down. The minimum number of trustees should not be less than 3, and there is no maximum limit.

The Board comprises the Chairperson, the Treasurer, the Company Secretary, two trustees representing both volunteer workers and service users and the chief operations officer/service manager (titles interchangeable). The committee may include other members who bring specific expertise but are not trustees. Quarterly meetings of the Board are held, and any issues or concerns that arise in between meetings are communicated through email.

Extraordinary meetings are arranged on an ad hoc basis when necessary. Trustees are actively involved in management tasks that require their particular expertise, such as recruitment and employment procedures. They are also responsible for maintaining accurate accounting records that reflect the company's financial position and ensuring compliance with the Companies Act 2006.

Potential trustees typically have a good understanding of the organization's mission and the area of our work, which involves providing support to those affected by someone else's drug use. Skills needed to manage the affairs of the charity are also considered. Each trustee is asked to provide an up-to-date CV and participate in a skills audit to determine the best fit for their role on the committee. New trustees receive relevant induction training to support their responsibilities, if required. Trustees are encouraged to familiarize themselves with the content of the handbook and identify any training needs they may have.

Responsibilities of the Trustees

There have not been any changes in the responsibilities of the trustees during this last year. Company law requires the trustees to prepare financial statements for each financial period which give a true and fair view of the state of affairs of the company at the end of the year and of the profit or loss for the period then ended.

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2024

As part of this, trustees are required to:

- Be responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.
- Select suitable accounting policies and then apply them consistently.
- Make judgments and estimates that are prudent and reasonable.
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statement.
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the company will continue in business.
- The trustees are responsible for the keeping of proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006.
- To ensure that the Risk Register is reviewed on a rolling basis at each committee meeting and that it is being continually updated. The 5 main headings on the register are:
 - Lack of funding
 - Loss of key staff
 - Change in premises
 - Damage to external reputation
 - Changes in the Political environment

These are regularly revised, and any mitigating actions are agreed and undertaken.

An instance of this would be, the onset of the pandemic. This required immediate action, and this resulted in a Business Continuation Plan for this previously unidentified situation being planned and ratified within three days. This gave the Charity a clear way forward and enabled the Charity to continue to function.

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2024

Trustees and Members of the committee

A list of the members of the management committee for this period is set out on page 14.

Key Achievements

Service Expansion

- PSL has expanded its existing contract with SSJ in Portsmouth. Over the past three years, we have provided telephone support, and now we are introducing a family support worker to offer face-to-face assistance and group support. We are excited to continue working with SSJ in this new capacity and to maintain the strong relationships we have built over the years.
- Over the past year, PSL has welcomed and supported 499 new families while continuing to assist 602 existing clients, totaling 1,163 individuals who have received support from PSL somehow. 165 people have now been excited within the last year from our services.

We have successfully delivered:

1. 16 Stepping Stone classes
2. 13 Jigsaw Journey sessions
3. 12 Bereavement support groups
4. 120 support groups
5. 18 well-being workshops
6. Over 40 Craft and Cuppa mornings
7. 2628 appointments for direct support, including in-person face-to-face work, dedicated telephone appointment sessions, and virtual sessions have been delivered.

These accomplishments highlight our dedication to providing our community with various support and enrichment activities.

- We have introduced counselling students to offer specific counselling sessions throughout Hampshire. These students at Portsmouth and Chichester University have taken placements within our charity. This addition has been a welcomed bonus to all the other services we offer.

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2024

We have developed and introduced a new structured course called "The Jigsaw Journey," which has been delivered throughout this year and has been extremely well received. This course offers individuals insight into what recovery looks like for themselves while supporting their loved ones. The course covers topics such as:

1. Accepting Reality
2. Informed choices
3. Boundaries
4. Personal time
5. Responsibility and consequences
6. Renewed perspective

The positive feedback from participants highlights the value and impact of this program. (Please see on point 10)

Outreach and Awareness

- PSL continues to participate in event days and wherever possible to raise awareness of the charity and the support we offer. This includes visiting other organisations to deliver presentations, attending fun days and events held across the county, and being involved in events hosted by other organisations. We are also open to exploring new ventures to spread the word about our services.
- Our social media pages have seen significant growth this past year, with new and refreshing information sharing and posts that have been recognized by many. Across our platforms:

Facebook: <https://www.facebook.com/ParentSupportLink/>

Website: <https://www.pslcharity.org.uk/>

Twitter: @PSL_Hampshire

Instagram: <https://www.instagram.com/parentsupportlink/>

LinkedIn: <https://uk.linkedin.com/company/parent-support-link>

Within a quarter, we reach approximately 13,500 people and achieve a total of 35,416 impressions. This demonstrates increasing awareness of the work we are doing.

- We have communicated with GP services throughout Southampton and noticed a rise in referrals from GPs this past year. We will continue promoting our services in this way and expand our outreach by visiting schools, colleges, workplaces, and other areas.
- We share the support we offer as widely as possible, including a variety of services such as a 24/7 support line, face-to-face support, support groups, virtual support, bereavement groups, wellbeing sessions, educational workshops, structured courses, and acupuncture.

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Partnerships

- We have a strong and successful partnership with Hampshire Inclusion, working closely together to achieve positive outcomes and outputs. Together, we strive to find new ways to engage with more people and keep the Inclusion team updated on any additions and changes within the charity. Currently, we provide support across all of Hampshire's Inclusion Hubs, with a dedicated family support worker in each hub for our clients.
- Our contract with CGL to deliver services to their clients has now entered its third year and is working extremely well. With the support of CGL, we have managed to reach families connected with CGL that we might not have been able to reach otherwise. We have dedicated family support workers based in Southampton who can offer support throughout the city, including group support sessions.
- Our updated contract with SSJ demonstrates the value of the services we provide and highlights the need for support among the people of Portsmouth. This is a great opportunity to expand our support in Portsmouth and collaborate with SSJ to achieve this. We now have a family support worker delivering PSL services within SSJ and the community.
- Our Southampton lottery is now in its second round of funding, entering the fourth year of a five-year plan. We are committed to continually seeking funding to ensure the continuation of our much-needed work for those who rely on our services. We are dedicated to ensuring that Southampton is not left without a service to support our carers. The lottery funding has significantly benefited the city, providing essential support to many individuals who would have been lost without it. (Please see feedback on the point 10.)

Volunteer Engagement

- This year, we've experienced an outstanding level of support from volunteers in various capacities. With a total of 24 volunteers, they have been instrumental in delivering services and support. From assisting on our 24/7 support line to supporting family support workers in our groups and workshops, organising and executing fundraising events, and maintaining the premises to ensure a welcoming environment – our volunteers have showcased exceptional skills and dedication. Their commitment is truly remarkable, and we recognise that the work we do wouldn't be possible without their invaluable contributions.

Fundraising and Donations

- Throughout the past year, we've hosted a series of social gatherings to fundraise for the charity, guided by our strengthening fundraising committee. They've organised a variety of engaging events such as quiz nights, bingo events, summer fetes, and online auctions. Each event has received tremendous support and participation, enriching our sense of community. Most importantly, these gatherings have been filled with joy, laughter, and fun, making them memorable occasions for all involved.
- We've been exceptionally fortunate to receive support and donations from various sources, including the Masonic Lodges across Hampshire, ASDA in Southampton, and even from the individuals who access our charity, generously contributing whenever they can. This outpouring of support is truly humbling, and we are immensely grateful for the kindness and generosity shown towards our cause.

Case Studies

Story 1: I was assigned a male caller who had reached out to our support line was in a state of confusion and contemplating leaving his wife due to her issues with alcohol. He had three children with her, and until recently, he had managed to shield them from the situation, which had given his wife the false belief that her actions were not affecting the children, as there was someone protecting them. However, over time, her drinking had escalated to the point where he could no longer conceal it from the children. They started questioning why their mother was frequently asleep and not at home, among other things.

We began working with Mr. X by providing him with information and insights about alcohol use, as he was seeking to comprehend the reasons behind his wife's behaviour. In our sessions, we created a safe space for him to express his thoughts and feelings openly, enabling him to gather the courage to reach out to family members for help and support. This process served as an eye-opener for his wife, as she realised that her actions were no longer a hidden issue and that people were now aware of her struggles, making it clear that her behaviour was not normal.

Subsequently, the husband found the inner strength to approach his wife in a calm, non-judgmental manner to discuss her actions and delve into her world and their shared experiences. This open dialogue led to her seeking help, including consulting a doctor who diagnosed her with postnatal depression. Both sides are now receiving the necessary support and assistance. They are progressing with a combination of dedication and emotional challenges, but they are actively working on their relationship and communication. Importantly, the situation is no longer shrouded in secrecy, which has alleviated Mr. X's feelings of isolation and fear.

Story 2: X's First contact with Parents Support Link (PSL) was initiated by the client through email. Following this contact, an appointment was scheduled to address the client's concerns regarding her 31-year-old son's alcohol misuse. The client expressed distress over her son's alcohol misuse, which had significantly disrupted his life and impacted the family's well-being. She detailed how his behavior affected her sleep, diet, mental well-being, and relationships with other family members.

A personalised plan was developed to assist the client in managing her mental well-being. This plan included:

1. One-on-one sessions focusing on person-centered support.
2. Auricular acupuncture sessions to support stress relief.
3. Steppingstones workshops based on Cognitive Behavioural Therapy (CBT) principles.
4. Additional one-on-one sessions conducted via Zoom for ongoing support.

Since receiving support from PSL, both the client and her son have made positive changes. The client successfully implemented boundaries and recognised her inability to control her son's actions. This realisation led to the dissolution of a codependent relationship between them. As a result, the son has transitioned from chaotic alcohol use to controlled drinking, driven by his desire for change and the newfound independence from the codependent dynamic.

The client has progressed to the maintenance stage in the cycle of change, indicating stability in managing her son's alcohol misuse. She now engages in fortnightly face-to-face sessions to sustain her progress and receives ongoing support from PSL.

This case exemplifies the transformative impact of tailored support in addressing the challenges faced by parents dealing with a loved one's substance use. Through a combination of therapeutic interventions and personalised

TRUSTEES ANNUAL REPORT

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support, the client was empowered to establish healthy boundaries, gain insight into her role in the dynamic, and facilitate positive changes in her son's behaviour. Moving forward, continued support and maintenance sessions aim to uphold the progress achieved and sustain positive outcomes in the client's journey towards well-being and familial harmony.

These stories are a testament to the real-life changes facilitated by our charity and the support of our funders, donors, volunteers, and workers.

For more Feedback stories please visit: <https://www.careopinion.org.uk/opinions?nacs=rrex4-parent-support-link>

Challenges and Solutions

Challenges

- Increased demand for services due to rising substance use issues
- Funding uncertainties in a competitive charity landscape
- Ensuring volunteer retention
- Managing Staff burnout due to workload

Solutions

- Diversifying funding sources and applying for more grants.
- Enhancing volunteer support programs
- Strengthening community partnerships to expand our reach and
- Having the correct supervision in place for all staff members and volunteers

Future Plans

- Expand our support services to more regions
- Keep the contracts we have in place moving forward
- Develop new programs targeting specific needs within our services and what we currently deliver.
- Increase our advocacy efforts to influence policy changes related to substance use and family support

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YEAR ENDED 31ST MARCH 2024

Acknowledgements

We extend our heartfelt thanks to:

- Our dedicated volunteers and staff
- Our dedicated committee and trustees
- Our generous donors
- Our partners and collaborators
- The individuals and families who trust us and share their journeys

Your unwavering support is the cornerstone of our success and the impact we make.

Closing Remarks

The work we do here at PSL is of utmost importance, as we support real people facing real challenges and heartache. Sometimes, individuals reach a point where they feel utterly alone, with nowhere to turn and no hope to carry on. This harsh reality is what drives our mission. The support we offer makes a tangible difference in people's lives, although it's difficult to fully comprehend unless you've witnessed it firsthand or experienced it yourself. We strive to break down judgment and show people that they are not alone; we are here to help them navigate through their struggles, even when circumstances feel beyond their control.

To our committee members, team, volunteers, partners, funders, and all who support us, we extend our deepest gratitude. Your contributions, whether big or small, are truly appreciated. As we look ahead to the next year, we anticipate it to be busy, but we remain dedicated to our cause. We will continue to work tirelessly to ensure that we are doing everything in our power to support those in need.

We remain committed to our mission of supporting those affected by a loved one's substance use. Together, we will continue to provide hope, help, and healing.

Thank you for your continued support and participation in our Annual General Meeting.

Prepared by: Rhona Hawkins CEO

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YEAR ENDED 31ST MARCH 2024

Feedback

- So glad to be able to talk to others and people who know what you are going through.
- My daughter is a binge drinker and alcoholic and I was hurt, angry, and worried, I couldn't sleep because I worried because she lived alone. I cried a lot because I couldn't fix her and if I'm honest I was heading for a break-down. Then I was told about Parent Support Link (PSL) and plucked up the courage to ring that number. That was probably the most important call I have made in a long time. From the first phone call from Karen and then the face to face meetings things started to change. I still get upset at times but I understand addiction better now and I know if things get on top of me my support worker Barbara is there or any of the PSL team will take a moment and listen. They are like family.
- This group has helped me so much and coming to terms with the death of my darling son. It is refreshing to be able to talk openly and freely about feelings that I have been unable to express to family and friends. Meeting others in a similar situation has really helped and the non-judgemental conversation has been invaluable. I honestly don't know how I would cope without it.
- I feel so supported through these meetings, I don't know what I would do without them as the system lets you down and PSL is what kept me going!
- Positive feedback as always. They are always at hand to help and group sessions are always very helpful
- I can say without any doubt that this support group has saved my life. I feel a weight has been lifted when I came to PSL.
- Fantastic service, a lifeline to so many. I don't know what I would do without the service and group
- If we did not have the bereavement group we would feel so alone and unable to express our grief and talk freely and not be judged. I came to this group to support me and make the grief less traumatic.
- We found attending the regular groups with the PSL member very helpful in terms of understanding alcohol use which has helped us to support our own son.
- These workshops have not only given me new skills to use within day-to-day life they have helped me make friends and meet others who understand me, I am not alone anymore.
- My husband is a heavy drinker and as much as I had hoped he would change for me, all the broken promises and heartache said differently. I was so alone and fed up with being let down and reaching out to places that couldn't help me when I finally found Parent Support Link's number and reached out to them. Thank god I did as this was the beginning of a new life for me!
They listened, made time for me, and were there whenever I needed them. I grew relationships with other people in the groups and could be honest with everyone as they understood what I was saying. My family support worker helped me to look at myself and what I had the power to change for myself.
My husband is still drinking with broken promises and I know we have a long way to go, but I am doing things for myself again and living my life once more, which is helping the whole situation. Thank you to everyone at PSL, I cannot thank you enough!
- I was a drug user and heavy gambler where I nearly lost not only my home but my job and partner as well due to the damage I was causing. My partner found a place online called parent support link and they supported her which showed me how bad the situation was and how it needed to stop and be changed. I have ended up getting the help I need now due to the information and support they gave my partner and I am doing really well.
- This is feedback to say thank you to the Parent support link as I honestly believe I would have lost everything if it was not for them helping us and being there. Cannot recommend them more, seriously go and get the help you need they will guide you to the right place if it's not something they do and support you all the way.

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YEAR ENDED 31ST MARCH 2024

- I would not be standing here today without them.
- The courses I have attended have given me a whole new outlook and understanding, I feel different in myself in such a positive way and have even come out of my anti-depressants.
- I am no longer alone, I have friends in the groups that do not judge me and the support from my family worker to be honest with and open up to without being told what to do.
- You are our lifeline.
- I lost my child to a drug overdose and I would have gone to as I felt so alone and lost without him, thanks to PSL I have found the strength to carry on, the pain will always be there I know but having this support in place is just a godsend!

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YEAR ENDED 31ST MARCH 2024

Who is in the PSL team

The Committee Board

Chairperson – James McCombe
Deputy chairperson and Volunteer representative – Sian Spinney
Secretary and carers representative – Sue Haig
Treasure – Rosa Chapman
Trustee – Ann Galbraith
Trustee – Claudia Murg
Committee member and Trustee – Olga Maljutina

The Team

CEO and service manager – Rhona Hawkins
Deputy Manager and FSW – Jonnie Angel
Charity Administrator – Babsy Kaur
Volunteer coordinator and FSW – Karen Angel
Inclusion Lead and FSW – Stephen Spinney
FSW – Paul Daley
FSW – Michelle Rogers
FSW – Barbara Dixon
FSW – Kim Harrison
FSW – Emma Cater

The Volunteers

Michelle	Leonie	Sian	Annette
Rocio	Fiona	Chris	Pauline
Jane	Lorna	Leonna	Linda
Michelle	Carla	Patsy	Benn
Miranda	Maria	Marion	Sylvia
Jeff	Karen		

The Student Counsellors

Benn	Miranda
Maria	Rocio

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2024

SMALL COMPANY PROVISIONS

The accounts have been prepared in accordance with the provisions in the Companies Act 2006 applicable to companies subject to the small companies regime.

Registered office:
48-50 Vespasian Road
Bitterne Manor
Southampton
Hampshire
SO18 1PA

Signed by order of the trustees

.....
Trustee

approved by the trustees on:

INDEPENDENT EXAMINERS REPORT**YEAR ENDED 31ST MARCH 2024**

I report on the financial statements of the Charity for the year ended 31st March 2024, which are set out on pages 17 to 28.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

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

INDEPENDENT EXAMINERS REPORT

YEAR ENDED 31ST MARCH 2024

Independent examiner's statement

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

- accounting records have not been kept in accordance with section 386 of the Companies Act 2006;
- the accounts do not accord with such records;
- where accounts are prepared on an accruals basis, whether they fail to comply with relevant accounting requirements under section 396 of the Companies Act 2006, or are not consistent with the Charities SORP (FRS102);
- any matter which the examiner believes should be drawn to the attention of the reader to gain a proper understanding of the accounts.

Signed:

Date:

19/06/2024

Name: Mrs V White, MAAT

Professional Body: Association of Accounting Technicians

Address: Rowles and Co.
Rowles Accountancy Services Limited
Unit 104, Solent Business Centre
343 Millbrook Rd West
Southampton
Hampshire
SO15 0HW

STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31ST MARCH 2024

	Note	2024 (£) Unrestricted	2024 (£) Restricted	2024 (£) Total	2023 (£) Total
Income from:					
Grant Funding	2	0	281,713	281,713	275,850
Sundry donations and fund raising		10,161	0	10,161	8,599
Investment Income		1,415	0	1,415	547
		<u>11,576</u>	<u>281,713</u>	<u>293,289</u>	<u>284,996</u>
Expenditure on:					
Direct charitable expenditure	3	2,554	50,326	52,880	47,257
Fundraising and publicity	4	212	6,273	6,485	5,814
Management and administration	5	750	213,172	213,922	186,105
	6	<u>3,516</u>	<u>269,771</u>	<u>273,287</u>	<u>239,176</u>
Net movement in funds		<u>8,060</u>	<u>11,942</u>	<u>20,002</u>	<u>45,820</u>
Balances brought forward		51,279	74,310	125,589	79,769
Balances carried forward		<u>59,339</u>	<u>86,252</u>	<u>145,591</u>	<u>125,589</u>

The charity has no other recognised gains or losses other than the results for the year set out above.

All of the activities of the charity are classed as continuing.

The notes on pages 21 to 30 form part of these financial statements.

BALANCE SHEET (Companies House No. 0320552)

YEAR ENDED 31ST MARCH 2024

	Note	2024 (£) Unrestricted	2024 (£) Restricted	2024 (£) Total	2023 (£) Total
Fixed Assets					
Tangible assets	8	19,668	0	19,668	10,598
Current Assets					
Debtors	9	0	0	0	3,732
Cash at bank and in hand		40,259	109,521	149,780	152,288
		40,259	109,521	149,780	156,020
Creditors (due within one year)	10	588	23,269	23,857	41,029
Net Current Assets		39,671	86,252	125,923	114,991
Net Assets		59,339	86,252	145,591	125,589
Funds of the charity					
Accumulated fund	12	59,339	86,252	145,591	125,589
		-	-	-	-

The notes on pages 21 to 30 form part of these financial statements.

BALANCE SHEET (Companies House No. 0320552) continued

YEAR ENDED 31ST MARCH 2024

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

These financial statements were approved by the trustees on the:

.....
Trustee
(Director)

.....
Trustee
(Director)

The notes on pages 21 to 30 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2024

1. ACCOUNTING POLICIES**Basis of accounting**

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with:

- (I) the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)
- (ii) the Charities Act 2011
- (iii) the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014

The charity constitutes a public benefit entity as defined by FRS 102.

Incoming resources

Income represents donations receivable, grants, lottery funding and local & health authority funding.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2024**

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources;
- the monetary value can be measured with sufficient reliability.

Offsetting

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

Grants and donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP).

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met (5.16 FRS 102 SORP).

Legacies

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

Government grants

The charity has received government grants in the reporting period

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2024**

Contractual income and performance related grants

This is only included in the SoFA once the charity has provided the related goods or services or met the performance related conditions.

Donated goods

Donated goods are measured at fair value (the amount for which the asset could be exchanged) unless impractical to do so.

The cost of any stock of goods donated for distribution to beneficiaries is deemed to be the fair value of those gifts at the time of their receipt and they are recognised on receipt. In the reporting period in which the stocks are distributed, they are recognised as an expense at the carrying amount of the stocks at distribution.

Donated goods for resale are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale, and recognised in 'Income from other trading activities' with the corresponding stock recognised in the balance sheet. On its sale the value of stock is charged against 'Income from other trading activities' and the proceeds from sale are also recognised as 'Income from other trading activities'.

