

Coram Family Lives

England & Wales · Charity number 1077722

Details

Other names	FAMILY LIVES, FAMILYLIVES, PARENTLINE PLUS
Status	Registered
Legal form	Charitable company
Company number	03817762
Registered	1999-10-08
Register	View on the Charity Commission register

Contact

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Phone	02075533080
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Website	www.coramfamilylives.org.uk

Activities

Objects: 1. TO PROMOTE, PROTECT AND PRESERVE THE GOOD HEALTH, BOTH MENTAL AND PHYSICAL, OF FAMILY MEMBERS AND FAMILIES.2. TO ADVANCE PUBLIC EDUCATION IN AND PROMOTE RESEARCH INTO THE PSYCHOLOGICAL, LEGAL, MEDICAL OR OTHER PROBLEMS AND EXPERIENCES FOR FAMILY MEMBERS AND FAMILIES AND TO DISSEMINATE THE USEFUL RESULTS OF SUCH RESEARCH.3. TO RELIEVE POVERTY AMONG FAMILY MEMBERS AND FAMILIES, IN PARTICULAR BY THE PROVISION OF AN ADVICE AND INFORMATION SERVICE FOR THOSE UNABLE TO ACCESS SUCH RESOURCES.

Activities: We provide a range of services to support families face to face, on the phone and on-line. Including: Parentline, free 24hr confidential helpline; extended support for complex, difficult issues; online advice, livechat/email, ask the expert, peer support and information on all aspects of family live; face to face support, group parenting programmes and workshops.

Classification

- **How:** Provides Services
- **What:** Education/training
- **Who:** Children/young People, Other Defined Groups

Geography

- Throughout England And Wales

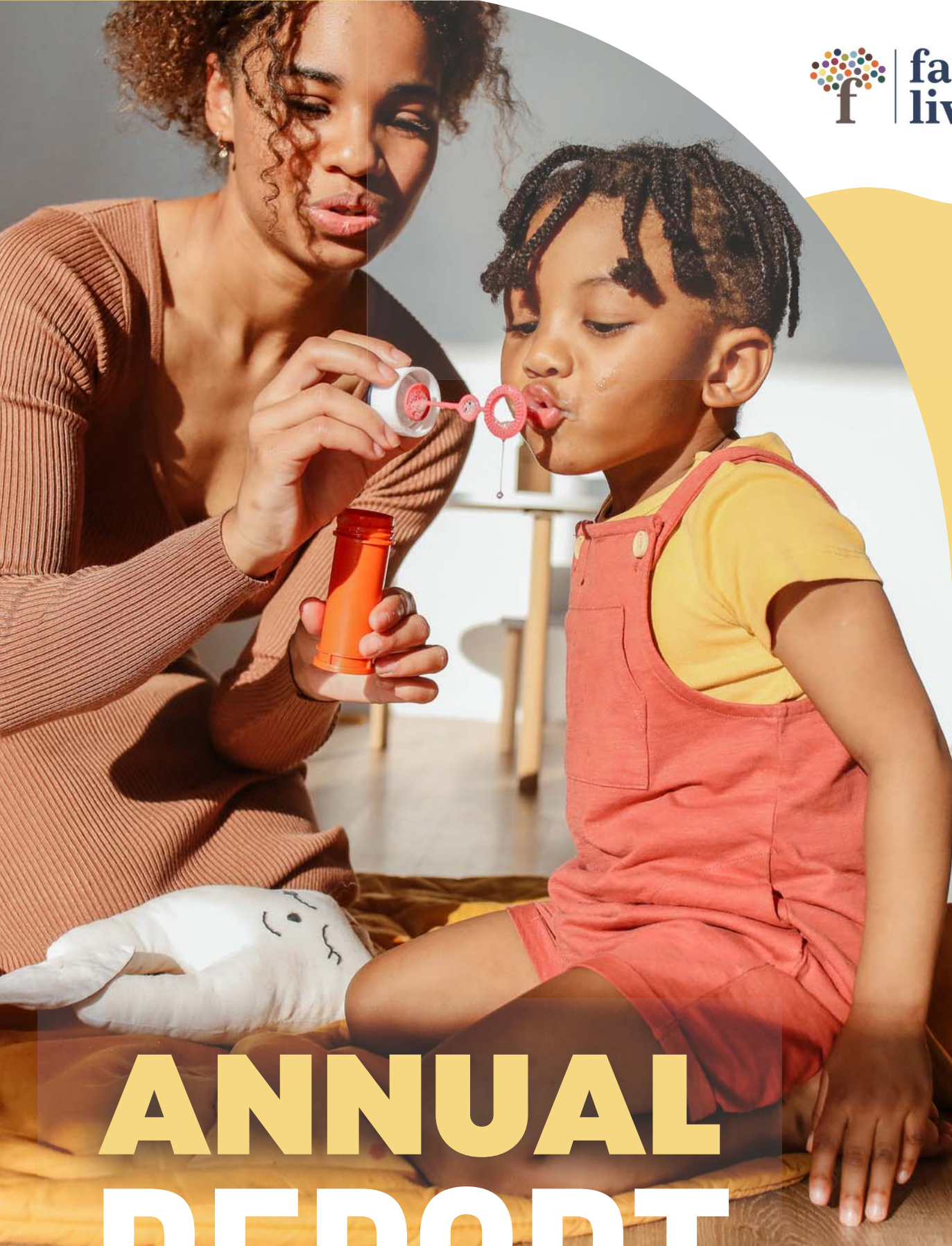
Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,285,000	£2,290,000	£995,000	107
2024-03-31	£2,361,000	£2,405,000	£1,000,000	106
2023-03-31	£2,341,000	£2,450,000	£1,044,000	110
2022-03-31	£2,634,000	£2,760,000	£1,153,000	119
2021-03-31	£3,006,000	£2,861,000	£1,279,000	128

Trustees

Name	Role	Appointed
Neena Rupani	Chair	2016-05-19
Chris Hall		2024-11-07
Eluned Harries		2023-05-10
Francesca Mott		2024-11-07
Her Honour Judge Celia Dawson		2026-04-01
Jack Ashman		2024-11-07
Jon Newton		2024-11-07
Rebecca Giannotta		2024-11-07
STUART BAYLISS		1999-09-08
Sally Land		2023-05-10
WARWICK JONES		2006-10-18

Accounts



ANNUAL REPORT

2024-2025

Annual Report and Accounts

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WELCOME

FROM OUR CHAIR AND CHIEF EXECUTIVE

This past year, our dedicated staff and volunteers have continued to support and empower over 36,000 families through our various services. We have provided advice, support and information on a wide and complex range of issues. This includes reducing parental conflict, supporting families dealing with poor mental health, helping families access local resources such as food banks and antenatal services, and supporting parents dealing with the incredibly difficult situation of aggression or violence from their child.



As well as maintaining our core services through our helpline, online chat and website, this year we've expanded our reach into Enfield providing support for co-parenting children with neurodivergence, and are also now delivering the Empowering Parents, Empowering Communities programme in Tower Hamlets with great success.

And as we move into the new financial year, we will see new services in North Lincolnshire, Hillingdon and a new partnership in Milton Keynes, continuing to expand our network of services to better serve families across the UK.

Strategically, we have focussed this year on our next strategic plan - from 2025 to 2035. As we plan for the future, evaluating what the current changes in the economy, technology and AI will mean for how we support families both now and in ten years' time, will be critical. One thing remains certain, that our aim is to empower families to manage not just today's challenges but to thrive in the face of whatever tomorrow may bring. This year we have refreshed our board and welcomed five new trustees with a wide range of skills to help us increase our impact.

Thank you to all our staff, volunteers, trustees and supporters for the difference you make every day helping us to deliver vital support for parents, carers and families. We look forward to continuing this journey with you. You too can join us in making a difference! Whether you can contribute your time, skills, or resources, your support is invaluable. Visit our website to learn more about how you can get involved and help us empower even more families.

Neena Rupani, Chair and Jeremy Todd, Chief Executive

ABOUT

FAMILY LIVES

Family Lives' journey began over 45 years ago, when a group of concerned parents came together to volunteer their time with the aim of ensuring that all parents and families had somewhere to turn before they reached crisis point. This continues to be our mission and we are extremely proud that we are still providing vital support to families today. We couldn't do this without the unwavering generosity and compassion of our volunteers and staff who know that the right support at the right time makes all the difference.

The past few years have been undeniably challenging for families. Through it all we've remained committed to supporting families, with whatever they're going through.

We believe in the power of active support and understanding. That's why we offer a comprehensive suite of resources, including our national helpline, support via our online chat, WhatsApp, and email, and a resource-rich website offering hundreds of advice articles and a wide range of free online parenting courses.

For families in need of more intensive, in person support, we provide a range of direct services across various locations in England and Wales. Our range of programmes addresses the wide spectrum of challenges families face. From supporting parents who have a child with mental health needs, working with couples in conflict, to helping new parents access antenatal support services. We're here to work together with families to help them build resilience, increase parental confidence and ensure they feel part of their local community, wherever that is.

The expertise, generosity and compassion of our staff and volunteers is at the heart of everything we do, and we work together with them to support families across the country. We are, and have always been, a volunteer-led organisation – we simply could not do it without them working alongside our staff. Many of our volunteers began their relationship with us as service users but have stayed to support others on their journey, a testament to the support they themselves received and we are grateful for the gift they are now giving others.



MISSION

**We build better
family lives
together**



VISION

**Families should have
access to active support
and understanding**



OUR VALUES

**Collaborative
Compassionate
Trustworthy**

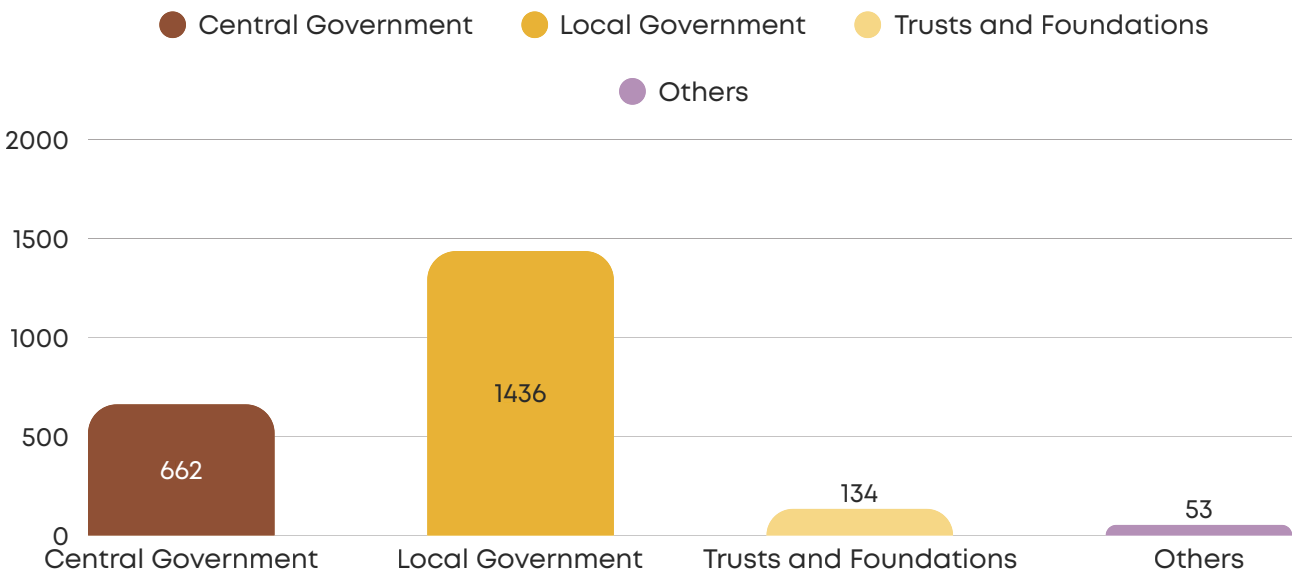


OUR FINANCES

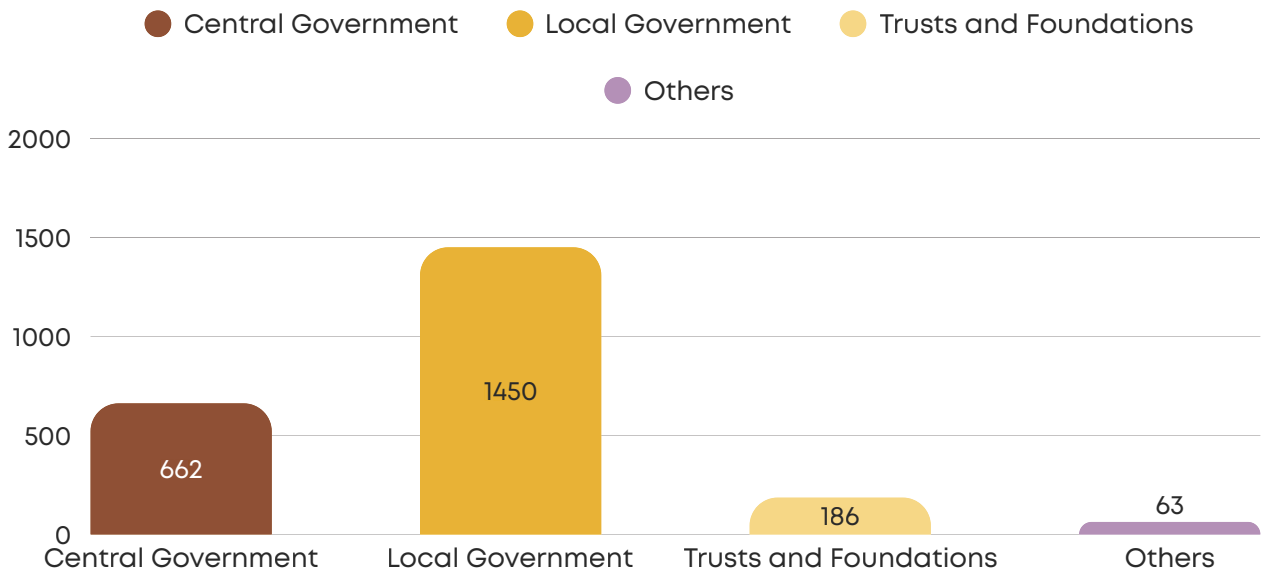
SUMMARY



Funding received 2025: £2,285,000
Source of income (£'000):



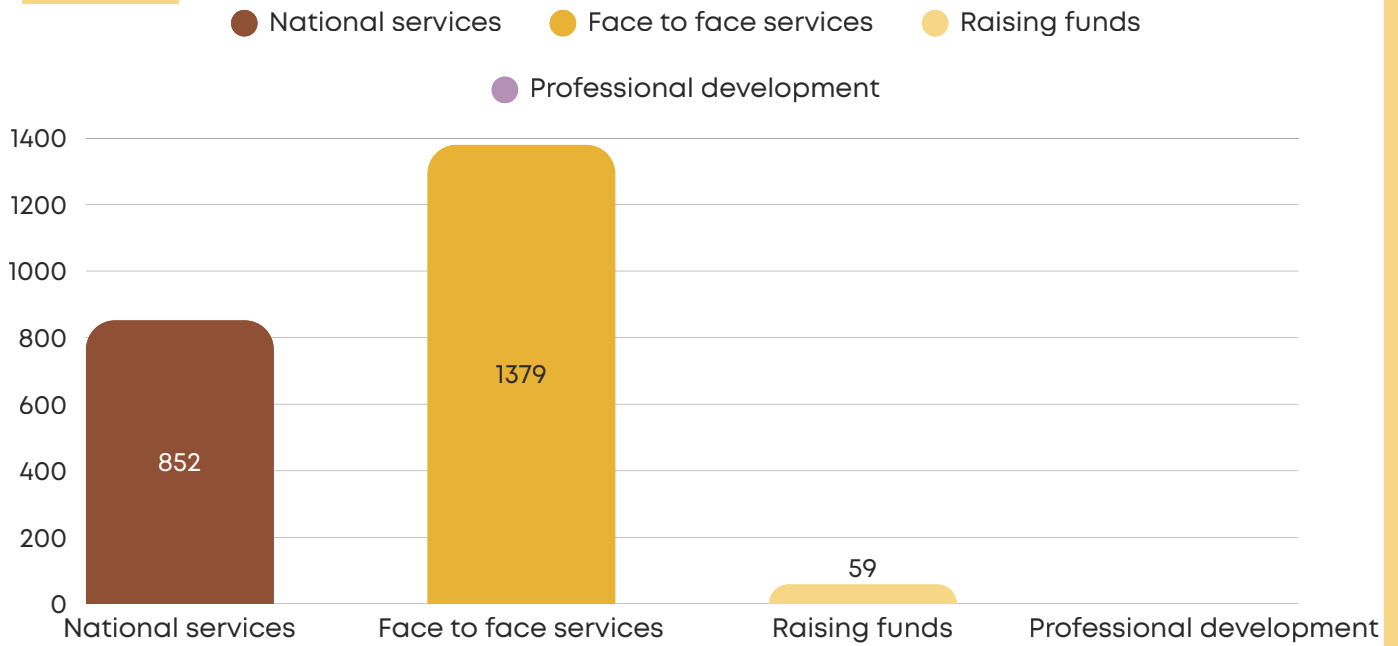
Funding received 2024: £2,361,000
Source of income (£'000):





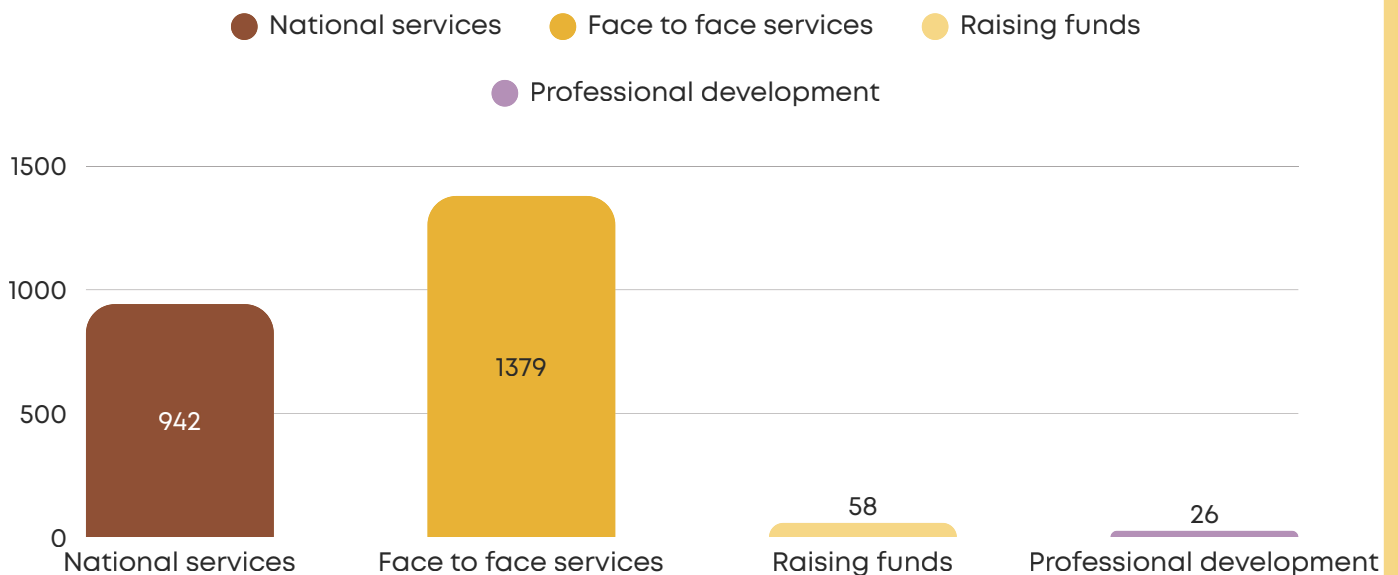
Summary of expenditure 2025: £2,290,000

What we spent the funding on (£'000):



Summary of expenditure 2024: £2,405,000

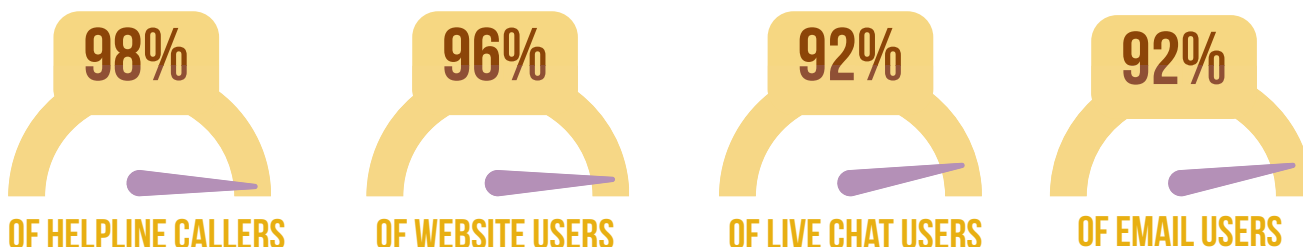
What we spent the funding on (£'000):



OUR IMPACT

2024-25 SUMMARY

How we help families



Felt more confident to deal with their situation as a result of using our service



98%

of people using our face to face services rated them as 'Excellent' or 'Good'

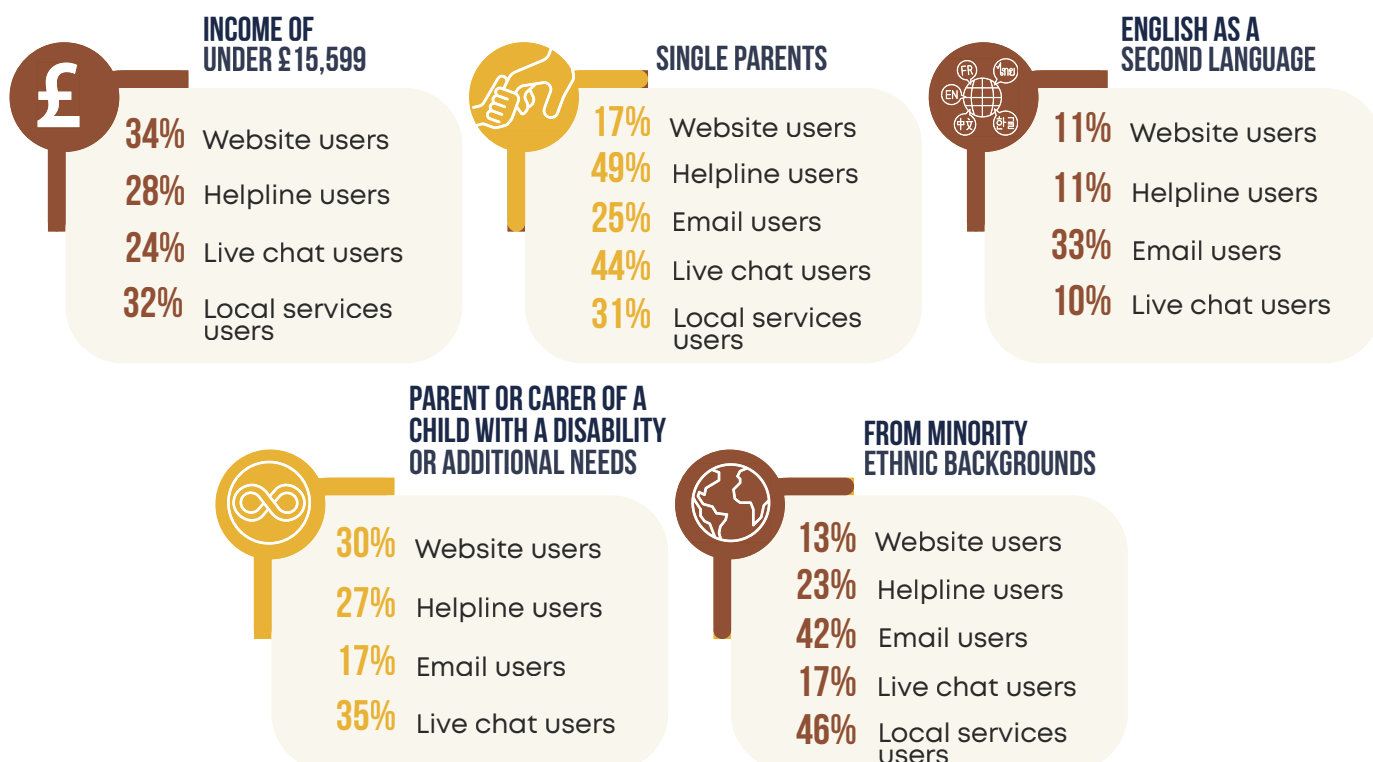


96%

of website users were satisfied or very satisfied with the website and would use the website again

Who we support

We are proud to be available to everyone who needs us in all areas of the UK. However, we are particularly proud to reach those seldom heard in our communities who can also be the most vulnerable.





OUR STRATEGY

2025 to 2035

Since our beginnings more than 45 years ago, Family Lives has supported families from the very first days of becoming a parent through to the teenage years and beyond. We are proud to offer support across the age range so that families can turn to us whenever they need us. Over the last year we have been working on our next strategic plan which importantly focusses on the longer term as it looks ahead to the next 10 years and the changes we need to make to ensure we can keep supporting as many families as possible. This includes focussing on ever-changing technology and the impact of AI, better demonstrating the difference we make, increasing recruitment of volunteers and achieving greater financial stability.

Our plans for 2025 to 2035

Our strategic aims set out the difference we want to make:

Parents are resilient and empowered to achieve the best outcomes for their children

Parents are confident in their parenting and enjoy positive communications and relationships with their children and wider family

Parents are more able to seek support, engage with and are connected to their community (local or virtual)

We'll achieve this by

- Improving how we measure and demonstrate our impact
- Keeping up with emerging technologies and AI and harnessing the benefits to deliver services, improve efficiency
- Increasing our financial stability by diversifying funding streams and securing longer-term funding
- Identifying where partnership and collaborative working will further benefit the work we do
- Maintaining the volunteer base needed to deliver our services and provide volunteers with a rewarding experience
- Raising awareness of the changing needs of families and how our work addresses these and be a 'go to' organisation

OUR VOLUNTEERS

Family Lives' roots are as a volunteer-based organisation and we are proud they still play a vital role in our support for families today. Our volunteers all give their time, compassion and commitment – be it our board of Trustees, volunteer befrienders in the community, or those answering calls on our helpline, ready to offer a listening ear to whatever issue the caller brings.

We are incredibly grateful for everything our volunteers do. We are proud to hold the Investing in Volunteers quality standard for good practice in volunteer management, which sits alongside our Queen's Diamond Jubilee Volunteering Award.

Although it can be difficult to continually recruit enough volunteers to meet the needs of our families, we remain committed to being a volunteer-based organisation as we recognise the value of this for both the families supported, and for the volunteers themselves. They frequently report improved wellbeing, improved connections to their community and many feel supported to go on to further education or gain employment.



Over the last year, our volunteers donated over 14,000 hours of support through our helpline, online and face to face services. We continue to develop strong links with colleges and universities near our helpline hubs to offer volunteer placements to students, particularly those studying counselling or social care. And we are also incredibly proud that many of the parents we support, decide to become volunteers for Family Lives.

All our volunteers receive substantial training before going on to support families. This is followed up with ongoing professional development and supervision. Our helpline volunteers undertake a 30-hour training programme to ensure they are equipped to become skilled and effective call takers. They support callers with a wide range of issues with care and respect. Our volunteer befrienders out in the community also receive appropriate training for their role.

This year we have also welcomed several new trustees – Jack Ashman, an experienced leader of software companies; Francesca Mott who has spent two decades in the non-profit sector; Jon Newton, a registered Social Worker and currently a Service Director in Adult Social Care for Enfield Council; Rebecca Giannotta, a lawyer, with over 15 years' experience advising businesses in the consumer, luxury and technology sectors; and Chris Hall, a Finance Director with over 20 years' experience of leading financial decisions in retail and manufacturing.



14,293

Hours donated by volunteers through helpline and face to face services



10,131

Helpline services hours equated to



£166,756

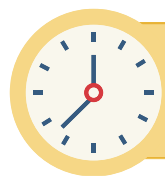


3,822

Face to face services hours equated to



£74,873



132

Admin hours for helpline services hours equated to



£1,818



208

Admin hours for face to face services equated to



£2,864

HOW WE SUPPORT FAMILIES

HELPLINE, LIVE CHAT AND EMAIL SUPPORT

It has been yet another busy year for our national services which saw the launch of another channel for people to access our live chat using WhatsApp. We have answered tens of thousands of calls, chats and emails providing advice and support on parenting and family issues.

We achieved this thanks to our staff and the contribution and commitment of our dedicated volunteers across the country, who donated over 10,131 hours of their time answering helpline calls and live chats.

Parents and family members contact us at times when they are most in need of a listening ear to support and guide them, often in distressing situations with nowhere else to turn. Staff and volunteers use a guided process to enable the parent or family member to explore the reasons for their own or their child's difficulties and consider further actions they could take to improve their situation. Calls may be about all sorts of issues families are dealing with, but over the last year top issues have included issues around divorce, separation, and emotional and mental health.

Who contacted us for support



HELPLINE SERVICE

- 48%** Of our callers are mothers *(Last year: 44%)*
- 30%** Of our callers are fathers *(Last year: 25%)*
- 49%** Are single parents *(Last year: 50%)*
- 28%** Of callers are on a household income of below £15,599 per annum
(Meaning they are living below the poverty line) (Last year: 32%)
- 22%** Have a disability *(Last year: 21%)*
- 23%** Of callers are from Black and Minority Ethnic backgrounds *(Last year: 17%)*



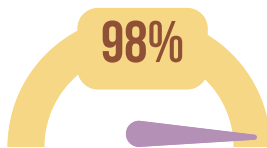
ONLINE CHAT SERVICE

- 85%** Of chats were from mothers
- 8%** Of chats were from fathers
- 44%** Are single parents
- 24%** Of callers are on a household income of below £15,599 per annum
(Meaning they are living below the poverty line) (Last year: 32%)
- 19%** Have a disability
- 17%** Of callers are from Black and Minority Ethnic backgrounds

Feedback from our callers who used our helpline



Of callers were satisfied with the service they received
(Last year: 99%)



Said they felt more confident to deal with their situation as a result of calling
(Last year: 97%)

10,131

Hours were donated by our helpline volunteers supporting families



HOW WE SUPPORT FAMILIES

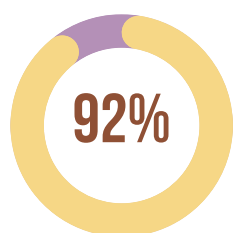
ONLINE ADVICE AND SUPPORT

Over the last year we have continued to maintain our advice website which already has hundreds of articles and videos for parents covering all ages and stages. We have focussed on improving some technical elements to make it easier for more people to find us online via search engines. We have had over 763,634 website users last year with over 703,341 page views.

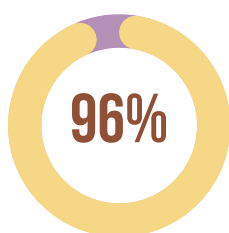
Our online parenting courses continue to be very popular with over 6,076 users accessing the courses, covering topics including having a new baby, bringing up confident children, coping with teens and coping with sibling arguments. We are working to introduce six new courses over the next few years based on what families tell us they want support with.



