

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

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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 rational 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 meeting 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

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(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) within 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 months, 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 carers who identified as dealing with substance misuse or mental health issues related to the person they are caring for. A dedicated part-time 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"

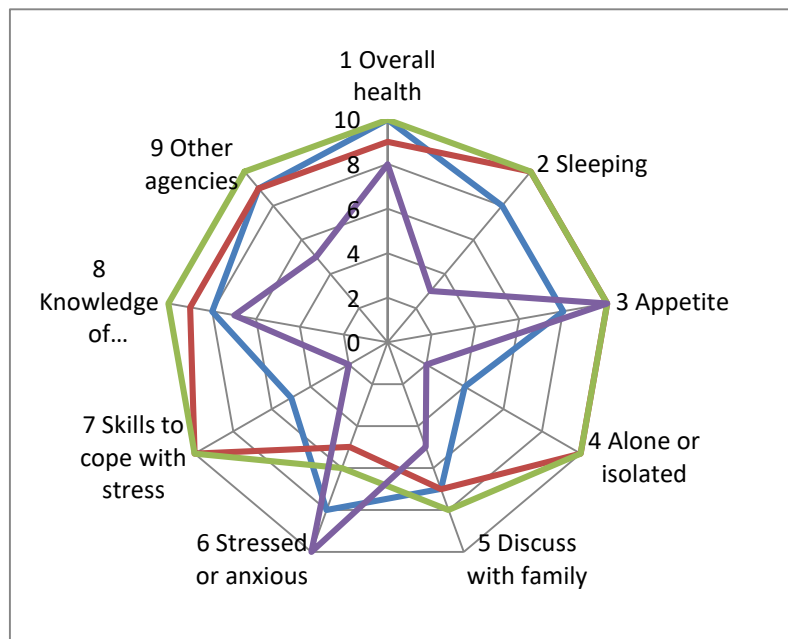
Our workers will use the most appropriate tool or method for the family they are working with. Their skills, knowledge and experience come together to provide the best service possible. We are continually reviewing and revising our practice and pride ourselves on being truly reflective practitioners

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

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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.

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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

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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**.

Christine Tebano
June 2020

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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 AccountantAddress: 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		<u>32,847</u>	<u>15,590</u>	<u>48,437</u>	<u>25,612</u>
		32,847	15,590	48,437	25,612
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>

-

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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
	31,460	230,656	262,116	206,423

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
	4,689	28,088	32,777	38,189

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 ASSETSFixtures, fittings and
equipment
£**COST**

As at 1st April 2019

32,904

Additions

4,237

As at 31st March 2020**37,141****DEPRECIATION**

As at 1st April 2019

27,329

Charge for the year

2,505

As at 31st March 2020**29,834****NET BOOK VALUE****As at 31st March 2020****7,307**

As at 31st March 2019

5,575

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
	0	0	0	0

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
	0	4,192	4,192	588

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 (£)	2020 (£)	2020 (£)	2019 (£)
	Unrestricted	Restricted	Total	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 (£)	2019 (£)
	Total	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