Goods donated for on-going use by the charity are recognised as tangible fixed assets and included in the SoFA as incoming resources when receivable.

Gifts in kind for use by the charity are included in the SoFA as income from donations when receivable.

Donated services and facilities

Donated services and facilities are included in the SOFA when received at the value of the gift to the charity provided the value of the gift can be measured reliably.

Donated services and facilities that are consumed immediately are recognised as income with an equivalent amount recognised as an expense under the appropriate heading in the SOFA.

Support costs

The charity has incurred expenditure on support costs.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2024**

Income from interest, royalties and dividends

This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

Income from membership subscriptions

Membership subscriptions received in the nature of a gift are recognised in Donations and Legacies.

Membership subscriptions which gives a member the right to buy services or other benefits are recognised as income earned from the provision of goods and services as income from charitable activities.

Settlement of insurance claims

Insurance claims are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP) and are included as an item of other income in the SoFA.

Investment gains and losses

This includes any realised or unrealised gains or losses on the sale of investments and any gain or loss resulting from revaluing investments to market value at the end of the year.

EXPENDITURE AND LIABILITIES**Liability recognition**

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

Governance and support costs

Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2024**

Grants with performance conditions

Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SoFA once the recipient of the grant has provided the specified service or output.

Grants payable without performance conditions

Where there are no conditions attaching to the grant that enables the donor charity to realistically avoid the commitment, a liability for the full funding obligation must be recognised.

Redundancy cost

The charity made no redundancy payments during the reporting period.

Deferred income

No material item of deferred income has been included in the accounts.

Creditors

The charity has creditors which are measured at settlement amounts less any trade discounts

Provisions for liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date

Basic financial instruments

The charity accounts for basic financial instruments on initial recognition as per paragraph 10.7 FRS102 SORP. Subsequent measurement is as per paragraphs 11.17 to 11.19, FRS102 SORP.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2024

ASSETS**Tangible fixed assets for use by charity**

These are capitalised if they can be used for more than one year, and cost at least £100.

They are valued at cost.

The depreciation rates and methods used are disclosed in note 8.

Investments

Fixed asset investments in quoted shares, traded bonds and similar investments are valued at initially at cost and subsequently at fair value (their market value) at the year end. The same treatment is applied to unlisted investments unless fair value cannot be measured reliably in which case it is measured at cost less impairment.

Investments held for resale or pending their sale and cash and cash equivalents with a maturity date of less than 1 year are treated as current asset investments

Stocks and work in progress

Stocks held for sale as part of non-charitable trade are measured at the lower of cost or net realisable value.

Goods or services provided as part of a charitable activity are measured at net realisable value based on the service potential provided by items of stock.

Work in progress is valued at cost less any foreseeable loss that is likely to occur on the contract.

Debtors

Debtors (including trade debtors and loans receivable) are measured on initial recognition at settlement amount after any trade discounts or amount advanced by the charity. Subsequently, they are measured at the cash or other consideration expected to be received.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2024

2. DONATIONS AND FUNDING

	2024 (£) Unrestricted	2024 (£) Restricted	2024 (£) Total	2023 (£) Total
Income from local government authorities / external grants	0	281,713	281,713	275,850
Sundry donations and fund raising	10,161	0	10,161	8,599
	<u>10,161</u>	<u>281,713</u>	<u>291,874</u>	<u>284,449</u>

3. DIRECT CHARITABLE EXPENDITURE

Provision of charitable services:	2024 (£) Unrestricted	2024 (£) Restricted	2024 (£) Total	2023 (£) Total
Direct charitable expenditure	298	3,999	4,297	1,895
Rent, rates and insurance	132	19,470	19,602	14,780
Light and Heat	0	0	0	0
Repairs and maintenance	0	0	0	0
Telephone and Internet	79	9,802	9,881	6,340
Postage and Stationery	151	3,376	3,527	5,746
Training and supervision	409	5,099	5,508	12,199
Travel and subsistence	1,485	8,580	10,065	6,297
	<u>2,554</u>	<u>50,326</u>	<u>52,880</u>	<u>47,257</u>

4. FUNDRAISING AND PUBLICITY

	2024 (£) Unrestricted	2024 (£) Restricted	2024 (£) Total	2023 (£) Total
Fundraising and publicity costs	212	6,273	6,485	5,814

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2024

5. MANAGEMENT AND ADMINISTRATION

	2024 (£) Unrestricted	2024 (£) Restricted	2024 (£) Total	2023 (£) Total
Staff costs	575	204,499	205,074	178,929
Other costs	0	0	0	0
Accountancy Fees	0	2,290	2,290	1,930
Legal and other professional fees	0	2,012	2,012	2,220
Bank charges	24	182	206	178
Depreciation	151	4,189	4,340	2,848
	<u>750</u>	<u>213,172</u>	<u>213,922</u>	<u>186,105</u>

6. TOTAL RESOURCES EXPENDED

	2024 (£) Unrestricted	2024 (£) Restricted	2024 (£) Total	2023 (£) Total
Direct charitable expenditure	2,554	50,326	52,880	47,257
Fundraising and publicity	212	6,273	6,485	5,814
Management and administration	750	213,172	213,922	186,105
	<u>3,516</u>	<u>269,771</u>	<u>273,287</u>	<u>239,176</u>

7. OPERATING SURPLUS/(DEFICIT)

	2024 (£) Unrestricted	2024 (£) Restricted	2024 (£) Total	2023 (£) Total
Operating surplus/(deficit) is stated after charging:				
Depreciation	151	4,189	4,340	2,848

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2024

8. TANGIBLE FIXED ASSETSFixtures, fittings and
equipment
£**COST**

As at 1st April 2023

47,472

Additions

13,410

As at 31st March 2024**60,882****DEPRECIATION**

As at 1st April 2023

36,874

Charge for the year

4,340

As at 31st March 2024**41,214****NET BOOK VALUE****As at 31st March 2024****19,668**

As at 31st March 2023

10,598

Depreciation is charged at 25% reducing balance.

9. DEBTORS

	2024 (£) Unrestricted	2024 (£) Restricted	2024 (£) Total	2023 (£) Total
Local authority payments due	0	0	0	0
Prepayments	0	0	0	3,732
	0	0	0	3,732

10. CREDITORS: Amounts falling due within one year

	2024 (£) Unrestricted	2024 (£) Restricted	2024 (£) Total	2023 (£) Total
Expenses claimed account	0	0	0	0
Other creditors	0	23,269	23,269	40,441
Accruals and deferred income	588	0	588	588
	588	23,269	23,857	41,029

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2024

11. COMPANY LIMITED BY GUARANTEE

Parent support link is a company limited by guarantee.

12. RESERVES	2024 (£) Unrestricted	2024 (£) Restricted	2024 (£) Total	2023 (£) Total
Brought forward	51,279	74,310	125,589	79,769
(Deficit)/Surplus for the year	8,060	11,942	20,002	45,820
Carried forward	<u>59,339</u>	<u>86,252</u>	<u>145,591</u>	<u>125,589</u>

13. RELATED PARTIES

The charity was under the control of the trustees, who are also the directors of the company throughout the year.

There were no other transactions with the trustees during the year or with entities controlled by them other than one trustee being reimbursed for minor travelling expenses incurred.

14. TRUSTEE REMUNERATION

No other remuneration or expenses have been paid to trustees during the year other than those detailed in note 13.

15. OPERATING LEASE COMMITMENTS

The following payments are committed to be paid within one year:

Expiring:	2024 (£) Total	2023 (£) Total
Two to five years	4,600	4,600

DETAILED INCOME AND EXPENDITURE ACCOUNT

YEAR ENDED 31ST MARCH 2024

INCOME	2024 (£) Unrestricted	2024 (£) Restricted	2024 (£) Total	2023 (£) Total
Local authority / external funding	0	281,713	281,713	275,850
Sundry donations and fund raising	10,161	0	10,161	8,599
Bank interest receivable	1,415	0	1,415	547
TOTAL INCOME	11,576	281,713	293,289	284,996
DIRECT CHARITABLE EXPENDITURE				
Direct Costs	298	3,999	4,297	1,895
Rent, rate and insurance	132	19,470	19,602	14,780
Light and heat	0	0	0	0
Repairs and maintenance	0	0	0	0
Telephone/Internet	79	9,802	9,881	6,340
Postage and stationery	151	3,376	3,527	5,746
Training and supervision	409	5,099	5,508	12,199
Travel and subsistence	1,485	8,580	10,065	6,297
	2,554	50,326	52,880	47,257
FUNDRAISING AND PUBLICITY				
Advertising and publicity costs	212	6,273	6,485	5,814
	212	6,273	6,485	5,814
MANAGEMENT AND ADMINISTRATION				
Staff costs	575	204,499	205,074	178,929
Legal and professional fees	0	2,012	2,012	2,220
Accountancy costs	0	2,290	2,290	1,930
Other costs	0	0	0	0
Bank charges	24	182	206	178
Depreciation of fixed assets	151	4,189	4,340	2,848
	750	213,172	213,922	186,105
TOTAL EXPENDITURE	3,516	269,771	273,287	239,176
NET (DEFICIT)/SURPLUS FOR YEAR	8,060	11,942	20,002	45,820

DETAILED INCOME AND EXPENDITURE ACCOUNT BY PROJECT

YEAR ENDED 31ST MARCH 2024

	Lottery Grant	Portsmouth SSJ	PSL	Inclusion	CGL	2024 (£)	2023 (£)
	£	£	£	£	£		
INCOME							
Local authority / external funding	80,882	-	-	147,175	53,656	281,713	275,850
Sundry donations and fund raising	-	-	10,161	-	-	10,161	8,599
Bank interest receivable	-	-	1,415	-	-	1,415	547
TOTAL INCOME	80,882	-	11,576	147,175	53,656	293,289	284,996
DIRECT CHARITABLE EXPENDITURE							
Direct Costs <i>Direct</i>	1,279	-	298	2,349	371	4,297	1,895
Rent, rate and insurance <i>Staff Time</i>	5,714	-	132	11,307	2,449	19,602	14,780
Telephone/Internet <i>Direct</i>	2,795	-	79	5,512	1,495	9,881	6,340
Postage and stationery <i>Direct</i>	1,003	10	151	1,892	471	3,527	5,746
Training and supervision <i>Direct</i>	1,452	-	409	2,862	785	5,508	12,199
Travel and subsistence <i>Direct</i>	2,516	-	1,485	4,304	1,760	10,065	6,297
	14,759	10	2,554	28,226	7,331	52,880	47,257
FUNDRAISING AND PUBLICITY							
Advertising and publicity costs <i>Direct</i>	3,370	-	212	2,764	139	6,485	5,814
	3,370	-	212	2,764	139	6,485	5,814
MANAGEMENT AND ADMINISTRATION							
Staff costs <i>Staff Time</i>	58,413	-	575	113,891	32,195	205,074	178,929
Legal and professional fees <i>Staff Time</i>	563	-	-	1,107	342	2,012	2,220
Accountancy costs <i>Direct</i>	641	-	-	1,260	389	2,290	1,930
Bank charges <i>Direct</i>	51	-	24	102	29	206	178
Depreciation of fixed assets <i>Direct</i>	1,203	-	151	2,188	798	4,340	2,848
	60,871	-	750	118,548	33,753	213,922	186,105
TOTAL EXPENDITURE	79,000	10	3,516	149,538	41,223	273,287	239,176
NET (DEFICIT)/SURPLUS FOR YEAR	1,882	(10)	8,060	(2,363)	12,433	20,002	45,820

PARENT SUPPORT LINK

England & Wales - Charity number 1061823

Accounts

**PARENT SUPPORT LINK
FINANCIAL STATEMENTS
31ST MARCH 2023**

Company Registration Number 3202552

Charity Number 1061823



**T D GREGORY LIMITED
237 MANOR FARM ROAD
BITTERNE PARK
SOUTHAMPTON
SO18 1NY**

PARENT SUPPORT LINK

FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2023

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Detailed income and expenditure account by project	39

OFFICERS AND PROFESSIONAL ADVISERS

YEAR ENDED 31ST MARCH 2023

The Board of Directors	R Chapman (Treasurer) A Galbraith J McCombe (Chair) N Jones Resigned 27/02/2023 C Murg S Haig Appointed 20/12/2022 S Spinney Appointed 20/12/2022 M Nicholson Resigned 20/09/2022
Company Secretary	N Jones Resigned 27/02/2023
Principal Address	48-50 Vespasian Road Bitterne Manor Southampton Hampshire SO18 1PA
Registered Office	48-50 Vespasian Road Bitterne Manor Southampton Hampshire SO18 1PA
Bankers and Other Professional Advisers	Unity Trust Bank Plc Nine Brindley place Birmingham B1 2HB

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2023

Chairpersons report

This year has been marked by numerous changes and challenges, and we must remain vigilant and prepared for the ones yet to come. Despite any difficulties, PSL has consistently risen to the occasion, prioritising the well-being of our team and clients. Our Charity has been committed to providing a service that meets the needs of our clients and their families, especially amidst the additional struggles brought about by drug, alcohol, and gambling issues.

Our trustees have taken innovative steps to enhance our committee's functioning, continually striving to strengthen our governance methods.

I would like to commend the high standard of service provided by the Charity, particularly in Southampton, where our partnership with CGL has been well-received. We hope this collaboration will endure, and the impressive numbers demonstrate the valuable impact PSL has had on the city, both through Lottery funding and the CGL partnership.

Our contract with Inclusion holds great prestige and serves as a positive example of effective family work in the Drug Treatment field. It exemplifies how collaboration can enhance recovery and support for all our service users.

As we move into the next year, our primary focus at PSL will be to address one of the most significant challenges we encounter - stigma. We are committed to dedicating our efforts to this crucial topic and collaborating with others to dismantle the barriers we confront daily.

I encourage you to read through this report, which provides insights into our ethos, key statistics, and an overview of our work during the past year. I hope you find it engaging, and should you have any questions, feel free to ask any trustee, who will be more than willing to assist.

Looking ahead, PSL is eager to embrace the future and welcomes any feedback, as we aim to continue working jointly and making a positive impact.

Governing Documents

Parent Support link is a Registered Charity (1061823) and Company Limited by Guarantee (0320552) not having a share capital. The Charity was established in 1996 and is governed by the Articles of Association and the Memorandum of Association that sets out the charitable objects of the organisation. There are no changes to the articles.

Aim and activities

The Aim

The aim of **Parent Support Link (PSL)** is to support and inform the families and friends of people who use drugs and alcohol. This could be a parent, a partner, a sister, a brother, or a good friend.

PSL achieves these aims by providing the following activities:

Core activity

- A 24/7 telephone contact line that is operated by trained volunteer workers. This service is delivered in both Southampton and Hampshire
- Inviting people to attend a 1-2-1 meeting where an assessment of their needs can be made, and a relevant support plan is developed.
- Facilitating regular support groups for those family members who feel able to participate in group support.
- Providing participative workshops around subjects that enhance self-awareness, raise self-esteem, and build health and wellbeing.
- Awareness raising, engaging with community-based organisations, and joint working where appropriate

The Charity achieves these aims by delivering grant-funded projects, entering into contracts to deliver specific parts of a larger service, and working alongside other providers.

Organisational Structure

Parent Support Link (PSL) operates under the management of a committee, which includes an 8-member Board serving voluntarily, in addition to the CEO - service manager (non-voting member). The service manager holds the responsibility for the charity's day-to-day operations, ensuring a cohesive and focused approach to achieve the organization's objectives while reporting directly to the Board.

The team of Family Support Workers convenes monthly, fostering information sharing and mutual support. Volunteers play a crucial role within the organisation and are also represented in these meetings. They have their separate regular gatherings, where they exchange best practices and bring up any relevant concerns for the Board's consideration.

The service manager bears the overall responsibility for the day-to-day management of operations. Regular actions are taken to support this function. The monthly team meetings serve as a cornerstone for the organisation's smooth functioning. Staff members present progress reports on their respective project responsibilities and learn about the achievements of their colleagues. This contributes to the ongoing monitoring, evaluation, and development of each

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2023

project and the Charity as a whole, while also highlighting any issues or concerns to be reported to the management committee.

Monthly staff supervision is carried out, both individually and in peer groups, facilitated by an external supervisor, focused on caseload and professional practice. Additionally, quarterly review meetings are held to assess performance, capabilities, and identify training needs.

The process of recruiting and appointing members to the management committee is as follows:

Trustees are recruited on an as-needed basis, which is the most suitable approach for our small organization. Potential candidates often come recommended, and they are required to submit a rationale for joining the committee. This submission is discussed during the next scheduled committee meeting, and if accepted, they are invited to become part of the committee. At the Annual General Meeting, committee members can be registered as trustees. When appointing or re-appointing a trustee, a notice of at least 14 days is given. Similarly, we ask that trustees provide the same notice when stepping down. The minimum number of trustees should not be less than 3, and there is no maximum limit.

The Board comprises the Chairperson, the Treasurer, the Company Secretary, two trustees representing both volunteer workers and service users and the chief operations officer/service manager (titles interchangeable). The committee may include other members who bring specific expertise but are not trustees. Quarterly meetings of the Board are held, and any issues or concerns that arise in between meetings are communicated through email.

Extraordinary meetings are arranged on an ad hoc basis when necessary. Trustees are actively involved in management tasks that require their particular expertise, such as recruitment and employment procedures. They are also responsible for maintaining accurate accounting records that reflect the company's financial position and ensuring compliance with the Companies Act 2006.

Potential trustees typically have a good understanding of the organization's mission and the area of our work, which involves providing support to those affected by someone else's drug use. Skills needed to manage the affairs of the charity are also considered. Each trustee is asked to provide an up-to-date CV and participate in a skills audit to determine the best fit for their role on the committee. New trustees receive relevant induction training to support their responsibilities, if required. Trustees are encouraged to familiarize themselves with the content of the handbook and identify any training needs they may have.

Responsibilities of the Trustees

There have not been any changes in the responsibilities of the trustees during this last year. Company law requires the trustees to prepare financial statements for each financial period which give a true and fair view of the state of affairs of the company at the end of the year and of the profit or loss for the period then ended.

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2023

As part of this, trustees are required to:

- Be responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.
- Select suitable accounting policies and then apply them consistently.
- Make judgments and estimates that are prudent and reasonable.
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statement.
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the company will continue in business.
- The trustees are responsible for the keeping of proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 20.
- To ensure that the Risk Register is reviewed on a rolling basis at each committee meeting and that it is being continually updated. The 5 main headings on the register are:
 - Lack of funding
 - Loss of key staff
 - Change in premises
 - Damage to external reputation
 - Changes in the Political environment

These are regularly revised, and any mitigating actions are agreed and undertaken.

An instance of this would be, the onset of the pandemic. This required immediate action, and this resulted in a Business Continuation Plan for this previously unidentified situation being planned and ratified within three days. This gave the Charity a clear way forward and enabled the Charity to continue to function.

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2023

Trustees and Members of the committee

A list of the members of the management committee for this period is set out on page 1.

Each of our trustees and committee members has given a concise insight into what they bring to the Charity in the form of a short personal statement.

Treasurer: **Rosa Chapman**: I worked as an Employment Officer for Southampton City Council for over 10 years. I supported people who were homeless, ex-offenders, those with mental health issues, and/or have drug, alcohol, and gambling addictions. It was whilst working in this occupation I experienced first-hand what addiction can do to families and friends, therefore I support Parents Support Link. I am innovative and creative, and I hope to contribute my skills to the benefit of Parents Support Link over many years to come.

Trustee: **Anne Galbraith**: I spent over 20 years working in drug treatment services as a practitioner and manager I am serving as a trustee with Parent Support Link because I respect the pioneering part PSL has played in highlighting the needs of those affected by someone else's drug use, an area that has been much neglected in the past

Deputy Chair and Volunteer Rep: **Sian Spinney**: Being well organised is part of the role I have as a trustee, and I use my expertise in fundraising to help raise money for projects that the charity undertakes. I am a qualified teacher, with skills in Information Advice and Guidance plus a counselling qualification. This background, along with the fact that I have personal experience of the issues that affect the people who use the service and makes me empathetic to their situation

Chair: **James McCombe** I have over 20 years of experience in the charity sector working mainly with young people. I also have personal experience of drug addiction; I think it's so important to have someone to offer support to the families of substance users who are often forgotten victims of addiction. I believe that as a trustee I bring an enquiring mind to the committee and can share my experience for the benefit of the Charity

Secretary and service user rep: **Susan Haig** My background is in health care, and I understand the value of voluntary services and the support they provide to those in need. I've been a service user for PSL for the past 7 years, following caring for my best friend who is an alcoholic. I hadn't appreciated how much alcoholism had impacted me, completely overwhelming me.

Trustee: **Claudia Murg**: I have been a trustee committee member at Parent Support Link since 2021. After 15 years of working in London as an investigative journalist and award-winning documentary filmmaker for prime-time British TV, I moved to Southampton where my son was born. As a result, I decided to set up a community media social enterprise, 'We Make Southampton' that focuses on local in-depth stories of public interest and interest to the public.

Having grown up in an Eastern European country where alcohol drinking was the main form of socialising for many people deprived of other opportunities available in more developed countries, I have seen from an early age the damage that substance addiction does to people and their families, my own included.

I am able to support PSL with my local knowledge and connections, my media and marketing skills, along with anything else.

