

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

Company Registration Number 3202552

Charity Number 1061823



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

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OFFICERS AND PROFESSIONAL ADVISERS

YEAR ENDED 31ST MARCH 2023

The Board of Directors

R Chapman (Treasurer)
A Galbraith
J McCombe (Chair)
N Jones Resigned 27/02/2023
C Murg
S Haig Appointed 20/12/2022
S Spinney Appointed 20/12/2022
M Nicholson Resigned 20/09/2022

Company Secretary

N Jones Resigned 27/02/2023

Principal Address

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

Registered Office

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

**Bankers and Other
Professional Advisers**

Unity Trust Bank Plc
Nine Brindley place
Birmingham
B1 2HB

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2023

Chairpersons report

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

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

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

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

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

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

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

Governing Documents

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

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Aim and activities**The Aim**

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

PSL achieves these aims by providing the following activities:

Core activity

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

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

Organisational Structure

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

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

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

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

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

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

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

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

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

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

Responsibilities of the Trustees

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

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As part of this, trustees are required to:

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

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

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

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Trustees and Members of the committee

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

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

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

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

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

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

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

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

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

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

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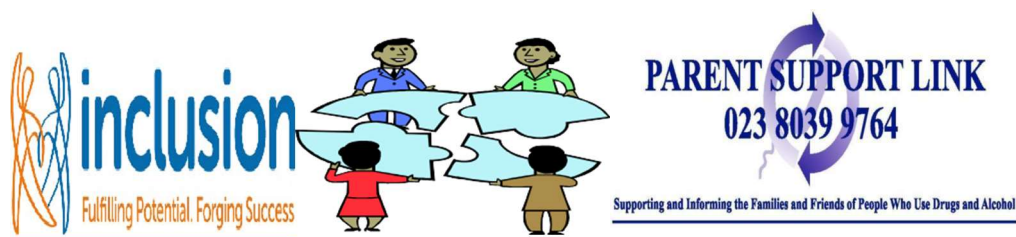
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Committee member: **Olga Maljutine** I first qualified as a language teacher, later got a Diploma in teaching Yoga and studied counselling. I have experience in administration in the IT industry and drug safety in the pharmaceutical industry. My most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

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

The PSL Projects

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



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

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

The Family and Friends Support Service Core bespoke services include:

The 24/7 Telephone contact line. 02380399764.

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

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

Craft workshops are held at the PSL premises.

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

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

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

Bereavement support groups by invitation only.

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

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

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

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

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

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



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

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

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

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

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

Craft workshops are held at the PSL premises.

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

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

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

Bereavement support groups by invitation only

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



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

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The Staff

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


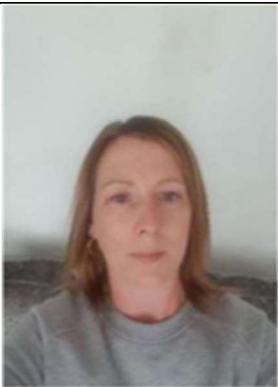
Our workers will use the most appropriate tool or method for the family they are working with. Their skills, knowledge, and experience come together to provide the best service possible. We are continually reviewing and revising our practice and pride ourselves on being truly reflective practitioners.

The posts are:

A CEO /service manager Service Co-Ordinator

Deputy Manager and Service Co-Ordinator, An administrator

8X Family Support Workers (FSWs)

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



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

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

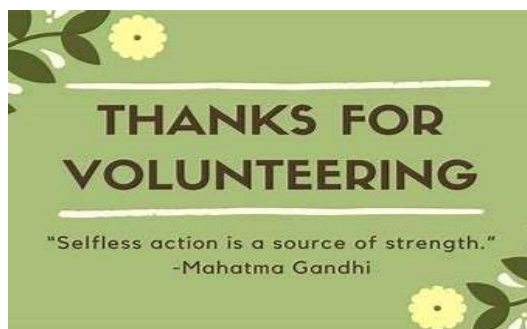
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The volunteers

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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What we have achieved this year and final statement.

