

**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**

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## OFFICERS AND PROFESSIONAL ADVISERS

YEAR ENDED 31ST MARCH 2022

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<b>The Board of Directors</b>	R Chapman (Treasurer) A Galbraith J McCombe (Chair) N Jones C Murg M Nicholson
<b>Company Secretary</b>	N Jones
<b>Principal Address</b>	48-50 Vespasian Road Bitterne Manor Southampton Hampshire SO18 1PA
<b>Registered Office</b>	48-50 Vespasian Road Bitterne Manor Southampton Hampshire SO18 1PA
<b>Bankers and Other Professional Advisers</b>	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

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- 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

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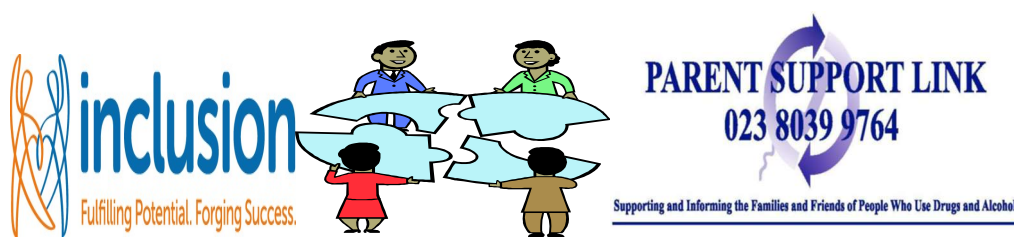
at times, in supporting my friend. The support and guidance that PSL is second to none and is valuable to all who use the service.

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**



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**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**



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

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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

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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.

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## 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



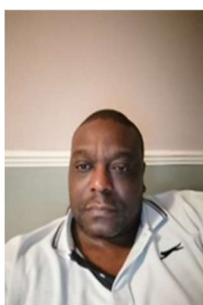
**Kim Richardson**  
Senior FSW



**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”

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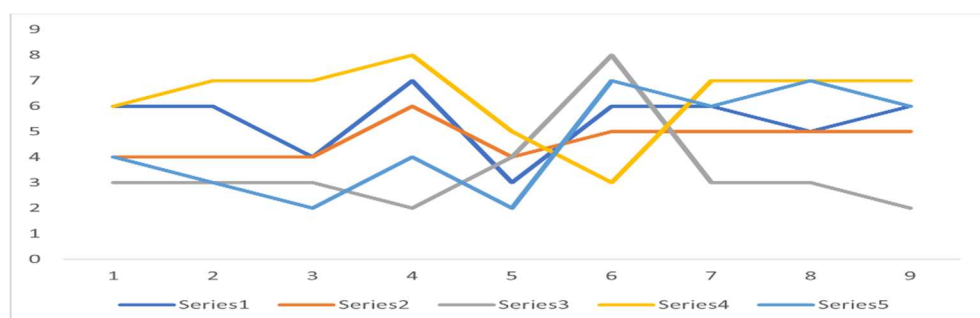
Our workers will use the most appropriate tool or method for the family they are working with. Their skills, knowledge, and experience come together to provide the best service possible. We are continually reviewing and revising our practice and pride ourselves on being truly reflective practitioners

## 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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The Southampton Family Support Project

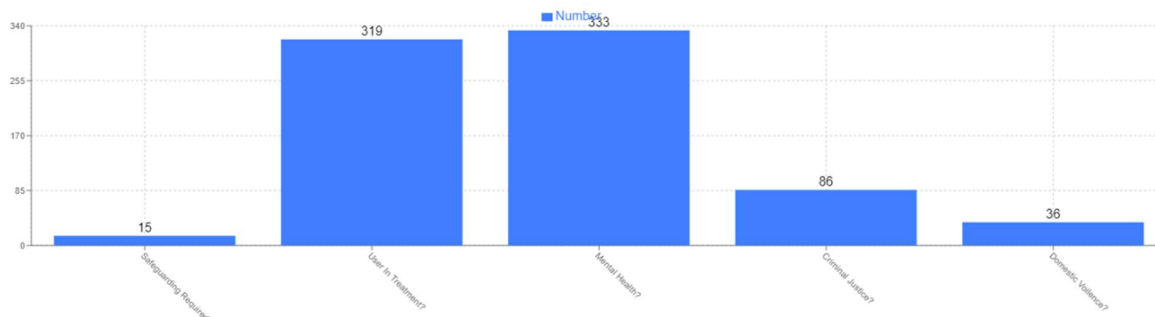
## New Client over this year

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
Basingstoke		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).



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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 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 9<sup>th</sup> 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 8<sup>th</sup> 1954 – May 9<sup>th</sup> 2022*

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2022

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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: 12th October 2022

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

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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

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**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 AccountantAddress: 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
<b>Income from:</b>					
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>
<b>Expenditure on:</b>					
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>
<b>Net movement in funds</b>		<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
<b>Balances carried forward</b>		<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
<b>Fixed Assets</b>					
Tangible assets	8	7,494	0	7,494	9,152
<b>Current Assets</b>					
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
<b>Net Current Assets</b>		<u>36,219</u>	<u>36,056</u>	<u>72,275</u>	<u>73,922</u>
<b>Net Assets</b>		<u>43,713</u>	<u>36,056</u>	<u>79,769</u>	<u>83,074</u>
<b>Funds of the charity</b>					
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**

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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**

	<b>2022 (£) Unrestricted</b>	<b>2022 (£) Restricted</b>	<b>2022 (£) Total</b>	<b>2021 (£) Total</b>
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
	<b><u>8,819</u></b>	<b><u>220,253</u></b>	<b><u>229,072</u></b>	<b><u>241,824</u></b>