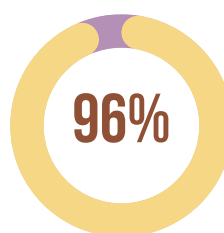
Key findings from our website users



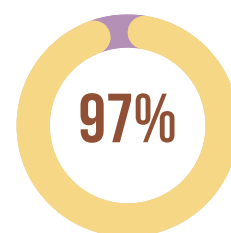
Of web users said they found what they were looking for



Of web users were satisfied or very satisfied with the website



Would use the website again



Found the website easy to navigate

(Survey carried out in February 2025 with 88 responses)

Demographics of our website users

17% Were single parent families

30% Considered themselves to be a parent or carer of a child with a disability or additional needs

85% Of website users were female

11% Of website users said that English was not their first language.

35% Considered themselves to have a disability or additional needs

34% Of website users had an income of under £15,599



OUR IMPACT

DEMONSTRATING OUR IMPACT

Family Lives uses Outcomes Star as our primary tool to demonstrate the impact of our work with families. Outcomes Star is an evidence-based approach which can be completed within the one-to-one support we provide as part of our services. The Stars enable us to measure impact in a way that is useful and engaging for staff, commissioners and families.

The Stars put the family at the centre of the work. The initial assessment is used to identify with the service user where they are on each of the Star's scales, and helps to structure key work thereafter. The visual nature makes it easy for parent and practitioner to track progress and to pinpoint strengths and the areas where support is needed so that they can develop a targeted change programme. The Stars break outcomes down into smaller steps, providing a measure of distance travelled towards meeting outcomes.

Family Lives invest in training and many of our staff are trained and licensed to use Outcomes Star. The team provide ongoing support to practitioners and managers in integrating the Family Star Plus, and where appropriate the Parent and Baby Star, into working systems and as a management tool. Each star has a number of different outcome areas. Where we have provided evidence of impact, this is based on the improvement seen across the different areas of the star. For example, the Family Star Plus has eight outcome areas that are essential to helping families thrive such as the children's behaviour, the parent's wellbeing and family routine.

OUR IN-PERSON SUPPORT SERVICE

Family Lives delivers a wide range of in-person support services across the UK. From Barnsley and Doncaster in the north, Cardiff and the Vale in Wales to working in multiple boroughs across London.

In most cases we work to provide service on behalf of the local authority to meet specific local needs, such as our outreach work in Westminster or supporting families in the City of London around mental health.

EARLY YEARS SERVICES

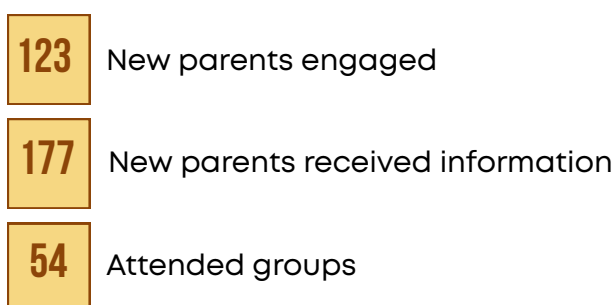
PARENTS MATTER (PERINATAL AND ANTENATAL) WELLBEING SERVICE IN CAMDEN

Our service in Camden supports pregnant women, fathers, families with new babies and children under age two by providing information, advice and signposting about Camden antenatal and perinatal services. Through weekly home visits, our trained Peer Support Volunteers provide short-term emotional or practical support aiming to reduce isolation. This may include helping parents attend local Children's Centre activities, listening and sharing parenting experiences or translating for parents at appointments or sessions. Our staff are embedded in the local community, based in Children's Centres or Family Hubs and work closely with Early Years, midwifery, Health Visiting teams, mental health services and Early Help.

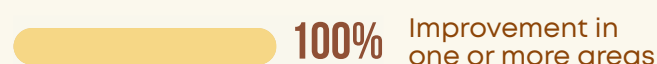
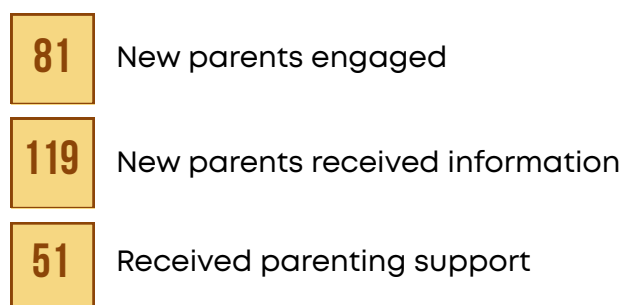
We also work closely with Camden partners, enabling them to consult with Bengali women we were supporting to discuss antenatal services in the area. As a result of the event, six of the women registered interest in training for Family Lives. This year we were pleased to be able to recruit a male Arabic-speaking worker and two Bengali-speaking Family & Volunteer Support Workers which enables us to better support the local community. The Bengali-speaking staff will support the Public Health initiative to provide peer support for pregnant Bengali women to access antenatal services and improve birthing outcomes. The other worker is engaging with fathers to increase access to Camden's new 'Dads to Be' online service and Parents Matter.

“It has been really wonderful to have M's (volunteer) support. Having the same person over the last weeks who knows the twins and is so calm and experienced with babies is making a tremendous difference to my mental and physical health. With her coming, the week is infinitely better and I have substantially more confidence that things will be okay and get better - that I can cope with having 2 babies and we will be okay.”

Perinatal service



Antenatal service



49

Volunteers provided family support and outreach in the community and Children's Centres

We are extremely proud to be able to support parents so that their children are ready to start school through the ParentChild+ programme in several areas across London – Westminster, Tower Hamlets and the Royal Borough of Kensington and Chelsea. ParentChild+ supports families with children aged between 20 months and 2.5 years old.

Our trained Home Visitors visit families once a week for one-hour sessions over a nine-month period. During each visit, they bring books and fun, interactive activities that help strengthen the bond between parent and child as well as creating a rich learning environment in the home. The sessions also support the development of children's communication and social skills.

Our support has led to increased parental confidence, with some parents now attending Family Hub sessions alongside their home visitor. In some cases, parents have even signed up for classes in English for speakers of other languages as a result of their growing confidence and engagement.

We receive referrals into the service from a wide range of sources including community nursery nurses, health visitors, early years family practitioners, and outreach workers from Family Lives. Our Home Visitors have actively increased their presence in Family Hubs, helping to build strong working relationships with Early Help professionals. These connections are supporting a more integrated approach to family engagement and support in the area.



58

Families have completed the programme

44

Families are currently on the programme

110

Families have completed at least 3 sessions

i

Families feel less isolated and more confident to attend sessions at Family Hubs and other parenting courses.

37%

Of children so far on the programme are either suspected, being assessed or on a formal diagnosis for special needs



A special thank you to (our volunteer), who visits our home once a week to spend time with my daughter. She brings so much warmth and patience, making every session both enjoyable and educational. They engage in various activities such as playdough, drawing, puzzles, and story time, all designed to encourage my daughter's learning in a fun and natural way.



CASE STUDY

“A” lives in London with his mother, older sister, and aunt. His uncle also resides nearby and helps support the family. The child’s father works in Iran and visits every 3 to 4 months. The family primarily speaks Kurdish at home. “A” was referred to the ParentChild+ (PC+) programme by a community nursery nurse due to concerns about unclear speech and limited social interaction.

When the family joined PC+ in December 2025, “A” was verbal but had unclear speech and was highly dependent on his mother. He showed distress when outside, often crying and falling asleep in his buggy. He was unable to separate from his mother and resisted being with other family members.

Through consistent PC+ sessions, “A” began to feel more at ease. He became more engaged, and his mother actively used the activities at home. The family was introduced to a local children’s centre, where “A” demonstrated independence and social interaction. His mother also joined an ESOL course, boosting her own confidence.

Outdoor sessions in the park further supported “A”’s comfort in new settings. Over time, his speech improved significantly, and he now confidently participates in group activities, presenting as a happy, curious, and sociable child. The family are happy with his progress and values the ongoing support of the PC+ programme.

TOWER HAMLETS

Over the past year, ParentChild+ in Tower Hamlets has achieved strong outcomes, with eight families completing the full programme by August 2024 when the programme ended. Throughout this period, we observed clear improvements in children’s learning and development, particularly in speech, language, and communication. The children engaged enthusiastically in sessions, demonstrated greater social interaction, and began using new vocabulary to express themselves with growing confidence.

The programme also had a positive impact on the parents. Several re-entered employment, while others enrolled in local courses across Tower Hamlets to further their education. A number of parents also began volunteering in other local community projects, further strengthening their confidence and sense of contribution.

8

Families supported through a combination of in-person sessions at the children’s centre and interactive online sessions

i

Parents reported increased confidence in supporting their child’s learning, improved knowledge of child development and stronger parent-child relationships. Long-term, the programme contributes to improved school achievement, reduced demand for specialist services, and greater educational and economic opportunities.

“The sessions have honestly helped my daughter gain confidence and increase her speech and language, she also plays independently as well as role plays at home with me and her dad. These sessions have also helped me to gain confidence and have someone guide me on how I can strengthen my bond with my child using toys and books positively. I also know that I can open up to you for support and advice to help my daughter progress in her learning. Thank you so much for all your help and support.”

Since May 2024, we have been delivering Empowering Parents Empowering Communities (EPEC) in Tower Hamlets, London. EPEC provides support to local parents and carers of young children through evidence-based, peer-led parenting groups to improve outcomes for families by building parenting confidence, enhancing practical skills, and supporting overall family wellbeing.

The programme is designed to reach families with children aged 0 to 3, particularly those facing social, emotional, or behavioural challenges, as well as parents who may feel isolated or require additional community support. A key objective of EPEC is to empower local parents by offering them the opportunity to be trained as group leaders, enabling them to deliver the programme within their communities. This peer-led model strengthens local networks, promotes shared learning, and encourages sustainable community leadership.

In the last year we have delivered EPEC's 'Being a Parent' and 'Baby and Us' courses, making a significant impact on child development, parenting practices, and family relationships. The 'Being a Parent' course provided a safe, supportive space where parents explored strategies to manage emotions, improve communication, and use positive behaviour techniques. It helped build stronger parent-child relationships, fostered emotional wellbeing, and increased awareness of parenting roles and cultural influences. The 'Baby and Us' course supported parents in recognising and responding to their baby's cues, developing secure attachment, and building confidence in their parenting role.



62

Families participated in EPEC training

2

Parents became volunteers, completed Parent Group Leader training, and now co-deliver sessions while supporting local families

Parents felt less isolated, with many gaining confidence to pursue further training, volunteer locally, or return to work with new skills. Some continued learning in their community, while others took steps toward employment

90%

Participants reported increased confidence in their parenting skills and a better understanding of child behaviour and development

CASE STUDY

Following the birth of her second child, a mother began experiencing postpartum depression. Caring for her one-year-old and three-year-old alone while her husband worked long hours and travelled abroad left her feeling overwhelmed and isolated. Struggling with her mental health and family dynamics, she enrolled in the EPEC programme, hoping for support.

The course provided a safe, supportive space where she could share her experiences and connect with others. She learned emotional regulation techniques that helped her manage stress and respond more calmly to parenting challenges.

This led to more positive interactions with her children and strengthened their bond.

In addition to emotional support, facilitators offered the Family Lives helpline and practical financial support, easing the strain of managing a household on one income. This allowed her to focus on her wellbeing and parenting.

With renewed confidence and a transformed outlook, she now feels empowered in her role as a mother. She is eager to continue with the programme and expressed heartfelt gratitude to both facilitators for their vital support in her journey.

WESTMINSTER 0-5 BEFRIENDING

This is a long-standing service in Westminster supporting families with children aged 0-5 through befriending by volunteers from the local community. The service aims to provide practical and emotional support to families over a six-month period. Families are matched with volunteers who can help families deal with isolation, stress, overwhelm, children's behaviour, getting children into nursery, home and money problems and getting back into work.

We are able to provide very personalised support, such as helping a family who wanted their child to be in nursery but needed one which could cope with the child's medical needs. We were able to reach out to the early years inclusions officer and attended meetings with nurseries to discuss the child's needs. In the end we were able to find her a suitable nursery, providing a fantastic opportunity for the child and much needed respite for the mother who had stopped working to look after her child.

There are always challenges when delivering services, recently around recruiting enough volunteers and maintaining engagement with the families, particularly at the initial contact stages. We addressed volunteering challenges by attending a volunteer fair and advertising in the community, as well as adapting our onboarding so that we keep volunteers engaged while we wait for their safety checks and references.

35

Families were supported

100%

18 families had improvement in one or more areas

89%

Improvement in three or more areas



We support poverty reduction through grants, foodbanks, and employment assistance. We strengthen social connections, creating better relationships between parents and children. We also provide diverse volunteering opportunities, including administrative, emotional support, and practical roles

CASE STUDY

We supported a single mum who was pregnant and worried about the birth. She felt unprepared to have a baby and the father did not want to be involved. At the beginning of the support she reported feeling stuck and not knowing what to do.

The volunteer supported her by speaking with her each week, listening, non-judgementally, to her concerns and by signposting her to advice centres and children's centres. She began to attend pregnancy support classes in preparation for the baby.

During the volunteer's support, the mum had the baby and the volunteer continued to support with advice, reassurance and signposting.

When the support came to an end the mum was very pleased with the support and said it has changed her life, sending the following message to the volunteer: "Thank you so much for your unwavering support, advice and guidance. Your assistance has been incredibly valuable to me and I am deeply grateful. I aspire to provide the same support to other women in the future."

DONCASTER FAMILY SUPPORT

Our service in Doncaster, South Yorkshire, supports families with children aged 0-5, with a specific focus on children aged 0-2 living in Doncaster City. Trained volunteers support families for up to 8 weeks, with the aim of building parental confidence and capacity, and empowering parents/carers to effectively promote and support their children's developmental needs.

The service uses peer support to increase resilience and enable the parents and carers we support to sustain the changes made. A key aim is to reduce or prevent the need for parents and carers to access statutory early help services or other specialist interventions, but we will also offer a 'step down' service when families do need to engage with those services.

Our service provides signposting by raising awareness of other services, activities and information available to families, parents/carers and children and facilitating introductions. This enables families, parents/carers and children to forge connections with their community and actively access local resources that increase the likelihood of achieving positive outcomes.

Four people from the local community became project volunteers. They are all parents of young children, and advocates and positive role models for other parents. Our volunteer opportunities create a pathway to employment. For example, one of our volunteers has recently secured employment in a community support role and a second had an interview to work as a sleep practitioner. We have also developed partnerships with Voluntary Action Doncaster, and each share our expertise to maximise our resources.

55

Referrals received

49

People received support

100%

Of service users rated our service as excellent and reported that they were treated with sensitivity and respect

100%

Of service users reported feeling more informed about parenting issues, strategies and services

93%

Felt more supported and more confident in their parenting ability and more hopeful about their future

86%

Reported that they were less isolated

66%

Felt more connected to their communities



It was nice to have someone to support at hospital appointments to help with taking the information and explaining it back to me. My supporter has been a great support in listening, attending appointments, helping with funding and getting my child into a nursery. She is very experienced and knowledgeable.





CASE STUDY

A mother self-referred to our service expressing anxieties about supporting her son who has additional needs. She felt deflated, unsupported and judged by the public and her community and missed appointments due to finding her son's behaviour unmanageable.

"I had no support with understanding my son's needs, how to help him or myself. My peer supporter introduced me to an autism service, where I had a voice and shared my experiences. She helped with DLA forms and with getting a MAX card for discounts for days out.

She was sensitive, listened and allowed me to talk things through, gave me the reassurance that my thoughts and feelings were valid, eased anxieties and showed us ways to deal with tantrums. Now when I have worries, I know how to act upon them and have my own voice. I am now hoping to go forward and help others in this way. I have now learnt not to let others' judgement hurt. I have learnt new parenting skills, and I am more patient of my son's wants, needs and feelings. I feel like a better person. I am now in a good space to get things done, I feel more clearer about my son's needs and the journey he will now go through to get his diagnosis."

CHILDREN AND TEENS

WESTMINSTER PARENT CHAMPION SERVICE

Our Parent Champion Service works across the borough of Westminster in London to support parents whose children are aged 10-16 years old (up to 25 for young people with SEN or additional needs), who may be at risk of grooming, exploitation or are transitioning to secondary school. It also supports parents who are struggling with their child's behaviour, need support navigating education, criminal justice, or social care systems or need support through personal challenges.

It is an early intervention project focused on reducing serious youth violence in London by creating a network of families that work to strengthen families within their communities. It supports parents through accessible information, providing safe spaces to voice concerns, and opportunities for peer support. The programme empowers families to better understand and respond to the challenges and risks facing children and young people.

Central to the network are the local parents who we train to be Parent Champion volunteers. They go on to provide one-to-one and group support, signpost families to relevant services, and help run activities and workshops around key issues. We collaborated closely with volunteers to shape project delivery – engaging them in event and workshop planning, supporting session delivery, and holding regular check-ins.

As we deliver a similar service in Lewisham, Parent Champions from both projects collaborated with staff to co-produce and co-host a community safety event, delivered in partnership with local service providers. The event created a valuable platform for volunteers to share their experiences of being part of the network, while also giving partner agencies the opportunity to speak directly with parents, showcase their work and highlight the amazing support available to families and the wider community.

108

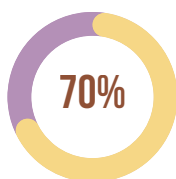
Parents and carers supported

21

Workshops delivered

14

Volunteer training sessions



Of parents reported an increased awareness of how to keep their children safe following attendance at sessions



I feel confident to support families in a wide range of situations through the training, shadowing and befriending opportunities I've had as a Parent Champion.



LEWISHAM PARENT CHAMPIONS

This service aims to empower parents by providing them with the skills necessary to support their children effectively to prevent involvement in antisocial behaviour and the youth justice system. Our trained Parent Champions who are volunteers from the local community support families to improve communication, set boundaries and foster positive behaviours. This initiative is part of a broader Violence Reduction Unit strategy to address social issues and enhance community safety in Lewisham.

The service has successfully engaged a significant number of parents, fostering a sense of community and support. Many parents report feeling empowered and confident in their parenting skills and a decrease in reported antisocial behaviour among young people. Families involved in the programme use the strategies learnt to address potential issues before they escalate. The programme has also built successful partnerships with local schools and agencies leading to a more integrated response to youth related issues and improved support for families.

80

Families supported

20

Parents were trained as volunteer peer champions and developed skills and confidence in working in their community



Parents gained valuable skills such as conflict resolution and effective communication

WESTMINSTER CHURCH STREET YOUNG NAVIGATORS

The Church Street Young Navigator Transition Project in Westminster works in partnership with children in years 5 and 6 of primary school, their parents or guardians and schools to prepare the children for the transition to secondary school, and to create stronger communities. The main issues addressed through the project are wellbeing, resilience and community safety.

Through creative and reflective methods, in one-to-one or group sessions, the aim is to help children explore their identity and embrace their individuality, learn techniques to nurture positive self-esteem, build their confidence and foster independence. We also support them to develop strategies to strengthen their resilience and adopt tools to help with self-regulation.

One challenge we experienced was that referrals from schools were slower than anticipated which has made it more difficult to implement an 'in school' mentorship element to the programme. We have addressed this by offering schools even more flexible time slots and sessions for schools and parents to engage with the programme and continue to promote the programme in school newsletters, distributing flyers at the school gates, and liaising with parents.

25

Children were supported

28

Parents and carers were supported

4

Schools were engaged

100%

Of children said they enjoyed all sessions of the Comic Club which used art to explore the themes of wellbeing, resilience and community safety.

FAMILY BEFRIENDING

WESTMINSTER EARLY HELP

This vital service in Westminster supports families with children aged 0-16 years old who have been 'stepped down' from Early Help support from Westminster Council. Over a four-month period, we allocate volunteers to support families and prevent them from requiring further official interventions. Our support includes both emotional advice and practical support such as help with filling out forms, applying for grants, signposting or making referrals to external agencies. Many of the families we support have complex needs as well as more than one member of the family who requires support.

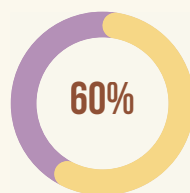
We build trust with the families we support by providing consistent and transparent communication, and by adjusting the way we work to meet their specific needs. This has frequently included advocating on their behalf in other settings such as schools, housing and with GPs. We have developed core relationships with different local agencies and professionals to ensure we receive referrals and collaborate to provide seamless support, especially when 'Team Around the Family' work is required. In addition, we continuously monitor and evaluate caseloads to ensure that the families' circumstances do not escalate and require further intervention.

30

Families were supported

3.4

Is the average number of outcome areas in which someone is making progress



Of families are making progress in at least three outcome areas

EALING FAMILY COACHING

We have provided a service in Ealing for several years offering coaching and befriending to support parents from diverse communities across the borough. We offer support with issues including: setting routines and boundaries; understanding children's behaviour and setting limits; improving children's wellbeing and confidence; improving communication with schools; strategies to deal with child to parent aggression as well as tips for coparenting, helping to reduce isolation and improve parental wellbeing.

We are based within an Early Intervention team known as SAFE (Supportive Action for Families in Ealing), where our staff and trained volunteer mentors provide emotional support and practical advice for families with a child under 19. We listen to the challenges that families face and help them to find solutions to help build stronger relationships between parents and their children.

We have supported 102 families this year, receiving more referrals than our target of 120. The majority of referrals have complex support needs so are allocated to individual support. We also delivered three parenting courses for parents of children with diagnosed or undiagnosed ASD or ADHD which meet the CAMHS criteria for a recognised parenting intervention on the assessment pathway.



The sessions were very therapeutic for me and my husband. To have a safe space every week to share our experiences with the group helped us as a couple to offload and find restorative ways to support our son and family.



102

Families were supported

3

Parenting courses delivered to 35 attendees overall

94%

Making progress in 3 or more outcome areas

87%

Reported improvement in parental wellbeing and stress levels and have developed better coping strategies

87%

Reported improvement in recognising and understanding their child's emotions and triggers

81%

Reported improvement in their child's behaviour after implementing the strategies they had learnt

WESTMINSTER 5-16 BEFRIENDING

The befriending service in Westminster supported families with children between 5 and 16 years of age up until it closed in November 2024. We worked closely with the three Family Hubs in the north east, north west and south of Westminster borough.

The project supported vulnerable families through a trained Befriender volunteer who is matched with the main carer in the family and supported the family for up to six months by providing emotional and practical support. Many of the referrals are from deprived areas in the Borough and families are often in social housing or temporary accommodation. The majority were on benefits or low-income part-time work. However, we also saw an increase in referrals for working parents and professionals who have been affected by mental health concerns, both for themselves and younger family members.

The families referred will often be experiencing isolation, poor mental health and are often overwhelmed by their circumstances. Most of the parents we supported had complex needs with children undergoing mental health assessments, poor or overcrowded housing, isolation, financial struggles and family breakdown.

26

Families were supported

Although we were not able to provide solutions to housing and more entrenched issues, families generally benefited from improved wellbeing and feeling safe

i



FAMILY SUPPORT

SUPPORTING FAMILIES LIVING IN RECOVERY

Families Living in Recovery is a consortium project to deliver Hertfordshire's Drug and Alcohol Community Rehabilitation Service. It is delivered in partnership with The Living Room and Relate (London NW & Hertfordshire). We take a family-approach to rehabilitation by offering structured group work and individual counselling support for individuals, families and carers affected by substance use disorders. The overall goal of this service is to reduce the impact of substance use disorders on family members, both emotionally and practically and help them navigate the challenges of living with someone who is recovering.

Families have participated in workshops which focus on essential life skills such as parenting skills, coping strategies and building resilience which are vital for maintaining recovery. The project also raises awareness about the harmful effects of substance use disorders, reducing stigma and promoting understanding within the community which often leads to greater acceptance and support for affected families. We also work with local health services, schools and community organisations to ensure families have access to all necessary resources for a successful recovery journey.

The project creates significant additional social value by providing support and resources for families and help in rebuilding and strengthening relationships, contributing to healthier and more stable home environments. It also encourages a sense of community among families in recovery helping them to connect, share experiences and support one another, which develops social bonds and reduces isolation. By raising awareness about substance use disorders and promoting understanding, the project helps to reduce the stigma associated with substance use creating a more inclusive community.

36

People supported through individual support

48

People supported through group workshops

 **92%** Of parents report improved mental health and wellbeing

 **90%** Report feeling more informed about the resources and support available

WESTMINSTER OUTREACH

The Outreach Team supports families with children aged 0-5 years old, living in the London borough of Westminster. We work with families who are experiencing one or a range of different challenges. We assist them to navigate and access the relevant statutory and voluntary services. We also support families for whom English is a second language and help them to connect with their local Family Hubs and understand what services are available to them. We aim to break barriers to support and reduce isolation.

Our core aim is to provide early access to support for families, acting as a gateway and first port of call for families with new babies, isolated families, families with financial, emotional, and social challenges.

We provide support and information, through home visiting and Family Hub appointments. We listen to families and help to identify their needs and what options may be available, whether this is assistance with immediate needs, such as food bank referrals, material grants or help with childcare or housing applications.

A core aim is to introduce families to their Family Hubs and Hub services, introduce them to local childcare offers, health, and stay and play drop-ins. Our service helps individuals who may be isolated to engage with local community groups and ESOL classes and targets hard to reach families.

2417

Families supported through visits, calls and packs

847

Targeted support provided to vulnerable families

93%

Of new birth families reached each month

94%

Making improvement in one or more areas

88%

Making improvement in three or more areas

WHOLE FAMILY RELATIONSHIP SUPPORT IN LEICESTERSHIRE

The whole family relationship service in Leicestershire provides wrap-around early help and preventative support for families to become more resilient, addressing the issue of parental conflict and improving the lives of children and young people affected.

The programme has engaged with over 150 families since its launch in 2024, providing support and resources tailored to their specific needs. It has exceeded its annual targets by an average of 30% each year demonstrating its effectiveness and the high demand for the service. Surveys conducted post intervention indicate that 85% of families reported improved relationships and 82% felt more equipped to handle conflict. The service has also collaborated with over 20 local agencies, include mental health, midwifery and Family Hub teams, creating a robust support network for families. Participation satisfaction surveys show an average of 4.7 out of 5 for the effectiveness of the services provided.

The service is also currently being externally evaluated by Hertfordshire University whose interim report indicates that the service has achieved immediate and lasting benefits for the families worked with.

100

Service users supported through individual support and workshops/groups

100%

Making improvement in three or more areas

i

Families report enhanced wellbeing, with many experiencing reduced stress levels and improved mental health due to better family relationships and communication. Volunteers have reported personal growth and satisfaction from contributing to the wellbeing of families enhancing their sense of purpose and community involvement



Service is amazing, I just wish I had known about Family Lives sooner. It has been such a great support and has helped me an incredible amount and has made a great difference to my confidence, my happiness and I can now see a bright future for me and my daughter. I have learnt how to overcome such negativity and upset from other people.

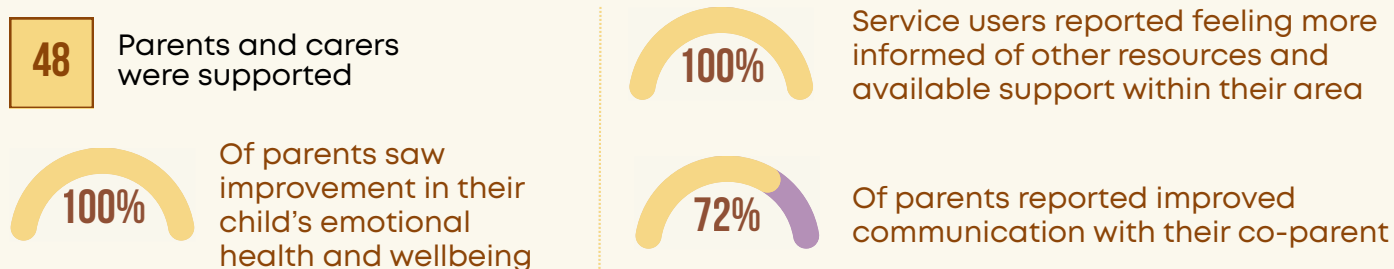


ENFIELD REDUCING PARENTAL CONFLICT PROGRAMME

This service supports parents who are separated or together who have children with diagnosed or undiagnosed SEND (Special Educational Needs and Disabilities) and wish to reduce conflict and co-parent more consistently and positively.

We provide support and strategies to improve skills in parenting a child with neurodivergence, offer consistent parenting and reduce couple conflict and improve communication. The programme is delivered through online parenting groups and workshops.

We are very pleased that the programme showed overall positive results in enhancing parent-child relationships. Parents reported an increased understanding of their child's needs, expressing an overall improvement or better communication and stronger bond with their child. The programme provided effective strategies to manage conflict and build positive connections which the parents report they are still using.



HERTFORDSHIRE TARGETED PARENTING GROUPS

This project supports parents whose children are displaying challenging behaviour and where 'Child Protection' or 'Child in Need' plans may be in place, as well as those whose children have diagnosed or undiagnosed SEND, Autism and/or ADHD. It works with parents who are together or separated who are experiencing conflict and wish to co-parent more consistently and positively.

The online parenting groups and workshops provide support and strategies to improve parenting skills, reduce conflict and improve communication. We were pleased to be further commissioned to run a series of four workshops.



MENTAL AND EMOTIONAL HEALTH SUPPORT SERVICES

COMMUNITY CONNECTS BARNSELEY

Our service in Barnsley works with adults aged 18 years and over who are experiencing emotional wellbeing and physical health problems, who are isolated, lonely, lack confidence and/or experience a sense of being out of control or who feel powerless over their situation. They often feel disconnected from their community and unable to live the life they want.

We support people through their recovery journey by listening, demonstrating understanding, enabling people to recognise their strengths, and to find and develop solutions. We aim to help them develop coping strategies and community connections including positive peer relationships to increase their resilience and self-confidence. In addition, we assist them to support themselves to achieve better mental and physical health, live life independently, achieve aspirations, forge meaningful connections, and purpose, and live their life well.

253

Referrals

4

Former service users became volunteers and consistently supported the delivery of our drop-in sessions.



86%

Reported being more hopeful about their future



77%

Shared that they had developed new skills to help them manage their mental health and emotional wellbeing



67%

Reported that their mental or physical health had improved



It gave me the confidence to actually take the next steps and to do things I wouldn't usually do. I've done an online course, and I've signed up to do two more. I'm developing an understanding of my situation and I'm hoping in the future I'll be able to attend face to face courses and groups.



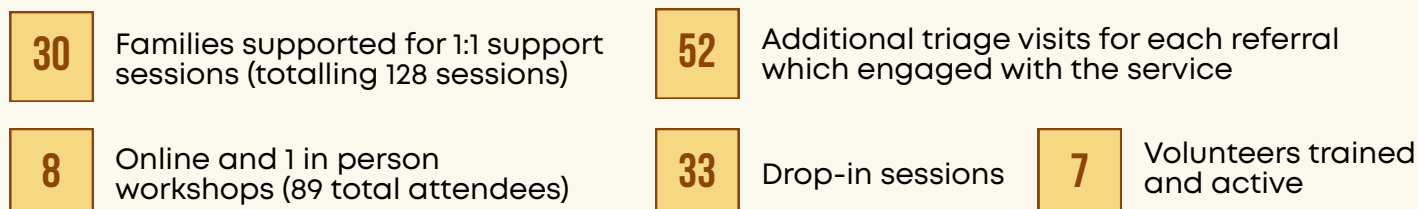
CARDIFF AND THE VALE

Our service in Cardiff and the Vale which is now in its second year provides parents with peer support to help them develop strategies to improve their parenting skills and understanding of their children's mental health needs. We provide individual support sessions, an online peer space, drop-in sessions and online workshops. These focus on supporting parents/carers:

- Who have not had a formal diagnosis for their children's mental health needs
- Who have professional involvement for their children but lack support for themselves or their wider family
- Who lack understanding of mental health or emotional wellbeing and need advice and signposting

Our biggest success this year has been increasing the reach of the service. By attending local team meetings and events, making connections in the local community, and advertising in community venues across the area, we greatly improved our referral numbers. In this way we were able to extend the reach of the service and double referral numbers between quarters one and two.