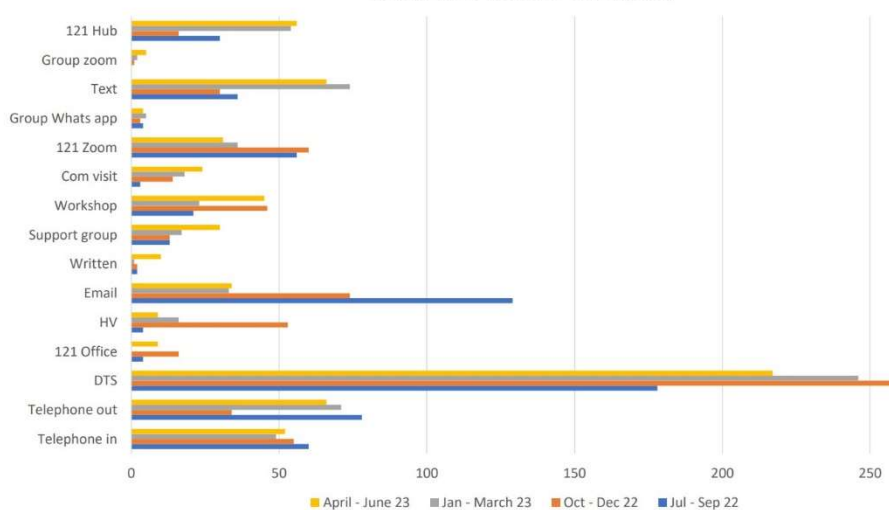
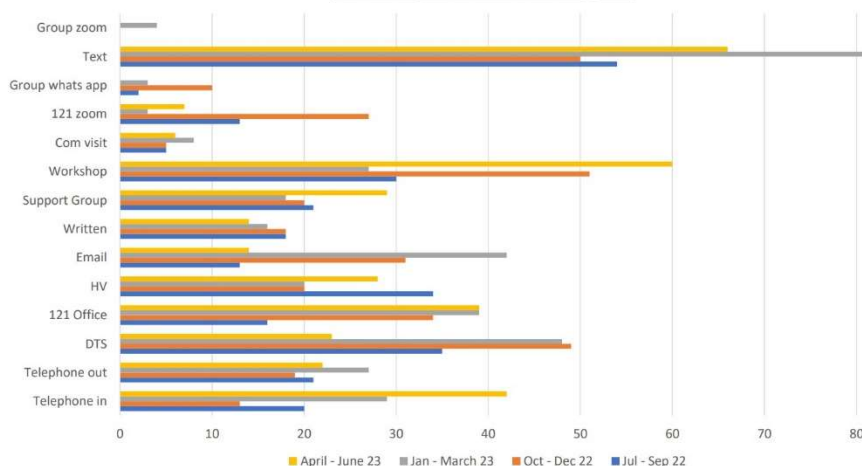
Dear Members and Supporters,

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

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

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

These graphs show the support delivered throughout the service:

Hampshire Method of supportSouthampton Method of support

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

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

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

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

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

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

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

With heartfelt gratitude,

Rhona Hawkins CEO

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Testimonials:

Being able to speak to someone during really bad times and getting advice about boundaries

Empathy, regular contact.

It's been a lifesaver and fantastic support

Have helped my family and helped me with understanding addiction and behaviors and the part we can have in our own world.

PSL has helped me so much.

Extremely helpful and supportive with an excellent understanding of our family situation

From day one I have been listened to and understood, advice from outside that I really do trust

It is very supportive; non-judgemental and group sessions are great.

It is great support for people with similar situations and so helpful.

positively moving forward and very supportive and understanding

Like-minded people. No fear of losing control, just such a nice group of people and leaders and I feel supported.

Very informative, reassuring, not being alone, and nice to be listened to.

There is always someone there to help and listen, I will always recommend PSL to friends and family if they need help. I have been helped and PSL has improved my life. Acceptance is a great thing.