TRUSTEES ANNUAL REPORT

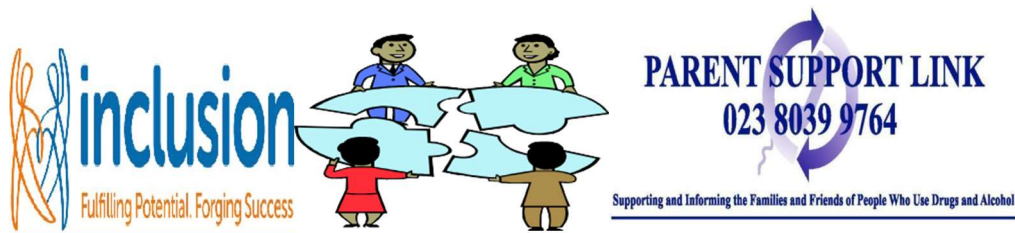
YEAR ENDED 31ST MARCH 2023

Committee member: **Olga Maljutine** I first qualified as a language teacher, later got a Diploma in teaching Yoga and studied counselling. I have experience in administration in the IT industry and drug safety in the pharmaceutical industry. My most productive and rewarding years were given to volunteering and working in the people facing roles, supporting people affected by substance misuse, mental health issues, homelessness, and those in custody. I find like-minded people in charity and other agencies, supporting those who struggle. It is a privilege to serve on the Committee.

We thank Kathryn Rankin and Natalie Jones for their service on the committee throughout the last year and have stepped down within their roles for this coming year.

The PSL Projects

The Family and Friends Service (Hampshire) Contracted and funded by Inclusion (MPFT NHS)



The Family and Friends Service operates in each of the nine Inclusion Hubs in Hampshire. The service was re-commissioned in July of 2018 meaning that PSL entered a 5+2-year contract.

The whole family approach to supporting families within substance misuse services has developed and is now an integral part of inclusion's service delivery. For each person engaged with the Inclusion Recovery Services, there will be family, a close friend, or significant other who could, with support, provide part of the network that enables the user to live a healthy, meaningful life in a community to which they can contribute and be a part of.

The Family and Friends Support Service Core bespoke services include:

The 24/7 Telephone contact line. 02380399764.

Face-to-face appointments and a regular support group meeting in the Hub of your choice.

You may also be able to access services to support stress management like Acupuncture and Mindfulness sessions.

Craft workshops are held at the PSL premises.

Have an appointment with our Health and Well-Being nurse to help you understand more about the effects and implications of Drug and Alcohol addiction.

You will be able to train in administering Naloxone an intervention for opiate overdose.

Couples counseling and Whole Family work are also available when the time is right for our service users.

Bereavement support groups by invitation only.

As part of the contract, PSL provides a service that approaches substance misuse as an issue for the whole family. This means that recovery is not only the responsibility of the person using alcohol or drugs but for all concerned. The family and friends' network of the SMS user is now recognised as an integral part of the recovery journey. The Integrated Family and Friends Service is active in all nine Inclusion Hubs in Hampshire. Access to the service is primarily through the recovery workers referring to the service and the 24/7 telephone contact line. The service

provided includes 24/7 telephone support, 1-2-1 support sessions by appointment, systemic whole-family support sessions, regular group sessions, and workshops. The family support workers are part of the care team in each Hub. PSL has a staff team with years of experience, knowledge, and skills entwined with supporting families experiencing substance misuse from within. in the Hubs refer to the Family and Friends service ensuring that **PSL** is now an integrated part of the Inclusion Recovery Service in all the Hubs

The Family and Friends Project (Southampton)

Grant funded by The Big Lottery



Supporting and informing the families and friends of people who use drugs and alcohol

We are in the final 3 years of the Lottery Grant.

The Family and Friends project ensures that residents of Southampton living with the effects of someone else's drug or alcohol use have a service dedicated to responding to their needs. The project encompasses the core services (see above), with additional activities i.e., home visiting, support and advocacy, and workshops with specific content relevant to the needs of the family members. The Health and Wellbeing workshops have continued to be well attended and participants report great benefits from these sessions. The project has been enhanced by a series of workshops entitled Steppingstones, providing an in-depth look at how we can make change happen, and by the addition of acupuncture sessions. By providing a holistic and flexible approach to supporting people the project is a great success as evidenced in the feedback and monitoring reports. Robust monitoring and development with continuous client consultation have been key elements in ensuring that the project meets the needs of the client base and fulfills the terms of the Lottery Grant. During this final year, PSL has been busy scoping possible avenues for ways to continue providing this service to the people of Southampton. However, the sad fact is that we also need to accept that there is a risk that the City may lose this service that has been active for over 29 years.

CGL Project (Southampton) Contracted and funded by Change, Grow, Live



This year we entered the second year of partnership with Change Grow Live (Southampton) - The Family and Friends PSL – CGL Partnership project ensures that carers of Southampton living with the effects of someone else’s drug or alcohol use have a service dedicated to responding to their needs while a loved one is accessing treatment within CGL and well as reaching out for the support which is needed.

For each person engaged with the CGL Recovery Services, there will be family, a close friend, or significant other who could, with support, provide part of the network that enables the user to live a healthy, meaningful life in a community to which they can contribute and be a part of.

PSL – CGL Partnership Project Core Bespoke Services include, A 24/7 Telephone contact line. 02380399764.

Face-to-face appointments and regular support group meetings within PSL-CGL-Community and Home visits each depending on where the client feels most comfortable.

You will also be able to access services to support stress management like Acupuncture and Mindfulness sessions.

Craft workshops are held at the PSL premises.

Have an appointment with our Family Support Workers to help you understand more about the effects and implications of Drug and Alcohol addiction.

You will be able to train in administering Naloxone an intervention for opiate overdose.

Couples counseling and Whole Family work are also available when the time is right for our service users.

Bereavement support groups by invitation only

Family Support Project Portsmouth, Society of St James (SSJ)



The Family Support Project between PSL and SSJ has come to an end in 2022 but the partnership continues as we will continue to support SSJ by offering our 24/7 telephone support line to Portsmouth carers, and from the line, they will be signposted over to Rebound and SSJ to access group support with Rebound and family support through SSJ.

The Staff

To implement these projects, we acknowledge the unwavering dedication and commitment of our staff members. As of August 2023, PSL employed a total of 8 individuals.



Our workers will use the most appropriate tool or method for the family they are working with. Their skills, knowledge, and experience come together to provide the best service possible. We are continually reviewing and revising our practice and pride ourselves on being truly reflective practitioners.

The posts are:

A CEO /service manager Service Co-Ordinator

Deputy Manager and Service Co-Ordinator, An administrator

8X Family Support Workers (FSWs)

	<p>Rhona Hawkins – CEO and Service Manager As the CEO and Service Manager of Parent Support Link, a charity dedicated to providing support for individuals impacted by their loved ones' substance misuse, I have been privileged to witness our organization's remarkable journey firsthand. Over the years, I have been wholeheartedly committed to our cause, and it brings me immense joy to see how our efforts have led to consistent growth and positive change. This is more than a workplace to me; it's a sanctuary of shared belief in our mission, a place where our team's unwavering dedication transforms lives. I am honoured to be part of this incredible journey and excited for the future as we continue to make a difference together.</p>
	<p>Kim Harrison – Administrator and FSW in Southampton CGL Project My name is Kim. I've worked at Parent Support Link for nearly 7 years. I do the admin for the charity Also for the last year I've been a family support worker and cover CGL in Southampton I'm a mum of 3 children and became a nan last year so much of my time is taken up spending time with them and enjoying days out.</p>



TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2023

	<p>Jonnie Angel – Deputy Manager and FSW in Andover and Basingstoke</p> <p>I joined PSL just under five years ago as a Family Support Worker working on the Inclusion partnership. My previous role was in Bristol as project lead for a charity supporting marginalised and vulnerable adults. I have recently been appointed as Deputy Manager. I enjoy sea swimming, walking and spending time with family.</p>
	<p>Karen Toon – Service Co-Ordinator and FSW in Havant, Gosport, and Fareham</p> <p>Hi, I'm Karen, I am the service coordinator, and family support worker. I look after the volunteers, I am the Inclusion lead, and I am the family support worker for Havant, Gosport, and Fareham. I am married to Jonnie and between us, we have 6 grown-up children, 2 grandchildren, and a slightly mad English springer spaniel called Bree.</p> <p>I love living by the sea, I try and walk Bree to the beach at least once a day to get my fill of a sea view. I volunteer at a local church, getting involved with community projects and social action.</p>
	<p>Paul Daley – FSW in Southampton and Aldershot</p> <p>My name is Paul Daley, I'm a family support worker for Parent Support Link My current duties are to deliver workshops, support groups, auricular acupuncture, and also to deliver 1-1 support to service users on a daily basis.</p> <p>Over 14 years of experience in working in the field of substance misuse I have gained a diploma in substance misuse.</p> <p>Also, over the years I have done many in-house trainings which I believe has contributed to the high level of support I am able to give the service users of Parents support link.</p>
	<p>Barbara Dixon – FSW in Winchester, Eastleigh and Southampton CGL project</p> <p>I am Barbara, a family support worker for PSL and I cover Eastleigh, Southampton and I have recently taken over the Winchester area. I have experience in domestic abuse, child protection, and family work from my previous work prior to joining PSL.</p> <p>I have a variety of interests including horse riding, dog walking, silver clay jewelry and fused glass.</p>

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2023

	<p>Michelle Rogers – FSW in Southampton I'm Michelle and I'm a Family Support Worker and Group Lead for the Southampton area. Before I started my role on June 23, I was a volunteer (and still am) on the 24/7 helpline. Before that, I used the service, back in 2016 as a client. My background is in finance and have done 10 years in an accountancy practice and then 17 years in NHS finance until I was made redundant in Feb 2020. I am loving my change of career, and now working for a charity that is very close to my heart. I have a tortoise which is very spoilt, so enjoy looking after her. I also enjoy art and crafts and teach this on my days off. I have made memory bears/cushions, candles, quilled art, resin gifts etc in the past.</p>
	<p>Steve Spinney – FSW in New Foresta and Havant, Social media worker. I've worked at PSL for around 6 months now but to be honest it never really feels like work. It's a real privilege to be let into people's lives at their most difficult times. The support I offer comes from a place of lived experience of long term addiction and it's wide reaching ripple effects. As well as being a family support worker I also run the PSL social media platforms with the aim to inform, comfort and inspire.</p>

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2023

The volunteers

Apart from the committee members who generously volunteer their time, PSL maintains a pool of dedicated volunteer workers. Prior to beginning their work, these volunteers undergo our standard induction training, which equips them to make informed decisions about their active involvement in the projects. The main tasks of volunteer workers often revolve around operating the 24/7 telephone contact line, but some also participate in face-to-face support and assist in facilitating groups alongside the Family Support Workers. PSL is committed to providing regular training and supervision to ensure that our volunteers are well-equipped and supported.

Volunteers play a vital role in PSL's operations, and their contributions to the organization are invaluable. We deeply appreciate each and every one of our volunteer workers and recognize the countless ways in which they enhance the Charity's endeavors. Thank you to all our dedicated volunteers.



Annette 	Christine 	Jane 	Lorna 	Pauline 	Sian 
Leonie 	Connor 	Lenonna 	Benn 	Rocio 	Fiona 
Ruth 	Michelle 	Beverley 	Miranda 		

Overview of the core values and support tools used by PSL Family Support Workers and Volunteer Support Workers.

Empathy: The term “**empathy**” is used to describe a wide range of experiences. Emotion researchers generally define **empathy** as the ability to sense other people's emotions, coupled with the ability to imagine what someone else might be thinking or feeling.

Empathy is the thread that connects us to other humans. When empathy is used in everyday life, it makes us feel more connected to one another. And when we feel connected to those around us, we are better, more compassionate people.

Person-centered approach: The **person-centered approach** is based on the theory and philosophy of Dr. Carl Rogers. It is a non-directive *approach* to being with another; that believes in the other's potential and ability to make the right choices for themselves, regardless of the therapist's own values, beliefs, and ideas. Person-centered therapy - also known as person-centered counselling or **client-centered** counselling - is a humanistic approach that deals with the ways in which individuals perceive themselves consciously rather than how a counsellor can interpret their unconscious thoughts or ideas

Basic counselling skills: These basic skills include the patterns of sessions, active listening, body language, tone, open-ended and closed questions, paraphrasing, summarising, note-taking, and homework. This includes **Active Listening skills:** Active listening happens when you "listen for meaning". The listener says very little but conveys empathy, acceptance, and genuineness. The listener only speaks to find out if a statement (or two or twenty) has been correctly heard and understood.

Motivational Interviewing: this is a collaborative rather than prescriptive approach to communicating with adults and has been proven to be an effective communication tool.

Solution Focused approach: the practitioner's task is to discover whatever a person is already doing which might contribute to the resolution of the problem with which they have come. It is a competency-based model, which minimizes emphasis on past failings and problems, and instead focuses on clients' strengths and previous successes.

The 5- step programme: The 5-Step Method helps affected family members who have loved ones with addiction problems. It is one of the few methods that helps gives support to family members for themselves in their own right rather than being solely supporters of their loved ones.

It is grounded in rigorous research and has a clear theoretical model (the Stress-Strain-Coping-Support model) which underpins the intervention. The approach is both simple and effective in filling a gap that exists for family support.

Practitioners in a range of services who work with family members can use the 5-Step Method once they have been trained.

Acceptance and Commitment Therapy (ACT) encourages people to embrace their thoughts and feelings rather than fighting or feeling guilty. **ACT** develops psychological flexibility and is a form of behavioural **therapy** that combines mindfulness skills with the practice of self-**acceptance**.

A systemic approach to whole family work: Systemic Family support is sometimes called "talking therapy". It is called "Systemic" because it is for people in all kinds of group

Relationships or 'systems' and in this case, because it is for people in families, it is called "Systemic Family Support"

What we have achieved this year and final statement.

Dear Members and Supporters,

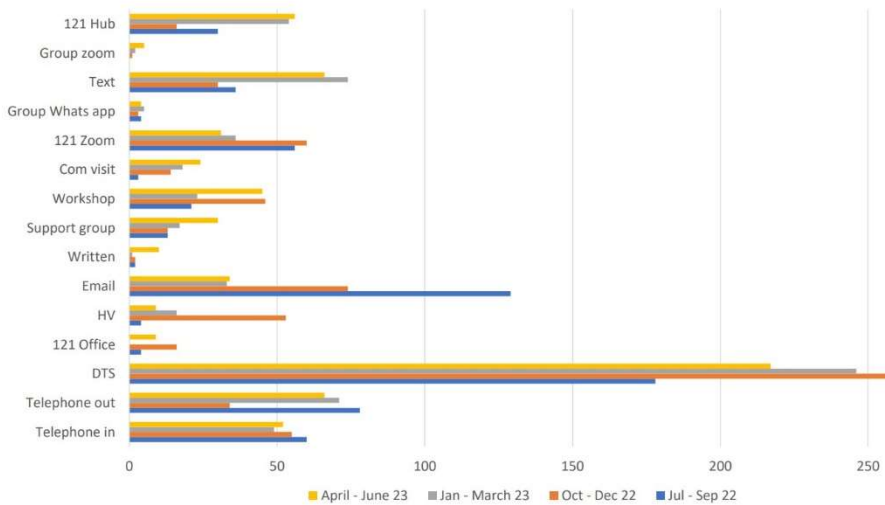
It is with great pride and a deep sense of accomplishment that we present to you the annual report of our organization for the past year. This year has been a remarkable journey of growth, dedication, and unwavering commitment to our mission of providing vital support to families and friends in need.

Over the past year, we have achieved remarkable milestones that highlight our relentless efforts to make a positive impact on the lives of those we serve. We are delighted to report that we have welcomed 268 new clients across Hampshire, 47 new clients within the CGL project, and 98 new clients within the Lottery Project

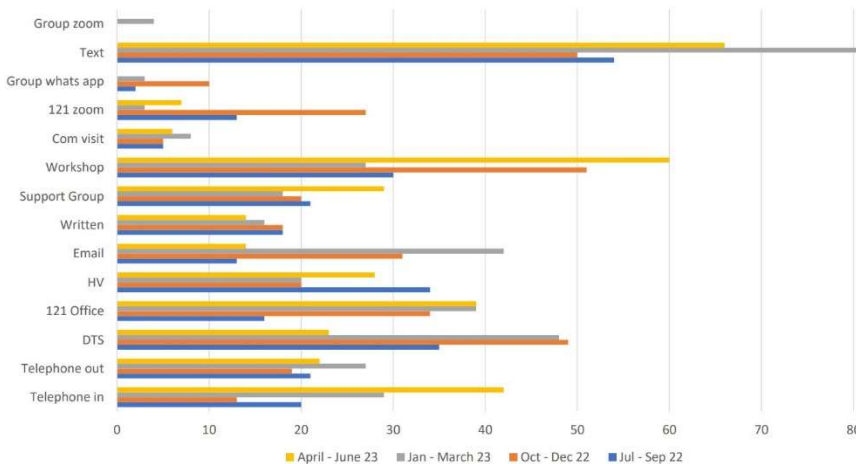
Southampton. A total of **418** new families over the past year! Everyone represents a story of resilience and hope, and we are privileged to be a part of their journeys.

These graphs show the support delivered throughout the service:

Hampshire Method of support



Southampton Method of support



TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2023

PSL has undergone extensive training and engagement in new initiatives like "the no wrong door project." This project aims to establish a connection between mental health services and substance use services, ensuring that we remain current in the best practices and well-informed to assist our clients. The training received covers a range of topics, including advanced skills in ADFAMS Parental Substance Use, Dual Diagnosis and Families, Alcohol-Related Brain Damage, End-of-Life Care, Family Dynamics, Learning Disabilities, Mental Health Differences, and DARE training. Alongside regular updates on mental health, we've also been trained in Coercive Domestic Abuse and remain informed about developments in other services. This comprehensive training ensures that we are equipped to provide optimal support and guidance to our clients.

Our commitment to education and support has led us to introduce new initiatives such as the Jigsaw Journey educational groups, which is spreading throughout Hampshire, nurturing minds, and fostering personal development. Additionally, our support groups, well-being sessions, craft workshops, and specialized groups tailored to the unique needs of our service users continue to provide a safe haven of understanding and healing.

In memory of our beloved founder, Christine Tebano, we embarked on the meaningful endeavour of creating a memorial garden. This serene space stands as a testament to her legacy and offers solace to all who seek a moment of tranquillity.

Our premises have undergone a transformative makeover, reflecting the fresh and vibrant spirit of our organization. We owe our heartfelt thanks to our dedicated volunteers who have orchestrated engaging fundraising events, including lively quiz nights and delightful afternoon tea parties. These events not only raised funds but also brought our community closer together.

None of our achievements would be possible without the unwavering dedication of our committed committee. Their leadership and support have been instrumental in guiding us towards our goals and ensuring our charity's sustainability. We are truly fortunate to have a team that not only envisions the best for the charity but also extends their unwavering support to our staff and volunteers.

As we reflect on the milestones of the past year, we are reminded of the profound impact that unity, compassion, and collective effort can create. Our organisation stands stronger than ever, ready to face the challenges and opportunities that lie ahead. We are excited to continue our journey, expanding our reach and continuing the support that we can offer people in difficult times that they may be experiencing

Thank you for your steadfast support, which fuels our passion and drives our purpose. Together, we can make a difference that resonates far beyond the confines of our organisation, touching lives and spreading hope.

With heartfelt gratitude,

Rhona Hawkins CEO

Testimonials:

Being able to speak to someone during really bad times and getting advice about boundaries	Empathy, regular contact.	It's been a lifesaver and fantastic support
Have helped my family and helped me with understanding addiction and behaviors and the part we can have in our own world.	PSL has helped me so much.	Extremely helpful and supportive with an excellent understanding of our family situation
From day one I have been listened to and understood, advice from outside that I really do trust	It is very supportive; non-judgemental and group sessions are great.	It is great support for people with similar situations and so helpful.
positively moving forward and very supportive and understanding	Like-minded people. No fear of losing control, just such a nice group of people and leaders and I feel supported.	Very informative, reassuring, not being alone, and nice to be listened to.
There is always someone there to help and listen, I will always recommend PSL to friends and family if they need help. I have been helped and PSL has improved my life. Acceptance is a great thing.	Chance of 121s, extended conversations, and support from someone who had a great deal of experience. This opened up possibilities for me and my family.	It is lovely to feel supported and not judged.
	Helping my family to take and put strategies in place. Help to understand the addict's behaviour	To be able to express feelings about the difficult situation and get valuable support and advice.
Solutions were appropriate and worked well leading to a harmonious family environment. The advice worked just not for the addiction aspect but also for other family issues.	Always knowing there is someone who will listen and not judge me.	It has really helped me and especially when I hear other people's problems, it makes me feel so alone and bad. Discussions have helped me on where to go for more advice and support

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2023

SMALL COMPANY PROVISIONS

The accounts have been prepared in accordance with the provisions in the Companies Act 2006 applicable to companies subject to the small companies regime.

Registered office:
48-50 Vespasian Road
Bitterne Manor
Southampton
Hampshire
SO18 1PA

Signed by order of the trustees

.....
Trustee

approved by the trustees on:

INDEPENDENT EXAMINERS REPORT**YEAR ENDED 31ST MARCH 2023**

I report on the financial statements of the Charity for the year ended 31st March 2023, which are set out on pages 17 to 28.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

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

INDEPENDENT EXAMINERS REPORT


YEAR ENDED 31ST MARCH 2023

Independent examiner's statement

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

- accounting records have not been kept in accordance with section 386 of the Companies Act 2006;
- the accounts do not accord with such records;
- where accounts are prepared on an accruals basis, whether they fail to comply with relevant accounting requirements under section 396 of the Companies Act 2006, or are not consistent with the Charities SORP (FRS102);
- any matter which the examiner believes should be drawn to the attention of the reader to gain a proper understanding of the accounts.