Another success has been strengthening the role of the service within the local area and ensuring an impactful reach for families in need, and a valued service to those families we encounter. Providing individual support sessions has been very successful, despite being intensive in terms of staff and volunteer time. It has achieved positive outcomes by giving families the space to validate their concerns and feel listened to.



CITY OF LONDON

The main aim of the service in the City of London is to provide support and guidance to families facing various challenges. This includes offering advice on parenting, emotional support and practical assistance to improve family dynamics and wellbeing. The service often focuses on helping families develop strategies to cope with issues such as relationship difficulties, behaviour, mental health and anxiety and other challenges that impact family life. The aim is to empower families to create a positive environment and strengthen their relationships in order that children can thrive.

The City of London is a unique area to work in, with a high turnover of residents and families, making it difficult to build lasting relationships and trust with families. Many families may only be in the area temporarily leading to challenges in continuity of support. The City of London is also diverse, with various cultural backgrounds and needs.

To overcome these challenges, we have established strong partnerships with schools and Family Hubs to help raise awareness of the service. We also share resources and support networks. Offering culturally sensitive and flexible delivery allows families to access the support they need even if they are in the area for a short time.





SUPPORTING PROFESSIONALS

CITY OF LONDON SUPERVISION SERVICE

This year we have continued with our provision of professional supervision for staff within Aldgate School, Aldgate Family Centre and the City of London Early Help Team who are working directly with families accessing the City of London Children's Centre Services.

Our role is to provide clinical supervision in a safe and confidential space through individual and group sessions. Through tailored, one to one sessions, we focus on personal professional development, case management and reflective practice. This has allowed the professionals to discuss specific challenges and gain personalised feedback.

The facilitated group sessions have promoted collaborative learning and sharing of experiences among peers. These sessions have also encouraged discussions around shared cases and best practices enhancing collective insights.

15

Staff received individual support

7

Group supervisions undertaken

The service helps professionals manage their emotional demands on their work, reducing burnout and increasing job satisfaction.

Group supervision has encouraged collaboration and the sharing of diverse perspectives across the different teams. This collective approach leads to more innovative solutions to some of the complex cases benefitting the families served.

i

DIVERSITY, EQUALITY AND INCLUSION

Family Lives' vision is to ensure that all families have access to active support and understanding. We recognise that many of the families we support experience inequality and exclusion. We aim to strengthen diversity, equality and inclusion among our staff and volunteers to support our work with families facing many different inequalities. We strive to be an employer that is inclusive and values the diversity of all our staff and volunteers, and embeds diversity, equality and inclusion (DEI) into our culture, policies, behaviour, processes and systems.

Staff and volunteer diversity data is provided for current staff and volunteers as of 17/04/2025. Percentages are rounded to the nearest whole number (except for those that had under 1%). Where there were no respondents in a category (both staff and volunteers) this category has been removed from the tables and charts below.

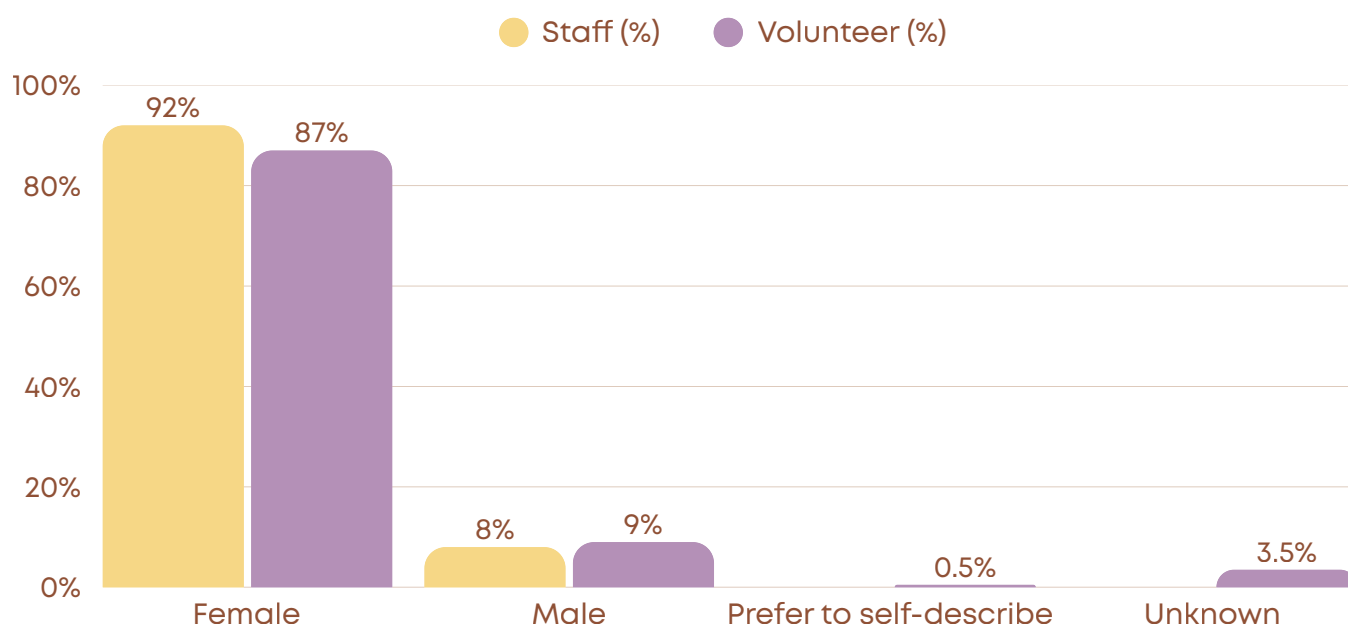
Number of staff at
Family Lives

102

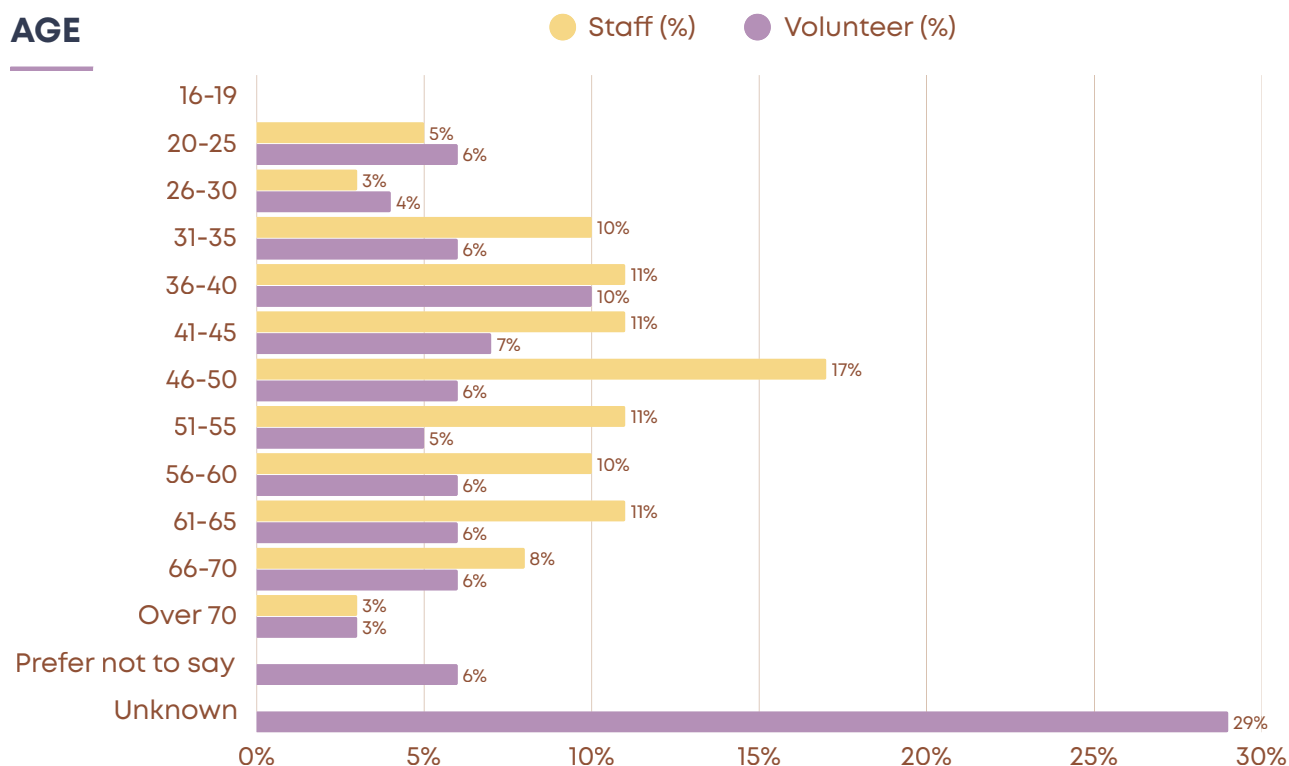
Number of volunteers
at Family Lives

197

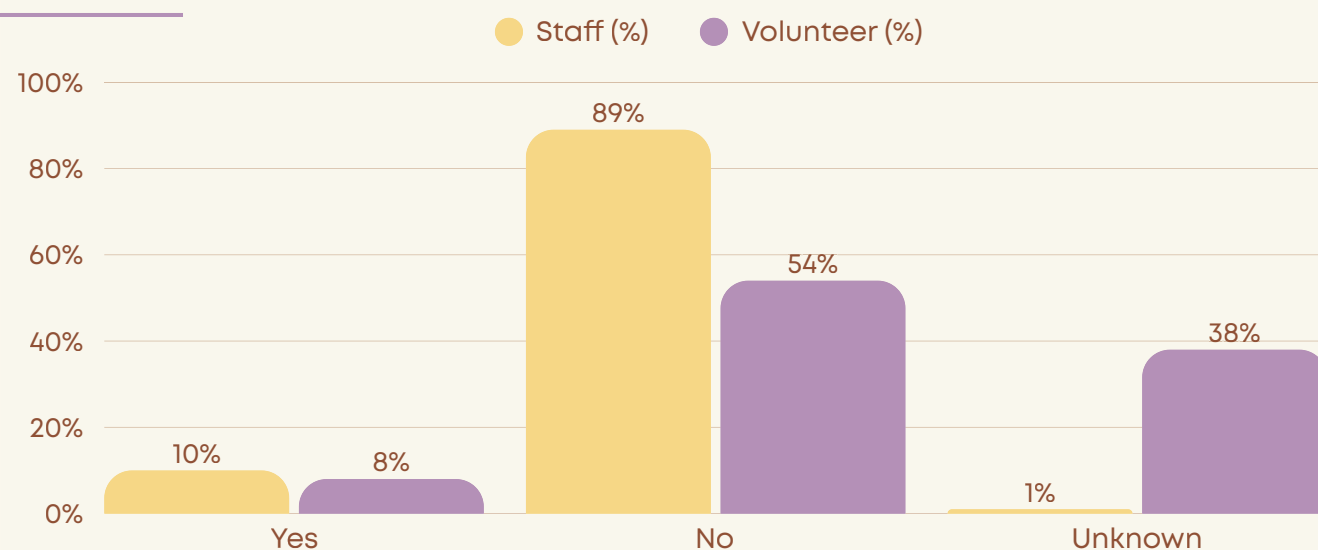
GENDER



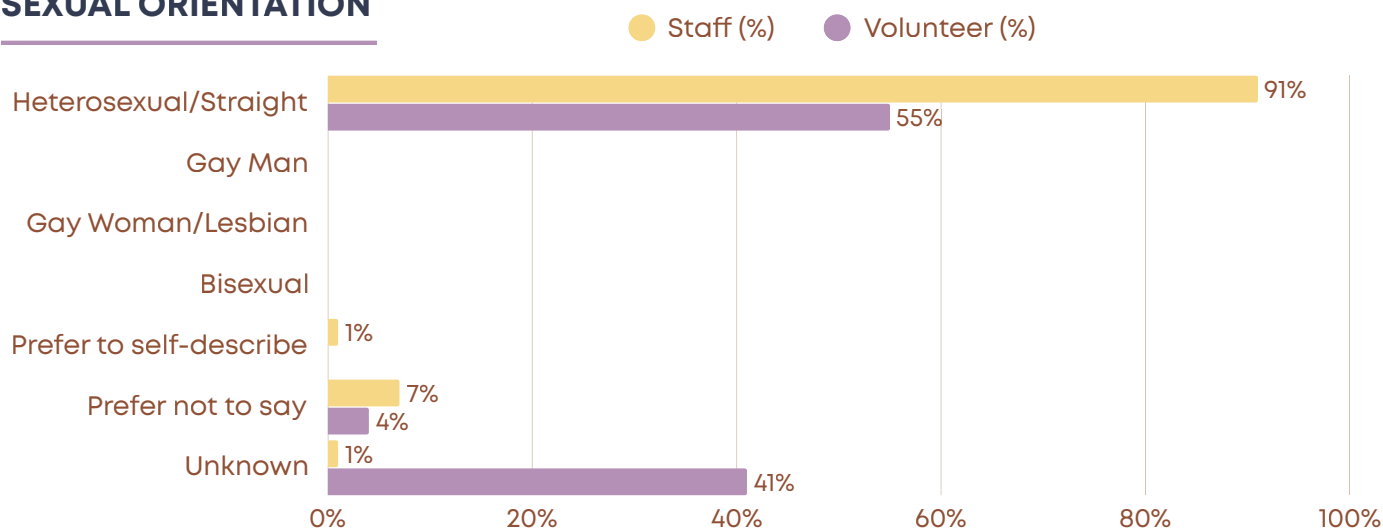
AGE



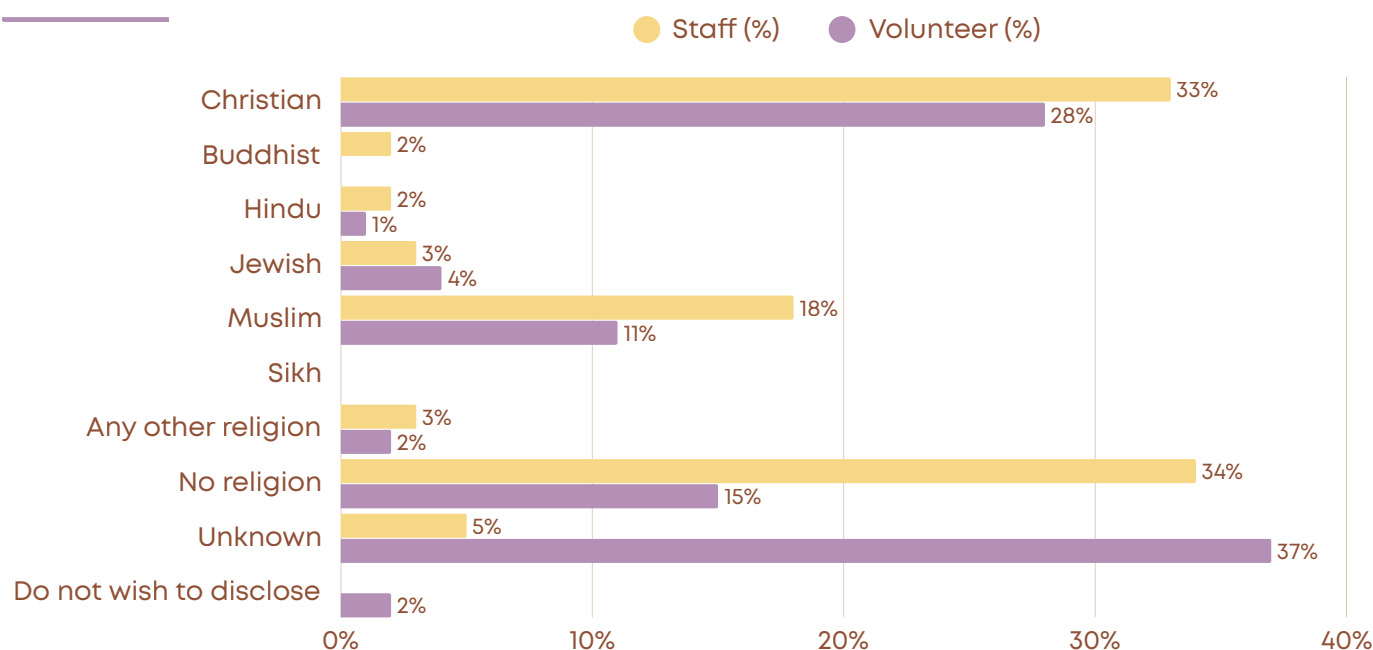
DISABILITY



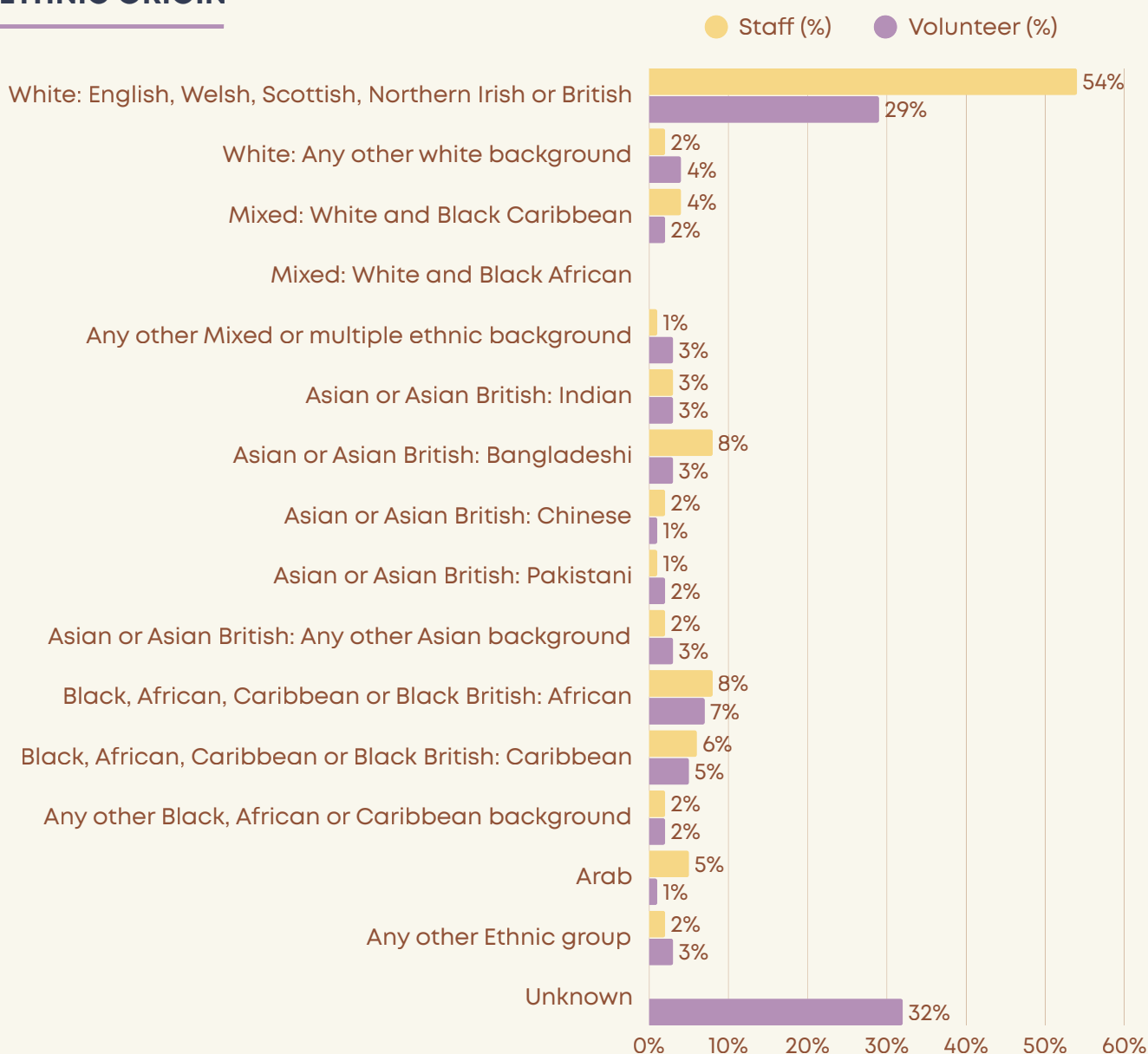
SEXUAL ORIENTATION



RELIGION

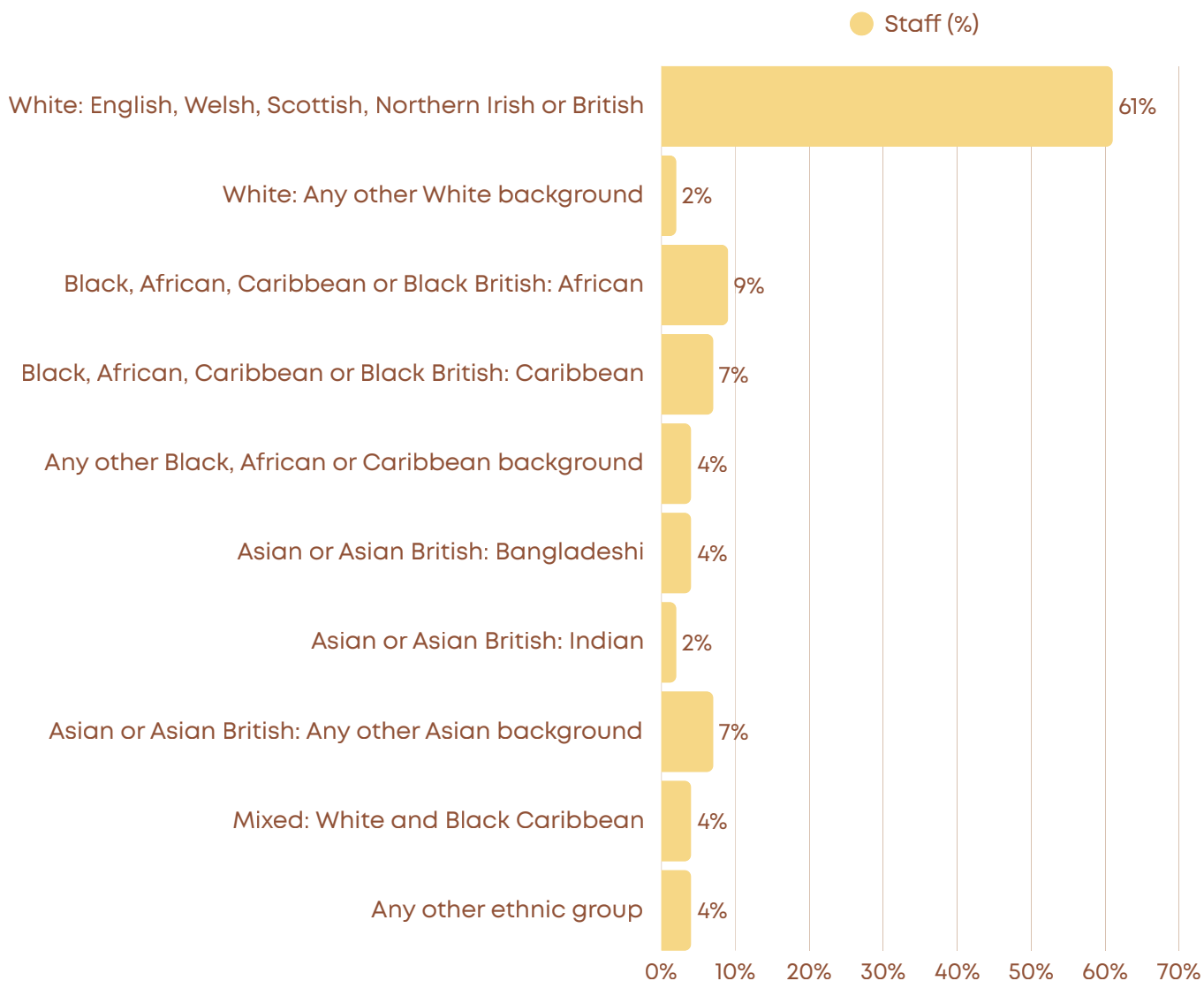


ETHNIC ORIGIN



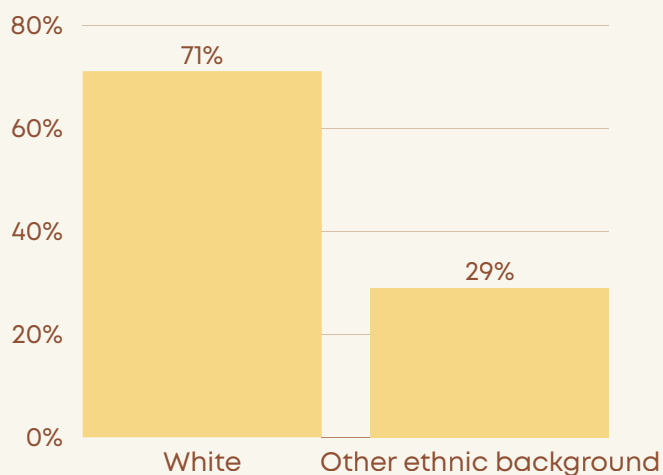
ETHNICITY – LEADERSHIP GROUP

46 members of staff form the Leadership Group



ETHNICITY – SENIOR LEADERSHIP TEAM

7 members of staff form the Senior Leadership Team



ACCOUNTS

THIS YEAR'S FINANCIAL RESULTS

SUMMARY

During the year, the charity raised £2,285k (2024: £2,361k) and spent £2,290k (2024: £2,405). After allocation of the appropriate expenditure in the year against restricted funds, a deficit of £75k (2024: a surplus of £16k) was deducted from the free reserves in line with the charity's policy.

The free reserves of the charity, after allowing for fixed assets of £1k (2024: £1k), stand at £874k (2024: £949k). These funds represent free reserves available to the charity, which can be used for any purpose within its charitable objectives.

UNRESTRICTED FUNDS

The charity raised £1,114k (2024: £1,401k) of general or unrestricted income. Expenditure of £1,189k (2024: £1,410k) was set against this income, resulting in a deficit of £75k (2024: surplus of £16k). General reserves carried forward amounted to £875k (2024: £950k).

RESTRICTED FUNDS

A total of £1,171k (2024: £960k) of restricted income was received in the year and a balance of £50k (2024: £110k) brought forward from the previous year. Expenditure of £1,101k (2024: £995k) was set against this income, leaving a balance of £120k (2024: £50k) to carry forward to fund restricted activities next year.

SOURCES OF INCOME

£662k (2024: £662k) was received from Central Government sources, £1,436k (2024: £1,450k) was from Local Authority sources, £134k (2024: £186k) was from Trusts and Foundations and £53k (2024: £63k) from individuals, schools and corporate bodies.

EXPENDITURE

Expenditure on National Services reduced to £852k (2024: £942k) as funding from John Armitage Trust and National Lottery ended in 2023-24.

Expenditure on Face-to-Face services remained unchanged at £1,379k (2024: £1,379k). There was no activity in Professional Development during the year (2024: £26k). Investment in fundraising increased marginally to £59k (2024: £58k).

RESERVES POLICY

The Board of Trustees has agreed a reserves policy whereby the unrestricted funds not committed or invested in tangible fixed assets, ('the free reserves'), held by the charity should provide sufficient funds for an orderly wind down of the charity, if necessary, at some future date. At 31 March 2025, this equates to £520k, leaving a buffer of £354k out of total free reserve of £874k. However, there is no current intention to wind up the charity.

The Trustees are mindful of the potential need to use the charity's unrestricted reserve as a buffer against the volatile funding environment.

GOING CONCERN

The trustees have assessed the Charity's ability to continue as a going concern for a period of at least twelve months from the date of approval of these financial statements.

The Trustees believe that the forecasted financial performance and level of unrestricted reserve together with measures taken to date will enable the charity to continue as a going concern. Details of reserve are set out on note 22.

INVESTMENT POLICY

In today's uncertain climate, volatile equity markets and a recognition that the current reserves are not long term in nature, the Board of Trustees has decided to take a cautious approach to the investment of its liquid funds. Accordingly, these funds have been invested in a high interest COIF Deposit Fund account.

The pooled assets of the Deposit Fund are placed on short-term money market deposits in accordance with a careful management policy. The Fund can make deposits only to rigorously selected financial institutions approved by the Fund's trustees. For each counterparty, there are agreed individual deposit limits. This ensures that the Fund's assets are diversified across a range of institutions: the credit status of these is monitored daily.

FUNDRAISING POLICY

We always strive for best practice in fundraising to ensure our donors feel safe, valued and well supported – adhering to the Fundraising Regulator and other professional fundraising bodies.

We never buy or sell people's personal information. We respect people's wishes about how they want us to communicate with them, and we are confident that Family Lives data practices are compliant with the General Data Protection Regulation.

Most of Family Lives' income derives from statutory and Trusts funding with small donations coming from various sources and we undertake very little public fundraising activities.

Our fundraising materials and approaches must be emotionally engaging and persuasive, but we seek to avoid causing distress and must protect the vulnerable.

We will approach donors with types of fundraising materials they might reasonably expect to receive and at a frequency judged to be in line with their behaviour.

We will not accept a donation if we believe it is unlawful to accept it or if accepting it is to the detriment of the charity's achievement of its purpose. For example, we would not accept a donation if it could lead to other donors withdrawing support, a loss of volunteers or a future difficulty securing staff. In doing so, we will consider relevant Charity Commission guidance. The final decision on refusing a donation is taken by the Chief Executive.

We have never 'cold mailed' or 'cold called' the public to raise funds. We do not employ external companies to carry out fundraising on our behalf. We meet the regulations and codes set by the Fundraising Regulator and monitor any complaints received by the charity about fundraising. During the year, there was no non-compliance of these regulations and codes and we received no complaints, (2024, nil).

During the year, the charity engaged an external fundraising company to support income generation, particularly assisting with bid applications. Fees paid were recorded as fundraising expenditure at the time they were incurred. Income raised is recognised when the organisation is entitled to it, the amount can be measured reliably and receipt is probable. All income and expenditure are reported gross in the financial statements.

DONORS, FUNDERS AND FUNDRAISERS

The Trustees would like to thank all trusts, organisations, schools and individuals who generously supported the work of Family Lives. With their contributions, we have been able to make a real difference to children and families across the UK at a time when they needed us most. Principal funders are listed below.

- Barnsley Metropolitan Borough Council
- Berkeley St Edward Community Fund
- Brilliant Parents
- Burghley Charitable Trust
- Cardiff and The Vale
- City of Doncaster Council



- City of London
- Deloitte Digital Connect - CAST
- Department for Education
- Enfield Council
- Esmée Fairbairn Foundation
- Greater London Authority
- Hertfordshire County Council
- Hyde Park Place Estate Charity
- John Armitage Charitable Trust
- Leicestershire County Council
- London Borough of Camden
- London Borough of Ealing
- London Borough of Enfield
- London Borough of Tower Hamlets
- London Borough of Lewisham
- National Lottery Community Fund

- OneYMCA Welwyn Garden City
- Southfields School
- Southgate Progressive Synagogue
- St. Giles-in-the-Fields
- Stevenage Homeless Young Parents
- SW Yorkshire Partnership NHS FT
- Tesco Stronger Starts
- The Brook Trust
- The Cathedral Abbey Church of St Alban
- The Living Room
- The Monday Charitable Trust
- The Royal Borough of Kensington
- Toyota (GB) Charitable Trust
- Westminster Almshouses Foundation
- Westminster City Council
- Young Westminster Foundation

STATUS

Family Lives is a registered company limited by guarantee; company number 3817762. It is also a registered charity, charity number 1077722, registered in England and Wales.