**3. DIRECT CHARITABLE EXPENDITURE**

<b>Provision of charitable services:</b>	<b>2022 (£) Unrestricted</b>	<b>2022 (£) Restricted</b>	<b>2022 (£) Total</b>	<b>2021 (£) Total</b>
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
	<b><u>521</u></b>	<b><u>25,437</u></b>	<b><u>25,958</u></b>	<b><u>21,352</u></b>

**4. FUNDRAISING AND PUBLICITY**

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

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2022

**5. MANAGEMENT AND ADMINISTRATION**

	<b>2022 (£)</b> <b>Unrestricted</b>	<b>2022 (£)</b> <b>Restricted</b>	<b>2022 (£)</b> <b>Total</b>	<b>2021 (£)</b> <b>Total</b>
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
	<b>5,387</b>	<b>193,503</b>	<b>198,890</b>	<b>188,192</b>

**6. TOTAL RESOURCES EXPENDED**

	<b>2022 (£)</b> <b>Unrestricted</b>	<b>2022 (£)</b> <b>Restricted</b>	<b>2022 (£)</b> <b>Total</b>	<b>2021 (£)</b> <b>Total</b>
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
	<b>13,108</b>	<b>219,307</b>	<b>232,415</b>	<b>209,543</b>

**7. OPERATING SURPLUS/(DEFICIT)**

	<b>2022 (£)</b> <b>Unrestricted</b>	<b>2022 (£)</b> <b>Restricted</b>	<b>2022 (£)</b> <b>Total</b>	<b>2021 (£)</b> <b>Total</b>
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****41,520****DEPRECIATION**

As at 1st April 2021

32,368

Charge for the year

1,658

**As at 31st March 2022****34,026****NET BOOK VALUE****As at 31st March 2022****7,494**

As at 31st March 2021

**9,152**

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
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 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
	<b>588</b>	<b>0</b>	<b>588</b>	<b>588</b>

## 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**

	<b>2022 (£)</b> <b>Unrestricted</b>	<b>2022 (£)</b> <b>Restricted</b>	<b>2022 (£)</b> <b>Total</b>	<b>2021 (£)</b> <b>Total</b>
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><b>43,713</b></u>	<u><b>36,056</b></u>	<u><b>79,769</b></u>	<u><b>83,074</b></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:	<b>2022 (£)</b> <b>Total</b>	<b>2021 (£)</b> <b>Total</b>
Two to five years	4,600	4,600

## DETAILED INCOME AND EXPENDITURE ACCOUNT

YEAR ENDED 31ST MARCH 2022

	2022 (£) Unrestricted	2022 (£) Restricted	2022 (£) Total	2021 (£) Total
<b>INCOME</b>				
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
<b>TOTAL INCOME</b>	<b>8,857</b>	<b>220,253</b>	<b>229,110</b>	<b>241,880</b>
<b>DIRECT CHARITABLE EXPENDITURE</b>				
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
	<b>521</b>	<b>25,437</b>	<b>25,958</b>	<b>21,352</b>
<b>FUNDRAISING AND PUBLICITY</b>				
Advertising and publicity costs	7,200	367	7,567	0
	<b>7,200</b>	<b>367</b>	<b>7,567</b>	<b>0</b>
<b>MANAGEMENT AND ADMINISTRATION</b>				
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
	<b>5,387</b>	<b>193,503</b>	<b>198,890</b>	<b>188,191</b>
<b>TOTAL EXPENDITURE</b>	<b>13,108</b>	<b>219,307</b>	<b>232,415</b>	<b>209,543</b>
<b>NET (DEFICIT)/SURPLUS FOR YEAR</b>	<b>(4,251)</b>	<b>946</b>	<b>(3,305)</b>	<b>32,337</b>

## DETAILED INCOME AND EXPENDITURE ACCOUNT BY PROJECT

YEAR ENDED 31ST MARCH 2022

		Lottery Grant £	Portsmouth SSJ £	PSL £	Inclusion £	Carers in Southampton £	2022 (£)	2021 (£)
<b>INCOME</b>								
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
<b>TOTAL INCOME</b>		<b>77,740</b>	<b>8,983</b>	<b>8,857</b>	<b>125,553</b>	<b>7,975</b>	<b>229,110</b>	<b>241,880</b>
<b>DIRECT CHARITABLE EXPENDITURE</b>								
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
		<b>7,980</b>	<b>349</b>	<b>(414)</b>	<b>17,610</b>	<b>432</b>	<b>25,958</b>	<b>21,352</b>
<b>FUNDRAISING AND PUBLICITY</b>								
Advertising and publicity costs	<i>Direct</i>	336	1	7,200	30	-	7,567	-
		<b>336</b>	<b>1</b>	<b>7,200</b>	<b>30</b>	<b>-</b>	<b>7,567</b>	<b>-</b>
<b>MANAGEMENT AND ADMINISTRATION</b>								
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
		<b>71,427</b>	<b>10,145</b>	<b>(2,276)</b>	<b>115,124</b>	<b>4,472</b>	<b>198,890</b>	<b>188,191</b>
<b>TOTAL EXPENDITURE</b>		<b>79,743</b>	<b>10,495</b>	<b>4,510</b>	<b>132,764</b>	<b>4,904</b>	<b>232,415</b>	<b>209,543</b>
<b>NET (DEFICIT)/SURPLUS FOR YEAR</b>		<b>(2,003)</b>	<b>(1,512)</b>	<b>4,347</b>	<b>(7,211)</b>	<b>3,071</b>	<b>(3,305)</b>	<b>32,337</b>