Signed:



Date:

14/09/2023

Name: Mrs V White

Professional Body: AAT

Address: Rowles and Co.
Rowles Accountancy Services Limited
Unit 104, Solent Business Centre
343 Millbrook Rd West
Southampton
Hampshire
SO15 0HW

STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31ST MARCH 2023

	Note	2023 (£) Unrestricted	2023 (£) Restricted	2023 (£) Total	2022 (£) Total
Income from:					
Grant Funding	2	0	275,850	275,850	220,253
Sundry donations and fund raising		8,599	0	8,599	8,819
Investment Income		547	0	547	38
		<u>9,146</u>	<u>275,850</u>	<u>284,996</u>	<u>229,110</u>
Expenditure on:					
Direct charitable expenditure	3	1,490	45,767	47,257	25,958
Fundraising and publicity	4	0	5,814	5,814	7,567
Management and administration	5	90	186,015	186,105	198,890
	6	<u>1,580</u>	<u>237,596</u>	<u>239,176</u>	<u>232,415</u>
Net movement in funds		<u>7,566</u>	<u>38,254</u>	<u>45,820</u>	<u>(3,305)</u>
Balances brought forward		43,713	36,056	79,769	83,074
Balances carried forward		<u>51,279</u>	<u>74,310</u>	<u>125,589</u>	<u>79,769</u>

The charity has no other recognised gains or losses other than the results for the year set out above.

All of the activities of the charity are classed as continuing.

The notes on pages 28 to 37 form part of these financial statements.

BALANCE SHEET (Companies House No. 0320552)

YEAR ENDED 31ST MARCH 2023

	Note	2023 (£) Unrestricted	2023 (£) Restricted	2023 (£) Total	2022 (£) Total
Fixed Assets					
Tangible assets	8	10,598	0	10,598	7,494
Current Assets					
Debtors	9	0	3,732	3,732	0
Cash at bank and in hand		41,269	111,019	152,288	72,863
		<u>41,269</u>	<u>114,751</u>	<u>156,020</u>	<u>72,863</u>
Creditors (due within one year)	10	588	40,441	41,029	588
Net Current Assets		<u>40,681</u>	<u>74,310</u>	<u>114,991</u>	<u>72,275</u>
Net Assets		<u>51,279</u>	<u>74,310</u>	<u>125,589</u>	<u>79,769</u>
Funds of the charity					
Accumulated fund	12	<u>51,279</u>	<u>74,310</u>	<u>125,589</u>	<u>79,769</u>
		-	-	-	-

The notes on pages 28 to 37 form part of these financial statements.

BALANCE SHEET (Companies House No. 0320552) continued

YEAR ENDED 31ST MARCH 2023

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

These financial statements were approved by the trustees on the:

.....
Trustee
(Director)

.....
Trustee
(Director)

The notes on pages 28 to 37 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2023

1. ACCOUNTING POLICIES**Basis of accounting**

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with:

- (I) the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)
- (ii) the Charities Act 2011
- (iii) the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014

The charity constitutes a public benefit entity as defined by FRS 102.

Incoming resources

Income represents donations receivable, grants, lottery funding and local & health authority funding.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2023**

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources;
- the monetary value can be measured with sufficient reliability.

Offsetting

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

Grants and donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP).

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met (5.16 FRS 102 SORP).

Legacies

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

Government grants

The charity has received government grants in the reporting period

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2023**

Contractual income and performance related grants

This is only included in the SoFA once the charity has provided the related goods or services or met the performance related conditions.

Donated goods

Donated goods are measured at fair value (the amount for which the asset could be exchanged) unless impractical to do so.

The cost of any stock of goods donated for distribution to beneficiaries is deemed to be the fair value of those gifts at the time of their receipt and they are recognised on receipt. In the reporting period in which the stocks are distributed, they are recognised as an expense at the carrying amount of the stocks at distribution.

Donated goods for resale are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale, and recognised in 'Income from other trading activities' with the corresponding stock recognised in the balance sheet. On its sale the value of stock is charged against 'Income from other trading activities' and the proceeds from sale are also recognised as 'Income from other trading activities'.

Goods donated for on-going use by the charity are recognised as tangible fixed assets and included in the SoFA as incoming resources when receivable.

Gifts in kind for use by the charity are included in the SoFA as income from donations when receivable.

Donated services and facilities

Donated services and facilities are included in the SOFA when received at the value of the gift to the charity provided the value of the gift can be measured reliably.

Donated services and facilities that are consumed immediately are recognised as income with an equivalent amount recognised as an expense under the appropriate heading in the SOFA.

Support costs

The charity has incurred expenditure on support costs.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2023**

Income from interest, royalties and dividends

This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

Income from membership subscriptions

Membership subscriptions received in the nature of a gift are recognised in Donations and Legacies.

Membership subscriptions which gives a member the right to buy services or other benefits are recognised as income earned from the provision of goods and services as income from charitable activities.

Settlement of insurance claims

Insurance claims are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP) and are included as an item of other income in the SoFA.

Investment gains and losses

This includes any realised or unrealised gains or losses on the sale of investments and any gain or loss resulting from revaluing investments to market value at the end of the year.

EXPENDITURE AND LIABILITIES**Liability recognition**

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

Governance and support costs

Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2023**

Grants with performance conditions

Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SoFA once the recipient of the grant has provided the specified service or output.

Grants payable without performance conditions

Where there are no conditions attaching to the grant that enables the donor charity to realistically avoid the commitment, a liability for the full funding obligation must be recognised.

Redundancy cost

The charity made no redundancy payments during the reporting period.

Deferred income

No material item of deferred income has been included in the accounts.

Creditors

The charity has creditors which are measured at settlement amounts less any trade discounts

Provisions for liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date

Basic financial instruments

The charity accounts for basic financial instruments on initial recognition as per paragraph 10.7 FRS102 SORP. Subsequent measurement is as per paragraphs 11.17 to 11.19, FRS102 SORP.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2023

ASSETS**Tangible fixed assets for use by charity**

These are capitalised if they can be used for more than one year, and cost at least £100.

They are valued at cost.

The depreciation rates and methods used are disclosed in note 8.

Investments

Fixed asset investments in quoted shares, traded bonds and similar investments are valued at initially at cost and subsequently at fair value (their market value) at the year end. The same treatment is applied to unlisted investments unless fair value cannot be measured reliably in which case it is measured at cost less impairment.

Investments held for resale or pending their sale and cash and cash equivalents with a maturity date of less than 1 year are treated as current asset investments

Stocks and work in progress

Stocks held for sale as part of non-charitable trade are measured at the lower of cost or net realisable value.

Goods or services provided as part of a charitable activity are measured at net realisable value based on the service potential provided by items of stock.

Work in progress is valued at cost less any foreseeable loss that is likely to occur on the contract.

Debtors

Debtors (including trade debtors and loans receivable) are measured on initial recognition at settlement amount after any trade discounts or amount advanced by the charity. Subsequently, they are measured at the cash or other consideration expected to be received.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2023

2. DONATIONS AND FUNDING

	2023 (£) Unrestricted	2023 (£) Restricted	2023 (£) Total	2022 (£) Total
Income from local government authorities / external grants	0	275,850	275,850	220,253
Sundry donations and fund raising	8,599	0	8,599	8,819
	<u>8,599</u>	<u>275,850</u>	<u>284,449</u>	<u>229,072</u>

3. DIRECT CHARITABLE EXPENDITURE

Provision of charitable services:	2023 (£) Unrestricted	2023 (£) Restricted	2023 (£) Total	2022 (£) Total
Direct charitable expenditure	408	1,487	1,895	4,642
Rent, rates and insurance	283	14,497	14,780	9,639
Light and Heat	0	0	0	0
Repairs and maintenance	0	0	0	0
Telephone and Internet	88	6,252	6,340	6,094
Postage and Stationery	228	5,518	5,746	2,641
Training and supervision	50	12,149	12,199	2,502
Travel and subsistence	433	5,864	6,297	440
	<u>1,490</u>	<u>45,767</u>	<u>47,257</u>	<u>25,958</u>

4. FUNDRAISING AND PUBLICITY

	2023 (£) Unrestricted	2023 (£) Restricted	2023 (£) Total	2022 (£) Total
Fundraising and publicity costs	0	5,814	5,814	7,567

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2023

5. MANAGEMENT AND ADMINISTRATION

	2023 (£) Unrestricted	2023 (£) Restricted	2023 (£) Total	2022 (£) Total
Staff costs	0	178,929	178,929	189,366
Other costs	0	0	0	0
Accountancy Fees	0	1,930	1,930	4,590
Legal and other professional fees	4	2,216	2,220	3,109
Bank charges	0	178	178	167
Depreciation	86	2,762	2,848	1,658
	90	186,015	186,105	198,890

6. TOTAL RESOURCES EXPENDED

	2023 (£) Unrestricted	2023 (£) Restricted	2023 (£) Total	2022 (£) Total
Direct charitable expenditure	1,490	45,767	47,257	25,958
Fundraising and publicity	0	5,814	5,814	7,567
Management and administration	90	186,015	186,105	198,890
	1,580	237,596	239,176	232,415

7. OPERATING SURPLUS/(DEFICIT)

	2023 (£) Unrestricted	2023 (£) Restricted	2023 (£) Total	2022 (£) Total
Operating surplus/(deficit) is stated after charging:				
Depreciation	86	2,762	2,848	1,658

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2023

8. TANGIBLE FIXED ASSETSFixtures, fittings and
equipment
£**COST**

As at 1st April 2022

41,520

Additions

5,952

As at 31st March 2023**47,472****DEPRECIATION**

As at 1st April 2022

34,026

Charge for the year

2,848

As at 31st March 2023**36,874****NET BOOK VALUE****As at 31st March 2023****10,598**

As at 31st March 2022

7,494

Depreciation is charged at 25% reducing balance.

9. DEBTORS

	2023 (£) Unrestricted	2023 (£) Restricted	2023 (£) Total	2022 (£) Total
Local authority payments due	0	0	0	0
Prepayments	0	3,732	3,732	0
	0	3,732	3,732	0

10. CREDITORS: Amounts falling due within one year

	2023 (£) Unrestricted	2023 (£) Restricted	2023 (£) Total	2022 (£) Total
Expenses claimed account	0	0	0	0
Other creditors	0	40,441	40,441	0
Accruals and deferred income	588	0	588	588
	588	40,441	41,029	588

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2023

11. COMPANY LIMITED BY GUARANTEE

Parent support link is a company limited by guarantee.

12. RESERVES	2023 (£) Unrestricted	2023 (£) Restricted	2023 (£) Total	2022 (£) Total
Brought forward	43,713	36,056	79,769	83,074
(Deficit)/Surplus for the year	7,566	38,254	45,820	(3,305)
Carried forward	<u><u>51,279</u></u>	<u><u>74,310</u></u>	<u><u>125,589</u></u>	<u><u>79,769</u></u>

13. RELATED PARTIES

The charity was under the control of the trustees, who are also the directors of the company throughout the year.

There were no other transactions with the trustees during the year or with entities controlled by them other than one trustee being reimbursed for minor travelling expenses incurred.

14. TRUSTEE REMUNERATION

No other remuneration or expenses have been paid to trustees during the year other than those detailed in note 13.

15. OPERATING LEASE COMMITMENTS

The following payments are committed to be paid within one year:

Expiring:	2023 (£) Total	2022 (£) Total
Two to five years	4,600	4,600

DETAILED INCOME AND EXPENDITURE ACCOUNT

YEAR ENDED 31ST MARCH 2023

INCOME	2023 (£) Unrestricted	2023 (£) Restricted	2023 (£) Total	2022 (£) Total
Local authority / external funding	0	275,850	275,850	220,253
Sundry donations and fund raising	8,599	0	8,599	8,819
Bank interest receivable	547	0	547	38
TOTAL INCOME	<u>9,146</u>	<u>275,850</u>	<u>284,996</u>	<u>229,110</u>
DIRECT CHARITABLE EXPENDITURE				
Direct Costs	408	1,487	1,895	4,642
Rent, rate and insurance	283	14,497	14,780	9,639
Light and heat	0	0	0	0
Repairs and maintenance	0	0	0	0
Telephone/Internet	88	6,252	6,340	6,094
Postage and stationery	228	5,518	5,746	2,641
Training and supervision	50	12,149	12,199	2,502
Travel and subsistence	433	5,864	6,297	440
	<u>1,490</u>	<u>45,767</u>	<u>47,257</u>	<u>25,958</u>
FUNDRAISING AND PUBLICITY				
Advertising and publicity costs	0	5,814	5,814	7,567
	<u>0</u>	<u>5,814</u>	<u>5,814</u>	<u>7,567</u>
MANAGEMENT AND ADMINISTRATION				
Staff costs	0	178,929	178,929	189,366
Legal and professional fees	4	2,216	2,220	3,109
Accountancy costs	0	1,930	1,930	4,590
Other costs	0	0	0	0
Bank charges	0	178	178	167
Depreciation of fixed assets	86	2,762	2,848	1,658
	<u>90</u>	<u>186,015</u>	<u>186,105</u>	<u>198,890</u>
TOTAL EXPENDITURE	<u>1,580</u>	<u>237,596</u>	<u>239,176</u>	<u>232,415</u>
NET (DEFICIT)/SURPLUS FOR YEAR	<u>7,566</u>	<u>38,254</u>	<u>45,820</u>	<u>(3,305)</u>

DETAILED INCOME AND EXPENDITURE ACCOUNT BY PROJECT

YEAR ENDED 31ST MARCH 2023

	Lottery Grant	Portsmouth SSJ	PSL	Inclusion	CGL	2023 (£)	2022 (£)
	£	£	£	£	£		
INCOME							
Local authority / external funding	79,296	-	-	160,553	36,000	275,850	220,253
Sundry donations and fund raising	-	-	8,599	-	-	8,599	8,819
Bank interest receivable	-	-	547	-	-	547	38
TOTAL INCOME	79,296	-	9,146	160,553	36,000	284,996	229,110
DIRECT CHARITABLE EXPENDITURE							
Direct Costs <i>Direct</i>	738	2	408	747	-	1,895	4,642
Rent, rate and insurance <i>Staff Time</i>	4,287	69	283	5,942	4,200	14,780	9,639
Telephone/Internet <i>Direct</i>	2,039	38	88	4,174	-	6,340	6,094
Postage and stationery <i>Direct</i>	899	13	228	1,509	3,097	5,746	2,641
Training and supervision <i>Direct</i>	2,481	24	50	5,144	4,500	12,199	2,502
Travel and subsistence <i>Direct</i>	1,313	356	433	4,116	80	6,297	440
	11,757	502	1,490	21,632	11,877	47,257	25,958
FUNDRAISING AND PUBLICITY							
Advertising and publicity costs <i>Direct</i>	1,491	104	-	3,033	1,185	5,814	7,567
	1,491	104	-	3,033	1,185	5,814	7,567
MANAGEMENT AND ADMINISTRATION							
Staff costs <i>Staff Time</i>	64,788	2,661	-	101,658	9,821	178,929	189,366
Legal and professional fees <i>Staff Time</i>	738	11	4	1,466	-	2,220	3,109
Accountancy costs <i>Direct</i>	632	13	-	1,285	-	1,930	4,590
Bank charges <i>Direct</i>	58	1	-	118	-	178	167
Depreciation of fixed assets <i>Direct</i>	794	-	86	1,608	360	2,848	1,658
	67,010	2,686	90	106,135	10,181	186,105	198,890
TOTAL EXPENDITURE	80,258	3,292	1,580	130,800	23,243	239,176	232,415
NET (DEFICIT)/SURPLUS FOR YEAR	(962)	(3,292)	7,566	29,753	12,757	45,820	(3,305)

PARENT SUPPORT LINK

England & Wales - Charity number 1061823

Accounts

**PARENT SUPPORT LINK
FINANCIAL STATEMENTS
31ST MARCH 2022**

Company Registration Number 3202552

Charity Number 1061823



**T D GREGORY LIMITED
237 MANOR FARM ROAD
BITTERNE PARK
SOUTHAMPTON
SO18 1NY**

PARENT SUPPORT LINK

FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2022

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Detailed income and expenditure account by project	34

OFFICERS AND PROFESSIONAL ADVISERS

YEAR ENDED 31ST MARCH 2022

The Board of Directors	R Chapman (Treasurer) A Galbraith J McCombe (Chair) N Jones C Murg M Nicholson
Company Secretary	N Jones
Principal Address	48-50 Vespasian Road Bitterne Manor Southampton Hampshire SO18 1PA
Registered Office	48-50 Vespasian Road Bitterne Manor Southampton Hampshire SO18 1PA
Bankers and Other Professional Advisers	Unity Trust Bank Plc Nine Brindley place Birmingham B1 2HB

Chairperson's remarks

Chairperson's remarks

First and foremost, I would like to take this opportunity to reflect on the sad passing of Christine. Christine was an absolutely inspirational woman with a can-do attitude. She recognised there was a lack of support for the parents of drug users and did something about it. Through hard work, commitment, and resolute determination she built up Parent Support Link into the organisation it is today. Christine was a phenomenal force of nature who will be missed by all of us. However, as the chair and committee, we are determined to protect and build upon Christine's legacy.

This year has once again been one of many changes and challenges. The Pandemic has been part of everybody's life and now that the world has and is adapting, we still have many changes to be aware of and try our best to be prepared for. PSL as always has risen to the challenges and changes that have come along with this past year and making sure we have our team and client's wellbeing at the forefront as we always have done. I believe our Charity has produced a service that has responded to the needs of our clients, the families, who have been dealing with all the extra issues alongside the drug/alcohol/gambling concerns that this year has had and has impacted every one of us.

The trustees have undertaken some innovative changes to the way our committee functions, with are always aiming to build an even stronger method of governance. We continue to have management sub-groups, one to explore our approach to Diversity, Equality, and Inclusivity. This is a long-term approach to building the best possible service in all aspects of the Charity. We have all undertaken a full training program and aim to achieve realistic and positive growth.

The second sub-group is focusing on Marketing and Fundraising, as the world changes, PSL has recognised that we need a fresh approach to securing our sustainability as we move forward.

These are changes to be celebrated.

I would like to comment on the high standard of service provided by the Charity, I feel that the service provided in Southampton has been recognised this year as we welcome our new partnership with CGL, long may this continue and as you will see from the numbers that PSL has delivered a valuable service to the city, with the Lottery funding and now our CGL partnership

Our contract with Inclusion is held in extremely high esteem and has been used as an example of positive family work in the Drug Treatment field. A strong example of how working together builds stronger recovery and support for all our service users.

Please take a moment to read through this report, you will find an indication of our ethos, some numbers, and an overview of this past year's work. I hope you will find it of interest, if you have any questions, please ask, any trustee will be happy to help.

PSL is looking to the future and will welcome any comments and look forward to working jointly going forward.

Governing documents

Parent Support link is a Registered Charity (1061823) and Company Limited by Guarantee (0320552) not having a share capital. The Charity was established in 1996 and is governed by the Articles of Association and the Memorandum of Association that sets out the charitable objects of the organisation. There are no changes to the articles.

Aim and activities

The Aim

The aim of **Parent Support Link (PSL)** is to support and inform the families and friends of people who use drugs and alcohol. This could be a parent, a partner, a sister, a brother, or a good friend.

PSL achieves these aims by providing the following activities:

Core activity

- A 24/7 telephone contact line that is operated by trained volunteer workers. This service is delivered in both Southampton and Hampshire
- Inviting people to attend a 1-2-1 meeting where an assessment of their needs can be made, and a relevant support plan is developed.
- Facilitating regular support groups for those family members who feel able to participate in group support.
- Providing participative workshops around subjects that enhance self-awareness, raise self-esteem, and build health and wellbeing.
- Awareness raising, engaging with community-based organisations, and joint working where appropriate

The Charity achieves these aims by delivering grant-funded projects, entering into contracts to deliver specific parts of a larger service, and working alongside other providers.

Organisational structure

Parent Support Link has a management committee that includes a Board with 8 members all of whom are involved in a voluntary capacity (see below) plus the CEO - service manager (non-voting members) The service manager is responsible for the day-to-day running of the charity and for ensuring that the team functions and meets the aims of the charity through cohesive and focused working practice, reporting directly to the Board. The team of Family Support Workers meets on a monthly basis to share information and provide support to each other. Volunteer workers are the thread that runs through the whole organisation and they are also represented at these meetings. The volunteers have a regular, separate, meeting, part of this meeting is to share good practices and highlight any concerns that would be of interest to the Board.

The overall day-to-day management of operations is the responsibility of the service manager. To inform this, a number of actions are regularly undertaken.

The monthly team meetings are key to the smooth running of the organisation. This operational meeting gives staff an opportunity to deliver a report on the progress of individual project responsibilities and to hear what other team members are achieving. This is part of the monitoring, evaluation, and development of each project and the Charity as a whole. It also highlights any issues or concerns to be reported to the management committee.

Monthly staff supervision is also undertaken (both individual and peer) with an appropriate external supervisor and is based around caseload and professional practice. Quarterly review meetings are held as a way to monitor performance, and capability and highlight training needs.

Recruitment and appointment of the management committee members

Trustees are recruited as and when necessary, this being the most appropriate method for our small organisation. Interested parties will usually come by recommendation, they will be asked to submit a rationale for joining the committee, this will be discussed at the next scheduled committee meeting and if accepted they will be asked to join the committee. Members of the management committee can become registered as trustees at the Annual General Meeting; when appointing or re-appointing a trustee notice of not less than 14 days will need to be given. We ask that when stepping down the trustee give the same amount of notice. The number of trustees shall not be less than 3 but are not subject to any maximum.