The charity was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association. These will be treated as if they are in the new form of a single set of Articles as specified under the Companies Act 2006.

TRUSTEE BOARD

The members of the Board during the year were:

N Rupani - Chair re-appointed 07/11/2024
S Bayliss - Vice Chair re-appointed 07/11/2024
W Jones - Treasurer
S Hayman - resigned 17/09/2024
K Summers
S Land
E Harries
F Davies
J Newton - appointed 07/11/2024
F Mott - appointed 07/11/2024
J Ashman - appointed 07/11/2024
R Giannotta - appointed 07/11/2024
C Hall - appointed 07/11/202

SUB-COMMITTEES:

POLICY & FINANCE SUB-COMMITTEE

W Jones, S Bayliss, N Rupani

PEOPLE & CULTURE SUB-COMMITTEE

K Summers, S Bayliss, N Rupani, W Jones, S Hayman

PRESIDENT

Deidre Sanders

CHIEF EXECUTIVE AND COMPANY SECRETARY

J Todd

REGISTERED OFFICE

The Annex, Salisbury Square, Hatfield, Herts, AL9 5AD

AUDITORS

Price Bailey LLP, Causeway House, 1 Dane Street, Bishop's Stortford, Herts, CM23 3BT

SOLICITORS

Farrer and Co, 66 Lincoln's Inn Fields, London WC2A 3LH

OBJECTIVES

The objectives of the Company are:

1. To promote, protect and preserve the good health, both mental and physical, of family members and families.
2. To advance public education in, and promote research into the psychological, legal, medical and other experiences of family members and families and to disseminate the useful results of such research.
3. To help relieve poverty among family members and families, in particular by the provision of an advice and information service for those unable to access such resources.

For the purpose of the above, 'family members' includes parents, children and others forming part of the wider or extended family, including grandparents and step relatives.

PUBLIC BENEFIT

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set. Achievements and benefits to families, parents, children and other services users which cover public benefit are detailed on pages 11 to 30.

GOVERNANCE AND MANAGEMENT

BOARD OF TRUSTEES

Members of the Trustee Board, who are directors for the purpose of Company Law and Trustees for the purpose of Charity Law, who served during the year and up to the date of this report, are set out on page 38. Members of the charitable company guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2025 was twelve (2024: seven).

The Board is responsible and accountable for Family Lives' policies and activities to the Charity Commission, to Funders and Stakeholders, and for compliance with Charitable and Company Law. It is responsible for the financial and strategic affairs of the charity, for the Annual Budget and the Annual Report and Accounts. The Chief Executive is accountable to the Board of Trustees and presents an Accountability Report against the organisations agreed strategic objectives.

The Board is committed to diversity across the organisation in all areas of its activities. The organisation is continuing to monitor our service reach and workforce so as to move forward continuously on our diversity targets. We publish diversity data within this annual report.

Over the year, the Board has continued to review its effectiveness, Board discussion has been informed by guidance from Family Lives' auditors, as well as the Charity Governance Code, to help ensure that the Board's approach to decision making and officer and trustee contributions is appropriately rigorous and reflective.

The Board has been chaired by Neena Rupani since March 2023. Neena is an economist by profession and works in Regulatory Policy for BT.

BOARD RECRUITMENT

One third of Trustees are required to retire annually and there is no limit to the number of times a Trustee may be re-appointed. Appointment to the Board continues to be via an open and formal recruitment process. Appointments made during the year are ratified at the Charity's AGM.

BOARD INDUCTION AND TRAINING

An Induction Programme is in place for new Trustees. Any training needs may be identified for both new and established Trustees via the trustee appraisal and review processes.

BOARD MEETINGS

The Trustees meet as a full Board six times a year including for an Annual General Meeting. The Trustees hold an Annual Away Day which includes the Senior Leadership Team.

BOARD SUB-COMMITTEES

The Policy & Finance sub-committee and People and Culture sub-committee, make recommendations to the Board for approval. In addition, there is a Risk of Harm Advisory Group which meets four times a year and has Trustee representation. There is also Media Advisory Group that has Trustee representation.

REMUNERATION

Pay and remuneration of Key Management Personnel (with the exception of the Chief Executive) is undertaken as an independent process by the Head of HR and a member of the SLT. The process assesses current roles and activities against the existing job description and we have a 'marking system' for any additional responsibility. Once the independent process occurs HR send a letter to the employee informing them of any outcome.

The Board's People and Culture Sub-Committee annually discusses remuneration adjustments to account for the cost of living for all staff, including the Chief Executive. This is a non-obligatory process and does not guarantee an award. The Chair of the People and Culture Sub-Committee subsequently reports back to the Board with a recommendation.

SENIOR LEADERSHIP TEAM

The Senior Leadership Team (SLT) meets eleven times a year and addresses cross-organisational issues. The Directors hold principal responsibility for the budget and key strategic decisions. All Senior Managers work across the whole organisation and are accountable to the Board of Trustees via the Chief Executive.

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also directors of Family Lives for the purposes of Company Law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities FRS102 SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the Charitable Company's auditor is unaware.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.



RISK MANAGEMENT

Trustees reviewed the risks to which the charity could be exposed in 2025/26 and are satisfied that the charity has taken all reasonable steps to minimise risk, and that it has policies and procedures in place to manage risk effectively in all areas of the charity's work. The key risks identified were as follows:

PRINCIPAL RISKS	STEPS TO MITIGATE RISKS
Governance and Compliance	Skilled, experienced and engaged Board of Trustees. Conflicts of interest monitored regularly. Clear governance structure in place. Clear and transparent governance and compliance policies and procedures.
Financial Sustainability	Adequate reserves maintained to support service delivery as necessary. Quarterly review of management accounts and forecasts. Plans in place for continued diversification of funding. Ongoing liaison with current and potential funders.
Safeguarding and Quality Standards	Accreditation for frontline staff. The Helpline Association Quality standard qualification maintained. Investors in People and Investing in Volunteers standards maintained. Risk of Harm Policy procedures implemented. All frontline staff and volunteers DBS checked. Complaints procedure in place. £10million Public Liability Insurance in place. £5million Professional Liability Insurance in place.
Reputational and Public Trust	Integrity, accountability and openness are embedded into the organisational culture. Robust Financial Management policies & procedures in place. IT infrastructure disaster recovery plan in place. Media policy in place. Periodic review of public benefit. Robust Human Resources policies & procedures in place.
Cyber Security and Data Protection	Up to date cyber security products in place that can be auto deployed via third party software. Data stored with third party's Cloud Service, daily back up of data. The third party is Cyber Essentials + certified. Access to data restricted based on roles and responsibilities. Multi-factor authentication. Website hosted via third party on UK servers.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2016.

Approved by the Board of Trustees on 22 July 2025 and signed on its behalf by:

Neena Rupani

N Rupani (Aug 21, 2025, 11:39am)
Neena Rupani (Chair)

Warwick Jones

Warwick Jones (Aug 21, 2025, 11:49am)
Warwick Jones (Treasurer)

OPINION

We have audited the financial statements of Family Lives (the 'charitable company') for the year ended 31 March 2025 which comprises the Statement of Financial Activities, the Balance Sheet, the Statement of Cashflows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice). In our opinion the financial statements:

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

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

OTHER INFORMATION

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit ; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemption from the requirement to prepare a strategic report.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITOR RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- we enquired of management regarding laws and regulations applicable to the charity, actual and potential litigation and claims, and any known instances of non-compliance;
- we reviewed the minutes of Trustee meetings;
- we performed audit work over the risk of management override and controls, such as reviewing journal entries and reviewing investment valuation;
- we evaluated the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees; and
- reviewed our work throughout the audit file for evidence of non-compliance with laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the FRC's website at:

<https://www.frc.org.uk/library/standards-codes-policy/audit-assurance-and-ethics/auditors-responsibilities-for-the-audit/>

This description forms part of our auditor's report.

USE OF OUR REPORT

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Suzanne Goldsmith FCA
(Senior Statutory Auditor)

For and on behalf of:

Price Bailey LLP, Statutory Auditor
Causeway House
1 Dane Street
Bishop's Stortford
Hertfordshire, CM23 3BT

Date: 24 September 2025

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted funds	Restricted funds	2025 Total	2024 Total
Income and endowments:		£'000	£'000	£'000	£'000
Income from:					
Donations and legacies	2	15	1,171	1,186	993
Charitable activities	3	1,070	-	1,070	1,337
Investment income	4	29	-	29	31
Total Income		1,114	1,171	2,285	2,361
Expenditure on:					
Raising funds	5	59	-	59	58
Charitable activities:					
National Services	6	186	666	852	942
Face to Face Services	7	944	435	1,379	1,379
Professional Development	8	-	-	-	26
Total Expenditure		1,189	1,101	2,290	2,405
Net Expenditure		(75)	70	(5)	(44)
Funds at 1 April 2024	21/23	950	50	1,000	1,044
Funds at 31 March 2025	21/23	875	120	995	1,000

The notes on pages 48 to 61 form part of these financial statements

The statement of financial activities includes all gains and losses recognised during the year. All income and expenditure derive from continuing activities.

BALANCE SHEET AS AT 31 MARCH 2025

	Note	2025	2024
		£'000	£'000
Fixed Assets:			
Tangible assets	16	1	1
Current Assets:			
Debtors	17	173	291
Cash on deposit		600	600
Cash at bank and in hand		453	469
		<u>1,226</u>	<u>1,360</u>
Creditors:			
Amounts falling due within one year	18	<u>(232)</u>	<u>(361)</u>
Net current assets		<u>994</u>	<u>999</u>
Total net assets	21	<u><u>995</u></u>	<u><u>1,000</u></u>
Unrestricted funds	22	875	950
Restricted funds	23	<u>120</u>	<u>50</u>
Total funds		<u><u>995</u></u>	<u><u>1,000</u></u>

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The notes on pages 48 to 61 form part of these financial statements

The financial statements were approved by members of the Board on 22 July 2025 and signed on its behalf by:

Neena Rupani

N Rupani (Aug 21, 2025, 11:39am)

Neena Rupani (Chair)

W Jones

Warwick Jones (Aug 21, 2025, 11:49am)

Warwick Jones (Treasurer)

Company Registration Number: 03817762

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2025

	2025 £'000	2025 £'000	2024 £'000	2024 £'000
Reconciliation of net income/(expenditure) to net cash flow from operating activities				
Net expenditure as per the statement of financial activities	(5)		(44)	
Depreciation charges	1		1	
Bank interest	(29)		(31)	
(Increase)/decrease in debtors	118		(95)	
(Decrease)/increase in creditors	(129)		58	
Net cash used in operating activities		(44)		(111)
Cash flows from investing activities:				
Bank interest	29		31	
Purchase of property, plant and equipment	(1)		(1)	
Net cash provided by investing activities		28		30
Change in cash in the reporting period		(16)		(81)
Cash at the beginning of the reporting period		1,069		1,150
Cash at the end of the reporting period		1,053		1,069

Analysis of cash:	1 Apr 2024 £'000	Cash flows £'000	31 Mar 2025 £'000
Cash at bank and in hand	469	(16)	453
Cash at COIF deposit	600	–	600
Total cash	1,069	(16)	1,053

The notes on pages 48 to 61 form part of these financial statements.

1. ACCOUNTING POLICIES

Family Lives is a charitable company limited by guarantee and is registered in England and Wales.

The registered office is The Annex, Salisbury Square, Hatfield, Hertfordshire, AL9 5AD.

BASIS OF PREPARATION OF FINANCIAL STATEMENTS

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The Presentation currency used is British Pounds Sterling.

GOING CONCERN

The Trustees review forecasts thoroughly including projects delivery costs, the Charity's operations and cashflow and they do not consider that there are material uncertainties regarding the Charity's ability to continue as a going concern. Accordingly, the Trustees continue to adopt the going concern basis in preparing the financial statements.

TAX STATUS

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

INCOME

Income is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty.

Grants are included in the Statement of Financial Activities when the entitlement to the grant is probable. Grants made for specific purposes are classified as restricted income.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor or funder has specified that the income is to be expended in a future accounting period.

DONATIONS

Donations organised directly by the charity are included gross together with related fundraising expenditure. Donations organised by external parties are shown on the basis of the amounts received.

Donations in kind such as services or facilities provided free of charges are recognised in the Statement of Financial Activities on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities on the open market. Equivalent amount of expenditure is recognised in the period of receipt of the donations.

Volunteers' donated services have not been included in the Statement of Financial Activities.

1. ACCOUNTING POLICIES (CONTINUED)

EXPENDITURE

Expenditure is 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. All expenditure is allocated to the particular activity where the cost relates directly to that activity. Irrecoverable VAT is included within expenditure items to which they relate.

ALLOCATION OF SUPPORT COSTS

The costs of staff employed directly in connection with particular projects are allocated directly to the projects concerned together with all directly incurred expenditure. Support costs are apportioned to projects on the basis of gross expenditure of that project. Management and admin costs relate to the Management Team's time spent on the overall management, development and direction of the organisation.

OPERATING LEASE AGREEMENTS

Rentals applicable to operating leases where substantially all the benefits and risks of ownership remain with the lessor are charged against income and expenditure as incurred.

FIXED ASSETS

Items of equipment with an individual cost greater than £1,000 (excluding recoverable VAT) are capitalised as fixed assets.

DEPRECIATION

Fixed assets costing less than £1,000 are written off in full in the year of purchase. Capitalised fixed assets are depreciated in equal instalments so as to write off their costs over their estimated useful lives as follows:

Office fittings	● Shorter of 7 years and remaining period of lease
Office furniture	5 years
Office equipment and software	● 4 years

PENSIONS

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity. The annual contributions payable is charged to the statement of financial activities. The charity also makes contributions to an individual's own personal pension arrangements.

REDUNDANCY POLICY

Employees at Family Lives who are being made redundant are entitled to receive a statutory redundancy payment provided that they have two or more years' continuous service.

CASH AT BANK AND IN HAND

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

DEBTORS

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable are included at the best estimate of the amount receivable at the balance sheet date.

CREDITORS AND PROVISIONS

Creditors and provisions are recognised when there is a present obligation at Balance Sheet date as a result of past event resulting in the transfer of economic benefit to a third party and the amount due to settle the obligation can be measured or estimated reliably.

Creditors and provisions are recognised at their settlement amount after allowing for any trade discounts due.

1. ACCOUNTING POLICIES (CONTINUED)

FUND ACCOUNTING

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general activities of the charity and which have not been designated for any other purpose.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

FINANCIAL INSTRUMENTS

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised and measured at transaction value and subsequently measured at their settlement value with the exception of:

- Fixed assets are measured at cost less depreciation.

FIXED ASSETS

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Critical accounting estimates and assumptions:

The Trustees make estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

2A DONATIONS AND LEGACIES (CURRENT YEAR)

	Unrestricted funds £'000	Restricted funds £'000	2025 Total £'000
General donations	15	-	15
Restricted grants:			
National Services	-	711	711
Face to Face	-	460	460
Total	15	1,171	1,186

Funding from Central Government was £662k (2024: £331k) and Local Government £407k (2024: £464k). Funding conditions attached to the income have been met and objectives as set out on funding agreements have been achieved. Funding from Central Government was for Helpline, Live Chat and email services. Funding from Local Government was for ParentChild+, Empowering Parents Empowering Communities project, Violence Reduction project, Antenatal service and Active Families project.

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 14,293 hours spent (2024: 16,190 hours), this equates to £246,311 (2024: £285,965). The Financial statements do not include donated volunteers' hours and dedicated time of Trustees of the charity. During the year, the charity benefited from the use of BT Group plc premises for various Trustees meetings. These gifts have not been recognised in the accounts as they cannot be measured reliably.

2B DONATIONS AND LEGACIES (PRIOR YEAR)

	Unrestricted funds £'000	Restricted funds £'000	2024 Total £'000
General donations	33	-	33
Restricted grants:			
National Services	-	364	364
Face to Face	-	596	596
Total	33	960	993

Funding from Central Government was £331k (2023: £0) and Local Government £464k (2023: £665k). Funding conditions attached to the income have been met and objectives as set out on funding agreements have been achieved.

Funding from Central Government was for Helpline, Live Chat and email services. Funding from Local Government was for ParentChild+, Ukraine Families Welfare service, Violence Reduction project, Antenatal service and Active Families project.

3 INCOME FROM CHARITABLE ACTIVITIES

	2025 Total £'000	2024 Total £'000
Helpline Services	-	331
Face to Face Services	1,070	948
Professional Development	-	58
Total	1,070	1,337

Income from charitable activities was unrestricted. Amount received from Central government was £nil (2024: £331k) and Local Government £1,051k (£2024: £986k). Funding conditions attached to the income have been met and objectives as set out within funding agreements have been achieved

4 INVESTMENT INCOME

	2025 Total £'000	2024 Total £'000
Bank interest receivable	29	31
Total	29	31

Investment income was unrestricted.

5 COST OF RAISING FUNDS

	2025 Total £'000	2024 Total £'000
Staff costs	18	44
Events and fundraising	30	4
Support cost (Note 9)	11	10
Total	59	58

Cost of raising funds in 2025 and 2024 were unrestricted.

6A NATIONAL SERVICES EXPENDITURE (CURRENT YEAR)

	Unrestricted funds £'000	Restricted funds £'000	2025 Total £'000
Direct costs	142	555	697
Support costs (Note 9a)	44	111	155
Total	186	666	852

6B NATIONAL SERVICES EXPENDITURE (PRIOR YEAR)

	Unrestricted funds £'000	Restricted funds £'000	2024 Total £'000
Direct costs	397	377	774
Support costs (Note 9b)	99	69	168
Total	496	446	942

7A FACE TO FACE SERVICES EXPENDITURE (CURRENT YEAR)

	Unrestricted funds £'000	Restricted funds £'000	2025 Total £'000
Direct costs	760	367	1,127
Support costs (Note 9a)	184	68	252
Total	944	435	1,379

7B FACE TO FACE SERVICES EXPENDITURE (PRIOR YEAR)

	Unrestricted funds £'000	Restricted funds £'000	2024 Total £'000
Direct costs	667	467	1,134
Support costs (Note 9b)	163	82	245
Total	830	549	1,379

8 PROFESSIONAL DEVELOPMENT EXPENDITURE

	2025 Unrestricted funds £'000	2024 Unrestricted funds £'000
Direct costs	–	21
Support costs (Note 9)	–	5
Total	–	26

9A ANALYSIS OF SUPPORT COSTS (CURRENT YEAR)

	Raising funds £'000	Helpline services £'000	Face to Face services £'000	Professional Development £'000	2025 Total £'000
Management & Admin	3	43	70	–	116
Human Resources	2	26	42	–	70
Finance	2	30	47	–	79
Information Technology	2	29	48	–	79
Governance (Note 11)	2	22	36	–	60
Depreciation	–	–	1	–	1
Premises, office and other costs	–	5	8	–	13
Total	11	155	252	–	418

9B ANALYSIS OF SUPPORT COSTS (PRIOR YEAR)

	Raising funds £'000	Helpline services £'000	Face to Face services £'000	Professional Development £'000	2024 Total £'000
Management & Admin	3	47	69	1	120
Human Resources	1	27	40	1	69
Finance	2	31	44	1	78
Information Technology	2	33	47	1	83
Governance (Note 11)	1	21	31	1	54
Depreciation	–	–	1	–	1
Premises, office and other costs	1	9	13	–	23
Total	10	168	245	5	428

The costs of staff employed directly in connection with particular projects are allocated directly to the projects concerned together with all directly incurred expenditure. Support costs are apportioned to projects on the basis of gross expenditure of that project. Management and admin costs relate to Management Team's time spent on the overall management, development and direction of the organisation.

10 NET INCOME FOR THE YEAR

This is stated after charging:

Depreciation
Operating leases for land and buildings
Audit fee

2025 £'000	2024 £'000
1	1
16	59
22	18

11 GOVERNANCE COSTS

Governance costs are made up of:

Staff salaries
Staff travel expenses
Trustees' expenses
Audit fee
Insurance and professional fees
Other costs

2025 £'000	2024 £'000
22	22
1	–
1	–
22	18
13	13
–	1
59	54

12 STAFF COSTS AND NUMBERS

Staff costs were as follows:

	2025 £'000	2024 £'000
Salaries	1,737	1,765
Social security costs	125	127
Pension contributions	66	69
Redundancy payments	4	32
	<u>1,932</u>	<u>1,993</u>

The number of employees employed by the charity whose emoluments exceeded £60,000 were:

£80,001 - £90,000	<u>NO</u>	<u>NO</u>
	1	1

Average weekly number of employees during the year, calculated based on full time equivalents:

Charitable activities	<u>NO</u>	<u>NO</u>
Governance	53	54
	1	1
	<u>54</u>	<u>55</u>

Average number of staff employed during the year:

<u>107</u>	<u>106</u>

Total employee benefits received by key management personnel, including pension and employer's national insurance contributions were £204k (2024: £201k). Key management personnel include Chief Executive, Director of National Services and Director of Communications.

No Trustee received any payment during the year (2024: £0).

13 BOARD OF TRUSTEES EXPENSES

Trustees' expenses relate to travel expenses reimbursed for attendance at Board of Trustees meetings. One trustee was reimbursed £258 (2024: £nil).

14 RELATED PARTY TRANSACTIONS

There were no related party transactions that require disclosure (2024, none).

15 PENSIONS

The charity has a group personal pension scheme to which employees are automatically enrolled; staff may then opt out. In accordance with the scheme the charity contributed 4% of gross salary as determined by a matched contribution of the individual employee. For staff enrolled prior to 1st April 2013 Family Lives' contribution is 6.5% of gross salary.

Total pension contributions for the year amounted to £66,266 (2024: £69,081)

Pension payment outstanding at year end was £26,366 (2024: £14,184).

16 TANGIBLE ASSETS

	Furniture and equipment
	£'000
Cost	
At 1 April 2024	30
Additions	1
Cost of disposals	(27)
At 31 March 2025	4
Depreciation	
At 1 April 2024	29
Charge for the year	1
On disposals	(27)
At 31 March 2025	3
Net book value	
At 31 March 2025	1
Net book value	
At 31 March 2024	1

17 DEBTORS

	2025	2024
	£'000	£'000
Debts receivable within one year		
Trade debtors	51	161
Prepayments and accrued income	122	129
Rent deposit	–	1
	173	291

18 CREDITORS

	2025 £'000	2024 £'000
Trade Creditors	26	44
Accruals	56	81
Deferred income (Note 22)	81	135
Taxation (incl VAT) and Social Security	43	87
Other creditors	26	14
	<u>232</u>	<u>361</u>

Other creditors represent pension contributions outstanding at 31 March 2025.

19 MOVEMENTS IN DEFERRED INCOME

	2025 £'000	2024 £'000
Balance at the beginning of the year	135	102
Resources deferred during the year	81	135
Amount released from previous year	(135)	(102)
Balance at the end of the year	<u>81</u>	<u>135</u>

Deferred income represents income received in advance in the year ending 31st March 2025 that relates to next financial year to fund Face to Face services.

20 OBLIGATIONS UNDER OPERATING LEASES

	2025 £'000	2024 £'000
Operating leases expiring within 1 year	11	13
Operating leases expiring within 2 to 5 years	35	46
Total operating leases	<u>46</u>	<u>59</u>
The above leases relate to:		
Land and buildings	<u>46</u>	<u>59</u>

21A ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £'000	Restricted funds £'000	2025 Total £'000
Fixed assets	1	-	1
Current assets	1,106	120	1,226
Current liabilities	(232)	-	(232)
Transfer between funds	-	-	-
Total net assets	875	120	995

21B ANALYSIS OF NET ASSETS BETWEEN FUNDS (PRIOR YEAR)

	Unrestricted funds £'000	Restricted funds £'000	2024 Total £'000
Fixed assets	1	-	1
Current assets	1,285	75	1,360
Current liabilities	(361)	-	(361)
Transfer between funds	25	(25)	-
Total net assets	950	50	1,000

22A MOVEMENTS IN UNRESTRICTED FUNDS (CURRENT YEAR)

	At 1 Apr 2024 £'000	Income £'000	Expenditure £'000	Net Trfs £'000	At 31 Mar 2025 £'000
Unrestricted funds					
General unrestricted funds	950	1,114	(1,189)	-	875
Total unrestricted funds	950	1,114	(1,189)	-	875

22B MOVEMENTS IN UNRESTRICTED FUNDS (PRIOR YEAR)

	At 1 Apr 2023 £'000	Income £'000	Expenditure £'000	Net Trfs £'000	At 31 Mar 2024 £'000
Unrestricted funds					
General unrestricted funds	934	1,401	(1,410)	25	950
Total unrestricted funds	934	1,401	(1,410)	25	950

23A MOVEMENTS IN RESTRICTED FUNDS (CURRENT YEAR)

Funder name	Purpose	At 1 Apr 2024 £'000	Income £'000	Expenditure £'000	Transfers £'000	At 31 Mar 2025 £'000
<u>National Services</u>						
DfE	Helpline/Live Chat	-	661	661	-	-
The Monday Charitable Trust	Helpline/Live Chat	-	50	5	-	45
sub-total		-	711	666	-	45
<u>Face to Face Services</u>						
WCC & RBKC SIB	Early Years intervention	5	-	2	-	3
St Giles & St George	Befriending service	1	-	1	-	-
GLA Westminster	Parent Champion service	1	56	55	-	2
Esmee Fairbairn Foundation	Early Years intervention	14	-	14	-	-
The Brook Trust	Early Years intervention	14	-	14	-	-
Tower Hamlets	Empowering Parents	-	57	51	-	6
The Monday Charitable Trust	Family support/Change manager	29	-	29	-	-
London Borough of Camden	Antenatal support	35	54	54	-	35
Young Westminster Foundation	Brighter Future	-	-	-	-	-
Young Westminster Foundation	Holiday Activities	3	6	9	-	-
WCC & RBKC ParentChild +	Early Years intervention	(66)	226	162	-	(2)
Young Westminster Foundation	Parent Champion service	-	43	21	-	22
Westminster Almshouses	Young Carers support	4	-	4	-	-
Ealing - Turnaround Project	Youth Justice Service	6	8	10	-	4
Various small grants		4	10	9	-	5
sub-total		50	460	435	-	75
Total		50	1,171	1,101	-	120

In March 2019, we started a multi-year project, ParentChild+, in Westminster and Kensington & Chelsea, whose primary objective is to narrow the gap in school readiness for disadvantaged children.

As of 31st March 2025, the remaining balance was £5k and this will be used to cover the project's evaluation costs over the next two years.

In July 2023, we launched a similar project in partnership with Westminster Council and the Royal Borough of Kensington & Chelsea. The project recorded a deficit of £2k for the year (2024: deficit of £66k), primarily due to timing differences between expenditure incurred and milestone reached to trigger recognition of income. We anticipate that all milestones will be met by the end of the project in June 2027.

23B MOVEMENTS IN RESTRICTED FUNDS (PRIOR YEAR)

Funder name	Purpose	At 1 Apr 2023 £'000	Income £'000	Expenditure £'000	Net Trfs £'000	At 31 Mar 2024 £'000
<u>National Services</u>						
DfE	Helpline/Live Chat	-	331	331	-	-
The Monday Charitable Trust	Helpline/Live Chat	-	33	33	-	-
John Armitage Charitable Trust	Helpline/Live Chat	37	-	37	-	-
National Lottery Community Fund	Digital Development	45	-	45	-	-
sub-total		82	364	446	-	-
<u>Face to Face Services</u>						
WCC & RBKC SIB	Early Years intervention	(82)	177	65	(25)	5
St Giles & St George	Befriending service	2	7	8	-	1
GLA Westminster	Parent Champion service	1	61	61	-	1
Esmee Fairbairn Foundation	Early Years intervention	-	64	50	-	14
The Brook Trust	Early Years intervention	18	33	37	-	14
Fidelity UK Foundation	Family support/Change manager	6	-	6	-	-
The Monday Charitable Trust	Family support/Change manager	55	17	43	-	29
London Borough of Camden	Antenatal support	-	56	21	-	35
Young Westminster Foundation	Brighter Future	-	20	20	-	-
Young Westminster Foundation	Holiday Activities	-	13	10	-	3
WCC & RBKC ParentChild +	Early Years intervention	-	44	110	-	(66)
Westminster & RBKC	Ukraine Families Welfare Checks	5	65	70	-	-
London Borough of Hounslow	Active Families project	-	24	24	-	-
Westminster Almshouses	Young Carers support	4	7	7	-	4
Ealing - Turnaround Project	Youth Justice Service	7	4	5	-	6
Various small grants		12	4	12	-	4
sub-total		28	596	549	(25)	50
Total		110	960	995	(25)	50

24 AGENCY ARRANGEMENTS

The Charity receives funds from the Department for Education in relation to the Helpline service and acts as an agent in the distribution of part of these funds to a third party. In the accounting period ending 31 March 2025, the Charity distributed funds of £228,012 (2024 - £228,012) to Gingerbread which is not included in either income or expenditure. No administration charges were taken in relation to administering this transaction. The amount held by the Charity as an agent at the year end was £nil (2024 - £19,001) and is held in trade creditors.



WE BUILD BETTER FAMILY LIVES TOGETHER

Family Lives
The Annex
York House
Salisbury Square
Hatfield
Hertfordshire
AL9 5AD

Charity Number 1077722
Company Number 3817762

Registered in England and Wales

Any images used in this publication are intended to be representative only. They do not portray any specific individual or service user.

WWW.FAMILYLIVES.ORG.UK

Accounts



Annual Report

Annual Report
and Accounts

2023-24

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Welcome

From our Chair and Chief Executive

Our dedicated and extraordinary staff and volunteers have continued to support and empower families this year as they navigate life's ever-changing landscape. From the ongoing squeeze of the cost of living crisis to the lingering effects of the pandemic, families are facing challenges that feel overwhelming. Our team has been there offering a helping hand and a listening ear.

As well as maintaining our vital services, this year we've expanded our reach into Swansea, Cardiff and Leicestershire with new services. We're also expanding into Doncaster with early years support – growing our network of services to better serve families across the UK.

In Spring 2023 we released a powerful report called 'Feeling Under Siege' about the often silent issue of child to parent violence. It made a real difference, generating media coverage and raising awareness to help more families get the support they need.