Chance of 121s, extended conversations, and support from someone who had a great deal of experience. This opened up possibilities for me and my family.

It is lovely to feel supported and not judged.

Helping my family to take and put strategies in place. Help to understand the addict's behaviour

To be able to express feelings about the difficult situation and get valuable support and advice.

Solutions were appropriate and worked well leading to a harmonious family environment. The advice worked just not for the addiction aspect but also for other family issues.

Always knowing there is someone who will listen and not judge me.

It has really helped me and especially when I hear other people's problems, it makes me feel so alone and bad. Discussions have helped me on where to go for more advice and support

TRUSTEES ANNUAL REPORT

YEAR ENDED 31ST MARCH 2023

SMALL COMPANY PROVISIONS

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

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

Signed by order of the trustees

.....
Trustee

approved by the trustees on:

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

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

Respective responsibilities of trustees and examiner

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

It is my responsibility to:

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

Basis of independent examiner's statement

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

INDEPENDENT EXAMINERS REPORT

YEAR ENDED 31ST MARCH 2023

Independent examiner's statement

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

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

Signed:



Date:

14/09/2023

Name: Mrs V White

Professional Body: AAT

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

STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31ST MARCH 2023

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

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

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

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

BALANCE SHEET (Companies House No. 0320552)

YEAR ENDED 31ST MARCH 2023

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

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

BALANCE SHEET (Companies House No. 0320552) continued**YEAR ENDED 31ST MARCH 2023**

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

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

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

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

These financial statements were approved by the trustees on the:

.....
Trustee
(Director)

.....
Trustee
(Director)

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

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2023

1. ACCOUNTING POLICIES**Basis of accounting**

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

The accounts have been prepared in accordance with:

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

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

Incoming resources

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

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

Recognition of income

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

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

Offsetting

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

Grants and donations

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

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

Legacies

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

Government grants

The charity has received government grants in the reporting period

Tax reclaims on donations and gifts

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

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

Contractual income and performance related grants

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

Donated goods

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

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

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

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

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

Donated services and facilities

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

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

Support costs

The charity has incurred expenditure on support costs.

Volunteer help

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

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

Income from interest, royalties and dividends

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

Income from membership subscriptions

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

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

Settlement of insurance claims

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

Investment gains and losses

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

EXPENDITURE AND LIABILITIES**Liability recognition**

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

Governance and support costs

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

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

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

Grants with performance conditions

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

Grants payable without performance conditions

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

Redundancy cost

The charity made no redundancy payments during the reporting period.

Deferred income

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

Creditors

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

Provisions for liabilities

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

Basic financial instruments

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

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2023

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

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

They are valued at cost.

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

Investments

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

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

Stocks and work in progress

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

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

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

Debtors

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

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2023

2. DONATIONS AND FUNDING

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

3. DIRECT CHARITABLE EXPENDITURE

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

4. FUNDRAISING AND PUBLICITY

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

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2023

5. MANAGEMENT AND ADMINISTRATION

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

6. TOTAL RESOURCES EXPENDED

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

7. OPERATING SURPLUS/(DEFICIT)

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

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2023

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

As at 1st April 2022

41,520

Additions

5,952

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

As at 1st April 2022

34,026

Charge for the year

2,848

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

As at 31st March 2022

7,494

Depreciation is charged at 25% reducing balance.

9. DEBTORS

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

10. CREDITORS: Amounts falling due within one year

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

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31ST MARCH 2023

11. COMPANY LIMITED BY GUARANTEE

Parent support link is a company limited by guarantee.

12. RESERVES

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

13. RELATED PARTIES

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

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

14. TRUSTEE REMUNERATION

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

15. OPERATING LEASE COMMITMENTS

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

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

DETAILED INCOME AND EXPENDITURE ACCOUNT

YEAR ENDED 31ST MARCH 2023

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

DETAILED INCOME AND EXPENDITURE ACCOUNT BY PROJECT

YEAR ENDED 31ST MARCH 2023

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