The Board consists of the Chairperson, the Treasurer the Company Secretary, two trustees representing both the volunteer workers and the service users and the chief operations officer/ service manager, (this title is interchangeable). The committee may have other members who bring expertise but are not trustees. The Board meets on a quarterly basis and is kept informed by e-mail of any issues or concerns that might arise in the interim. Extraordinary meetings are arranged on an ad hoc basis when necessary. Trustees are involved in management tasks that require their specific expertise, for example, recruitment and employment procedures. They are also responsible for the keeping of proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The people who come to PSL with an interest in being trustees usually have a good knowledge of the organisation, the area that we work in (providing support for people affected by someone else's drug use), and the skills needed to manage the Charities' affairs. Each trustee is asked to provide an up-to-date CV and to take part in a skills audit to see where they will be best placed to serve on the committee. New trustees are provided with short induction training relevant to their role if needed. Trustees are encouraged to make themselves aware of the content of the handbook and to identify any training needs.

Responsibilities of the Trustees

There have not been any changes in the responsibilities of the trustees during this last year. Company law requires the trustees to prepare financial statements for each financial period which give a true and fair view of the state of affairs of the company at the end of the year and of the profit or loss for the period then ended.

As part of this, trustees are required to:

- Be responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.
- Select suitable accounting policies and then apply them consistently.
- Make judgments and estimates that are prudent and reasonable.
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statement.
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the company will continue in business.
- The trustees are responsible for the keeping of proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006.

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2021

- To ensure that the Risk Register is reviewed on a rolling basis at each committee meeting and that it is being continually updated. The 5 main headings on the register are:
- Lack of funding
- Loss of key staff
- Change in premises
- Damage to external reputation
- Changes in the Political environment

These are regularly revised, and any mitigating actions are agreed and undertaken.

An instance of this would be, the onset of the pandemic. This required immediate action, and this resulted in a Business Continuation Plan for this previously unidentified situation being planned and ratified within three days. This gave the Charity a clear way forward and enabled the Charity to continue to function

Trustees and Members of the committee

A list of the members of the management committee for this period of time is set out on page 1.

Each of our trustees and committee members has given a concise insight into what they bring to the Charity in the form of a short personal statement.

Secretary: **Natalie Jones:** I have over 30 years' experience working across health and social care services, in a variety of non-clinical roles. I am passionate about making a difference and, having been a user of PSL services in the past, am keen to use my skills to support PSL in their vital work.

Treasurer: **Rosa Chapman:** I worked as an Employment Officer for Southampton City Council for over 10 years. I supported people who were homeless, ex-offenders, those with mental health issues, and/or have drug, alcohol, and gambling addictions. It was whilst working in this occupation I experienced, first-hand what addiction can do to families and friends, therefore I support Parents Support Link. I am innovative and creative, and I hope to contribute my skills to the benefit of Parents Support Link over many years to come.

Trustee: **Anne Galbraith:** I spent over 20 years working in drug treatment services as a practitioner and manager I am serving as a trustee with Parent Support Link because I respect the pioneering part PSL has played in highlighting the needs of those affected by someone else's drug use, an area that has been much neglected in the past

Trustee: **Sian Spinney:** Being well organised is part of the role I have as a trustee, and I use my expertise in fundraising to help raise money for projects that the charity undertakes. I am a qualified teacher, with skills in Information Advice and Guidance plus a counselling qualification. This background, along with the fact that I have personal experience of the issues that affect the people who use the service and makes me empathetic to their situation

Chair: **James McCombe** I have over 20 years of experience in the charity sector working mainly with young people. I also have personal experience of drug addiction; I think it's so important to have someone to offer support to the families of substance users who are often forgotten victims of addiction. I believe that as a trustee I bring an enquiring mind to the committee and can share my experience for the benefit of the Charity

Trustee: **Susan Haig** My background is in health care, and I understand the value of voluntary services and the support they provide to those in need. I've been a service user for PSL for the past 7 years, following caring for my best friend who is an alcoholic. I hadn't appreciated how much alcoholism had impacted me, completely overwhelming me

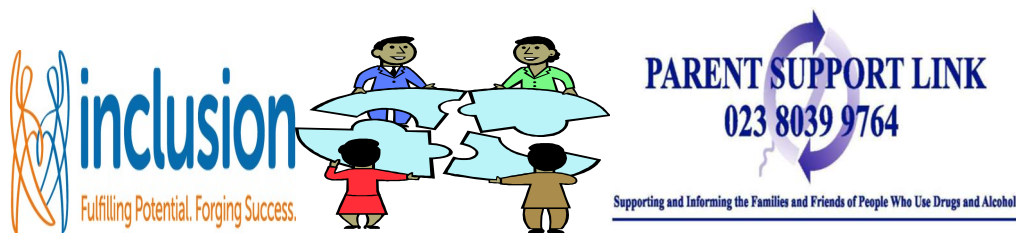
at times, in supporting my friend. The support and guidance that PSL is second to none and is valuable to all who use the service.

Trustee: **Kathryn Rankin** I came to PSL when I needed help in dealing with addiction in our family. PSL made a huge difference to us at a time when we needed the strength and understanding to make sense of the chaos and improve our lives. Things have got better over the last two years, and I wanted to give something back to the charity. I have worked in the public and voluntary sector for a few years, including mental health and social care agencies and so understand the challenges and pressures facing a small charity. I find it worthwhile to work with other trustees and staff as part of a team and help PSL to thrive.

Trustee: **Claudia Murg** I am a trustee committee member at Parent support link for just over two years now. My career is in community media, and I am the founder of "we make Southampton" I am able to support PSL with my knowledge and media skills in promotion and publicity along with anything else needed.

The Projects

The Family and Friends Service (Hampshire) Contracted and funded by Inclusion (MPFT NHS)



The Family and Friends Service operates in each of the nine Inclusion Hubs in Hampshire. The service was re-commissioned in July of 2018 meaning that PSL entered a 5+2-year contract.

The whole family approach to supporting families within substance misuse services has developed and is now an integral part of inclusion's service delivery. For each person engaged with the Inclusion Recovery Services, there will be family, a close friend, or significant other who could, with support, provide part of the network that enables the user to live a healthy, meaningful life in a community to which they can contribute and be a part of.

The Family and Friends Support Service
Core bespoke services include:

The 24/7 Telephone contact line. 02380399764.

Face-to-face appointments and a regular support group meeting in the Hub of your choice.

You may also be able to access services to support stress management like Acupuncture and Mindfulness sessions.

Craft workshops held at the PSL premises

Have an appointment with our Health and Well-Being nurse to help you understand more about the effects and implications of Drug and Alcohol addiction.

You will be able to train in administering Naloxone an intervention for opiate overdose.

Couples counselling and Whole Family work are also available when the time is right for you.

Bereavement support groups by invitation only

As part of the contract, PSL provides a service that approaches substance misuse as an issue for the whole family. This means that recovery is not only the responsibility of the person using alcohol or drugs but for all concerned. The family and friends' network of the SMS user is now recognised as an integral part of the recovery journey. The Integrated Family and Friends Service is active in all of the nine Inclusion Hubs in Hampshire. Access to the service is primarily through the recovery workers referring to the service and the 24/7 telephone contact line. The service provided includes 24/7 telephone support, 1-2-1 support sessions by appointment, systemic whole family support sessions, regular group sessions, and workshops. The family support workers are part of the care team in each Hub. PSL has a staff team with years of experience, knowledge, and skills entwined with supporting families experiencing substance misuse from within. In the Hubs refer to the Family and Friends service ensuring that **PSL** is now an integrated part of the Inclusion Recovery Service in all of the Hubs

The Family and Friends Project (Southampton) Grant funded by The Big Lottery



FAMILY & FRIENDS SUPPORT SERVICE



Supporting and informing the families and friends of people who use drugs and alcohol

We are in the final 3 years of the Lottery Grant.

The Family and Friends project ensures that residents of Southampton living with the effects of someone else's drug or alcohol use have a service dedicated to responding to their needs. The project encompasses the core services (see above), with additional activities i.e., home visiting, support and advocacy, and workshops with specific content relevant to the needs of the family members. The Health and Wellbeing workshops have continued to be well attended and participants report great benefits from these sessions. The project has been enhanced by a series of workshops entitled Steppingstones, providing an in-depth look at how we can make change happen, and by the addition of acupuncture sessions. By providing a holistic and flexible approach to supporting people the project is a great success as evidenced in the feedback and monitoring reports. Robust monitoring and development with continuous client consultation have been key elements in ensuring that the project meets the needs of the client base and fulfils the terms of the Lottery Grant. During this final year, PSL has been busy scoping possible avenues for ways to continue providing this service to the people of Southampton. However, the sad fact is that we have also needed to accept that there is a risk that the City may lose this service that has been active for over 29 years.

CGL Project (Southampton)
Contracted and funded by Change, Grow, Live



This year we entered a new contract with Change Grow Live (Southampton) - The Family and Friends PSL – CGL Partnership project ensures that carers of Southampton living with the effects of someone else’s drug or alcohol use have a service dedicated to responding to their needs while a loved one is accessing treatment within CGL and well as reaching out for the support which is needed. For each person engaged with the CGL Recovery Services, there will be family, a close friend, or significant other who could, with support, provide part of the network that enables the user to live a healthy, meaningful life in a community to which they can contribute and be a part of.

PSL – CGL Partnership Project Core Bespoke Services include

The 24/7 Telephone contact line. 02380399764.

Face-to-face appointments and regular support group meetings within PSL-CGL-Community and Home visits each depending on where the client feels most comfortable.

You will also be able to access services to support stress management like Acupuncture and Mindfulness sessions.

Craft workshops held at the PSL premises

Have an appointment with our Family Support Workers to help you understand more about the effects and implications of Drug and Alcohol addiction.

You will be able to train in administering Naloxone an intervention for opiate overdose.

Couples counseling and Whole Family work are also available when the time is right for you.

Bereavement support groups by invitation only

“Don’t go it alone”

Providing a whole family approach to problematic gambling

This project was launched in March of this year, 2019. The aim is to offer a new and innovative approach to problematic gambling, using the skills and knowledge gathered by working in the substance misuse field. We believe that a whole family approach can reduce the stigma (often felt by the gambler) within the family dynamic and that by working together a better understanding and enhanced communication can enable change to be achieved.

The aims of the pilot project:

- To improve the health and wellbeing of those affected by problematic gambling and other issues that they may be dealing with
- To develop and deliver a project, based on Systemic Family Work.
- To work in partnership with other organisations, as appropriate, in the City
- To ensure that the project becomes recognised and used by the residents of Southampton

TRUSTEES ANNUAL REPORT

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Despite achieving exemplary results, in line with the aims and objectives of the project, the funding was terminated in December 2019. This was due to changes in the way that the Gambling Commission awarded funds to smaller organisations. PSL intends to include the families of gamblers in our forward planning, in the hope that we can attract funds to support another project. On a positive note, due to this pilot project we now have primary research evidence to support any future bids.

“Don’t go it alone”
Urgent Request
for funding support to assist families in distress due to gambling addiction in Southampton

Family Support Project
Portsmouth, Society of St James (SSJ)

The Family Support Project between PSL and SSJ has come to an end but the partnership continues as we will continue to support SSJ by offering our 24/7 telephone support line to Portsmouth carers, and from the line, they will be signposted over to Rebound and SSJ to access group support with Rebound and family support through SSJ.

The Staff

To deliver these projects, we recognise the dedication and commitment of our staff team.

At the end of August 2022, **PSL** had 10 employees

The posts are:

A CEO /service manager

Service Co-ordinator

Group specialist family support worker

An administrator

8X Family Support Workers (FSW)



Rhona Hawkins
CEO/Service
Manager



Karen Toon
Service co-
Ordinator



Kim Harrison
Administrator/
FSW-CGL



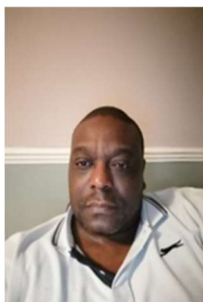
Kim Richardson
Senior FSW



Nicki Eavis
Senior FSW



Jonnie Angel
Group specialist/
FSW



Paul Daley
FSW



Barbara Dixon
FSW



Colin Roe
FSW-CGL

The Volunteer workers

Apart from the committee members, who all give their time voluntarily, PSL holds a bank of volunteer workers. Those who volunteer undertake our standard induction training prior to commencing work, they are then better equipped to decide if they can be actively involved with the project. The volunteer workers are mostly involved with operating the 24/7 telephone contact line; however, some are also involved with face-to-face support and in facilitating the groups, alongside the Family Support Workers. **PSL** provides regular training and supervision to all volunteer workers. Volunteers are an integral part of how **PSL** operates, and the Charity recognises that they contribute to the organisation in so many ways. Thanks to each one of our volunteer workers.

Overview of the core values and support tools used by PSL Family Support Workers and Volunteer Support Workers.

Empathy: The term “**empathy**” is used to describe a wide range of experiences. Emotion researchers generally define **empathy** as the ability to sense other people's emotions, coupled with the ability to imagine what someone else might be thinking or feeling.

Empathy is the thread that connects us to other humans. When empathy is used in everyday life, it makes us feel more connected to one another. And when we feel connected to those around us, we are better, more compassionate people.

Person-centered approach: The **person-centered approach** is based on the theory and philosophy of Dr. Carl Rogers. It is a non-directive *approach* to being with another; that believes in the other's potential and ability to make the right choices for themselves, regardless of the therapist's own values, beliefs, and ideas. Person-centered therapy - also known as person-centered counselling or **client-centered** counselling - is a humanistic approach that deals with the ways in which individuals perceive themselves consciously rather than how a counsellor can interpret their unconscious thoughts or ideas

Basic counselling skills: These basic skills include the patterns of sessions, active listening, body language, tone, open-ended and closed questions, paraphrasing, summarising, note-taking, and homework. This includes **Active Listening skills:** Active listening happens when you "listen for meaning". The listener says very little but conveys empathy, acceptance, and genuineness. The listener only speaks to find out if a statement (or two or twenty) has been correctly heard and understood.

Motivational Interviewing: this is a collaborative rather than prescriptive approach to communicating with adults and has been proven to be an effective communication tool.

Solution Focused approach: the practitioner's task is to discover whatever a person is already doing which might contribute to the resolution of the problem with which they have come. It is a competency-based model, which minimizes emphasis on past failings and problems, and instead focuses on clients' strengths and previous successes.

The 5- step programme: The 5-Step Method helps affected family members who have loved ones with addiction problems. It is one of the few methods that helps gives support to family members for themselves in their own right rather than being solely supporters of their loved ones.

It is grounded in rigorous research and has a clear theoretical model (the Stress-Strain-Coping-Support model) which underpins the intervention. The approach is both simple and effective in filling a gap that exists for family support. Practitioners in a range of services who work with family members can use the 5-Step Method once they have been trained.

Acceptance and Commitment Therapy (ACT) encourages people to embrace their thoughts and feelings rather than fighting or feeling guilty. **ACT** develops psychological flexibility and is a form of behavioural **therapy** that combines mindfulness skills with the practice of self-**acceptance**.

A systemic approach to whole family work: Systemic Family support is sometimes called "talking therapy". It is called "Systemic" because it is for people in all kinds of group Relationships or 'systems' and in this case, because it is for people in families, it is called "Systemic Family Support"

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2021

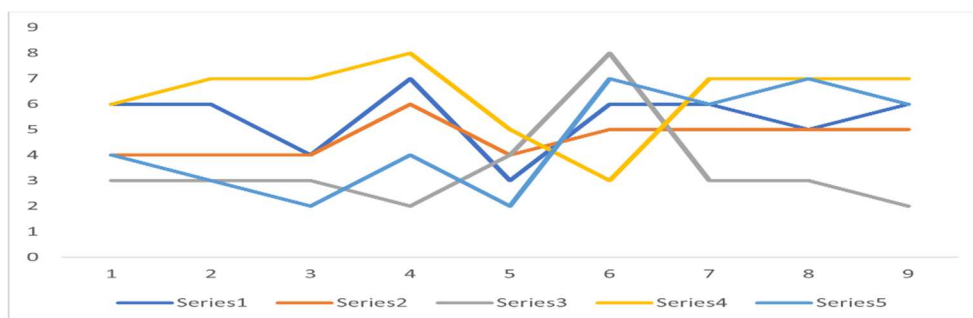
Our workers will use the most appropriate tool or method for the family they are working with. Their skills, knowledge, and experience come together to provide the best service possible. We are continually reviewing and revising our practice and pride ourselves on being truly reflective practitioners

Monitoring and evaluation

It is the aim of the Charity to offer every client

- The opportunity to give anonymous feedback at each contact with the service
- The use of an ongoing self- monitoring tool
- A survey of change during their involvement with the projects, in the beginning, during, and at the end of their involvement
- The chance to evaluate any contact in relation to the service they are accessing against a set of pre-determined outcomes

An example of a monitoring chart over 4 sessions (Questions below)



1. How would you score your overall health?
2. How well are you sleeping?
3. How good is your appetite?
4. Do you feel alone or isolated?
5. Are you able to discuss the situation with family members?
6. Do you feel stressed or anxious?
7. Do you have the skills to cope with stress and anxiety?
8. Knowledge of drug or alcohol use?
9. Aware of other agencies that can help?

Achievements and performance

Methods of support by project throughout lockdown and the beginning of entering out of lockdown.

What follows is a breakdown of some statistical information gathered during the year, to show the volume of work that has been achieved (please request additional information if required)

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YEAR ENDED 31ST MARCH 2021

The Southampton Family Support Project

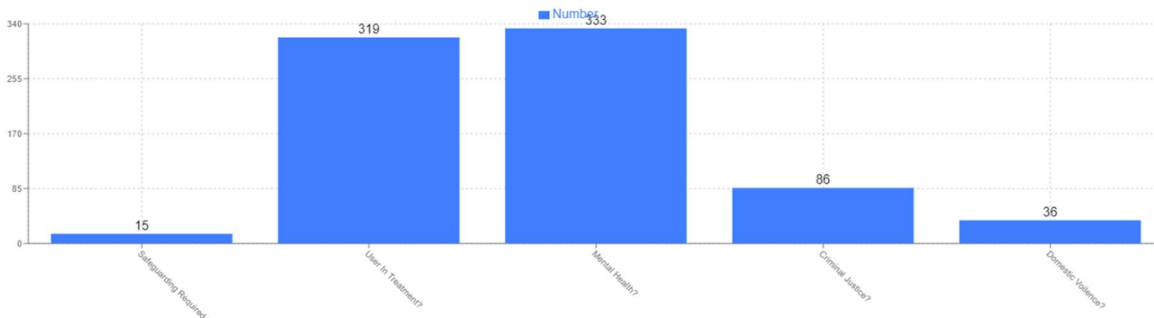
New Client over this year

There have been **65 new** clients gained in Southampton this past year and **210** throughout Hampshire. The total number of families being supported in Southampton is **290** and in Hampshire, the total number of families being supported is **446**.

Methods of support clients received:

Linked to Hub	Telephone (Incoming)	Written Correspondence	1-2-1 (Community Venue)	1-2-1 (Office)	Dedicated Telephone Support	Telephone (Outgoing)	Email Correspondence	1-2-1 (Home Visit)	1-2-1 (Hampshire Hub)	Support Group	Workshop Group	Text	1-2-1 (Zoom)	1-2-1 (Whats App)	Group Zoom	Group Whats App
SOTON	57	32	8	2	444	77	27	19	0	50	65	159	26	0	32	2
Basingstol	31	44	0	0	53	29	53	0	0	3	2	21	52	1	13	0
Fareham	28	76	0	0	43	16	51	0	3	0	0	34	12	0	0	0
Havant	49	34	11	1	184	15	29	0	2	18	0	32	34	3	0	0
New Forest	32	55	20	0	356	14	3	5	1	62	1	12	24	0	1	0
Unknown	12	4	0	1	6	4	2	0	0	0	0	2	0	0	0	0
Eastleigh	66	30	6	0	118	17	10	5	0	5	15	3	71	1	18	0
Andover	12	35	0	0	41	9	17	0	0	0	0	23	5	0	0	0
Winchester	25	72	0	0	97	43	87	0	0	0	0	61	37	0	17	0
Aldershot	18	5	0	0	12	7	1	0	0	1	1	7	0	0	9	0

Additional Issues identified:



Comments from the family members who used the service

I am writing to tell you how much I enjoyed the Wellbeing workshops that you ran. It was interesting how, after a few weeks, I felt that I was part of a family, with you as the Mother Superior. To begin with, I was a bit sceptical about meditation, mindfulness, and breathing; but as the weeks passed, I realised they had a part to play if my Well-being was to improve. After ten weeks, I now feel that I know myself better and that you have given me the tools to curb my impatience and bouts of irritation. I am trying hard to change and I even believe that slowly, my behaviour is changing

Thank you for Wednesday's Life Leap Club, it made me realise how much confidence I have, and this has given me the confidence I needed, especially to deal with the situations that are happening in my life now, which are pushing me outside of my comfort zone!!! (Couldn't have come at a better time).

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2021

Last year was the worst time of my life. My partner was drinking a litre bottle of vodka a day, we were in lockdown, and I felt so alone that nobody wanted to help. I called in out of desperation as I didn't know what to do. I didn't want to tell my family as I felt so embarrassed. I was allocated a support worker who was there to listen, support and guide me to make the right decisions for me, without judging or influencing me. My partner hit rock bottom and was hospitalised and went through detox. Since then, he has had counselling and hasn't drunk for nearly a year. The support continued as I had to learn to trust again and not be scared. My support worker was there every step of the way. I built up a great rapport and felt very comfortable being open.

I have only just felt comfortable in not having that support and cannot thank my support worker for the amazing service I received as I couldn't have gotten through that very difficult time without his support.