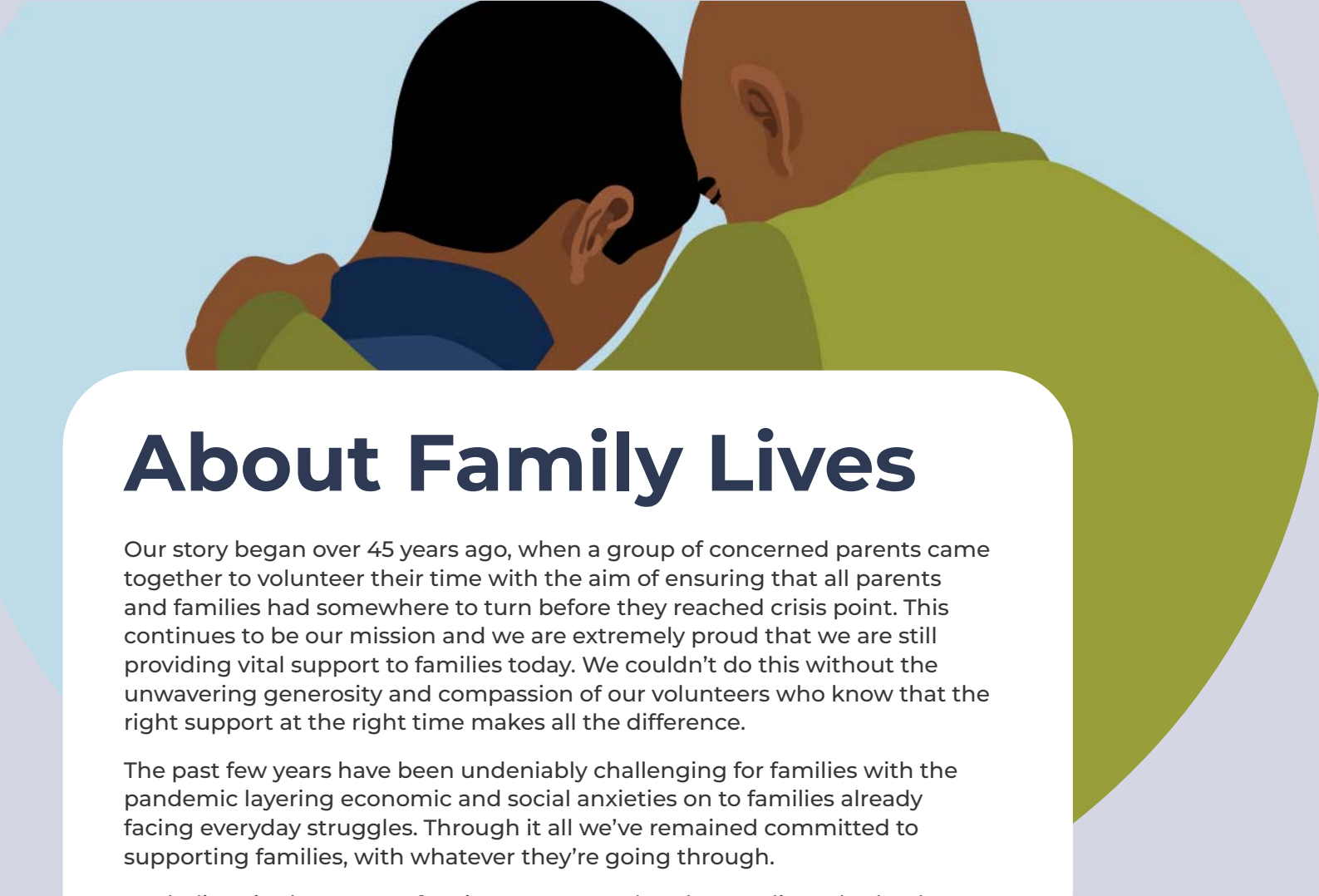
We're proud to have played a crucial role in supporting Ukrainian refugees settling in London, helping them address the trauma of their experiences; a huge credit to our highly committed Westminster team who stepped up with compassion and expertise.

This year marked the second of our strategic plan, where we focussed on four key areas: building stronger families; raising children's potential; supporting families experiencing child to parent aggression and violence; and connecting families and communities.

While things might seem a bit "back to normal", the pandemic and economic strains have left lasting impacts on families. As we plan for the future, our focus remains the same: empowering families to manage not just today's challenges but to thrive in the face of whatever tomorrow may bring.

We're excited to continue this journey with you. Together, we can make a real difference in the lives of families across the UK.

Neena Rupani, Chair and Jeremy Todd, Chief Executive

An illustration at the top of the page shows two people from behind, embracing each other. One person has dark hair and is wearing a blue shirt, while the other has light brown hair and is wearing a green shirt. The background is a light blue and green abstract shape.

About Family Lives

Our story began over 45 years ago, when a group of concerned parents came together to volunteer their time with the aim of ensuring that all parents and families had somewhere to turn before they reached crisis point. This continues to be our mission and we are extremely proud that we are still providing vital support to families today. We couldn't do this without the unwavering generosity and compassion of our volunteers who know that the right support at the right time makes all the difference.

The past few years have been undeniably challenging for families with the pandemic layering economic and social anxieties on to families already facing everyday struggles. Through it all we've remained committed to supporting families, with whatever they're going through.

We believe in the power of active support and understanding. That's why we offer a comprehensive suite of resources, including our national helpline, online chat, email support, and a resource-rich website. For families in need of more intensive support, we provide a range of direct services across various locations in England and Wales.

Our range of programmes addresses a wide spectrum of challenges families face. From helping parents navigate teenage aggression and supporting couples in conflict to offering befriending services, mental health resources, parenting workshops, as well as our home learning programme ParentChild+, which aims to reduce the school readiness gap. The goal at our heart is that families gain from us the knowledge, tools, support and confidence to move on and thrive.

The expertise, generosity and compassion of our staff and volunteers is at the heart of everything we do, and we work together with them to support families through our range of services. We are, and have always been, a volunteer-led organisation – we simply could not do it without them alongside our staff. Many of our volunteers began their relationship with us as service users but have stayed to support others on their journey – a testament to the support they themselves received.

Our helpline, live chat and email services remain the cornerstone of our outreach, providing a vital lifeline for families across the UK. We know that many families also need more intensive, longer-term support which is why we offer befriending services to thousands of families in specific areas of England and Wales.



Our values

Mission

We build better
family
lives together

Vision

Families should have
access to active
support and
understanding

We value being

Collaborative
Compassionate
Trustworthy

Our reach

We are proud to be available to everyone who needs us in all areas of the UK. However, we are particularly proud to reach those seldom heard in our communities who can also be the most vulnerable.

From ethnic minority backgrounds:

- **17%** of helpline callers
- **17%** of website users
- **12%** of live chat users
- **29%** of email users
- **30%** of local service users



Single parents

- **50%** of helpline callers
- **50%** of email users
- **31%** of live chat users
- **28%** of website users
- **31%** of local service users



Income of under £15,599

- **54%** of email users
- **31%** of website users
- **32%** of helpline users
- **26%** of live chat users
- **36%** of local service users



Parent/carer of a child with a disability or additional needs

- **36%** of email users
- **25%** of website users
- **26%** of live chat users
- **23%** of helpline users



Our achievements



We responded to over **34,000** calls, online chats and emails offering a listening ear and support with a wide range of issues.

5,253 children and adults interacted with via face to face/phone/MS Teams and online groups.

Just under **5,000** people started one of our six online parenting courses.

50% of helpline callers are single parents



25% of helpline callers are fathers

99% of people using our face to face services rated them as 'Excellent' or 'Good'

36% of local service users are on an income of under £15,599



79 families completed ParentChild+ to ensure their child is ready to start school



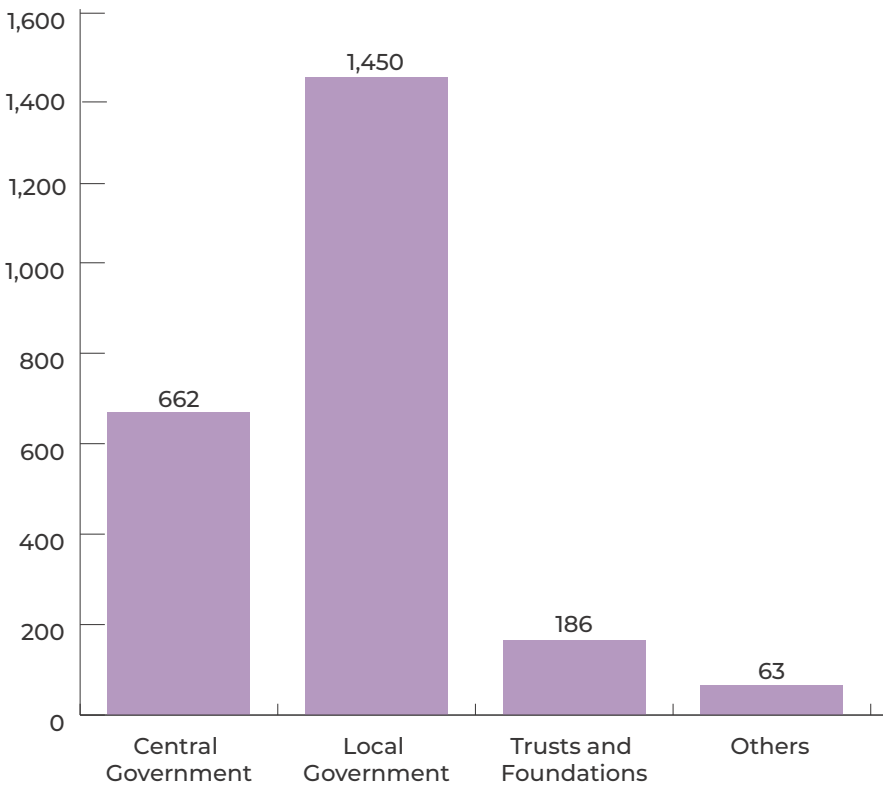
My child learned how to do eye contact. Listening to others and his behaviour has improved and he has stopped throwing things around. I have also learnt how to play with my child, helping him build confidence and be patient.



Our finances Summary

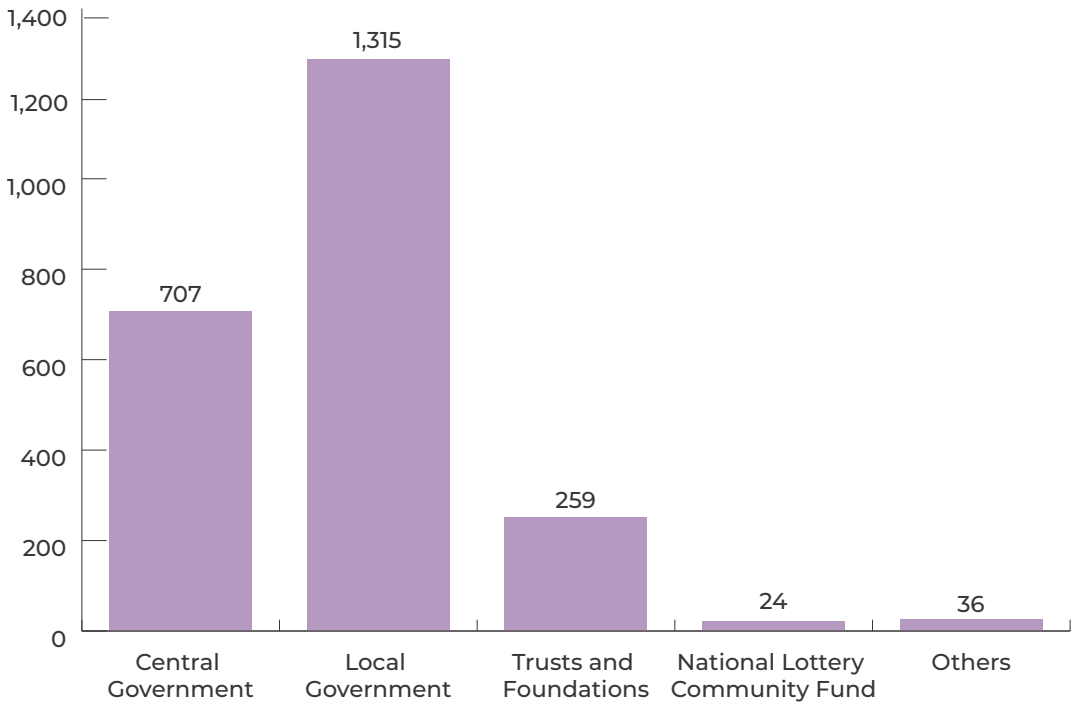
Funding received 2024: £2,361,000

Source of income (£'000):



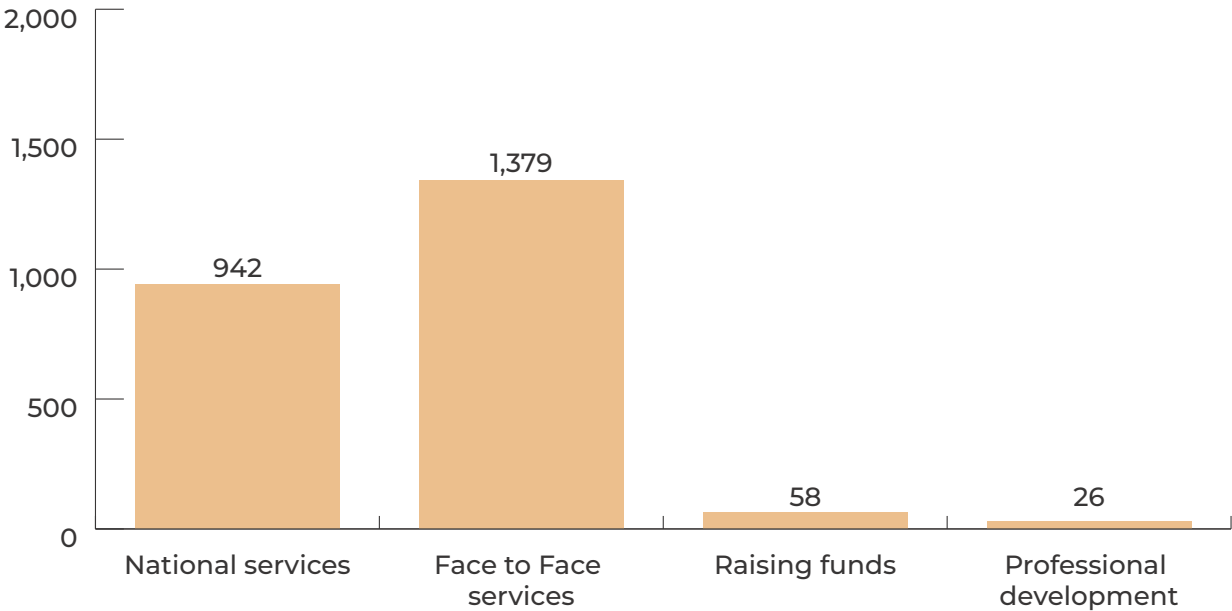
Funding received 2023: £2,341,000

Source of income (£'000):



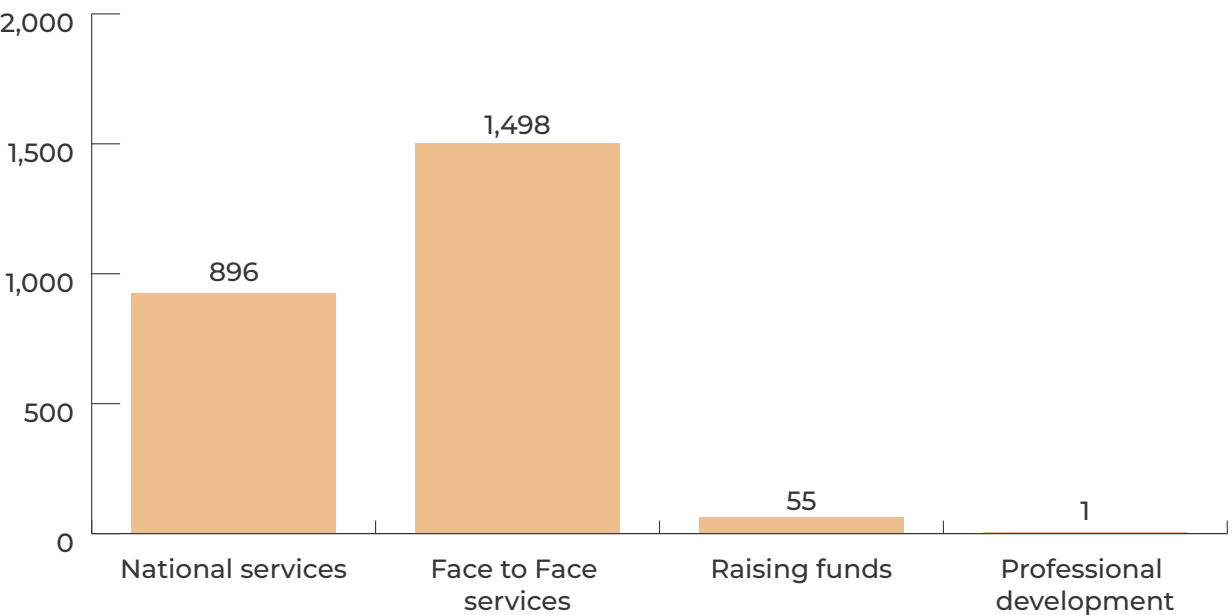
Summary of expenditure 2024: £2,405,000

What we spent the funding on (£'000):



Summary of expenditure 2023: £2,450,000

What we spent the funding on (£'000):



Our Strategy 2022-25

Since our beginnings more than 45 years ago, Family Lives has supported families from the very first days of becoming a parent through the teenage years and beyond. We are proud to offer support across the age range so that families can turn to us whenever they need us.

To allow us to reach as many families as possible, and respond to increasing areas of need, we are focussing on four specific objectives:

Our strategic aims are to:

1

Build Stronger Families

To ensure more families have access to a range of family support when and how they need it

2

Support Families Experiencing Child to Parent Aggression and Violence

To raise awareness of the increase in child to parent aggression and violence, and to support families experiencing this

3

Connect Families and Communities

To support families to feel part of their community and access local resources

4

Raising children's potential

To support families in the early years to help more children be ready for school and have the same chances as their peers

Our volunteers



Our volunteers play such an essential part in our work, now more than ever, to support families who need us. The range of volunteers who offer their time, energy and compassion include our Trustees, volunteer befrienders in the community and those answering calls on our helpline, ready to offer a listening ear to whatever issue the caller speaks about.

We are incredibly grateful for everything they do. We are proud to hold the Investing in Volunteers quality standard for good practice in volunteer management, which sits alongside our Queen's Diamond Jubilee Volunteering Award.

Our volunteers are at the very centre of the services we provide to families, both in the community and through our helpline. Over the last year, our volunteers donated 16,190 hours of support through our helpline, online and face to face services.

We continue to develop strong links with colleges and universities near our helpline hubs to offer volunteer placements to students, particularly those studying counselling or social care. And we are also

proud that many of the parents we support decide to become volunteers themselves for Family Lives.

All our volunteers receive substantial training before going on to support families. This is followed up with ongoing professional development and supervision. Our helpline volunteers undertake a 30-hour training programme to ensure they are equipped to become skilled and effective call takers. They support callers with a wide range of issues with care and respect.

We are also now training volunteers online to ensure we can provide access to those who do not live near one of our helpline call centres. Our volunteer befrienders also receive appropriate bespoke training for their role. Our volunteers report that they often benefit just as much as the people they support, going on to higher education or to find employment.

2023-2024



16,190 hours donated by volunteers



9,547 helpline services hours equated to £157,144

6,417 face to face services hours equated to £125,709

226 admin hours for all services equated to £3,112

How we support families

Helpline, livechat and email support

It has been yet another busy year for our national services. We have answered thousands of calls, chats and emails providing advice and support on parenting and family issues, as well as supporting a phone-in on ITV's 'This Morning' programme.

We achieved this thanks to our staff and the contribution and commitment of our dedicated volunteers across the country who donated over 9,500 hours of their time answering helpline calls and live chats.

Parents and family members contact us at times when they are most in need of a listening ear to support and guide them, often in highly distressing situations with nowhere else to turn. Our staff and volunteers use a guided process to enable the parent or family member to explore the reasons for their own or their child's difficulties and consider further actions they could take to improve their situation.

Calls to our helpline cover a wide range of family challenges, with separation, child contact, and teenage behaviour being the most frequent in the past year.

22,724

helpline calls answered

7,621

live chats answered

Who called our helpline this year

- 44% of our callers are mothers and 25% are fathers (Last year: 45% and 26% respectively)
- 50% are single parents (Last year: 52%)
- 21% have a disability (Last year: 18%)
- 32% of callers are on a household income of below £15,599 per annum (meaning they are living below the poverty line) (Last year: 31%)
- 17% of callers are from Black and Minority Ethnic backgrounds (Last year: 17%)

Feedback questions asked at the end of calls show the following:

- 99% of callers were satisfied with the service they received (Last year: 98%)
- 96% said they felt more confident to deal with their situation as a result of calling (Last year: 77%)



Online advice and support

Over the last year we have continued to add new advice to our website which already has hundreds of articles and videos for parents covering all ages and stages.

Our refreshed and updated online parenting course 'Parents Together' continues to be ever more popular, and we now have a suite of

six online parenting courses, covering topics from a new baby in the family, bringing up confident children, to sibling rivalry. We are also pleased to offer the new baby course in Arabic and Pashtu which are two of the languages spoken in the areas where we provide services.

Our website users also represent diverse demographics:

- 28% are single parents
- 31% of website users had an income of under £15,599
- 24% considered themselves to have a disability or additional needs
- 25% considered themselves to be a parent or carer of a child with a disability or additional needs
- 13% of website users said that English was not their first language

Feedback from our website survey* shows:

- 96% would use the website again
- 94% were satisfied or very satisfied with the website
- 87% found what they were looking for
- 87% found the website easy to navigate

*Carried out in February 2024 with 139 respondents



Early years services

Improving children's school readiness

We all want children to be ready to start school so that they can thrive and enjoy their education, as set out in our strategic aim to raise children's potential. We are extremely proud to be able to support parents and their children in school readiness through the ParentChild+ programme in several areas across London – Westminster, Tower Hamlets and the Royal Borough of Kensington and Chelsea (RBKC).

ParentChild+ is an early intervention programme for families with children aged 18 months to 4 years. It is designed to improve the home-learning environment so that children are more ready for school. Our early learning home visitors work with the parent and child together for 12 to 15 months through regular sessions.

We work alongside parents to demonstrate how to increase verbal and non-verbal interactions, develop positive behaviours and encourage early literacy skills. Parents learn how to become their child's first teacher, leading to their child being better prepared for school which sets them up for a positive future. The programme helps to develop strong parent-child relationships, improve family collaboration, build on families' strengths and provide a strong foundation for lifelong learning.

As well as helping with school readiness in Tower Hamlets, we have also supported parents on the programme to return to employment. Some parents enrolled on local courses and some became volunteers for the programme.

In Westminster and RBKC, we began delivering an updated ParentChild+ programme in July

“

There are changes. Has made improvements in terms of coping with noise level and having other children around him. Definitely uses more vocabulary and attempts to say the words by making the same sounds. Repetition really helps him, he tries to repeat the same words.

”

“

My child learned how to do eye contact. Listening to others and his behaviour has improved and he has stopped throwing things around. I have also learnt how to play with my child, helping him build confidence and be patient.

”

2023 after making a few changes to the delivery method. We introduced group sessions which take place in the local children's centres with positive feedback from parents, alongside home visiting sessions with families. Following a reduction in funding, we also introduced home-made activities rather than supplying toys. This had the added benefit of giving parents low cost ideas of things they can do with their child. Examples include messy play and sensory activities, and walks to the library and local parks which children enjoy a lot.

We are very pleased that over the last year, 22 parents completed the ParentChild+ programme in Tower Hamlets. And 57 families were supported in RBKC and Westminster, exceeding our annual target of working with 50 families, and we currently have a 6-8 week waiting list. Due to high demand, we recruited two more home visitors and four volunteers to support with group sessions and potentially home visits in the future.

One of the challenges we faced this year was encouraging parents to fully commit to the programme after they first enrol. We addressed this by promoting the programme in children's centres and by reaching out and speaking to parents about the benefit of this programme and how it will support them and their child. We also worked in partnership with the local health visiting team and the children's centre play workers. This approach has worked well and attracted more families to enrol on the programme.

Parents Matter: Perinatal and Antenatal Wellbeing Service

Our Parents Matter service in the London borough of Camden supports pregnant and new parents with children under two years old in addition to activities for families with older siblings. Our volunteer peer supporters, who speak several community languages, visit parents in their home, offering a listening ear to help ease the demands of parenting and support the couple relationship.

The main aims of the service are to improve mental health and wellbeing of new parents, reduce social isolation, and increase parents' self-confidence. It also aims to support a positive relationship between parents and their baby.

“

I was feeling nervous before giving birth to baby. I was told about Family Lives' services and contacted them. As a new mum I didn't know what was available to me, I appreciate all the information given to me and support in accessing the sessions. I have been supported by my volunteer who helped me a lot. I have now made lots of parent mum friends and attend regularly to the sharing space sessions.

”

Over the year, the service provided 1:1 and group support for parents who require additional support during pregnancy and early parenthood, aiming to increase resilience and their ability to build and sustain positive relationships. We trained 39 peer supporters who delivered individual and group support within community settings. The service supported groups and awareness raising sessions which were run in response to identified needs.



Additionally, we have organised trips to the transport museum and the zoo to further enrich the experiences of the families.

During the year we ran an awareness-raising campaign for the service which was highly successful and exceeded its targets. As a result, the service was expanded to include antenatal services to support expectant parents plus support for families with multiple children and organised activities and trips.

This year: We supported 195 service users (111 engagement and 52 in group sessions and 71 in activities with siblings)

Last year: We supported 20 individuals and 181 families

Supporting the local community

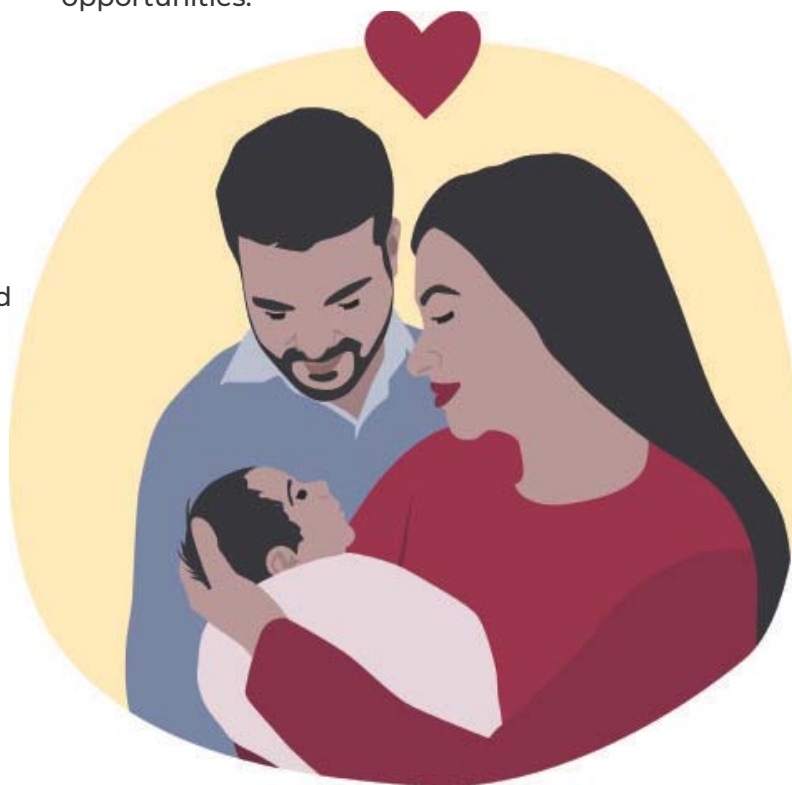
We were delighted to see how this project – as well as supporting individuals – realised one of our core aims of Connecting Families and Communities. We provided our programme in a variety of community languages, extending our reach to the most vulnerable who struggled to integrate in their local community for a variety of reasons. We gave practical, emotional, and educational support, including to fathers from different backgrounds who were often isolated and disengaged from the community. We recognised and celebrated the impact of our volunteers at Camden-wide events where they provided role models for further community action.

Westminster 0 to 5 Befriending

This is a long-standing service in Westminster supporting families with children aged 0-5 through befriending by volunteers from the local community. The amazing volunteers provide parents of pre-school children with emotional and practical support. The service encourages parents to interact positively with their child which helps to build a strong parent-child relationship. Befrienders also support parents by linking them with other services, providing advice, options and empowering them to navigate and access local services. We also ensure they know about the other Family Lives services available, such as our helpline and online advice on our website.

Some of the issues parents are faced with include isolation, managing children's behaviour, family and relationship distress, and issues around special educational needs and disability (SEND). The project also supports families with immediate needs, including referrals to food banks, baby banks and support with material grants.

Individual and befriending support has been valuable in reducing isolation, increasing engagement with local services and community connections. Building on our success, we've recruited more volunteers from the local community. This focus on in-person meetings has fostered strong connections and positive relationships. Now, these volunteers are actively participating in new training and volunteering opportunities.



This year: 24 out of a target of 50 referrals received

Last year: 50 referrals received

Children and Teenagers

Lewisham Parent Champions

Our parent volunteers in Lewisham offer support to families with children aged 10-25 with a range of challenges such as emotional health, well-being, and reducing violent behaviour. This is done through one-to-one sessions, group support, and workshops. By creating awareness and boosting confidence, we empower parents to effectively support their young people.

Our Parent Champions supported 76 families, and organised and hosted monthly coffee mornings and half-term events such as craft mornings. We also helped with the cost of living by giving families shopping vouchers.

It is important that the project works with other local organisations. After building up relationships and awareness of the project, we were able to work with many charities such as Forward UK, Barnardo's, Future Men, Catch22 and Abianda who facilitated workshops for our Parent Champions. This helped them to understand the issues being faced by the young people in the borough. There are good working relationships between staff and volunteers, which makes it easier to collaborate and facilitate events. We have also engaged with a number of local schools by liaising with the relevant family support workers.

How we contribute to the local community

We are very pleased that our service helps volunteers to build their confidence and several went on to paid work after their volunteering experience with Family Lives.

This year: 76 referrals

Last year: 148 referrals



Ealing Turnaround

The Ealing Turnaround project empowers families facing the stress and uncertainty of having a child in the Youth Justice System by providing emotional support, practical strategies, and resources to help them cope. Our dedicated Family Support Worker works closely with each family for three months, developing parenting skills and strategies to set boundaries and reduce risky behaviours which could lead to gang involvement or further offences.

The service has had significant successes in engaging families into the service, leading to improved family dynamics and positive outcomes for both the child and their family. Parents are equipped with strategies to effectively manage challenging behaviour and make positive changes to their parenting style. This has led to better relationships with their young person and helped to reduce conflict and increase trust within the home. By addressing underlying issues such as trauma, mental health or substance misuse, the service helped parents create a supportive and stable environment for their child.

The service also connected parents with other families facing similar challenges, fostering a sense of community and reducing feelings of stigma and isolation. This supportive network enables parents to share their experiences, advice and resources which promotes resilience and positive parenting practices.

Westminster Parent Champions

Our Parent Champion Service is an early intervention project aimed at curbing violence in London by strengthening families and communities. It supports parents with children between 10 and 16 years old who may be at risk of grooming or exploitation, are preparing for secondary school, have challenging behaviour or where parents need support navigating the education, criminal justice or social care systems.

Parent Champions are trained volunteers who offer peer-to-peer support on an individual and group basis. They also signpost to relevant agencies and help facilitate activities and workshops to foster social connections, improve family relationships, and promote positive parenting skills.

We seek to empower families with the knowledge and tools to understand and address potential challenges and risks faced by children and young people by providing spaces where parents can access information, opportunities to address concerns about their children's behaviour and safety, and provide a platform for mutual support.

Parents have responded positively to both the group sessions and individual support where the Champions use a more conversational and informal structure. They have focussed on parenting and included information from the Violence Reduction Unit which has led to regular attendance and excellent engagement. Parents report feeling more confident and understanding how to keep their children safe and some have even subsequently expressed interest in becoming volunteers themselves.

Some of the challenges on this project have been volunteer recruitment and also engaging with fathers. But despite several innovative initiatives to attract fathers to the project, there has been relatively low engagement. We are hoping to develop a relationship with a fathers' group/organisation to be able to in the first instance deliver a one-off workshop / coffee

morning for fathers and then continue to build on this.

Some of the volunteers are keen to support local families within the Parent Champions Network beyond the current project's duration. We are exploring collaborating with volunteers and partners like the Young Westminster Foundation to develop a training and delivery model that underpins long-term peer-led community support.

This year: We worked with 147 parents

Last year: (Not applicable)





Family Befriending

Ealing Family Coaching

Our Family Coaching service for parents and carers works alongside and receives referrals from the Supportive Action for Families in Ealing (SAFE) team. Through Individual support or volunteer family mentoring, we provide 8 to 10 sessions of confidential 1:1 listening support for parents and carers who want to talk through challenges and get support to make changes. We do this by developing skills and implementing strategies around their family challenges. This includes addressing issues such as managing routines and behaviours; parenting children with SEND; overcoming isolation and barriers to socialising and dealing with child aggression and related behaviours. We also address couple conflict and co-parenting, school readiness and transitions to school.

Alongside the individual support, we also delivered two parenting courses over the year that focussed on parents' specific needs and challenges. We are pleased that additional offers of our 'Raising Confident Children' courses for parents of children with ASD/ADHD were commissioned by the local authority and are very popular. Each course was fully booked and had a waiting list.

We were also pleased to be able to work with

parents who haven't engaged with other services, while also supporting many parents who are waiting for referrals to the Child and Adult Mental Health Service. We also supported parents whose children display aggression as there are no other services for them to access. This year we received an increase in the number of referrals and saw a marked increase in the complexity of cases. As a result we supported a total of 191 families based on an original target of 120.

This year: 191 families supported

Last year: 102 families supported

“

The sessions were really informative. They equipped me with lots of useful resources. I got a better understanding of my child and of new strategies to support my child's behaviour.

”



Hounslow Energise Families

Our work with families in Hounslow aims to help families to be more active together through weekly 1:1 support of up to 1.5 hours for up to 4 months. This support takes place in person, over the phone or via video calls. Parents are given the opportunity to talk through issues that are affecting them and their family, giving them strategies to cope and help to find solutions.

We have encouraged parents to consider how they promote positive wellbeing for themselves and their children. For example, we advocate self-care strategies and support parents to better understand their child's emotional needs.

It is a joy to see parents start to appreciate the value of play and laughter to keep their family relationships intact. We help them plan and have special time doing fun things with their children despite the challenges they may also be going through with housing, immigration services or issues such as domestic violence.

Using an activities jar was a very popular strategy, particularly where families pick a weekend activity for the whole family such as bike riding, going to the lakes or on a creepy crawly bug hunt.

The professionals in Hounslow who refer families to our services liked having a service which can dedicate weekly time to help families feel less isolated and help them access after school activities like dance, football and karate classes. Signposting is a significant part of the support we offer and is routinely provided to parents. This could be information about schools, specialist matters such as ASD, debt management, housing, foodbanks, immigration status or fun activities for the family to do during school holidays. This increases the impact on families as they are better informed and supported.

This year: 138 beneficiaries supported (27 family referrals)

Last year: We supported 44 families through 370 befriending sessions

Westminster Early Help

This year our service supported ten families with children aged 0-16 years old who have been 'stepped down' from local authority Early Help support, through volunteer home visits and outreach support across Westminster.

The service only accepts referrals from the local authority Early Help team and specifically for families who require step down support. This may include families who require ongoing support at a lower level of need after the Early Help case has closed or families who may benefit from joint work from both services.

For this service, successes include some families being able to integrate into the community by attending workshops and parents' groups, particularly families who were very isolated and found it difficult to engage with the community and access support. There are also families that became more resilient and able to cope by themselves, by taking charge and attending appointments and asking for help when needed. It can be challenging to engage with families initially as often they are used to a very intensive level of support from the Early Help service. However, we explain the benefits of having a befriender and how they can help them through their journey and achieve their goals with someone by their side and having someone to check in with and offer a listening ear.

This project also helps to strengthen community connections, because we encourage the families to attend workshops and training at the children's centre and online, where they can meet new people and learn from each other. We have even had some mums enquire about becoming a volunteer, when they are settled and in a better place.



This year: 10 families supported

Last year: 14 families supported through 152 befriending sessions

Case Study

We supported a mother and her twin boys. One of the twins has autism and their mother wanted to learn more about autism and how to better support her son. We signed her up for some relevant courses which she appreciated as it helped develop her understanding of autism. She also attended some parenting classes and we connected her with an Arabic-speaking colleague, who was able to support her to understand her son's Education Health and Care (EHC) Plan. Her son also has some health challenges.



Westminster 5-16 Befriending

The Befriending Service supports vulnerable and marginalized families with children aged 5-16 years in the London Borough of Westminster. Parents receive 1-1 support, delivered in the home or in community venues, for up to six months. We match parents with a trained befriender who provides support for between 1 and 4 hours a week.

The families referred to the service usually have a variety of needs including emotional, financial, housing, parental boundaries or stress. We are able to assess their main support needs and match them with an appropriate befriender. Family Lives works collaboratively with other agencies in the area to maximise the network of support and links in with other services when needed.

Families often require support with parenting routines and boundaries. But they also need help with overcrowded or inadequate housing, rent arrears, debt, threat of eviction as well as mental health issues, adolescent behaviour and problems at school. These challenges have increased over recent months and years with financial

insecurity and an increasing demand on social and caring services.

The lack of social housing in London Boroughs has been significant and often affects the mental health and wellbeing of families. Many referrals to this service highlight housing issues, and we work collaboratively with specialist organisations to provide advice and support. We have also seen a rise in households who have an adult or child who is affected by depression or poor mental health. This has resulted in an increase in liaison with specialist services such as Child and Adolescent Mental Health, and more time in Team Around Family meetings to help meet the families' needs and keep them safe.

This year: 23 families referred

Last year: 20 families referred

Family Support

Supporting Families Living in Recovery

The overall goal of this service is to reduce the impact of addiction on family members, both emotionally and practically and help them navigate the challenges of living with someone who is a recovering addict. By offering parenting and emotional support and resources that promote healing and recovery, we can help strengthen family relationships so family members can maintain a healthy and nurturing environment for their children.

Families participating in the service have reported feeling more empowered and equipped to deal with the challenges of addiction. Through the support and resources provided, families report that they have gained confidence in their ability to navigate recovery and positively impact their own lives and the lives of their family. Individuals and family members have been willing to engage in the service as the project has worked towards reducing stigma associated with addiction, and helped to change perceptions to create a more supportive environment for families in recovery.

A significant challenge we faced this year was the departure of our trusted Family Support Worker. With over four years on the project, she had built a strong rapport with clients who valued her expertise and professionalism. However, a highlight in addressing this challenge was in the successful appointment of one of our established Family Support Workers who the families have come to embrace.

This year: We supported over 60 families through group and individual sessions.

Last year: We supported 32 parents individually and ran 59 workshops/groups

Westminster Outreach Service

The Outreach team supports families with children aged 0-5 years old, living in the London borough of Westminster. The core aim of the service is to provide early access to support for families, acting as a gateway and first port of call for families with a new baby, isolated families, families with financial, emotional, and social challenges.

We work with families who are experiencing a range of different issues, offering support with the following: material grants and financial support, childcare and nurseries, parenting issues, relationship or domestic violence, housing, employment, isolation and depression and many other issues.

We assist families to navigate and access the relevant statutory and voluntary services. We also support families who speak English as a second language and help them to connect with their local Family Hubs and understand what services are available to them, such as childcare offers, health, and stay and play drop-ins. We aim to break barriers to support and reduce isolation.

We provide support and information through home visits and Family Hub appointments. We listen to families and help to identify their needs and what options may be available, whether this is assistance with immediate needs, such as food bank referrals and material grants, or help with childcare or housing applications.

This year: We worked with 251 families/outreach cases

Last year: 1,934 adults and children reached individually and ran 59 workshops/groups

Through our targeted outreach work, many families who were previously unaware of the two-year-old entitlement to childcare were able to successfully apply for and access a place for their child. We have also continued to support families for whom language is a barrier to accessing the necessary services and have recruited new outreach workers who speak Arabic and Bengali.



Whole Family Relationship Support

Our Whole Family Relationship Support Service in Leicestershire provides families with comprehensive help and guidance that builds stronger relationships and provides strategies to overcome difficulties and challenges together. We are receiving lots of referrals relating to school avoidance, challenging behaviour, children with diagnosed and suspected ADHD, as well as other SEN needs.

The need for this service is demonstrated by the fact that we received more than 37 referrals from families and professionals within six months of project start up. In response to need we have started two parents' groups covering wellbeing support for parents and supporting young people with anxiety.

We have also established strong links with the Education Partnership Network and are planning to deliver parenting workshops in various schools across the borough. We have held successful coffee mornings in schools which were well received and resulted in several referrals.

Since starting the service we have also established a partnership with Leicestershire Family Hubs and now deliver programmes from there.

As this service is new and due to the high rate of referrals, we are working hard to recruit more volunteers which will help to avoid long waiting lists. We already have four volunteers who are trained and matched up with families.

“

I want to tell everybody about your service. I have been screaming out for help and nobody has been there. You are the only service that has helped me and there is no other service like yours out there.

”

This year: 37 referrals

Last year: Not applicable



Supporting Refugee Families

In a short period of time we were able to set up this service to assess sponsors and refugees from Ukraine on behalf of the Westminster and Royal Borough of Kensington and Chelsea Councils to ensure they fulfil their obligations set by the Home Office.

We were able to work on a backlog for the Council whilst also assessing new arrivals. We were asked to support this new service by the two boroughs after our successful work with Afghan refugees placed at hotels.

This service requires us to quickly adapt to changing needs and the requirements set out by the Government. We had to scale up quickly and source staff to support the increasing demand for the service, and recruited a coordinator to manage the project.

Since May 2022, we have carried out 541 checks (either host assessment, property check and/or welfare check).

Holiday Activities and Food

The Holiday, Activities and Food programme in Westminster is for families with a 4 to 11-year-old child and their siblings. It aims to deliver high-quality holiday activities and family learning opportunities for families who are on a low income and in receipt of free school meals.

The wider aim is to address the issue of food poverty and the impact of the cost-of-living crisis on parents, carers, and others in a parenting role. The service aims to support families to encourage healthy eating over the school holidays and understanding more about health and nutrition, and being active during the school holidays. We also support family learning, positive family engagement and peer socialisation, and offer advice on keeping safe and building confidence.

Parents and carers have expressed how happy they have been and how helpful the activities have been and the benefits they and their children have experienced. Some families have benefitted from



attending several exciting activities over the holidays such as trips to the RAF museum, Tower Bridge, Kew Gardens, London Zoo, the Cartoon Museum, the floating classroom and the London Science Museum. It was lovely to see the families making new friends and engaging with their children during the summer trips. During the colder months families have still been able to benefit from lively, indoor sessions with lots of creative and fun activities, including a magician.

“ This is a great opportunity for my children and myself. They had a good time with new friends. ”

This year: we supported 202 children and adults

Last year: 75 families attending



Hertfordshire Parenting Groups

We were commissioned directly by Herts County Council to provide a service under their Reducing Parental Conflict programme. The service supports couples or separated parents experiencing conflict, and who have children with diagnosed or undiagnosed SEND and wish to co-parent more consistently and positively. The service provides parents with support and strategies to improve their parenting skills via online parenting groups and workshops. We have received more than 200 referrals from Herts parents this year and were commissioned to deliver 22 x 6-week groups and 5 workshops.

This year: 22 parenting groups delivered and 5 workshops

Last year: 15 parenting groups delivered and 7 workshops

“

I can't thank you enough. It was so refreshing and seeing things from different perspectives makes me less angry and frustrated. I have learned that my children's behaviour reflects their struggles and I can use more empathetic approach. Shouting never resolves anything.

”

Mental and emotional health support

City of London Wellbeing Service

This service in the City of London provides support to families and their children going through emotional and mental health challenges. It offers an individual support service where we meet with parents face to face to provide a listening ear and a safe space for them to offload. We work through each challenge, offer strategies, and monitor and modify these where necessary to make a positive difference in the lives of families. We work in partnership with the local authority Early Help team, The Aldgate School, and the Family Centre to refer or signpost parents to specialists or further support such as speech and language therapy and CAMHS.

We help parents come to terms with their child's diagnosis, how and where to access support to cope with their child. This has an impact on the family as a whole. Emerging needs for parents this year have centred on coping with children with SEND, parent isolation and inconsistent co-parenting styles within families. On occasion we have worked with both parents to achieve some consistency.

This year we have carried out outreach work across the City of London borough working extensively in the Barbican library to raise awareness of the project and offering support to families through light-touch conversations. We regularly attend Multi-Agency Practitioners Forums which includes representatives from Social Care, Early Help, Education and Early Years, and Children's Centre Services.

We also help parents to understand their children's emotional needs during a

This year: 72 sessions; 3 workshops delivered to 29 attendees

Last year: 24 families supported

relationship breakdown, and how best to support children to reduce the impact on their emotional, mental, and general well-being. We work with parents to understand the importance of working with other school professionals to ensure their child returns to school, which will lessen the stress on the family.

To support isolated parents we have delivered a number of well attended workshops on Internet Safety and Understanding Children's Behaviour. These enabled parents to meet others in similar situations and access peer support.

Cardiff and Vale

Our new service in Cardiff and Vale provides parents with peer support to help them develop strategies to improve their parenting skills and understanding of their children's mental health needs. We provide individual support sessions, an online parenting group and coffee morning drop-in sessions. These focus on supporting parents who have not had a formal diagnosis for their children's mental health needs and parents who have professional involvement for their children but lack support for themselves or their wider family. They also support parents who lack understanding of mental health or emotional wellbeing, and need advice and signposting.

The service has been set up this year and has had a successful start. In the first six months of delivery we made connections with local authority health and wellbeing services, as well as schools and local Hubs (libraries and public-facing council services).

We have also made a connection with a local youth mental health charity, which has given us a space to run a weekly drop-in and is a valuable contact for further referrals.

We are very pleased to have had significant volunteer interest, leading to the recruitment of four peer mentors and several ongoing applications. There has also been interest from parents, leading to two independent support clients and a further 10 who have engaged with the service.

Barnsley

Our service in Barnsley works with adults aged 18 years and over who are experiencing emotional wellbeing and physical health problems, who are isolated, lonely, lack confidence and/or experience a sense of being out of control or who feel powerless over their situation. They often feel disconnected from their community and unable to live the life they want.

We support people with finding their strengths and solutions and provide a listening ear. We understand and facilitate the development of positive peer relationships which increases their confidence, self-esteem, and ability to develop coping strategies to support themselves. This in turn helps them to achieve better mental health, live life independently, achieve their aspirations, forge meaningful connections and purpose, and ultimately live their life well.

Over the last year we have received 241 requests for support, and this continues to grow along with an increase in self-referrals, which is evidence that after 18 months of delivering the service, we are well established within the community and professional organisations. We are pleased that the service has secured funding for another year. We are also pleased that three former service users were recruited into our volunteering programme.

It has been challenging to manage the demand and influx of referrals within a small team while recruiting and engaging volunteers amidst an economic climate where people have needed to find paid employment. But we responded creatively, managing the demand for the service by creating other opportunities for people to connect and access support.

We have encouraged volunteers with a step-in and step-up informal process that enables people to 'have a go' and build up their confidence before making a full commitment. We have accessed local training to support this such as MIND's 'Conversations in the Community' which



supports volunteers speaking with people in Drop-Ins about their mental health challenges.

Our 'Care to Chat' calls enable people to share their experiences, identify their strengths and any support they may find helpful. Our online private group is a safe place where people can access information and connect with one another and our Drop-In sessions are an informal, relaxed, safe space where people can connect, enjoy activities, chat about concerns, and seek light touch support. These are available whether people are on the waiting list, are being supported or have already been supported by the service.

This year: 241 individuals have been referred

Last year: 165 individuals supported through 205 1:1 sessions (October 2022-March 2023)

Supporting Professionals

Family Lives provide individual and group supervision on a regular basis to a number of external practitioners working in family support in schools and family centre settings in Hertfordshire and London boroughs. Recent evaluations show the value of the service to the recipients in both their professional and personal life. All supervisees say that supervision allows them space to reflect and that they feel listened to and supported. They are learning new methods of coping with stress and how to look after themselves. As a result of supervision they are able to recognise their strengths and they feel more confident in their work.

Training Professionals in Swansea

Family Lives was commissioned by Swansea Council to deliver five Working with Parents professional training courses between October 2023 – March 2024. These courses focussed on equipping their professionals with the necessary tools, skills and techniques to effectively deliver parenting programmes and enhance practitioners' abilities to engage with parents to facilitate, promote positive parenting techniques, increase understanding of group dynamics and address the unique challenges faced by families.

Each course was delivered by two experienced Family Lives Trainers and facilitators who incorporated different learning techniques which included interactive discussions, presentations, role-play, self-reflection exercises and practical exercises. Participants were actively encouraged to actively engage in learning and apply the skills to real life scenarios.

We delivered training to five cohorts of more than 70 professionals between enhancing their skills and knowledge to better meet the needs of local families. 76 participants were split into 5 groups with each group receiving 5 days of training split over a 3-week period.

City of London Supervision Service

We provided professional supervision to staff within Aldgate School, Aldgate Family Centre and City of London Early Help Team who are working directly with families accessing the City of London Children's Centre Services.

Our role is to provide clinical supervision in a safe and confidential space through individual and group sessions. 22 staff received individual supervision and 17 group supervisions.

We provided 57 individual sessions, exceeding the original target of 54, as well as 11 groups sessions.

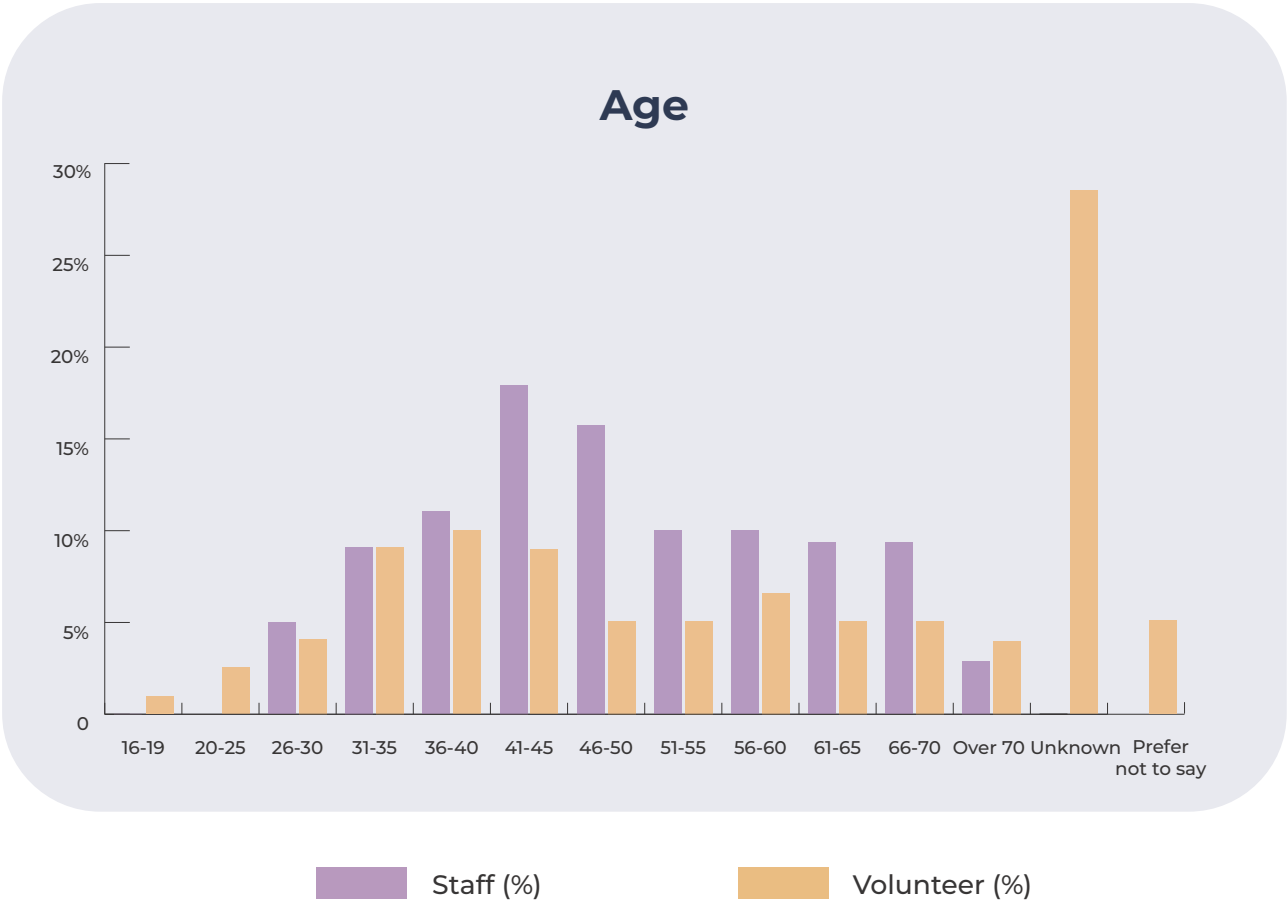
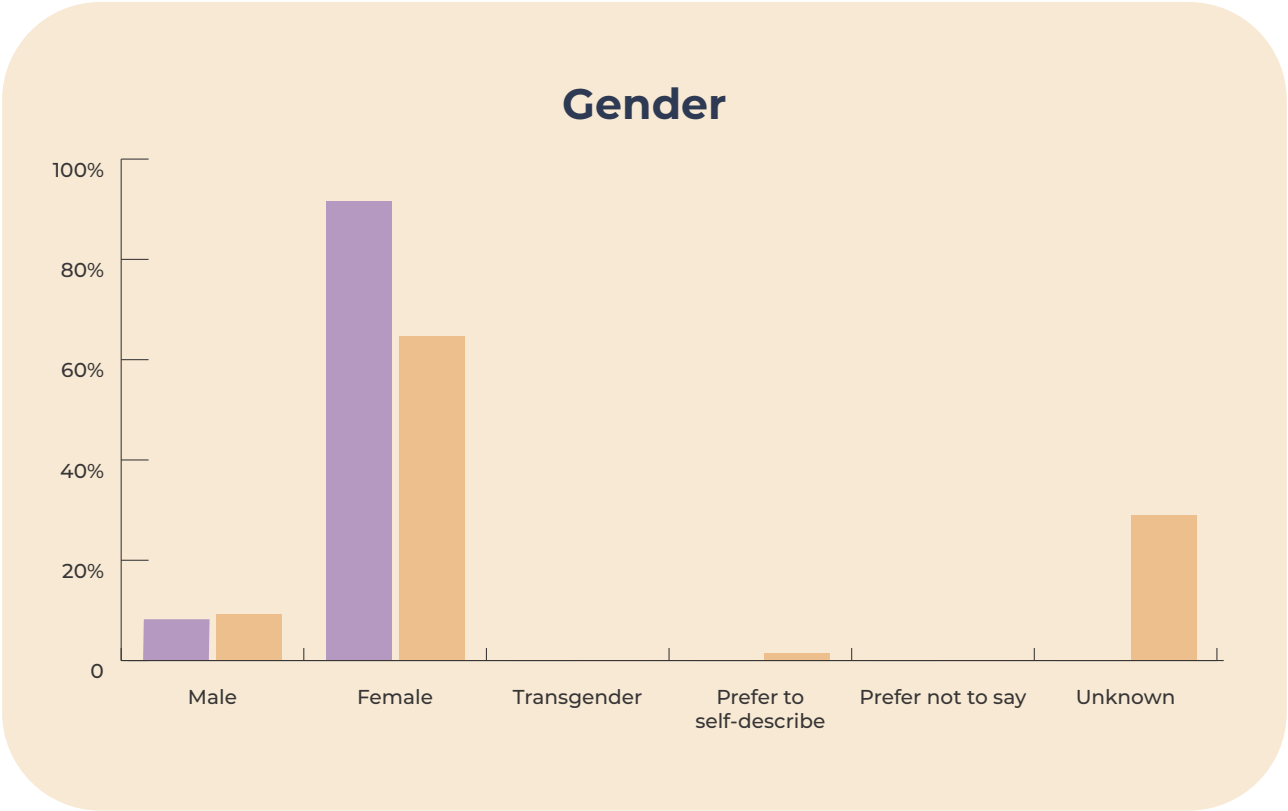


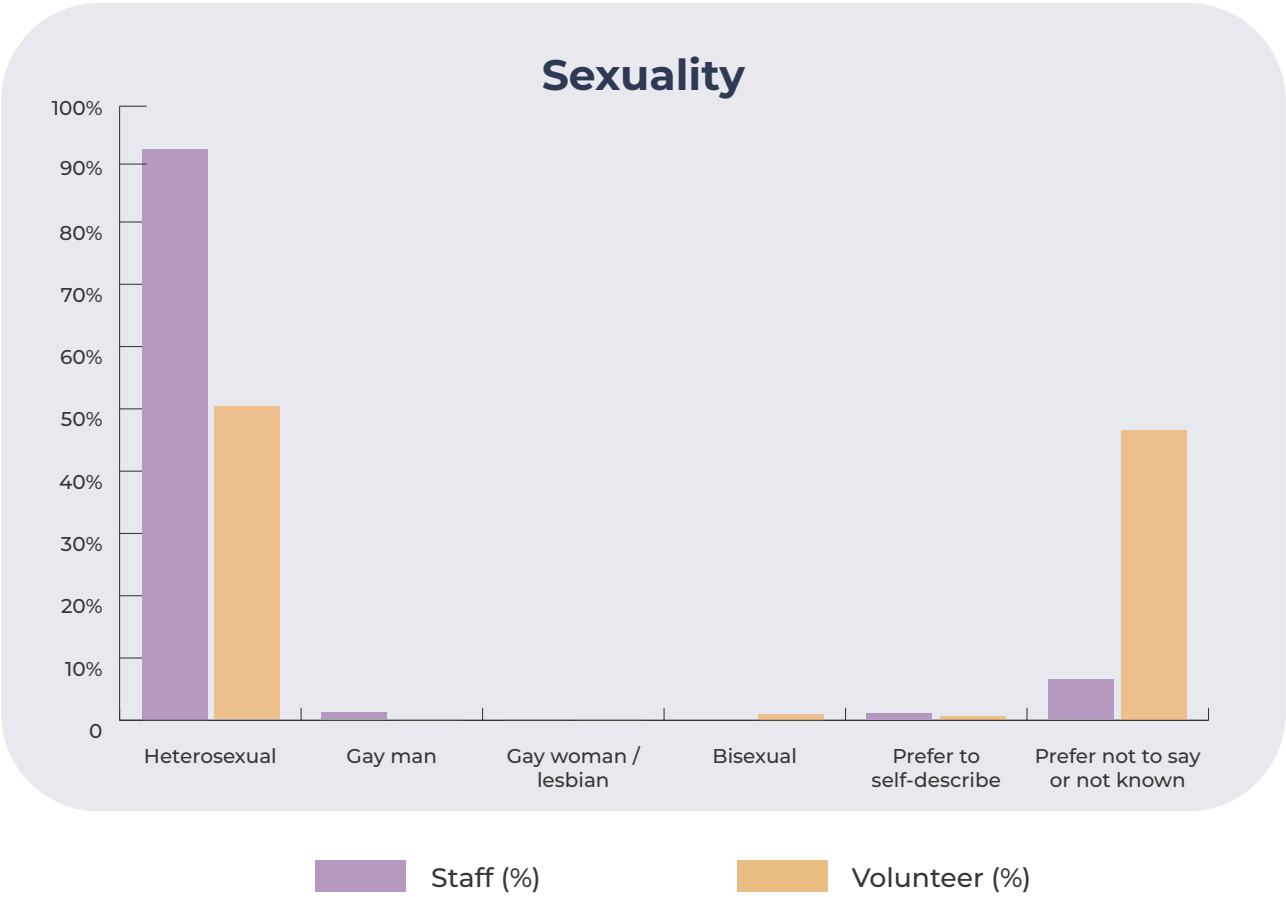
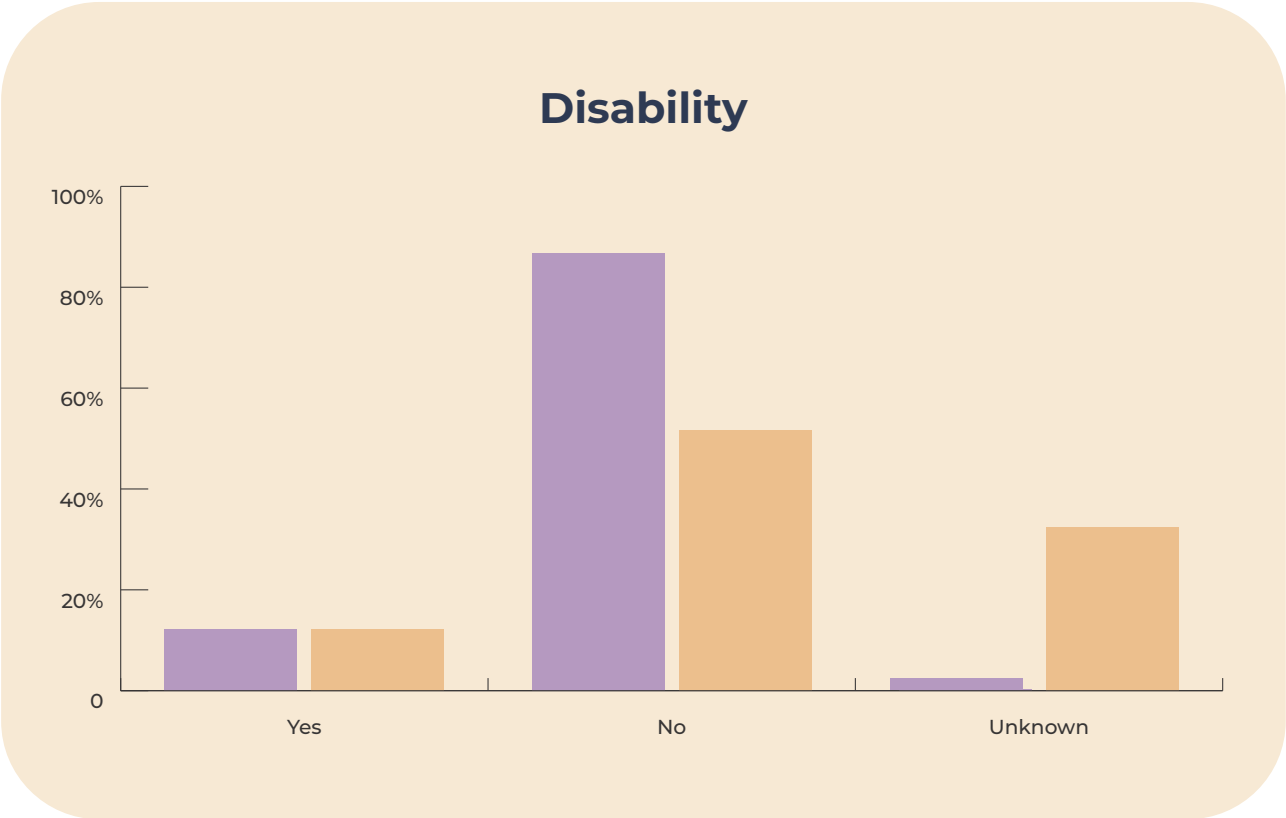
Diversity, equality and inclusion