The support which I have received from everyone at PSL has honestly been a lifesaver, there is no way I would have gotten through the past 2 years without having them there. I have been supported and listened to in ways I never have before and for the first time in some years, I have lowered the number and dosage of anti-depressants I have been on and am feeling great for it. Seriously thank you I am calling you my guardian angels.

If I did not hear about you from a friend who accessed your service, I would have lost my husband, he is an alcoholic, but we live in a little village where issues like this apparently do not happen! Even our doctor was no support at all. When I got the strength to call you not knowing what to expect I was greeted by a soft voice and instantly felt warmth. I was able to talk to the person on the phone for as long as I needed and felt I had achieved more than ever. We found out about Inclusion where my husband is still receiving support after having to have a detox and we are once again living life together. My husband would have died if he had carried on the way he was going or I would have had to walk away for my own sanity but because of PSL and all the support and tools, they gave us we are moving forward still in our life of being married 28 years. Thank you I will always be grateful.

Funds and Fundraising

The Treasurer's report and the independent financial statements form part of this annual report. Raising funds and acquiring grant funding is an ongoing task for any voluntary organisation and PSL continues to actively engage in the tasks related to funding the work of the Charity.

Donations and funds raised from activities undertaken by the sub-group make an important addition to our unrestricted funds. Funds raised in this way are used to support the "extras" that enhance the experience of engaging with the Charity, for example, refreshments, the soft furnishings and resources for the Cabin, and a small hardship fund.

Grateful Thanks and Acknowledgements

Parent Support Link would like to thank everyone who has supported the Charity during the last year.

At the top of any list, PSL must acknowledge those that we serve,
The carers/ family members themselves.

- The trustees and committee members
- The management teams
- All members of the staff team
- The volunteer workers
- The external Supervisor
- The funders and grant givers
- Those agencies with whom we have initiated joint working agreements
- The accountant and bookkeeper and the Information Technology support company and the Website developer

We at **PSL** believe that our Charity can be held up as a beacon of what can be achieved when the people, involved at all the many different levels in an organisation, truly believe in what they are aiming for when they recognise the true worth of the work they do and acknowledge the success of what they have done.

Thank you to everyone involved in another successful year for **Parent Support Link**.

In Loving Memory

All the information, stats, and achievements you have heard and read about today would not have been made possible without the founder Christine Tebano who sadly passed away this year on the 9th of May 2022. Christine built this charity up from a support line in her bedroom in 1993 to what the charity is today. Over the years Christine has supported, helped, and had an impact on countless numbers of people. We will continue with the work Christine built and continue to support those in need as she did. She will be greatly missed by all but never forgotten as Christine is the reason, we are all able to be here today celebrating 29 years of supporting anyone who has been affected by a loved one's substance misuse and making sure everyone who needs support could get help and not be alone.

We are creating a memorial garden in memory of Christine at the PSL office which will be a tranquil place for our carers to come and sit and spend time in.



We will be forever grateful for what you have achieved and built and for all the families you have supported. Thank you Christine - RestInPeace - May 8th 1954 – May 9th 2022

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2022

SMALL COMPANY PROVISIONS

The accounts have been prepared in accordance with the provisions in the Companies Act 2006 applicable to companies subject to the small companies regime.

Registered office:
48-50 Vespasian Road
Bitterne Manor
Southampton
Hampshire
SO18 1PA

Signed by order of the trustees

.....
Trustee

approved by the trustees on: 12th October 2022

INDEPENDENT EXAMINERS REPORT**YEAR ENDED 31ST MARCH 2022**

I report on the financial statements of the Charity for the year ended 31st March 2022, which are set out on pages 17 to 28.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

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

INDEPENDENT EXAMINERS REPORT

YEAR ENDED 31ST MARCH 2022

Independent examiner's statement

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

- accounting records have not been kept in accordance with section 386 of the Companies Act 2006;
- the accounts do not accord with such records;
- where accounts are prepared on an accruals basis, whether they fail to comply with relevant accounting requirements under section 396 of the Companies Act 2006, or are not consistent with the Charities SORP (FRS102);
- any matter which the examiner believes should be drawn to the attention of the reader to gain a proper understanding of the accounts.

Signed:



Date: 21st July 2022

Name: Andrew Nicholas CIPFA, MAAT

Professional Body: Chartered Institute of Public Finance Accountants
AAT Licenced Accountant

Address: T D Gregory
237 Manor Farm Road
Bitterne Park
Southampton
Hampshire
SO18 1NY

STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31ST MARCH 2022

	Note	2022 (£) Unrestricted	2022 (£) Restricted	2022 (£) Total	2021 (£) Total
Income from:					
Grant Funding	2	0	220,253	220,253	232,276
Sundry donations and fund raising		8,819	0	8,819	9,548
Investment Income		38	0	38	56
		<u>8,857</u>	<u>220,253</u>	<u>229,110</u>	<u>241,880</u>
Expenditure on:					
Direct charitable expenditure	3	521	25,437	25,958	21,352
Fundraising and publicity	4	7,200	367	7,567	0
Management and administration	5	5,387	193,503	198,890	188,191
	6	<u>13,108</u>	<u>219,307</u>	<u>232,415</u>	<u>209,543</u>
Net movement in funds		<u>(4,251)</u>	<u>946</u>	<u>(3,305)</u>	<u>32,337</u>
Balances brought forward		47,964	35,110	83,074	50,737
Balances carried forward		<u>43,713</u>	<u>36,056</u>	<u>79,769</u>	<u>83,074</u>

The charity has no other recognised gains or losses other than the results for the year set out above.

All of the activities of the charity are classed as continuing.

The notes on pages 23 to 32 form part of these financial statements.

BALANCE SHEET (Companies House No. 0320552)

YEAR ENDED 31ST MARCH 2022

	Note	2022 (£) Unrestricted	2022 (£) Restricted	2022 (£) Total	2021 (£) Total
Fixed Assets					
Tangible assets	8	7,494	0	7,494	9,152
Current Assets					
Debtors	9	0	0	0	0
Cash at bank and in hand		36,807	36,056	72,863	74,510
		<u>36,807</u>	<u>36,056</u>	<u>72,863</u>	<u>74,510</u>
Creditors (due within one year)	10	588	0	588	588
Net Current Assets		<u>36,219</u>	<u>36,056</u>	<u>72,275</u>	<u>73,922</u>
Net Assets		<u>43,713</u>	<u>36,056</u>	<u>79,769</u>	<u>83,074</u>
Funds of the charity					
Accumulated fund	12	<u>43,713</u>	<u>36,056</u>	<u>79,769</u>	<u>83,074</u>
		-	-	-	-

The notes on pages 23 to 32 form part of these financial statements.

BALANCE SHEET (Companies House No. 0320552) continued

YEAR ENDED 31ST MARCH 2022

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

These financial statements were approved by the trustees on the: 12th October 2022

.....
Trustee
(Director)

.....
Trustee
(Director)

The notes on pages 23 to 32 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2022

1. ACCOUNTING POLICIES**Basis of accounting**

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with:

- (I) the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)
- (ii) the Charities Act 2011
- (iii) the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014

The charity constitutes a public benefit entity as defined by FRS 102.

Incoming resources

Income represents donations receivable, grants, lottery funding and local & health authority funding.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2022**

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources;
- the monetary value can be measured with sufficient reliability.

Offsetting

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

Grants and donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP).

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met (5.16 FRS 102 SORP).

Legacies

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

Government grants

The charity has received government grants in the reporting period

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2022**

Contractual income and performance related grants

This is only included in the SoFA once the charity has provided the related goods or services or met the performance related conditions.

Donated goods

Donated goods are measured at fair value (the amount for which the asset could be exchanged) unless impractical to do so.

The cost of any stock of goods donated for distribution to beneficiaries is deemed to be the fair value of those gifts at the time of their receipt and they are recognised on receipt. In the reporting period in which the stocks are distributed, they are recognised as an expense at the carrying amount of the stocks at distribution.

Donated goods for resale are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale, and recognised in 'Income from other trading activities' with the corresponding stock recognised in the balance sheet. On its sale the value of stock is charged against 'Income from other trading activities' and the proceeds from sale are also recognised as 'Income from other trading activities'.

Goods donated for on-going use by the charity are recognised as tangible fixed assets and included in the SoFA as incoming resources when receivable.

Gifts in kind for use by the charity are included in the SoFA as income from donations when receivable.

Donated services and facilities

Donated services and facilities are included in the SOFA when received at the value of the gift to the charity provided the value of the gift can be measured reliably.

Donated services and facilities that are consumed immediately are recognised as income with an equivalent amount recognised as an expense under the appropriate heading in the SOFA.

Support costs

The charity has incurred expenditure on support costs.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2022**

Income from interest, royalties and dividends

This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

Income from membership subscriptions

Membership subscriptions received in the nature of a gift are recognised in Donations and Legacies.

Membership subscriptions which gives a member the right to buy services or other benefits are recognised as income earned from the provision of goods and services as income from charitable activities.

Settlement of insurance claims

Insurance claims are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP) and are included as an item of other income in the SoFA.

Investment gains and losses

This includes any realised or unrealised gains or losses on the sale of investments and any gain or loss resulting from revaluing investments to market value at the end of the year.

EXPENDITURE AND LIABILITIES**Liability recognition**

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

Governance and support costs

Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2022**

Grants with performance conditions

Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SoFA once the recipient of the grant has provided the specified service or output.

Grants payable without performance conditions

Where there are no conditions attaching to the grant that enables the donor charity to realistically avoid the commitment, a liability for the full funding obligation must be recognised.

Redundancy cost

The charity made no redundancy payments during the reporting period.

Deferred income

No material item of deferred income has been included in the accounts.

Creditors

The charity has creditors which are measured at settlement amounts less any trade discounts

Provisions for liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date

Basic financial instruments

The charity accounts for basic financial instruments on initial recognition as per paragraph 10.7 FRS102 SORP. Subsequent measurement is as per paragraphs 11.17 to 11.19, FRS102 SORP.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2022

ASSETS**Tangible fixed assets for use by charity**

These are capitalised if they can be used for more than one year, and cost at least £100.

They are valued at cost.

The depreciation rates and methods used are disclosed in note 8.

Investments

Fixed asset investments in quoted shares, traded bonds and similar investments are valued at initially at cost and subsequently at fair value (their market value) at the year end. The same treatment is applied to unlisted investments unless fair value cannot be measured reliably in which case it is measured at cost less impairment.

Investments held for resale or pending their sale and cash and cash equivalents with a maturity date of less than 1 year are treated as current asset investments

Stocks and work in progress

Stocks held for sale as part of non-charitable trade are measured at the lower of cost or net realisable value.

Goods or services provided as part of a charitable activity are measured at net realisable value based on the service potential provided by items of stock.

Work in progress is valued at cost less any foreseeable loss that is likely to occur on the contract.

Debtors

Debtors (including trade debtors and loans receivable) are measured on initial recognition at settlement amount after any trade discounts or amount advanced by the charity. Subsequently, they are measured at the cash or other consideration expected to be received.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2022

2. DONATIONS AND FUNDING

	2022 (£) Unrestricted	2022 (£) Restricted	2022 (£) Total	2021 (£) Total
Income from local government authorities / external grants	0	220,253	220,253	232,276
Sundry donations and fund raising	8,819	0	8,819	9,548
	<u>8,819</u>	<u>220,253</u>	<u>229,072</u>	<u>241,824</u>

3. DIRECT CHARITABLE EXPENDITURE

Provision of charitable services:	2022 (£) Unrestricted	2022 (£) Restricted	2022 (£) Total	2021 (£) Total
Direct charitable expenditure	369	4,273	4,642	1,703
Rent, rates and insurance	0	9,639	9,639	9,622
Light and Heat	0	0	0	0
Repairs and maintenance	0	0	0	0
Telephone and Internet	36	6,058	6,094	6,497
Postage and Stationery	47	2,594	2,641	1,369
Training and supervision	69	2,433	2,502	494
Travel and subsistence	0	440	440	1,667
	<u>521</u>	<u>25,437</u>	<u>25,958</u>	<u>21,352</u>

4. FUNDRAISING AND PUBLICITY

	2022 (£) Unrestricted	2022 (£) Restricted	2022 (£) Total	2021 (£) Total
Fundraising and publicity costs	7,200	367	7,567	0

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2022

5. MANAGEMENT AND ADMINISTRATION

	2022 (£) Unrestricted	2022 (£) Restricted	2022 (£) Total	2021 (£) Total
Staff costs	5,323	184,043	189,366	181,222
Other costs	0	0	0	0
Accountancy Fees	0	4,590	4,590	1,930
Legal and other professional fees	0	3,109	3,109	2,349
Bank charges	0	167	167	157
Depreciation	64	1,594	1,658	2,534
	<u>5,387</u>	<u>193,503</u>	<u>198,890</u>	<u>188,192</u>

6. TOTAL RESOURCES EXPENDED

	2022 (£) Unrestricted	2022 (£) Restricted	2022 (£) Total	2021 (£) Total
Direct charitable expenditure	521	25,437	25,958	21,352
Fundraising and publicity	7,200	367	7,567	0
Management and administration	5,387	193,503	198,890	188,191
	<u>13,108</u>	<u>219,307</u>	<u>232,415</u>	<u>209,543</u>

7. OPERATING SURPLUS/(DEFICIT)

	2022 (£) Unrestricted	2022 (£) Restricted	2022 (£) Total	2021 (£) Total
Operating surplus/(deficit) is stated after charging:				
Depreciation	64	1,594	1,658	2,534

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2022

8. TANGIBLE FIXED ASSETS	Fixtures, fittings and equipment £
COST	
As at 1st April 2021	41,520
Additions	0
As at 31st March 2022	<u>41,520</u>
 DEPRECIATION	
As at 1st April 2021	32,368
Charge for the year	1,658
As at 31st March 2022	<u>34,026</u>
 NET BOOK VALUE	
As at 31st March 2022	<u>7,494</u>
As at 31st March 2021	<u>9,152</u>

Depreciation is charged at 25% reducing balance.

9. DEBTORS

	2022 (£) Unrestricted	2022 (£) Restricted	2022 (£) Total	2021 (£) Total
Local authority payments due	0	0	0	0
Prepayments	0	0	0	0
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

10. CREDITORS: Amounts falling due within one year

	2022 (£) Unrestricted	2022 (£) Restricted	2022 (£) Total	2021 (£) Total
Expenses claimed account	0	0	0	0
Other creditors	0	0	0	0
Accruals and deferred income	588	0	588	588
	<u>588</u>	<u>0</u>	<u>588</u>	<u>588</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2022

11. COMPANY LIMITED BY GUARANTEE

Parent support link is a company limited by guarantee.

12. RESERVES	2022 (£) Unrestricted	2022 (£) Restricted	2022 (£) Total	2021 (£) Total
Brought forward	47,964	35,110	83,074	50,737
(Deficit)/Surplus for the year	(4,251)	946	(3,305)	32,337
Carried forward	<u>43,713</u>	<u>36,056</u>	<u>79,769</u>	<u>83,074</u>

13. RELATED PARTIES

The charity was under the control of the trustees, who are also the directors of the company throughout the year.

There were no other transactions with the trustees during the year or with entities controlled by them other than one trustee being reimbursed for minor travelling expenses incurred.

14. TRUSTEE REMUNERATION

No other remuneration or expenses have been paid to trustees during the year other than those detailed in note 13.

15. OPERATING LEASE COMMITMENTS

The following payments are committed to be paid within one year:

Expiring:	2022 (£) Total	2021 (£) Total
Two to five years	4,600	4,600

DETAILED INCOME AND EXPENDITURE ACCOUNT

YEAR ENDED 31ST MARCH 2022

INCOME	2022 (£) Unrestricted	2022 (£) Restricted	2022 (£) Total	2021 (£) Total
Local authority / external funding	0	220,253	220,253	232,276
Sundry donations and fund raising	8,819	0	8,819	9,548
Bank interest receivable	38	0	38	56
TOTAL INCOME	8,857	220,253	229,110	241,880
DIRECT CHARITABLE EXPENDITURE				
Direct Costs	369	4,273	4,642	1,703
Rent, rate and insurance	0	9,639	9,639	9,622
Light and heat	0	0	0	0
Repairs and maintenance	0	0	0	0
Telephone/Internet	36	6,058	6,094	6,497
Postage and stationery	47	2,594	2,641	1,369
Training and supervision	69	2,433	2,502	494
Travel and subsistence	0	440	440	1,667
	521	25,437	25,958	21,352
FUNDRAISING AND PUBLICITY				
Advertising and publicity costs	7,200	367	7,567	0
	7,200	367	7,567	0
MANAGEMENT AND ADMINISTRATION				
Staff costs	5,323	184,043	189,366	181,222
Legal and professional fees	0	3,109	3,109	2,348
Accountancy costs	0	4,590	4,590	1,930
Other costs	0	0	0	0
Bank charges	0	167	167	157
Depreciation of fixed assets	64	1,594	1,658	2,534
	5,387	193,503	198,890	188,191
TOTAL EXPENDITURE	13,108	219,307	232,415	209,543
NET (DEFICIT)/SURPLUS FOR YEAR	(4,251)	946	(3,305)	32,337

DETAILED INCOME AND EXPENDITURE ACCOUNT BY PROJECT

YEAR ENDED 31ST MARCH 2022

	Lottery Grant	Portsmouth SSJ	PSL	Inclusion	Carers in Southampton	2022 (£)	2021 (£)
	£	£	£	£	£		
INCOME							
Local authority / external funding	77,740	8,983	-	125,553	7,975	220,253	232,276
Sundry donations and fund raising	-	-	8,819	-	-	8,819	9,548
Bank interest receivable	-	-	38	-	-	38	56
TOTAL INCOME	77,740	8,983	8,857	125,553	7,975	229,110	241,880
DIRECT CHARITABLE EXPENDITURE							
Direct Costs <i>Direct</i>	217	2	369	4,054	1	4,642	1,703
Rent, rate and insurance <i>Staff Time</i>	3,486	102	-	5,861	190	9,639	9,622
Telephone/Internet <i>Direct</i>	1,906	81	36	3,927	143	6,094	6,497
Postage and stationery <i>Direct</i>	972	17	47	1,530	75	2,641	1,369
Training and supervision <i>Direct</i>	849	56	69	1,515	12	2,502	494
Travel and subsistence <i>Direct</i>	550	91	(935)	723	11	440	1,667
	7,980	349	(414)	17,610	432	25,958	21,352
FUNDRAISING AND PUBLICITY							
Advertising and publicity costs <i>Direct</i>	336	1	7,200	30	-	7,567	-
	336	1	7,200	30	-	7,567	-
MANAGEMENT AND ADMINISTRATION							
Staff costs <i>Staff Time</i>	64,223	10,018	5,323	105,466	4,335	189,366	181,222
Legal and professional fees <i>Staff Time</i>	3,423	34	(7,663)	7,290	26	3,109	2,247
Accountancy costs <i>Direct</i>	3,164	26	-	1,350	51	4,590	2,031
Bank charges <i>Direct</i>	54	2	-	109	2	167	157
Depreciation of fixed assets <i>Direct</i>	563	65	64	909	58	1,658	2,534
	71,427	10,145	(2,276)	115,124	4,472	198,890	188,191
TOTAL EXPENDITURE	79,743	10,495	4,510	132,764	4,904	232,415	209,543
NET (DEFICIT)/SURPLUS FOR YEAR	(2,003)	(1,512)	4,347	(7,211)	3,071	(3,305)	32,337

PARENT SUPPORT LINK

England & Wales - Charity number 1061823

Accounts

**PARENT SUPPORT LINK
FINANCIAL STATEMENTS
31ST MARCH 2020**

Company Registration Number 3202552

Charity Number 1061823



**T D GREGORY LIMITED
237 MANOR FARM ROAD
BITTERNE PARK
SOUTHAMPTON
SO18 1NY**

PARENT SUPPORT LINK

FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2020

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OFFICERS AND PROFESSIONAL ADVISERS

YEAR ENDED 31ST MARCH 2020

The Board of Directors	R Chapman (Treasurer) A Galbraith J McCombe N Jones S Spinney
Company Secretary	N Jones
Principal Address	48-50 Vespasian Road Bitterne Manor Southampton Hampshire SO18 1PA
Registered Office	48-50 Vespasian Road Bitterne Manor Southampton Hampshire SO18 1PA
Bankers and Other Professional Advisers	Unity Trust Bank Plc Nine Brindley place Birmingham B1 2HB

Chairperson's remarks

These remarks are made by the Chief Executive Officer, the trustees have opted to have a rolling Chair until the vacancy is permanently filled.

The work undertaken in the final month of this report, was affected by the Covid 19 pandemic, in as much as all face to face work was halted and PSL had to find alternative ways to continue to deliver our service. So the report will focus on the 11 months up to this point, with a short comment about the actions taken to mitigate covid 19 risk.

As a Charity we are used to the challenges facing any voluntary sector organisation. Striving to meet the aims and objectives that in turn enable us to provide a service to those who need our support calls for much focused thoughts and abilities. Happily the PSL team has plenty of both and the Charity has remained true to the aims and objectives set out in the articles of memorandum.

The overriding concern this year has been around the issue of sustainable funding. However, due to the support

For the continued high level of service delivery, **thanks must go** in turn to the Family Support Workers and the administration team, for being so committed to the job. To the Volunteer workers, for giving of their time, being so committed and performing to such a high standard. To the trustees and committee members for sharing their skills and knowledge, to ensure good management and governance.

Governing documents

Parent Support link is a Registered Charity (1061823) and Company Limited by Guarantee (0320552) not having a share capital. The Charity was established in 1996 and is governed by the Articles of Association and the Memorandum of Association that sets out the charitable objects of the organisation. There are no changes to the articles.