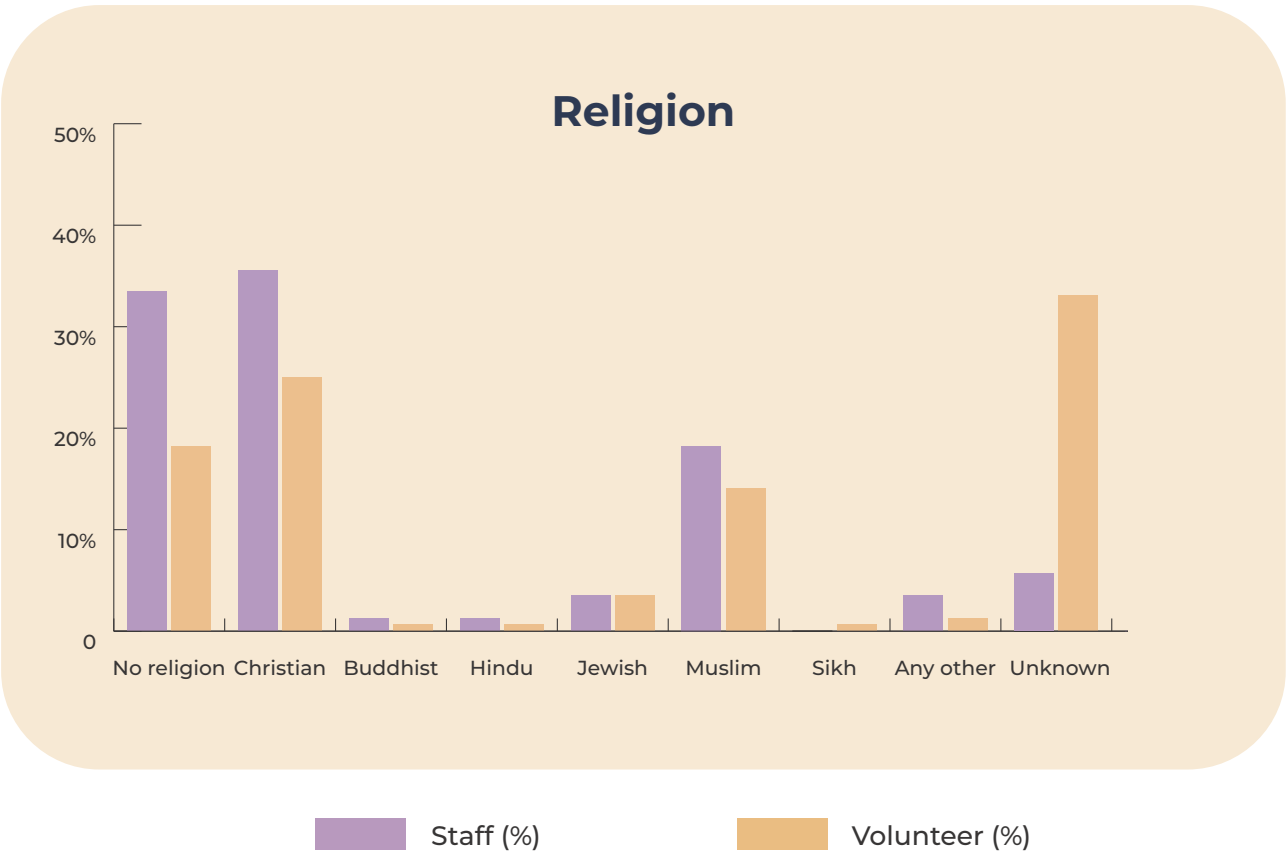
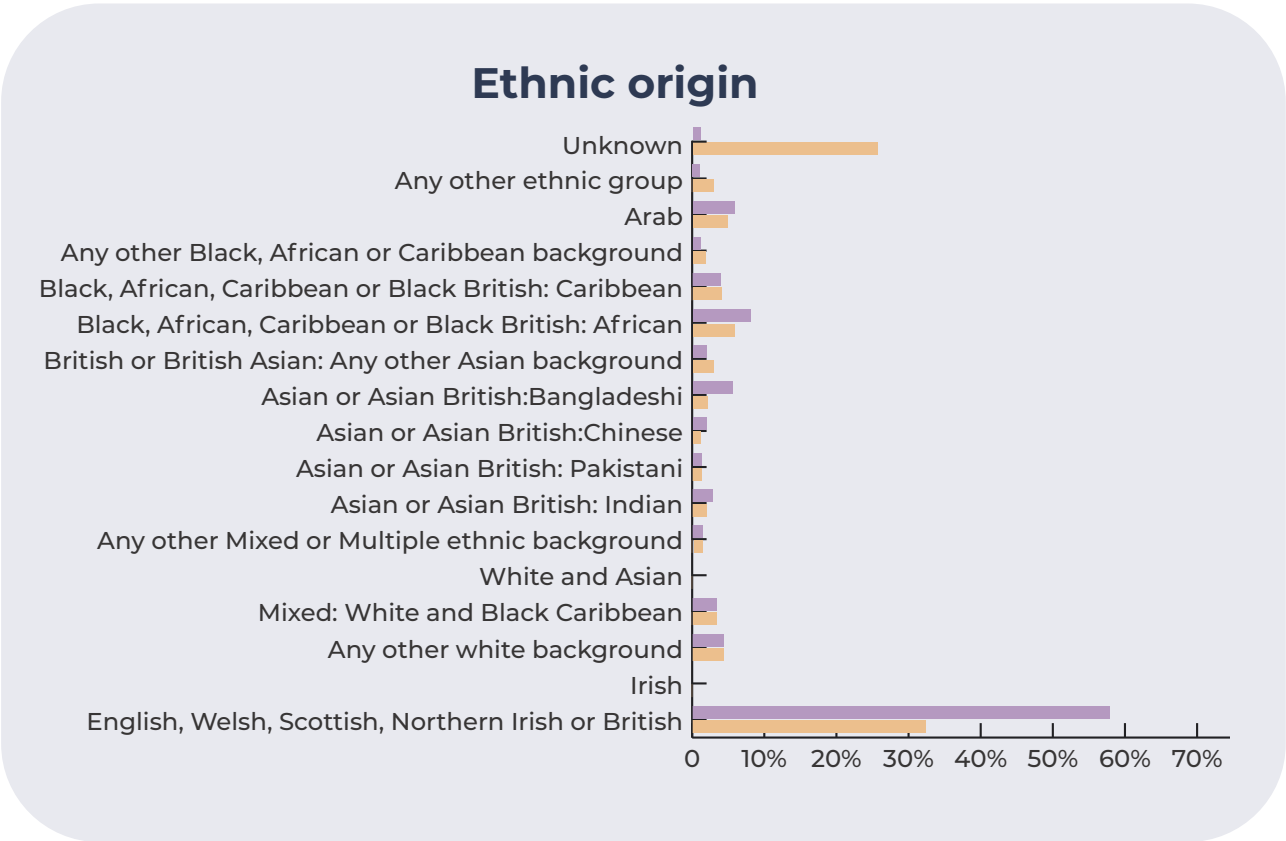
Family Lives' vision is to ensure that all families have access to active support and understanding. We recognise that many of the families we support experience inequality and exclusion. We aim to strengthen diversity, equality and inclusion among our staff and volunteers to support our work with families facing many different inequalities. We strive to be an employer that is inclusive and values the diversity of all our staff and volunteers, and embeds diversity, equality and inclusion (DEI) into our culture, policies, behaviour, processes and systems.

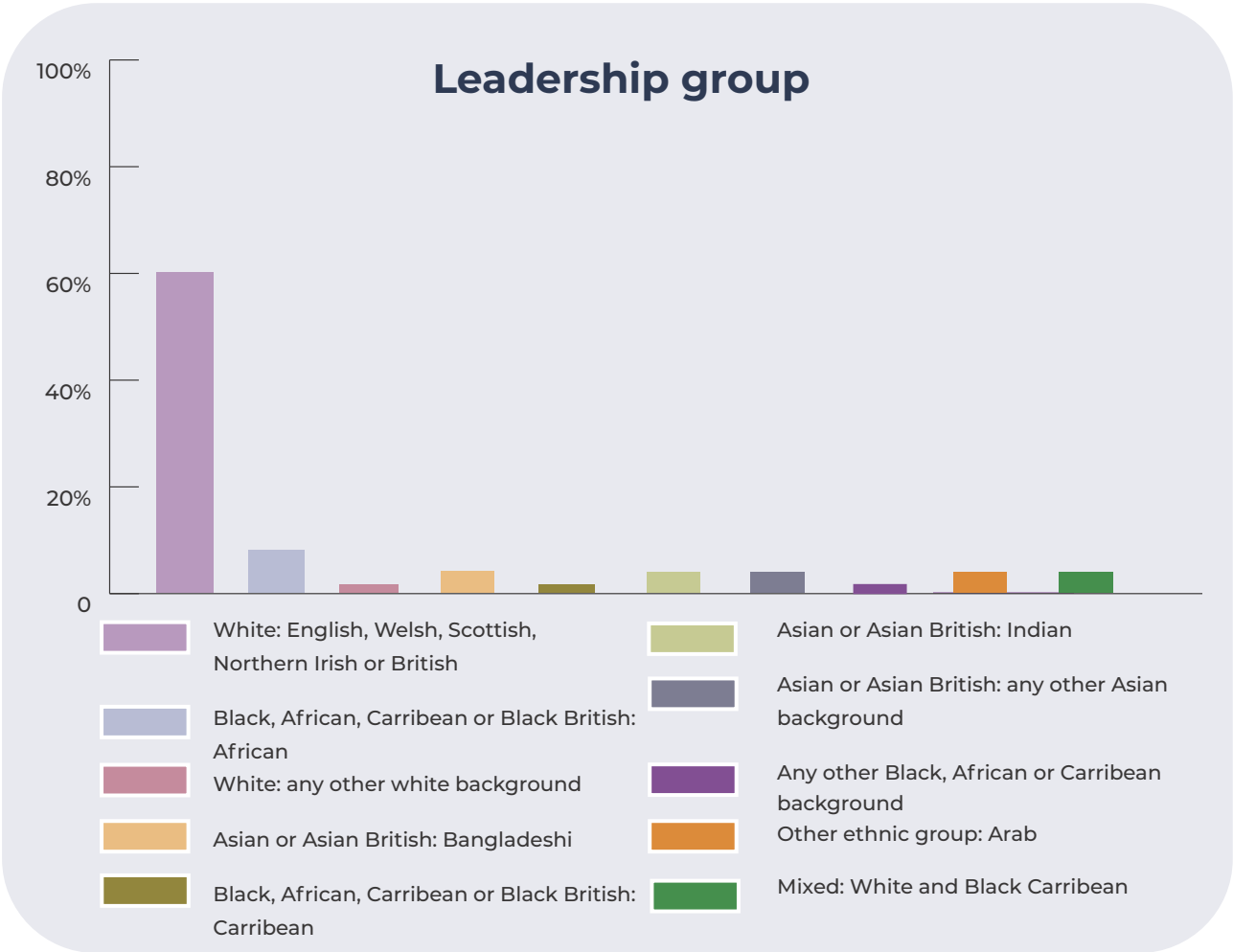
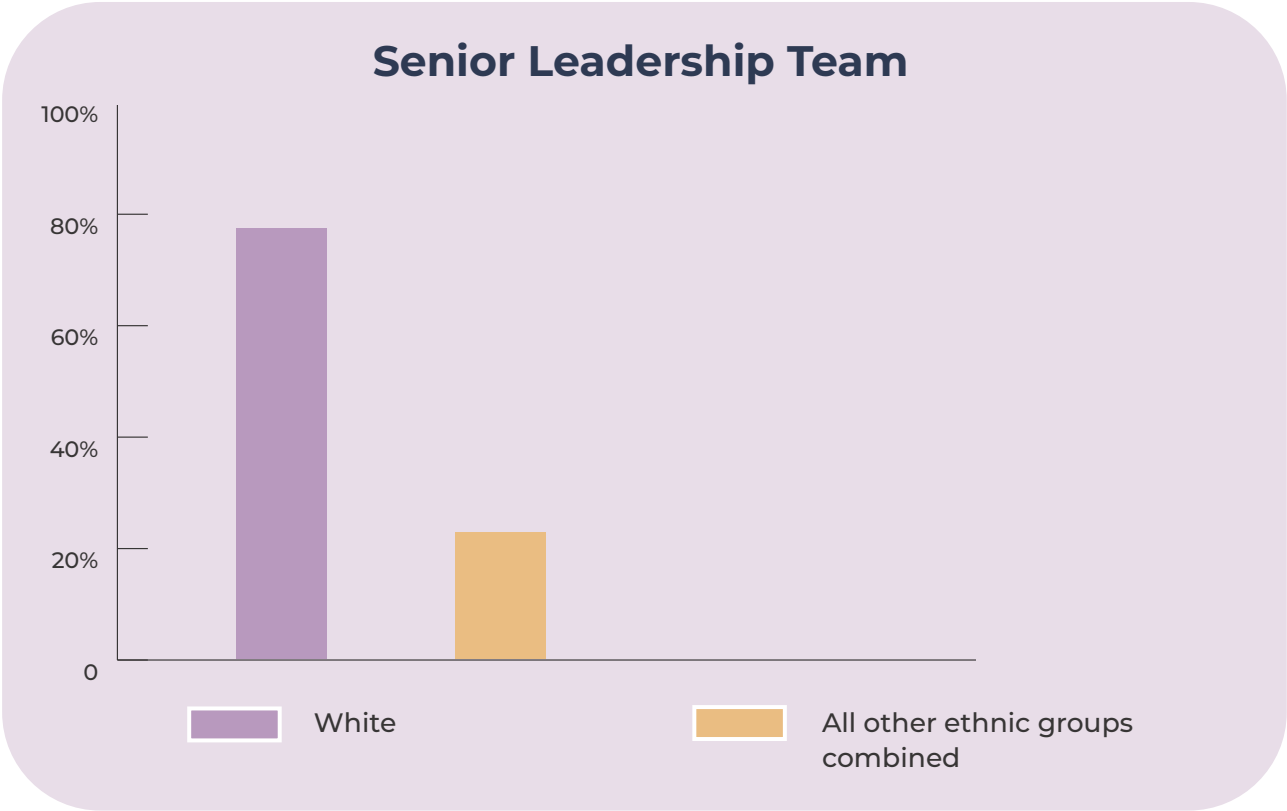
Staff and volunteer diversity data is provided for current staff and volunteers as of 22/04/2024. Percentages are rounded to the nearest whole number (except for those that had under 1%).











This Year's Financial Results

Summary

During the year, the charity raised £2,361k (2023: £2,341k) and spent £2,405k (2023: £2,450). After allocation of the appropriate expenditure in the year against restricted funds and transfers, a surplus of £16k (2023: deficit of £14k) was added to free reserves in line with the charity's policy.

The free reserves of the charity, after allowing for fixed assets of £1k (2023: £1k) and designated funds of £0 (2023: £0), stand at £949k (2023: £933k). These funds represent free reserves available to the charity, which can be used for any purpose within its charitable objectives.

Unrestricted funds

The charity raised £1,401k (2023: £1,423k) of general or unrestricted income. Expenditure of £1,410k (2023: £1,437k) was set against this income and after transferring £25k from restricted funds, surplus for the year was £16k (2023: deficit of £14k). The general reserves carried forward were £950k (2023: £934k).

Restricted funds

A total of £960k (2023: £918k) of restricted income was received in the year and a balance of £110k (2023: £205k) brought forward from the previous year. Expenditure of £995k (2023: £1,013k) was set against this income and transfer of £25k to unrestricted funds, leaving a balance of £50k (2023: £110k) to carry forward to fund restricted activities next year.

Sources of income

£662k (2023: £707k) was received from Central Government sources, £1,450k (2023: £1,315k) was from Local Authority sources, £186k (2023: £259k) was from Trusts and Foundations, £0k (2023: £24k) was from National Lottery Community Fund and £63k (2023: £36k) from individuals, schools and corporate bodies.

Expenditure

Expenditure on National Services increased to £942k (2023: £896k) due to expansion of LiveChat and Email services.

Expenditure on Face-to-Face services reduced to £1,379k (2023: £1,498k). This was due to Westminster and RBKC funded ParentChild+ project concluding in the first quarter of the year.

Expenditure on Professional Development increased to £26k (2023: £1k) due to a new professional training delivered in Swansea during the year.

Investment in fundraising increased to £58k (2023: £55k) due to an increase in fundraising activities.

Reserves Policy

The Board of Trustees has agreed a reserves policy whereby the unrestricted funds not committed or invested in tangible fixed assets, ('the free reserves'), held by the charity should provide sufficient funds for an orderly wind down of the charity, if necessary, at some future date. At 31 March 2024, this equates to £560k, leaving a buffer of £389k out of total free reserve of £949k. However, there is no current intention to wind up the charity.

The Trustees are mindful of the potential need to use the charity's unrestricted reserve as a buffer against the volatile funding environment.

Going concern

The trustees have assessed the Charity's ability to continue as a going concern for a period of at least twelve months from the date of approval of these financial statements.

The Trustees believe that the forecasted financial performance and level of unrestricted reserve together with measures taken to date will enable the charity to continue as a going concern.

Details of reserve are set out on note 24.

Investment Policy

In today's uncertain climate, volatile equity markets and a recognition that the current reserves are not long term in nature, the Board of Trustees has decided to take a cautious approach to the investment of its liquid funds. Accordingly, these funds have been invested in a high interest COIF Deposit Fund account.

The pooled assets of the Deposit Fund are placed on short-term money market deposits in accordance with a careful management policy. The Fund can make deposits only to rigorously selected financial institutions approved by the Fund's trustees. For each counterparty, there are agreed individual deposit limits. This ensures that the Fund's assets are diversified across a range of institutions: the credit status of these is monitored daily.

Fundraising Policy

We always strive for best practice in fundraising to ensure our donors feel safe, valued and well supported – adhering to the Fundraising Regulator and other professional fundraising bodies.

We never buy or sell people's personal information. We respect people's wishes about how they want us to communicate with them, and we are confident that Family Lives data practices are compliant with the General Data Protection Regulation.

Most of Family Lives' income derives from statutory and Trusts funding with small donations coming from various sources. We undertake very little public fundraising activities and do not use professional fundraisers or commercial participators.

Our fundraising materials and approaches must be emotionally engaging and persuasive, but we seek to avoid causing distress and must protect the vulnerable.

We will approach donors with types of fundraising materials they might reasonably expect to receive and at a frequency judged to be in line with their behaviour.

We will not accept a donation if we believe it is unlawful to accept it or if accepting it is to

the detriment of the charity's achievement of its purpose. For example, we would not accept a donation if it could lead to other donors withdrawing support, a loss of volunteers or a future difficulty securing staff. In doing so, we will consider relevant Charity Commission guidance. The final decision on refusing a donation is taken by the Chief Executive.

We have never 'cold mailed' or 'cold called' the public to raise funds. We do not employ external companies to carry out fundraising on our behalf. We meet the regulations and codes set by the Fundraising Regulator and monitor any complaints received by the charity about fundraising. During the year, there was no non-compliance of these regulations and codes and we received no complaints, (2022-23, nil).

Donors, funders and fundraisers

The Trustees would like to thank all trusts, organisations, schools and individuals who generously supported the work of Family Lives. With their contributions, we have been able to make a real difference to children and families across the UK at a time when they needed us most. Principal funders are listed below.

Barnsley Metropolitan Borough Council
 Brilliant Parents
 BT Group plc
 Burghley Charitable Trust
 Cardiff and The Vale
 City of London
 Dance Yard
 Deckers Europe Limited
 Deloitte - CAST
 Department for Education
 Doncaster Council
 Dorothy Callender Freestone
 Esmee Fairbairn Foundation
 Greater London Authority
 Hertfordshire County Council
 Hyde Park Place Estate Charity
 John Armitage Charitable Trust
 Leicestershire County Council
 London Borough of Camden
 London Borough of Ealing
 London Borough of Hounslow
 London Borough of Tower Hamlets
 London Borough of Lewisham

National Lottery Community Fund
North Hertfordshire College
OneYMCA Welwyn Garden City
Southfields School
St. Giles-in-the-Fields
Stevenage Homeless Young Parents
Strand Parishes Trust
SW Yorkshire Partnership NHS FT
Swansea Council
The Brook Trust
The Cathedral Abbey Church of St Alban
The Living Room
The Monday Charitable Trust
The Rayne Foundation
The Royal Borough of Kensington of Chelsea
Welwyn Garden City Schools Partnership
Westminster Almshouses Foundation
Westminster City Council
Young Westminster Foundation

Legal and administrative information

Status

Family Lives is a registered company limited by guarantee; company number 3817762. It is also a registered charity, charity number 1077722, registered in England and Wales.

The charity was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association. These will be treated as if they are in the new form of a single set of Articles as specified under the Companies Act 2006.

Trustee Board

The members of the Board during the year were:

N Rupani	Chair
A de Waal	resigned 19/03/2024
S Bayliss	Vice Chair
W Jones	Treasurer, reappointed 02/11/2023
S Hayman	reappointed 02/11/2023
A Holt	resigned 02/02/2024
K Summers	re-appointed 04/11/2022
S Land	
E Harries	
F Davies	

Sub-Committees:

Policy & Finance Sub-Committee:

W Jones, S Bayliss, N Rupani

People & Culture Sub-Committee:

K Summers, S Bayliss, N Rupani, W Jones, S Hayman

President:

Deidre Sanders

Chief Executive and Company Secretary:

J Todd

Registered Office

The Annex, Salisbury Square, Hatfield, Herts, AL9 5AD

Auditors

Price Bailey LLP, Causeway House, 1 Dane Street, Bishop's Stortford, Herts, CM23 3BT

Solicitors

Farrer and Co, 66 Lincoln's Inn Fields, London WC2A 3LH

Objectives

The objectives of the Company are:

1. To promote, protect and preserve the good health, both mental and physical, of family members and families.
2. To advance public education in, and promote research into the psychological, legal, medical and other experiences of family members and families and to disseminate the useful results of such research.
3. To help relieve poverty among family members and families, in particular by the provision of an advice and information service for those unable to access such resources.

For the purpose of the above, 'family members'

includes parents, children and others forming part of the wider or extended family, including grandparents and step relatives.

Public Benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Achievements and benefits to families, parents, children and other services users which cover public benefit are detailed on pages 11 to 28.

Governance and Management

Board of Trustees

Members of the Trustee Board, who are directors for the purpose of Company Law and Trustees for the purpose of Charity Law, who served during the year and up to the date of this report, are set out on page 37. Members of the charitable company guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2024 was eight (2023: seven).

The Board is responsible and accountable for Family Lives' policies and activities to the Charity Commission, to Funders and Stakeholders, and for compliance with Charitable and Company Law. It is responsible for the financial and strategic affairs of the charity, for the Annual Budget and the Annual Report and Accounts. The Chief Executive is accountable to the Board of Trustees and presents an Accountability Report against the organisations agreed strategic objectives.

The Board is committed to diversity across the organisation in all areas of its activities. The organisation is continuing to monitor our service reach and workforce so as to move forward continuously on our diversity targets. We publish diversity data within this annual report.

Over the year, the Board has continued to review and consider term lengths and contributions for officer roles, Board discussion has been informed by guidance from Family Lives' auditors, as well as the Charity Governance Code, to help ensure that the Board's approach to decision-making on officer and trustee terms and contributions is appropriately rigorous and reflective.

An ongoing review of the Board's current make-up and contribution to the organisation has continued to identify a valuable mix of expertise and background, alongside active engagement and strong commitment from serving Trustees. However, the Trustees also continue to be committed to refreshing and replenishing the Board, specifically through

the recruitment of three new Trustees between May and June 2024.

The Board has been chaired by Neena Rupani since March 2023. Neena is an economist by profession and works in Regulatory Policy for BT.

The Board of Trustees regretfully accepted Anastasia de Waal and Amanda Holt's decision to stand down after many years of significant service to the charity. The Trustees would like to acknowledge and thank Anastasia and Amanda for their expertise and dedication during their tenure.

Board Recruitment

One third of Trustees are required to retire annually and there is no limit to the number of times a Trustee may be re-appointed. Appointment to the Board continues to be via an open and formal recruitment process. Appointments made during the year are ratified at the Charity's AGM.

Board Induction and Training

An Induction Programme is in place for new Trustees. Any training needs may be identified for both new and established Trustees via the trustee appraisal and review processes.

Board Meetings

The Trustees meet as a full Board six times a year including for Annual General Meeting. The Trustees hold an Annual Away Day which includes the Senior Leadership Team.

Board Sub-Committees

The Policy & Finance sub-committee and People and Culture sub-committee, which replaced the Staffing sub-committee, make recommendations to the Board for approval. In addition, there is a Risk of Harm Advisory Group which meets four times a year and has Trustee representation. There is also Media Advisory Group that has Trustee representation.

Remuneration

Pay and remuneration of Key Management Personnel (with the exception of the Chief Executive) is undertaken as an independent process by the Head of HR and a member of the SLT. The process assesses current roles and activities against the existing job description and we have a 'marking system' for any additional responsibility. Once the independent process occurs HR send a letter to the employee informing them of any outcome.

The Board's People and Culture Sub-Committee annually discusses remuneration adjustments to account for the cost of living for all staff, including the Chief Executive. This is a non-obligatory process and does not guarantee an award. The Chair of the Remuneration Sub-Committee subsequently reports back to the Board with a recommendation.

Senior Leadership Team

The Senior Leadership Team (SLT) meets eleven times a year and addresses cross-organisational issues. The Directors hold principal responsibility for the budget and key strategic decisions. All Senior Managers work across the whole organisation and are accountable to the Board of Trustees via the Chief Executive.

Trustees' Responsibilities Statement

The Trustees (who are also directors of Family Lives for the purposes of Company Law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application

of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities FRS102 SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the Charitable Company's auditor is unaware.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Risk management

Trustees reviewed the risks to which the charity could be exposed in 2024-25 and are satisfied that the charity has taken all reasonable steps to minimise risk, and that it has policies and procedures in place to manage risk effectively in all areas of the charity’s work. The key risks were identified as follows:

Principal risks	Steps to mitigate risks
Financial Solvency	Ensure sufficient reserves to cover orderly wind down. Quarterly review of management accounts and forecasts. Plans in place for continued diversification of funding. Ongoing liaison with current and potential funders.
Failure to meet quality standards	Accreditation for frontline staff. The Helpline Association Quality standard qualification maintained. Risk of Harm Policy procedures implemented. All frontline staff and volunteers DBS checked. Complaints procedure in place. £10million Public Liability Insurance in place. £5million Professional Liability Insurance in place
Cyber security	Up to date cyber security products in place that can be auto deployed via third party software. Data stored with third party’s Cloud Service, daily back up of data and Data Centres are ISO:27001 certified. The third party is Cyber Essentials + certified. Multi-factor authentication. Website hosted via third party, on UK servers.
Organisational risk	Robust Human Resources policies & procedures in place. Robust Financial Management policies & procedures in place. IT infrastructure disaster recovery plan in place. Media policy in place. Periodic review of public benefit.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2016.

Approved by the Board of Trustees on 16 July 2024 and signed on its behalf by:

Neena Rupani

N Rupani (Aug 5, 2024, 10:18am)

Neena Rupani (Chair)

Warwick Jones

Warwick Jones (Jul 31, 2024, 5:10pm)

Warwick Jones (Treasurer)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF FAMILY LIVES

Opinion

We have audited the financial statements of Family Lives (the 'charitable company') for the year ended 31 March 2024 which comprises the Statement of Financial Activities, the balance sheet, the statement of cashflow and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to

provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemption from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- we enquired of management regarding laws and regulations applicable to the charity, actual and potential litigation and claims, and any known instances of non-compliance;
- we reviewed the minutes of Trustee meetings;
- we performed audit work over the risk of management override and controls, such as reviewing journal entries and reviewing investment valuation;
- we evaluated the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees; and
- reviewed our work throughout the audit file for evidence of non-compliance with laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the FRC's website at: <https://www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor%E2%80%99s-responsibilities-for> This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those

matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Suzanne Goldsmith FCA (Senior Statutory Auditor)

For and on behalf of Price Bailey LLP,
Statutory Auditor
Causeway House
1 Dane Street
Bishop's Stortford, Hertfordshire, CM23 3BT

Date: 5 August 2024

Statement of Financial Activities (incorporating Income and Expenditure Account) for the year ended 31 March 2024

	note	Unrestricted funds	Restricted funds	2024 Total	2023 Total
		£'000	£'000	£'000	£'000
Income and endowments:					
Income from:					
Donations and legacies	2	33	960	993	947
Charitable activities	3	1,337	-	1,337	1,380
Other trading activities	4	-	-	-	3
Investment income	5	31	-	31	11
Total income		1,401	960	2,361	2,341
Expenditure on:					
Raising funds	6	58	-	58	55
Charitable activities:					
National services	7	496	446	942	896
Face to Face services	8	830	549	1,379	1,498
Professional development	9	26	-	26	1
Total expenditure		1,410	995	2,405	2,450
Net expenditure		(9)	(35)	(44)	(109)
Transfers between funds	23/25	25	(25)	-	-
Funds at 1 April 2023	23/25	934	110	1,044	1,153
Funds at 31 March 2024	23/25	950	50	1,000	1,044

The notes on pages 47 to 60 form part of these financial statements

The statement of financial activities include all gains and losses recognised during the year. All income and expenditure derive from continuing activities.

Balance Sheet as at 31 March 2024

	note	2024		2023	
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible assets	17		1		1
Current assets					
Debtors	18	291		196	
Cash on deposit		600		600	
Cash at bank and in hand		469		550	
		1,360		1,346	
Creditors:					
Amounts falling due within one year	19	(361)		(297)	
Net current assets			999		1,049
Total assets less current liabilities			1,000		1,050
Creditors: amounts falling due after one year					
Provision for liabilities	20		-		(6)
Total net assets			1,000		1,044
Unrestricted funds	23		950		934
Restricted funds	25		50		110
Total funds			1,000		1,044

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The notes on pages 47 to 60 form part of these financial statements.

The financial statements were approved by members of the Board on 16 July 2024 and signed on its behalf by:

Neena Rupani

N Rupani (Aug 5, 2024, 10:18am)
Neena Rupani (Chair)

Warwick Jones

Warwick Jones (Jul 31, 2024, 5:10pm)
Warwick Jones (Treasurer)

Company Registration Number: 03817762

Statement of cash flows for the year ended 31 March 2024

	2024 £'000	2024 £'000	2023 £'000	2023 £'000
Reconciliation of net expenditure to net cash flow from operating activities				
Net expenditure as per the statement of financial activities	(44)		(109)	
Depreciation charges	1		2	
Bank interest	(31)		(11)	
(Increase)/decrease in debtors	(95)		(2)	
(Decrease)/increase in creditors	58		(67)	
Net cash used in operating activities		(111)		(187)
Cash flows from investing activities:				
Bank interest	31		11	
Purchase of property, plant and equipment	(1)		-	
Net cash provided by investing activities		30		11
Change in cash in the reporting period		(81)		(176)
Cash at the beginning of the reporting period		1,150		1,326
Cash at the end of the reporting period		1,069		1,150
Analysis of cash:	1 April 2023	Cash flows	31 Mar 2024	
	£'000	£'000	£'000	
Cash at bank and in hand	550	(81)	469	
Cash at COIF deposit	600	-	600	
Total cash	1,150	(81)	1,069	

The notes on pages 47 to 60 form part of these financial statements.