Aim and activities

The Aim

The aim of **Parent Support Link (PSL)** is to support and inform the families and friends of people who use drugs and alcohol. This could be a parent, a partner, a sister, brother or good friend.

PSL achieve this by providing the following activities:

Core activity

- A 24/7 telephone contact line that is operated by trained volunteer workers. This service is delivered in both Southampton and Hampshire
- Inviting people to attend a 1-2-1 meeting where an assessment of their needs can be made and a relevant support plan is developed.
- Facilitating regular support groups for those family members who feel able to participate in group support.
- Providing participative workshops around subjects that enhance self-awareness, raise self-esteem and build health and wellbeing.
- Awareness raising, engaging with community based organisations and joint working where appropriate

The Charity achieves these aims by delivering grant funded projects, entering into contracts to deliver specific parts of a larger service and working alongside other providers.

Organisational structure

Parent Support Link has a management committee that includes a Board with 8 members all of whom are involved in a voluntary capacity (see below). The Chief Executive Officer who reports directly to the trustees and supports the aims of the Charity in the wider community, the service manager and deputy service manager are non-voting members. The service manager is responsible for the day to day running of the charity and for ensuring that the team functions and meets the aims of the charity through cohesive and focused working practice, reporting directly to the Board. The team of Family Support Workers meet on a monthly basis to share information and provide support to each other. Volunteer workers are the thread that runs through the whole organisation and they are also represented at these meetings. The volunteers have a regular, separate, meeting, part of this meeting is to share good practice and to highlight any concerns that would be of interest to the Board.

The overall day to day management of operations is the responsibility of the service manager. To inform this, a number of actions are regularly undertaken.

The monthly team meetings are key to the smooth running of the organisation. This operational meeting gives staff an opportunity to deliver a report on progress of individual project responsibilities and to hear what other team members are achieving. This is part of the monitoring, evaluation and development of each project and the Charity as a whole. It also highlights any issues or concerns to be reported to the management committee.

Monthly staff supervision is also undertaken (both individual and peer) with an appropriate external supervisor and is based around case load and professional practice. Quarterly review meeting are held as a way to monitor performance, capability and highlighting training needs.

Recruitment and appointment of the management committee members

Trustees are recruited as and when necessary, this being the most appropriate method for our small organisation. Interested parties will usually come by recommendation, they will be asked to submit a rationale for joining the committee, this will be discussed at the next scheduled committee meeting and if accepted they will be asked to join the committee. Members of the management committee can become registered as trustees at the Annual General meeting; when appointing or re-appointing a trustee notice of not less than 14 days will need to be given. We ask that when stepping down the trustee give the same amount of notice. The number of trustees shall not be less than 3 but are not subject to any maximum.

The Board consists of the Chairperson, the Treasurer the Company Secretary, two trustees representing both the volunteer workers and the service users and the chief operations officer/ service manager, (this title is interchangeable). The committee may have other members who bring expertise but are not trustees. The Board meets on a quarterly basis and is kept informed by e-mail of any issues or concerns that might arise in the interim. Extraordinary meetings are arranged on an ad hoc basis when necessary. Trustees are involved in management tasks that require their specific expertise, for example the recruitment and employment procedures. They are also responsible for the keeping of proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The people who come to PSL with an interest in being trustees usually have a good knowledge of the organisation, the area that we work in

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2020

(providing support for people affected by someone else's drug use) and the skills needed to manage the Charities affairs. Each trustee is asked to provide an up to date CV and to take part in a skills audit to see where they will be best placed to serve on the committee. New trustees are provided with short induction training relevant to their role if needed. Trustees are encouraged to make them-selves aware of the content of the handbook and to identify any training needs.

Responsibilities of the Trustees

There have not been any changes in the responsibilities of the trustees during this last year. Company law requires the trustees to prepare financial statements for each financial period which give a true and fair view of the state of affairs of the company at the end of the year and of the profit or loss for the period then ended.

As part of this, trustees are required to:

- Be responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.
- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are prudent and reasonable;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statement;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.
- The trustees are responsible for the keeping of proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006.
- To ensure that the Risk Register is reviewed on a rolling basis at each committee meeting and that it is being continually updated. The 5 main headings on the register are:
 - Lack of funding
 - Loss of key staff
 - Change in premises
 - Damage to external reputation
 - Changes in Political environment

These are regularly revised and any mitigating actions agreed and undertaken.

An instance of this would be, the onset of the pandemic. This required immediate action and this resulted in a Business Continuation Plan for this previously unidentified situation being planned and ratified within three days. This gave the Charity a clear way forward and enabled the Charity to continue to function

Trustees and Members of the committee

A list of the members of the management committee for this period of time is set out on page 1. Each of our trustees and committee members has given a concise insight into what they bring to the Charity in the form of a short personal statement.

Secretary: Natalie Jones: I have over 30 years' experience of working across health and social care services, in a variety of non-clinical roles. I am passionate about making a difference and, having been a user of PSL services in the past, am keen to use my skills to support PSL in their vital work.

Treasurer: Rosa Chapman: I worked as an Employment Officer for Southampton City Council for over 10 years. I supported people who were homeless, ex-offenders, those with mental health issues and/or have drug, alcohol and gambling addiction. It was whilst working in this occupation I experienced, first-hand what an addiction can do to the families and friends, therefore I support Parents Support Link. I am innovative and creative, and I hope to contribute my skills to the benefit of Parents Support Link over many years to come.

Trustee: Anne Gilbraith: I spent over 20 years working in drug treatment services as practitioner and manager I am serving as a trustee with Parent Support Link because I respect the pioneering part PSL has played in highlighting the needs of those affected by someone else's drug use, an area that has been much neglected in the past

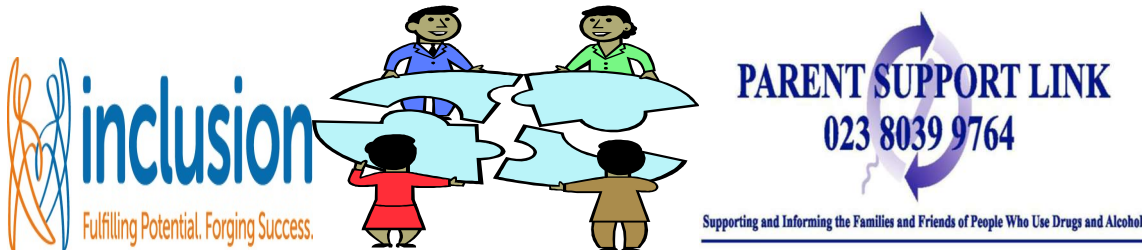
Trustee: Sian Spinney: Being well organised is part of the role I have as a trustee and I use my expertise in fundraising to help raise money for projects that the charity undertakes. I am a qualified teacher, with skills in Information Advice and Guidance plus a counselling qualification. This background, along with the fact that I have personal experience of the issues that affect the people who use the service and makes me empathetic to their situation

Trustee: James McCombe I have 17 years of experience in the charity sector working mainly with young people. I also have personal experience of drug addiction, I think it's so important to have someone to offer support to the families of substance users who are often the forgotten victims of addiction. I believe that as a trustee I bring an enquiring mind to the committee and can share my experience for the benefit of the Charity

Committee member: Geoff Eavis I have spent over 40 years at various senior levels within the finance and banking industry. Over the years I developed a range of funding and management skills. These involved running teams of people throughout the UK and holding discussions with companies at CEO level. For many years I was also involved as Treasurer and latterly Vice Chair of a local youth football club. I have admired the work of Parent Support Link and am happy to volunteer and bring my skills to the work of the committee.

The Projects

The Family and Friends Service (Hampshire) Contracted and funded by Inclusion (MPFT NHS)



The Family and Friends Service operates in each of the nine Inclusion Hubs in Hampshire. The service was re-commissioned in July of 2018 meaning that PSL entered into a 5+2 year contract.

The whole family approach to supporting families with-in the substance misuse services has developed and is now an integral part of Inclusions service delivery. For each person engaged with the Inclusion Recovery Services, there will be family, a close friend or significant other who could, with support, provide part of the network that enables the user to live a healthy, meaningful life in a community to which they can contribute and be a part of.

The Family and Friends Support Service

Core bespoke services include:

The 24/7 Telephone contact line. 02380399764.

Face to face appointments and a regular support group meeting in the Hub of your choice.

You may also be able to access services to support stress management like: Acupuncture and Mindfulness sessions.

Have an appointment with our Health and Well-Being nurse to help you understand more about the effects and implications of Drug and Alcohol addiction.

You will be able to train in administering Naloxone an intervention for opiate overdose.

Couples counselling, and Whole Family work are also available when the time is right for you.

As part of the contract PSL provides a service that approaches substance misuse as an issue for the whole family. This means that recovery is not only the responsibility the person using alcohol or drugs but for all concerned. The family and friends network of the SMS user is now recognised as an integral part of the recovery journey. The Integrated Family and Friends Service, is active in all of the nine Inclusion Hubs in Hampshire. Access to the service is primarily through the recovery workers referring into the service and the 24/7 telephone contact line. The service provided includes, 24/7 telephone support, 1-2-1 support sessions by appointment, systemic whole family support sessions, regular group sessions and workshops. The family support workers are part of the care team in each Hub. PSL has a staff team with years of experience, knowledge and skills entwined with supporting families experiencing substance misuse from within. in the Hubs refer to the Family and Friends service ensuring that **PSL** is now an integrated part of the Inclusion Recovery Service in all of the Hubs

The Family and Friends Project (Southampton)
Grant funded by The Big Lottery



Supporting and informing the families and friends of people who use drugs and alcohol

This is the final year of the Lottery Grant.

The Family and Friends project ensures that residents of Southampton living with the effects of someone else's drug or alcohol use have a service dedicated to responding to their needs. The project encompasses the core services (see above), with additional activity i.e. Home visiting, support and advocacy, workshops with specific content relevant to the needs of the family members. The Health and Wellbeing workshops have continued to be well attended and participants report great benefit from these sessions. The project has been enhanced by a series of workshops entitled Stepping Stones, providing an in-depth look at how we can make change happen, and by the addition of acupuncture sessions. By providing a holistic and flexible approach to supporting people the project is a great success as evidenced in the feed-back and monitoring reports. Robust monitoring and development with continuous client consultation have been key elements in ensuring that the project meets the needs of the client base and fulfils the terms of the Lottery Grant. During this final year, PSL has been busy scoping possible avenues for ways to continue providing this service to the people of Southampton. However the sad fact is that we have also needed to accept that there is a risk that the City may lose this service that has been active for over 26 years.

CGL Project (Southampton)
Contracted and funded by Change, Grow, Live

Sadly, due to the re-tendering of the substance misuse services, PSL's involvement with CGL ended on the 1st of July 2019.

Until this point the work had been focused on the family members of drug and alcohol users accessing treatment in the recovery service in Southampton (Change Grow Live). Once the referral had been made, The Family Support Worker would make direct contact with the person needing the support and offer telephone and group support where appropriate. **PSL** has endeavoured to link closely with CGL, developing easier referral routes, dedicating time to liaising with a named family lead in order to increase referral numbers and joint working. PSL has continued to keep links with CGL and to work as closely as possible.

“Don’t go it alone”
Providing a whole family approach to problematic gambling
Funded by Genting Casinos

This project was launched in March of this year, 2019. The aim is to offer a new and innovative approach to problematic gambling, using the skills and knowledge gathered by working in the substance misuse field. We believe that a whole family approach can reduce the stigma (often felt by the gambler)with-in the family dynamic and that by working together a better understanding and enhanced communication can enable change to be achieved.

Despite achieving exemplary results, in line with the aims and objectives of the project, the funding was terminated in December 2019. This was due to changes in the way that the Gambling Commission awarded funds to smaller organisations. PSL intends to include the families of gamblers in our forward planning, in the hope that we can attract funds to support another project. On a positive note, due to this pilot project we now have primary research evidence to support any future bids.

Family Support Project
Portsmouth, Society of St James (SSJ)

This is a joint working agreement with the Society of St James. The Family Support Project, initially a pilot project for 6 month, this project’s aim is to support the families of people accessing the Recovery Services provided by the Society of St James in Portsmouth by using the systemic approach. This project, was welcomed and very quickly became an important part of the SSJ service provision. So much so that when SSJ won a contract to provide family support service PSL was approached to supply a worker for that project. This work continues at present and keeps PSL working in Portsmouth.

Carers in Southampton
(Substance misuse / Mental Health)

In September 2019, PSL entered into a working agreement with Carers in Southampton to deliver support for carer’s who identified as dealing with substance misuse or mental health issues related to the person they are caring for. A dedicated pt. worker was assigned to this project. These family members are often dealing with multiple disabilities and a variety of barriers to receiving appropriate care for themselves. Working in line with the Care Act 2014, we are working to ensure that those who need this specialist support are identified and supported. The project continues and we expect it to be a long term agreement.

The Staff

In order to deliver these projects, we recognise the dedication and commitment of our staff team.

At the end of March 2020, **PSL** had 8 employees

The posts are:

A service manager

A deputy manager (holding a case load)

An administrator

5 X Family Support Workers



Jonnie Angel
FSW
Basingstoke, Andover
Winchester,
Gosport/Fareham



Kimmy Harrison
Administration



Nicki Eavis
FSW
Southampton



Rhona Hawkins
Deputy Manager +FSW
Whole project



Kim Richardson
FSW
New Forest Hubs



Paul Daley
FSW
Aldershot
Southampton



Karen Toon
FSW
Eastleigh, Havant, Portsmouth

The Volunteer workers

Apart from the committee members, who all give their time voluntarily, PSL holds a bank of volunteer workers. Those who volunteer undertake our standard induction training prior to commencing work, they are then better equipped to decide if they are able to be actively involved with the project. The volunteer workers are mostly involved with operating the 24/7 telephone contact line, however, some are also involved with face to face support and in facilitating the groups, alongside the Family Support Workers. **PSL** provides regular training and supervision to all volunteer workers.

Volunteers are an integral part of how **PSL** operates and the Charity recognises that they contribute to the organisation in so many different ways. Thanks to each and every one of our volunteer workers.

Overview of the core values and support tools used by PSL Family Support Workers and Volunteer Support Workers.

Empathy: The term “**empathy**” is used to describe a wide range of experiences. Emotion researchers generally define **empathy** as the ability to sense other people's emotions, coupled with the ability to imagine what someone else might be thinking or feeling.

Empathy is the thread that connects us to other humans. When empathy is used in everyday life, it makes us feel more connected to one another. And when we feel connected to those around us, we are better, more compassionate people.

Person centred approach: The *person-centred approach* is based on the theory and philosophy of Dr Carl Rogers. It is a non-directive *approach* to being with another; that believes in the other's potential and ability to make the right choices for them self, regardless of the therapist's own values, beliefs and ideas. Person-centred therapy - also known as person-centred counselling or **client-centred** counselling - is a humanistic approach that deals with the ways in which individuals perceive themselves consciously rather than how a counsellor can interpret their unconscious thoughts or ideas

Basic counselling skills: These basic skills include the patterns of sessions, active listening, body language, tone, open ended and closed questions, paraphrasing, summarising, note taking and homework. This includes **Active Listening skills:** Active listening happens when you "listen for meaning". The listener says very little but conveys empathy, acceptance and genuineness. The listener only speaks to find out if a statement (or two or twenty) has been correctly heard and understood.

Motivational Interviewing: is a collaborative rather than prescriptive approach to communicating with adults and has been proven to be an effective communication tool.

Solution Focused approach: the practitioner's task is to discover whatever a person is already doing which might contribute to the resolution of the problem with which they have come. It is a competency-based model, which minimizes emphasis on past failings and problems, and instead focuses on clients' strengths and previous successes.

The 5- step programme: The 5-Step Method helps affected family members where they have loved ones with addiction problems. It is one of the few methods that helps gives support to family member for themselves in their own right rather than being solely supporters for their loved one. It is grounded in rigorous research and has a clear theoretical model (the Stress-Strain-Coping-Support model) which underpins the intervention. The approach is both simple and effective in filling a gap that exists for family support. Practitioners in a range of services who work with family members can use the 5-Step Method once they have been trained.

Acceptance and Commitment Therapy (ACT) encourages people to embrace their thoughts and feelings rather than fighting or feeling guilty. **ACT** develops psychological flexibility and is a form of behavioural **therapy** that combines mindfulness skills with the practice of self-**acceptance**.

A systemic approach to whole family work: Systemic Family support is sometimes called "talking therapy". It is called "Systemic" because it is for people in all kinds of group Relationships or 'systems' and in this case because it is for people in families, it is called "Systemic Family Support"

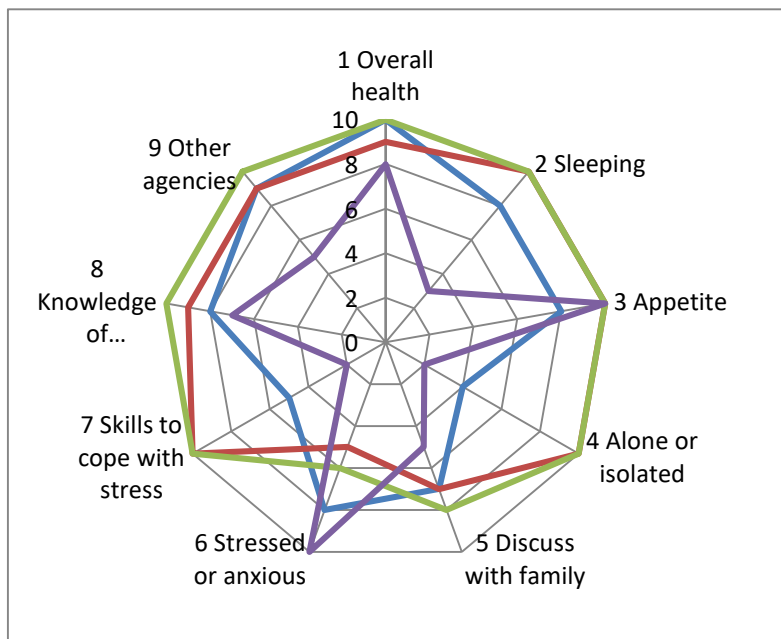
Our workers will use the most appropriate tool or method for the family they are working with. Their skills, knowledge and experience come together to provide the best service possible. We are continually reviewing and revising our practice and pride ourselves on being truly reflective practitioners

Monitoring and evaluation

It is the aim of the Charity to offer every client

- The opportunity to give anonymous feedback at each contact with the service
- The use of a n ongoing self- monitoring tool
- A survey of change during their involvement with the projects, at the beginning, during and at the end of their involvement
- The chance to evaluate any contact in relation to the service they are accessing against a set of pre-determined outcomes

An example of a monitoring chart over 4 sessions



This chart shows the results of a self-filling questionnaire.

The different strands show the progress of one person's journey through four sessions. 1 being poor to 10 being excellent, the purple strand was the 1st session to the 4th green session. The statements on the star were designed to record changes in how people were feeling. This person for instance, felt very alone and isolated (4 on the star) at the start of the sessions, by session 4 we can see that the person felt less alone and isolated.

Diversity monitoring

This information is gathered at the start of face to face support, it is a voluntary questionnaire, filled in by the family members themselves.

Ethnic background	Percentage
White British(English, Scottish, Welsh)	90.57
Irish	1.27
Mixed/ Multiple ethnic groups	
Indian	1.27
Other Asian	1.90
European	2.43
Eastern European	1.99

The percentage of people not identifying as white has risen this year, an indication that the outreach work is have an impact. In comparison to Hampshire, a largely White British county with 89.0% of its inhabitants choosing to describe their ethnicity as White British it could be said that PSL beneficiaries reflect the community in which we work.

Age profile	Percentage
0-24	1.98
25-65	75.50
65 +	22.52

Disability	Percentage
Having a disability	12.24
No disability	87.76

Gender	Percentage
Male	16.56
Female	83.44
LGBT	0
Other	0

Achievements and performance

PSL was successful in becoming one of the first Wellbeing@Work Employers in Southampton



PSL aspires to work with our employees and volunteer workers to provide a healthy, happy and harmonious place of work with good work/life balance.

“I believe that PSL has always looked after the interests of our staff and volunteer workers, perhaps in an informal way. Given that the work that we do is centred around people who find themselves in chaos who may be experiencing all kinds of negative feelings, it is our duty to ensure that the people who work with them are strong enough to practice and to help find solutions to their issues and concerns.

This project, wellbeing at work, has provided the opportunity and impetus for us to work towards formalising all that we do in to a wellbeing strategy for the Charity. Our staff and volunteers are at the centre of highlighting good practice, not only in the workplace but also in their everyday lives, by practicing and sharing the various tools and methods of self-care available to them during the working day”

Christine Tebano CEO Dec 2019.



Presentation ceremony in the Mayor's Parlour December 2019

The main areas of service delivery are:

- The 24/ 7 telephone contact line
- The face to face work: 1-2-1 sessions by appointment, regular support group activity and a selection of Health and Wellbeing workshops and sessions.
- The provision of the Virtual Support System, this includes the 24/7 telephone contact line, e-mail support, text contact, live web-chat and dedicated telephone support sessions

To ensure that the best service possible is delivered to all our clients, training is high on the agenda for all staff and volunteer workers. During the year PSL provided the following training opportunities, either a individual development or for the whole team.

Methods of support by project.

What follows is a breakdown of some statistical information gathered during the year, to show the volume of work that has been achieved (please request additional information if required)

The Southampton Family Support Project

There were 339 clients registered at the end of the year, 106 were new to the service, leaving 233 as on going from previous years. Of those who left the service 49 had been with us for over a year. PSL supported 396 Southampton families during 2019-20

Methods of support	Contacts recorded
Telephone (incoming)	190
Telephone (outgoing)	197
Dedicated Telephone Support	58
1-2-1 (in the office)	338
1-2-1 (Home Visit)	203
Email Correspondence	59
Written/ text Correspondence	31
Support Group/people registered	78
Workshop Group/ people attended	169

Additional issues identified during 1-2-1 support. There was a significant rise in the number of people reporting that the user was accessing treatment. This was due to the good work we carried out with CGL.

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2020

Substance reported by new callers. Although alcohol shows as the highest, we must note illicit use makes up 2/3 of the substances reported by callers.

Related To	Number
Alcohol	33
Cannabis	20
Cocaine	18
Crack	6
Heroin	22
MDMA	1
NPS	6
Polyuse	9

[Hampshire Family and Friends service](#)

At the end of the year there were 588 families registered in Hampshire. Of these 396 were new to the service during the year, meaning that 192 families from previous years had continued to be supported. 185 clients exited the service, giving a total of 773 families had contact with the service during 2019-20

The use of, texting and e-mail correspondence has risen in comparison to last year, possibly a result of the impact of the corona virus in the final month of the reporting year or as a result of our drive to respond to the preferences of the families. The telephone was used 1,215 times and the FSWs undertook 1,659 individual face to face sessions, further supported 168 people in a group setting.

Methods of support	Support Sessions
Telephone (incoming)	553
Telephone (outgoing)	550
Dedicated Telephone Support	112
1-2-1 (Office)	30
1-2-1 (Home Visit)	20
Email Correspondence	208
Written Correspondence, includes text and webchat	606
1-2-1 (Community Venue)	49
1-2-1 Hampshire Hub	1540
Support Groups	155
Workshop Groups	13

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2020

Related To	No Of
Alcohol	122
Cannabis	40
Cocaine	71
Heroin	45
NPS	11
Crack	3

Where the caller, at first contact knew what substance was being used, this is what we were told. There are families who do not know what is being used and sometimes there is poly drug use.

Related To	No Of
Criminal Justice	9
Mental Health	63
Domestic Violence	12
Safeguarding	12
User in treatment	350

At the 1-2-1 sessions, some people report additional issues, this gives the FSW an opportunity to offer either extra input and signposting to relevant agencies. The number of users in treatment has risen from showing how well the Inclusion referral system is working

Total number of families engaged with the project during 2019/2 is **1,169**, the number of individuals benefiting, is impossible to pin point, however a good estimate

(based on the average number of members in a family) would be **3,407**. If we took that a bit further and included the wider family and friends (Nationally recognised to be x 5 people for each substance user) **5,845** would be the estimated number of individuals indirectly benefiting from the work of the Charity.

Comments from the family members who used the service

- "I really appreciate your calls, I do not feel alone dealing with my son, Thank You".
- I am no longer alone, there are people who understand what I am going through Thank You!
- You have supported and cared and never once judged or pointed the finger.
- I owe you so much Thank you to everyone at PSL!
- Being able to speak and not feel frightened is so uplifting and gave me back so much power, Thank you to PSL for showing me there is another way.
- We are extremely fortunate to have an organisation such as Family and Friends Support Service and Inclusion. I owe you a huge debt of gratitude.
- I will always be grateful to PSL for guiding me in my journey, through individual and group meetings. Life-changing help truly can be just a call away.
- "Just knowing someone is there for the days I'm struggling is very reassuring"

Funds and Fundraising

The Treasurer's report and the independent financial statements form part of this annual report. Raising funds and acquiring grant funding is an ongoing task for any voluntary organisation and PSL continues to actively engage in the tasks related to funding the work of the Charity.

Donations and funds raised from activities undertaken by the sub-group make an important addition to our un-restricted funds. Funds raised in this way are used to support the "extras" that enhance the experience of engaging with the Charity, for example, refreshments, the soft furnishings and resources for the Cabin and a small hardship fund.

Grateful Thanks and Acknowledgements

Parent Support Link would like to thank everyone who has supported the Charity during the last year.

At the top of any list PSL must acknowledge those that we serve,
The carers/ family members themselves.

- The trustees and committee members
- The management team
- All member of the staff team
- The volunteer workers
- The external Supervisor
- The funders and grant givers
- Those agencies with whom we have initiated joint working agreements
- The Accountant and bookkeeper and the Information Technology support company and the Web-site developer

We at **PSL** believe that our Charity can be held up as a beacon of what can be achieved when the people, involved at all the many different levels in an organisation, truly believe in what they are aiming for, when they recognise the true worth of the work they do and acknowledge the success of what they have done.

Thank you to everyone involved in another successful year for **Parent Support Link**.

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2020

SMALL COMPANY PROVISIONS

The accounts have been prepared in accordance with the provisions in the Companies Act 2006 applicable to companies subject to the small companies regime.

Registered office:
48-50 Vespasian Road
Bitterne Manor
Southampton
Hampshire
SO18 1PA

Signed by order of the trustees

.....
Trustee

approved by the trustees on: 20th July 2020

INDEPENDENT EXAMINERS REPORT**YEAR ENDED 31ST MARCH 2020**

I report on the financial statements of the Charity for the year ended 31st March 2020, which are set out on pages 17 to 28.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

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

INDEPENDENT EXAMINERS REPORT

YEAR ENDED 31ST MARCH 2020

Independent examiner's statement

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

- accounting records have not been kept in accordance with section 386 of the Companies Act 2006;
- the accounts do not accord with such records;
- where accounts are prepared on an accruals basis, whether they fail to comply with relevant accounting requirements under section 396 of the Companies Act 2006, or are not consistent with the Charities SORP (FRS102);
- any matter which the examiner believes should be drawn to the attention of the reader to gain a proper understanding of the accounts.

Signed:

Date: 20th July 2020

Name: Andrew Nicholas CIPFA, MAAT

Professional Body: Chartered Institute of Public Finance Accountants
AAT Licenced Accountant

Address: T D Gregory
237 Manor Farm Road
Bitterne Park
Southampton
Hampshire
SO18 1NY

STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31ST MARCH 2020

	Note	2020 (£) Unrestricted	2020 (£) Restricted	2020 (£) Total	2019 (£) Total
Income from:					
Grant Funding	2	27,112	230,656	257,768	237,854
Sundry donations and fund raising		4,348	0	4,348	11,963
Investment Income		197	0	197	18
		<u>31,657</u>	<u>230,656</u>	<u>262,313</u>	<u>249,835</u>
Expenditure on:					
Direct charitable expenditure	3	4,689	28,088	32,777	27,043
Fundraising and publicity	4	146	1,555	1,701	3,202
Management and administration	5	19,602	187,280	206,882	199,960
	6	<u>24,437</u>	<u>216,923</u>	<u>241,360</u>	<u>230,205</u>
Net movement in funds		<u>7,220</u>	<u>13,733</u>	<u>20,953</u>	<u>19,630</u>
Balances brought forward		28,742	1,857	30,599	10,969
Balances carried forward		<u>35,962</u>	<u>15,590</u>	<u>51,552</u>	<u>30,599</u>

The charity has no other recognised gains or losses other than the results for the year set out above.

All of the activities of the charity are classed as continuing.

The notes on pages 27 to 36 form part of these financial statements.

BALANCE SHEET (Companies House No. 0320552)

YEAR ENDED 31ST MARCH 2020

	Note	2020 (£) Unrestricted	2020 (£) Restricted	2020 (£) Total	2019 (£) Total
Fixed Assets					
Tangible assets	8	7,307	0	7,307	5,575
Current Assets					
Debtors	9	0	0	0	0
Cash at bank and in hand		32,847	15,590	48,437	25,612
		<u>32,847</u>	<u>15,590</u>	<u>48,437</u>	<u>25,612</u>
Creditors (due within one year)	10	0	4,192	4,192	588
Net Current Assets		<u>32,847</u>	<u>11,398</u>	<u>44,245</u>	<u>25,024</u>
Net Assets		<u>40,154</u>	<u>11,398</u>	<u>51,552</u>	<u>30,599</u>
Funds of the charity					
Accumulated Restricted fund	12	<u>35,962</u>	<u>15,590</u>	<u>51,552</u>	<u>30,599</u>
				-	-

The notes on pages 27 to 36 form part of these financial statements.

BALANCE SHEET (Companies House No. 0320552) continued

YEAR ENDED 31ST MARCH 2020

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

These financial statements were approved by the trustees on the: 3rd July 2019

.....
Trustee
(Director)

.....
Trustee
(Director)

The notes on pages 27 to 36 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2020

1. ACCOUNTING POLICIES**Basis of accounting**

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with:

- (I) the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)
- (ii) the Charities Act 2011
- (iii) the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014

The charity constitutes a public benefit entity as defined by FRS 102.

Incoming resources

Income represents donations receivable, grants, lottery funding and local & health authority funding.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2020**

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources;
- the monetary value can be measured with sufficient reliability.

Offsetting

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

Grants and donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP).

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services as entitlement to the grant only occurs when the performance related conditions are met (5.16 FRS 102 SORP).

Legacies

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

Government grants

The charity has received government grants in the reporting period

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2020**

Contractual income and performance related grants

This is only included in the SoFA once the charity has provided the related goods or services or met the performance related conditions.

Donated goods

Donated goods are measured at fair value (the amount for which the asset could be exchanged) unless impractical to do so.

The cost of any stock of goods donated for distribution to beneficiaries is deemed to be the fair value of those gifts at the time of their receipt and they are recognised on receipt. In the reporting period in which the stocks are distributed, they are recognised as an expense at the carrying amount of the stocks at distribution.

Donated goods for resale are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale, and recognised in 'Income from other trading activities' with the corresponding stock recognised in the balance sheet. On its sale the value of stock is charged against 'Income from other trading activities' and the proceeds from sale are also recognised as 'Income from other trading activities'.

Goods donated for on-going use by the charity are recognised as tangible fixed assets and included in the SoFA as incoming resources when receivable.

Gifts in kind for use by the charity are included in the SoFA as income from donations when receivable.

Donated services and facilities

Donated services and facilities are included in the SOFA when received at the value of the gift to the charity provided the value of the gift can be measured reliably.

Donated services and facilities that are consumed immediately are recognised as income with an equivalent amount recognised as an expense under the appropriate heading in the SOFA.

Support costs

The charity has incurred expenditure on support costs.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2020**

Income from interest, royalties and dividends

This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

Income from membership subscriptions

Membership subscriptions received in the nature of a gift are recognised in Donations and Legacies.

Membership subscriptions which gives a member the right to buy services or other benefits are recognised as income earned from the provision of goods and services as income from charitable activities.

Settlement of insurance claims

Insurance claims are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP) and are included as an item of other income in the SoFA.

Investment gains and losses

This includes any realised or unrealised gains or losses on the sale of investments and any gain or loss resulting from revaluing investments to market value at the end of the year.

EXPENDITURE AND LIABILITIES**Liability recognition**

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

Governance and support costs

Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

NOTES TO THE FINANCIAL STATEMENTS**YEAR ENDED 31ST MARCH 2020**

Grants with performance conditions

Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SoFA once the recipient of the grant has provided the specified service or output.

Grants payable without performance conditions

Where there are no conditions attaching to the grant that enables the donor charity to realistically avoid the commitment, a liability for the full funding obligation must be recognised.

Redundancy cost

The charity made no redundancy payments during the reporting period.

Deferred income

No material item of deferred income has been included in the accounts.

Creditors

The charity has creditors which are measured at settlement amounts less any trade discounts

Provisions for liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date

Basic financial instruments

The charity accounts for basic financial instruments on initial recognition as per paragraph 10.7 FRS102 SORP. Subsequent measurement is as per paragraphs 11.17 to 11.19, FRS102 SORP.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2020

ASSETS**Tangible fixed assets for use by charity**

These are capitalised if they can be used for more than one year, and cost at least £100.

They are valued at cost.

The depreciation rates and methods used are disclosed in note 8.

Investments

Fixed asset investments in quoted shares, traded bonds and similar investments are valued at initially at cost and subsequently at fair value (their market value) at the year end. The same treatment is applied to unlisted investments unless fair value cannot be measured reliably in which case it is measured at cost less impairment.

Investments held for resale or pending their sale and cash and cash equivalents with a maturity date of less than 1 year are treated as current asset investments

Stocks and work in progress

Stocks held for sale as part of non-charitable trade are measured at the lower of cost or net realisable value.

Goods or services provided as part of a charitable activity are measured at net realisable value based on the service potential provided by items of stock.

Work in progress is valued at cost less any foreseeable loss that is likely to occur on the contract.

Debtors

Debtors (including trade debtors and loans receivable) are measured on initial recognition at settlement amount after any trade discounts or amount advanced by the charity. Subsequently, they are measured at the cash or other consideration expected to be received.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2020

2. DONATIONS AND FUNDING

	2020 (£) Unrestricted	2020 (£) Restricted	2020 (£) Total	2019 (£) Total
Income from local government authorities / external grants	27,112	230,656	257,768	204,164
Sundry donations and fund raising	4,348	0	4,348	2,259
	<u>31,460</u>	<u>230,656</u>	<u>262,116</u>	<u>206,423</u>

3. DIRECT CHARITABLE EXPENDITURE

Provision of charitable services:	2020 (£) Unrestricted	2020 (£) Restricted	2020 (£) Total	2019 (£) Total
Direct charitable expenditure	427	1,123	1,550	2,381
Rent, rates and insurance	2,463	8,106	10,569	9,542
Light and Heat	0	0	0	0
Repairs and maintenance	0	0	0	0
Telephone and Internet	1,274	6,046	7,320	7,388
Postage and Stationery	404	4,024	4,428	2,302
Training and supervision	121	1,447	1,568	5,141
Travel and subsistence	0	7,342	7,342	11,435
	<u>4,689</u>	<u>28,088</u>	<u>32,777</u>	<u>38,189</u>

4. FUNDRAISING AND PUBLICITY

	2020 (£) Unrestricted	2020 (£) Restricted	2020 (£) Total	2019 (£) Total
Fundraising and publicity costs	146	1,555	1,701	3,202

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2020

5. MANAGEMENT AND ADMINISTRATION

	2020 (£) Unrestricted	2020 (£) Restricted	2020 (£) Total	2019 (£) Total
Staff costs	19,124	176,625	195,749	195,439
Other costs	0	0	0	0
Accountancy Fees	187	1,563	1,750	1,810
Legal and other professional fees	0	6,716	6,716	1,479
Bank charges	17	145	162	260
Depreciation	274	2,231	2,505	1,658
	<u>19,602</u>	<u>187,280</u>	<u>206,882</u>	<u>200,646</u>

6. TOTAL RESOURCES EXPENDED

	2020 (£) Unrestricted	2020 (£) Restricted	2020 (£) Total	2019 (£) Total
Direct charitable expenditure	4,689	28,088	32,777	38,189
Fundraising and publicity	146	1,555	1,701	1,497
Management and administration	19,602	187,280	206,882	200,646
	<u>24,437</u>	<u>216,923</u>	<u>241,360</u>	<u>240,332</u>

7. OPERATING SURPLUS/(DEFICIT)

	2020 (£) Unrestricted	2020 (£) Restricted	2020 (£) Total	2019 (£) Total
Operating surplus/(deficit) is stated after charging:				
Depreciation	274	2,231	2,505	2,638

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2020

8. TANGIBLE FIXED ASSETS	Fixtures, fittings and equipment £
COST	
As at 1st April 2019	32,904
Additions	4,237
As at 31st March 2020	<u>37,141</u>
 DEPRECIATION	
As at 1st April 2019	27,329
Charge for the year	2,505
As at 31st March 2020	<u>29,834</u>
 NET BOOK VALUE	
As at 31st March 2020	<u>7,307</u>
 As at 31st March 2019	<u>5,575</u>

Depreciation is charged at 25% reducing balance.

9. DEBTORS

	2020 (£) Unrestricted	2020 (£) Restricted	2020 (£) Total	2019 (£) Total
Local authority payments due	0	0	0	0
Prepayments	0	0	0	0
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

10. CREDITORS: Amounts falling due within one year

	2020 (£) Unrestricted	2020 (£) Restricted	2020 (£) Total	2019 (£) Total
Expenses claimed account	0	0	0	0
Other creditors	0	3,604	3,604	0
Accruals and deferred income	0	588	588	588
	<u>0</u>	<u>4,192</u>	<u>4,192</u>	<u>588</u>

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2020

11. COMPANY LIMITED BY GUARANTEE

Parent support link is a company limited by guarantee.

12. RESERVES	2020 (£) Unrestricted	2020 (£) Restricted	2020 (£) Total	2019 (£) Total
Brought forward	28,742	1,857	30,599	10,969
(Deficit)/Surplus for the year	7,220	13,733	20,953	19,630
Carried forward	<u>35,962</u>	<u>15,590</u>	<u>51,552</u>	<u>30,599</u>

13. RELATED PARTIES

The charity was under the control of the trustees, who are also the directors of the company throughout the year.

There were no other transactions with the trustees during the year or with entities controlled by them other than one trustee being reimbursed for minor travelling expenses incurred.

14. TRUSTEE REMUNERATION

No other remuneration or expenses have been paid to trustees during the year other than those detailed in note 13.

15. OPERATING LEASE COMMITMENTS

The following payments are committed to be paid within one year:

Expiring:	2020 (£) Total	2019 (£) Total
Two to five years	4,600	4,600

DETAILED INCOME AND EXPENDITURE ACCOUNT

YEAR ENDED 31ST MARCH 2020

INCOME	2020 (£) Unrestricted	2020 (£) Restricted	2020 (£) Total	2019 (£) Total
Local authority / external funding	27,112	230,656	257,768	237,854
Sundry donations and fund raising	4,348	0	4,348	11,963
Bank interest receivable	197	0	197	18
TOTAL INCOME	31,657	230,656	262,313	249,835
DIRECT CHARITABLE EXPENDITURE				
Direct Costs	427	1,123	1,550	1,958
Rent, rate and insurance	2,463	8,106	10,569	10,307
Light and heat	0	0	0	0
Repairs and maintenance	0	0	0	0
Telephone/Internet	1,274	6,046	7,320	7,161
Postage and stationery	404	4,024	4,428	1,664
Training and supervision	121	1,447	1,568	238
Travel and subsistence	0	7,342	7,342	5,715
	4,689	28,088	32,777	27,043
FUNDRAISING AND PUBLICITY				
Advertising and publicity costs	146	1,555	1,701	3,202
	146	1,555	1,701	3,202
MANAGEMENT AND ADMINISTRATION				
Staff costs	19,124	176,625	195,749	194,420
Legal and professional fees	0	6,716	6,716	725
Accountancy costs	187	1,563	1,750	1,970
Other costs	0	0	0	0
Bank charges	17	145	162	207
Depreciation of fixed assets	274	2,231	2,505	2,638
	19,602	187,280	206,882	199,960
TOTAL EXPENDITURE	24,437	216,923	241,360	230,205
NET (DEFICIT)/SURPLUS FOR YEAR	7,220	13,733	20,953	19,630

DETAILED INCOME AND EXPENDITURE ACCOUNT BY PROJECT

YEAR ENDED 31ST MARCH 2020

	Genting £	Lottery Grant £	Portsmouth SSJ £	PSL £	Inclusion £	Crime Reduction Initiative £	Carers in Southampton £	2020 (£)	2019 (£)
INCOME									
Local authority / external funding	27,112	61,211	21,300	-	130,775	7,800	9,570	257,768	237,854
Sundry donations and fund raising	-	-	-	4,348	-	-	-	4,348	11,963
Bank interest receivable	-	-	-	197	-	-	-	197	18
TOTAL INCOME	27,112	61,211	21,300	4,545	130,775	7,800	9,570	262,313	249,835
DIRECT CHARITABLE EXPENDITURE									
Direct Costs <i>Direct</i>	171	338	52	256	690	29	14	1,550	1,958
Rent, rate and insurance <i>Staff Time</i>	1,338	1,647	410	1,125	5,566	404	79	10,569	10,307
Telephone/Internet <i>Direct</i>	824	1,472	299	450	3,928	240	107	7,320	7,161
Postage and stationery <i>Direct</i>	364	1,540	198	40	2,094	119	73	4,428	1,664
Training and supervision <i>Direct</i>	121	423	37	-	943	44	-	1,568	238
Travel and subsistence <i>Direct</i>	434	3,051	257	(1,077)	4,306	170	201	7,342	5,715
	3,252	8,471	1,253	794	17,527	1,006	474	32,777	27,043
FUNDRAISING AND PUBLICITY									
Advertising and publicity costs <i>Direct</i>	146	869	45	-	588	53	-	1,701	3,202
	146	869	45	-	588	53	-	1,701	3,202
MANAGEMENT AND ADMINISTRATION									
Staff costs <i>Staff Time</i>	19,124	52,458	20,169	-	94,530	6,352	3,116	195,749	194,420
Legal and professional fees <i>Staff Time</i>	51	2,276	30	(1,018)	4,932	384	61	6,716	725
Accountancy costs <i>Direct</i>	187	464	72	-	951	53	23	1,750	1,970
Bank charges <i>Direct</i>	17	46	7	-	86	4	2	162	207
Depreciation of fixed assets <i>Direct</i>	274	618	215	-	1,319	79	-	2,505	2,638
	19,653	55,862	20,493	(1,018)	101,818	6,872	3,202	206,882	199,960
TOTAL EXPENDITURE	23,051	65,202	21,791	(224)	119,933	7,931	3,676	241,360	230,205
NET (DEFICIT)/SURPLUS FOR YEAR	4,061	(3,991)	(491)	4,769	10,842	(131)	5,894	20,953	19,630