1 Accounting policies

Family Lives is a charitable company limited by guarantee and is registered in England and Wales.

The registered office is The Annex, Salisbury Square, Hatfield, Herts, AL9 5AD.

Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The Presentation currency used is British Pounds Sterling.

Going concern

The Trustees review forecasts thoroughly including projects delivery costs, the Charity's operations and cashflow and they do not consider that there are material uncertainties regarding the Charity's ability to continue as a going concern. Accordingly, the Trustees continue to adopt the going concern basis in preparing the financial statements.

Tax status

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied

exclusively to charitable purposes.

Income

Income is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty.

Grants are included in the Statement of Financial Activities when the entitlement to the grant is probable. Grants made for specific purposes are classified as restricted income.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor or funder has specified that the income is to be expended in a future accounting period.

Donations

Donations organised directly by the charity are included gross together with related fundraising expenditure. Donations organised by external parties are shown on the basis of the amounts received.

Donations in kind such as services or facilities provided free of charges are recognised in the Statement of Financial Activities on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities on the open market. Equivalent amount of expenditure is recognised in the period of receipt of the donations. Volunteers' donated services have not been included in the Statement of Financial Activities.

Expenditure

Expenditure is 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. All expenditure is allocated to the particular activity where the cost relates directly to that activity.

Irrecoverable VAT is included within expenditure items to which they relate.

Accounting policies (continued)

Allocation of support costs

The costs of staff employed directly in connection with particular projects are allocated directly to the projects concerned together with all directly incurred expenditure.

Support costs are apportioned to projects on the basis of gross expenditure of that project.

Management and admin costs relate to the Management Team's time spent on the overall management, development and direction of the organisation.

Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against income and expenditure as incurred.

Depreciation

Fixed assets costing less than £1,000 are written off in full in the year of purchase. Other fixed assets are depreciated in equal instalments so as to write off their costs over their estimated useful lives as follows:

Office fittings	Shorter of 7 years and remaining period of lease
Office furniture	5 years
Office equipment & software	4 years

Pensions

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity.

The annual contributions payable are charged to the statement of financial activities. The charity also makes contributions into individual's own personal pension arrangements.

Redundancy policy

Employees at Family Lives who are being made redundant are entitled to receive a statutory redundancy payment provided that they have two or more years' continuous service.

Cash at bank and in hand

Cash at bank and cash in hand includes cash

and short term highly liquid investments with a short term maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable are included at the best estimate of the amount receivable at the balance sheet date.

Creditors and provisions

Creditors and provisions are recognised when there is a present obligation at Balance Sheet date as a result of past event resulting in the transfer of economic benefit to a third party and the amount due to settle the obligation can be measured or estimated reliably.

Creditors and provisions are recognised at their settlement amount after allowing for any trade discounts due.

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general activities of the charity and which have not been designated for any other purpose.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised and measured at transaction value and subsequently measured at their settlement value with the exception of:

- Fixed assets are measured at cost less depreciation.

Accounting policies (continued)

Critical accounting estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Trustees make estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

2a Donations and grants (current year)

	Unrestricted funds	Restricted funds	2024 Total
	£'000	£'000	£'000
General donations	33	-	33
Restricted grants:			
National services	-	364	364
Face to Face Services	-	596	596
Total	33	960	993

Funding from Central Government was £331k (2023: £nil) and Local Government £464k (2023: £665k). Funding conditions attached to the income have been met and objectives as set out on funding agreements have been achieved.

Funding from Central Government was for Helpline, LiveChat and email services. Funding from Local Government was for ParentChild+ Early Intervention, Ukraine Families Welfare service, GLA's Violence Reduction project, Antenatal service and Active Families project.

2b Donations and grants (prior year)

	Unrestricted funds	Restricted funds	2023 Total
	£'000	£'000	£'000
General donations	29	-	29
Restricted grants:			
National services	-	69	69
Face to Face Services	-	849	849
Total	29	918	947

Funding from Central Government was £nil (2022: £nil) and Local Government £665k (2022: £260k). Funding conditions attached to the income have been met and objectives as set out on funding agreements have been achieved.

Funding from Local Governments were for ParentChild+ project, Ukraine Families Welfare service, Barnsley Crisis funding and Greater London Authority's Violence reduction projects.

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 16,190 hours spent (2023: 18,880 hours, restated), this equates to £285,965 (2023: £317,582, restated). The Financial statements do not include donated volunteers' hours and dedicated time of Trustees of the charity.

During the year, the charity benefited from the use of BT Group plc premises for various Trustees meetings. These gifts have not been recognised in the accounts as they cannot be measured reliably.

3 Income from charitable activities

	2024 Total	2023 Total
	£'000	£'000
Helpline services	331	662
Face to Face services	948	717
Professional Development	58	1
Total	1,337	1,380

Income from charitable activities was unrestricted. Amount received from Central government was £331k (2023: £706k) and Local Government £986k (2023: £650k). Funding conditions attached to the income have been met and objectives as set out within funding agreements have been achieved.

4 Other trading activities

	2024 Total	2023 Total
	£'000	£'000
Sales of wristbands	-	1
Total	-	1

Income from other trading activities was unrestricted.

5 Investment income

	2024 Total	2023 Total
	£'000	£'000
Bank interest receivable	31	11
Total	31	11

Investment income was unrestricted.

6 Cost of raising funds

	2024 Total	2024 Total
	£'000	£'000
Staff costs	44	42
Events and fundraising	4	3
Support cost (Note 10)	10	10
Total	58	55

Cost of raising funds in 2024 and 2023 were unrestricted.

7a National Services expenditure (current year)

	Unrestricted funds	Restricted funds	2024 Total
	£'000	£'000	£'000
Direct costs	397	377	774
Support costs (Note 10a)	99	69	168
Total	496	446	942

7b National Services expenditure (prior year)

	Unrestricted funds	Restricted funds	2023 Total
	£'000	£'000	£'000
Direct costs	557	182	739
Support costs (Note 10b)	131	26	157
Total	688	208	896

8a Face to face services expenditure (current year)

	Unrestricted funds	Restricted funds	2024 Total
	£'000	£'000	£'000
Direct costs	667	467	1,134
Support costs (Note 10a)	163	82	245
Total	830	549	1,379

8b Face to face services expenditure (prior year)

	Unrestricted funds £'000	Restricted funds £'000	2023 Total £'000
Direct costs	529	708	1,237
Support costs (Note 10b)	164	97	261
Total	693	805	1,498

9 Professional Development expenditure

	2024 Unrestricted funds £'000	2023 Unrestricted funds £'000
Direct costs	21	1
Support costs (Note 10)	5	-
Total	26	1

10a Analysis of support costs (current year)

	Raising Funds £'000	Helpline services £'000	Face to Face services £'000	Professional Development £'000	2024 Total £'000
Management & admin	3	47	69	1	120
Human Resources	1	27	40	1	69
Finance	2	31	44	1	78
Information Technology	2	33	47	1	83
Governance (Note 12)	1	21	31	1	54
Depreciation	-	-	1	-	1
Premises, office and other costs	1	9	13	-	23
Total	10	168	245	5	428

10b Analysis of support costs (prior year)

	Raising Funds	Helpline services	Face to Face services	Professional Development	2023 Total
	£'000	£'000	£'000	£'000	£'000
Management & admin	3	42	70	-	115
Human Resources	2	26	43	-	71
Finance	2	28	47	-	77
Information Technology	2	35	59	-	96
Governance (Note 12)	1	19	32	-	52
Depreciation	-	1	1	-	2
Premises, office and other costs	-	6	9	-	15
Total	10	157	261	-	428

The costs of staff employed directly in connection with particular projects are allocated directly to the projects concerned together with all directly incurred expenditure.

Support costs are apportioned to projects on the basis of gross expenditure of that project. Management and admin costs relate to Management Team's time spent on the overall management, development and direction of the organisation.

11 Net income for the year

	2024	2023
	£'000	£'000
This is stated after charging:		
Depreciation	1	2
Operating leases for land and buildings	59	39
Audit fee	18	17

12 Governance costs

	2024	2023
	£'000	£'000
Governance costs are made up of:		
Staff salaries	22	21
Audit fee	18	17
Insurance and professional fees	13	13
Other costs	1	1
	54	52

13 Staff costs and numbers

	2024	2023
Staff costs were as follows:	£'000	£'000
Salaries	1,765	1,814
Social security costs	127	146
Pension contributions	69	72
Redundancy payments	32	33
	<u>1,993</u>	<u>2,065</u>
	No	No
The number of employees employed by the charity whose emoluments exceeded £60,000 were:		
£80,001 - £90,000	1	1
	No	No
Average weekly number of employees during the year, calculated based on full time equivalents:		
Charitable activities	54	60
Governance	1	1
	<u>55</u>	<u>61</u>
Average number of staff employed during the year:	<u>106</u>	<u>110</u>

Total employee benefits received by key management personnel, including pension and employer's national insurance contributions were £201k (2023: £197k). Key management personnel include Chief Executive, Director of National Services and Director of Communications.

No Trustee received any payment during the year (2023: £nil).

14 Board of Trustees expenses

Trustees' expenses relate to travel expenses reimbursed for attendance at Board of Trustees meetings. There have been no expenses reimbursed during the year (2023: one Trustee, £476).

15 Related party transactions

There were no related party transactions that require disclosure (2023, none).

16 Pensions

The charity has a group personal pension scheme to which employees are automatically enrolled; staff may then opt out. In accordance with the scheme the charity contributed 4% of gross salary as determined by a matched contribution of the individual employee. For staff enrolled prior to 1st April 2013 Family Lives' contribution is 6.5% of gross salary.

Total pension contributions for the year amounted to £69,081 (2023: £72,446)

Pension payment outstanding at year end was £14,184 (2023: £13,164).

17 Tangible Assets

	Furniture & equipment £'000
Cost	
At 1 April 2023	29
Additions	1
At 31 March 2024	30
Depreciation	
At 1 April 2023	28
Charge for the year	1
At 31 March 2024	29
Net book value	
At 31 March 2024	1
Net book value	
At 31 March 2023	1

18 Debtors

	2024	2023
	£'000	£'000
Debts receivable within one year		
Trade debtors	161	42
Prepayments and accrued income	129	119
Rent deposit	1	1
Other debtors	-	1
	291	196

19 Creditors

	2024	2023
	£'000	£'000
Trade Creditors	44	40
Accruals	81	55
Deferred income (Note 22)	135	102
Taxation (inc VAT) and Social Security	87	87
Other creditors	14	13
	361	297

Other creditors represents pension contributions outstanding at 31 March 2024.

20 Provision for liabilities

	At 1 Apr 2023	Provision for the year	Provision released	At 31 Mar 2024
	£'000	£'000	£'000	£'000
Dilapidation provision	6	-	(6)	-
	6	-	(6)	-

The provision related to the charity's head office in Hatfield. In March 2024, we moved to a new office without needing to use the provision, which was released in the accounts.

21 Movements in deferred income

	2024	2023
	£'000	£'000
Balance at the beginning of the year	102	144
Resources deferred during the year	135	102
Amount released from previous year	(102)	(144)
Balance at the end of the year	<u>135</u>	<u>102</u>

Deferred income represents income received in advance in the year ending 31st March 2024 that relates to next financial year to fund Face to Face services.

22 Obligations under operating leases

	2024	2023
	£'000	£'000
Operating leases expiring within 1 year	13	42
Operating leases expiring within 2 to 5 years	46	2
Total operation leases	<u>59</u>	<u>44</u>

The above leases relate to:

Land and buildings	59	43
Photocopiers	-	1
	<u>59</u>	<u>44</u>

23a Analysis of net assets between funds (current year)

	Unrestricted funds	Restricted funds	2024 Total
	£'000	£'000	£'000
Fixed assets	1	-	1
Current assets	1,285	75	1,360
Current liabilities	(361)	-	(361)
Long term liabilities (note 20)	-	-	-
Transfer between funds	25	(25)	-
Total net assets	<u>950</u>	<u>50</u>	<u>1,000</u>

23b Analysis of net assets between funds (prior year)

	Unrestricted funds	Restricted funds	2023 Total
	£'000	£'000	£'000
Fixed assets	1	-	1
Current assets	1,236	110	1,346
Current liabilities	(297)	-	(297)
Long term liabilities (note 20)	(6)	-	(6)
Total net assets	934	110	1,044

24a Movements in unrestricted funds (current year)

	At 1 Apr 2023	Income	Expenditure	Net Trfs	At 31 Mar 2024
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
General unrestricted funds	934	1,401	(1,410)	25	950
Total unrestricted funds	934	1,401	(1,410)	25	950

24b Movements in unrestricted funds (prior year)

	At 1 Apr 2022	Income	Expenditure	Net Trfs	At 31 Mar 2023
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
General unrestricted funds	948	1,423	(1,437)	-	934
Total unrestricted funds	948	1,423	(1,437)	-	934

25a Movements in restricted funds (current year)

Funder name	Purpose	At 1 Apr 2023 £'000	Income £'000	Expenditure £'000	Net Trfs	At 31 Mar 2024 £'000
<u>National services</u>						
DfE	Helpline/LiveChat	-	331	331		-
The Monday Charitable Trust	Helpline/LiveChat	-	33	33		-
John Armitage Charitable Trust	Helpline/LiveChat	37	-	37		-
National Lottery Community Fund	Digital Development	45	--	45		-
sub-total		82	364	446	-	-
<u>Face to face services</u>						
WCC & RBKC SIB	Early Years intervention	(82)	177	65	(25)	5
St Giles & George	Befriending service	2	7	8		1
GLA Westminster	Parent Champion Service	1	61	61		1
Esmee Fairbairn Foundation	Early Years intervention	-	64	50		14
The Brook Trust	Early Years intervention	18	33	37		14
Fidelity UK Foundation	Family support/Change manager	6	-	6		-
The Monday Charitable Trust	Family support/Change manager	55	17	43		29
London Borough of Camden	Antenatal support	-	56	21		35
Young West Foundation	Brighter Future	-	20	20		-
Young West Foundation	Holiday Activities	-	13	10		3
WCC & RBKC ParentChild+	Early Years intervention	-	44	110		(66)
Westminster & RBKC	Ukraine Families Welfare Checks	5	65	70		-
London Borough of Hounslow	Active Families project	-	24	24		-
Westminster Almshouses	Young Carers support	4	7	7		4
Ealing Youth Justice Service	Whole Family Support	7	4	5		6
Various small grants		12	4	12		4
sub-total		28	596	549	(25)	50
Total		110	960	995	(25)	50

In March 2019, we started a multi-year project, ParentChild+, in Westminster and Kensington & Chelsea, whose primary objective is to narrow the gap in school readiness for disadvantaged children. The project concluded successfully in July 2023 and generated a surplus of £25k after meeting all funding conditions. According to the grant agreement, the surplus was subsequently transferred to general reserve.

As of 31st March 2024, the remaining balance was £5k and this will be used to cover the project's evaluation costs over the next two years.

In July 2024, we launched a similar project in collaboration with Westminster Council and the Royal Borough of Kensington & Chelsea. The project's deficit for the year was £66,000 (2023: deficit £0), resulting from timing differences between costs incurred and milestones reached to trigger income recognition. We forecast that all milestones will be achieved in the coming year, which will eliminate the deficit altogether.

25b Movements in restricted funds (prior year)

Funder name	Purpose	At 1 Apr 2022 £'000	Income £'000	Expenditure £'000	At 31 Mar 2023 £'000
<u>National services</u>					
National Lottery Community Fund	Digital Development	144	24	123	45
The Monday Charitable Trust	Helpline/LiveChat	33		33	-
John Armitage Charitable Trust	Helpline/LiveChat	44	45	52	37
sub-total		221	69	208	82
<u>Face to face services</u>					
The Dulverton Trust	Early Years intervention	2		2	-
Sport England	Active Families Project	5		5	-
The Rayne Foundation	Young Carers support	7		7	-
National Lottery Community Fund	Family Learning & Support	8		8	-
National Lottery Community Fund	Afghan Families project	11		11	-
Westminster, RBKC SIB	Early Years intervention	(178)	468	372	(82)
St Giles & St George	Befriending Service	7	6	11	2
GLA Westminster	Parent Champion Service	-	28	27	1
Esmee Fairbairn Foundation	Early Years intervention	24	66	90	-
City of Westminster Foundation	Parenting Support services	5		5	-
The Brook Trust	Early Years intervention	11	33	26	18
Fidelity UK Foundation	Family Support.Change manager	41		35	6
The Monday Charitable Trust	Family Support.Change manager	29	50	24	55
Westminster & RBKC	Ukraine Families Welfare Checks	-	82	77	5
Barnsley Metropolitan Borough Council	Support through crisis		30	30	-
London Borough of Hounslow	Active Families project	-	25	25	-
City of Westminster	Covid Vaccine Uptake		13	13	-
Westminster Almshouses	Young Carers support		7	3	4
Ealing Youth Justice Service	Whole Family Support		8	1	7
Various small grants		12	33	33	12
sub-total		(16)	849	805	28
Total		205	918	1,013	110

26 Agency arrangements

The Charity receives funds from the Department for Education in relation to the Helpline service and acts as an agent in the distribution of part of these funds to a third party. In the accounting period ending 31 March 2024, the Charity distributed funds of £228,012 (2023 - £228,012) to Gingerbread which is not included in either income or expenditure. No administration charges were taken in relation to administering this transaction. The amount held by the Charity as an agent at the year end is £19,001 (2023 - £nil) and is held in trade creditors.

We build better family lives together

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Charity Number 1077722
Company Number 3817762
Registered in England and Wales

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Accounts



Annual Report

Annual Report
and Accounts

2022-23

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Welcome

From our Chair and Chief Executive

For many families, life has seemed a little more normal this year as we have begun to recover from the impact of Covid-19 and families have been able to move on with their lives. However, many others are still feeling its impact whether through illness, a change in employment, housing or through the cost of living crisis which affects many of the families we support.

We are pleased that this year we have continued to deliver a wide range of services for families, often working with those who are struggling with poverty, increasing levels of child to parent violence and the impact of family breakdown. We have been successful in delivering new services, such as the mental health and wellbeing project in the City of London, a perinatal service in Camden, as well as a new mental health service in Barnsley. We have continued our core work in early years, befriending, parenting support and for the first time were able to run a parenting group specifically for parents who are deaf. We have played a critical role in supporting Ukrainian refugees in London assisting with their resettlement and the trauma of their experiences. This is a huge credit to our Westminster team who have responded at speed and to complex scenarios.

We continue to build on the benefits of a more digitally connected world through the way we recruit and train both our volunteers and staff, and in the way we deliver our services to families, which continues to utilise a hybrid model where appropriate. We continue to seek out the latest technologies and innovation to make it easier for families to find the help they need and reach those who may struggle to access online support.

This year has been the first of focussing on our new strategic aims and we remain committed to four main areas: building stronger families; raising children's potential; supporting families experiencing child to parent aggression and violence; and connecting families and communities.

We recognise that although life feels more normal now, the pandemic had an impact on families in ways which were both immediate and long term. Our work will focus on supporting them to manage not only today's challenges but tomorrow's too with services designed to reduce the attainment gap, build greater resilience and unlock potential.

We look forward to working with you to continue this vital support.

Neena Rupani, Chair and Jeremy Todd, Chief Executive



What we do

Family Lives was formed over 45 years ago by volunteers, with the aim of ensuring that all parents and families had somewhere to turn before they reached crisis point. We know that the right support at the right time makes all the difference. This support is even more vital as the pandemic and cost of living crisis continues to impact on families.

We're here to support families, with whatever they're going through. We believe all families should have access to active support and understanding. We provide vital support to tens of thousands of families every year through our national helpline, online via email, live chat and our website. We work directly with families through our wide range of services in areas across England.

We support families experiencing a wide range of issues. These include aggression and violence from their teenager, supporting couples in conflict, befriending for vulnerable families, mental health and parenting support, as well as our home-learning programme, ParentChild+, which aims to reduce the school readiness gap.



Why we support families

We understand the difference that accessing appropriate and timely support can make to families in crisis. They know there is someone at the end of the phone who will listen to them. And we know the crucial long-term impact early intervention has on families and we support this through programmes such as ParentChild+ and family befriending as described below.

The expertise of our staff and volunteers is at the heart of everything we do, and we work together with them to support families through our range of services. We have always been a volunteer-led organisation and we simply could not do it without our volunteers who work alongside our staff. Many of our volunteers began their relationship with us as service users but have stayed to support others on their journey – a testament to the support they themselves received.

Our helpline is central to our work and remained a beacon of support throughout the pandemic. We recruited and trained many more volunteers last year – including over 160 call-takers. Not only were we then able to answer more direct calls, we could also improve the running and impact of the helpline in line with our strategic goals.

We know that many families also need more intensive, longer-term support which we have built up in the areas we work in across England, providing befriending services to thousands of families. In 2018 we introduced ParentChild+, a programme addressing the school-readiness gap, which is now going strong in several areas. This year we have extended it to Tower Hamlets, a London borough with the highest child poverty rate in the country.

Our values

Mission

We build better family lives together

Vision

Families should have access to active support and understanding

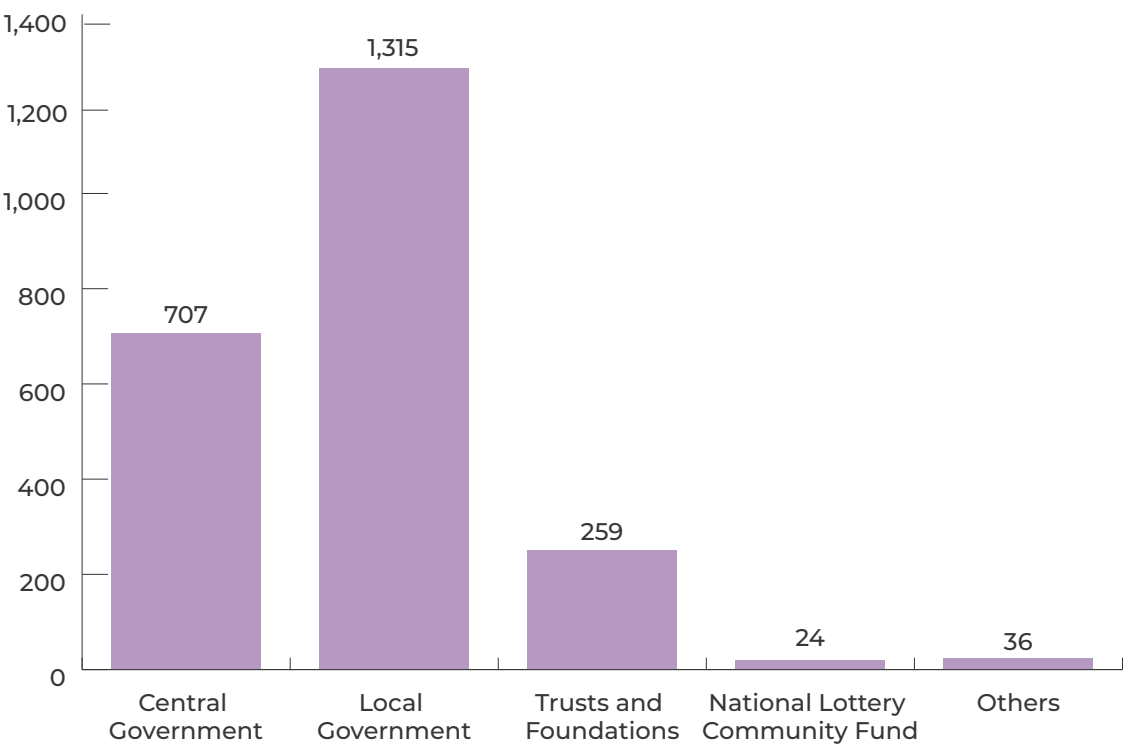
We value being

**Collaborative
Compassionate
Trustworthy**

Our finances Summary

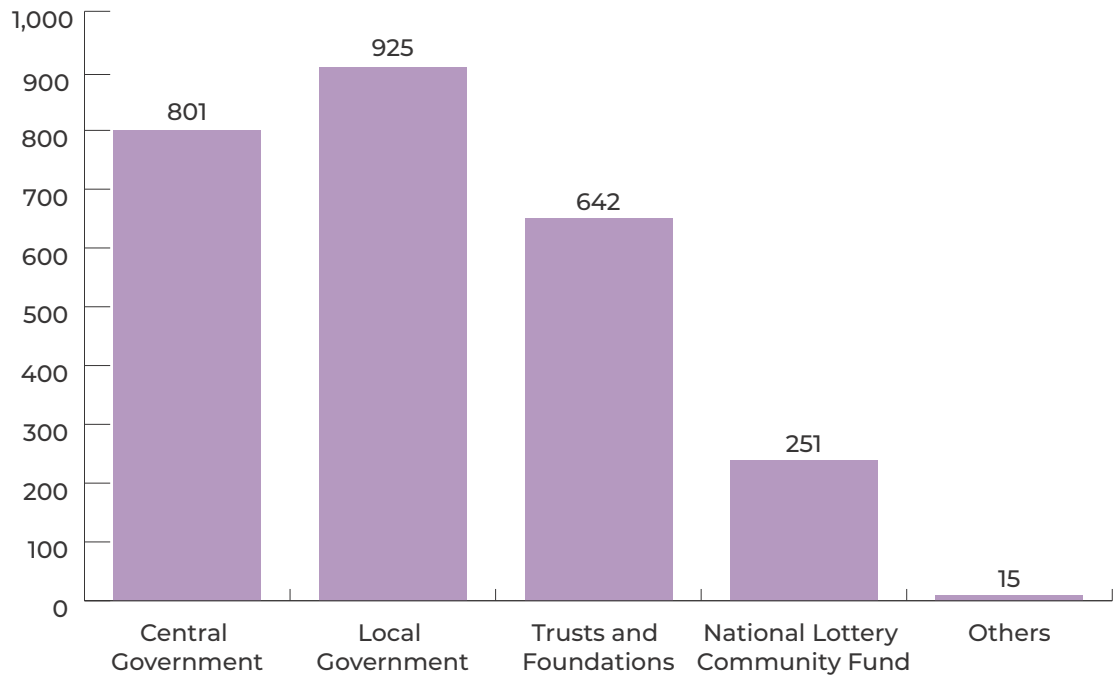
Funding received 2023: £2,341,000

Source of income (£'000):



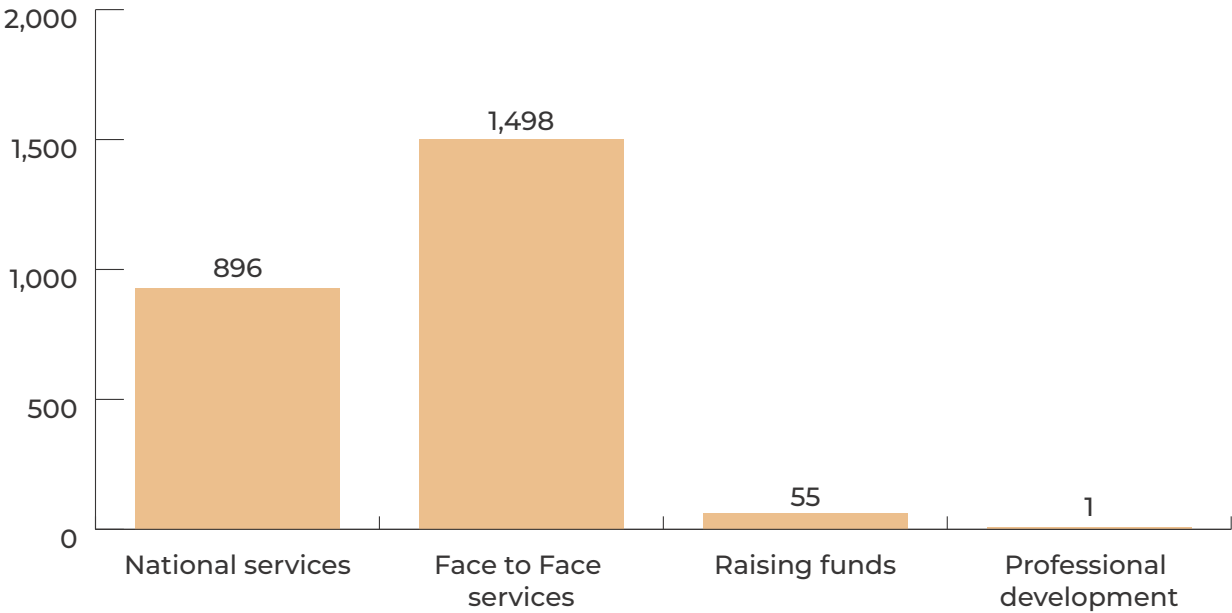
Funding received 2022: £2,634,000

Source of income (£'000):



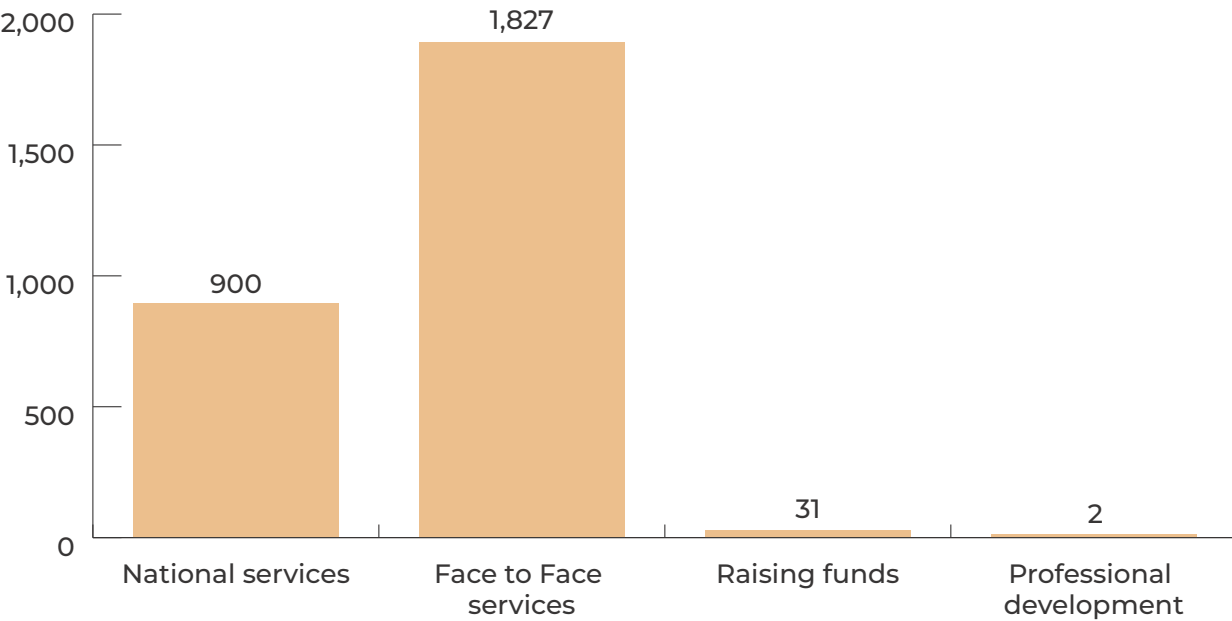
Summary of expenditure 2023: £2,450,000

What we spent the funding on (£'000):



Summary of expenditure 2022: £2,760,000

What we spent the funding on (£'000):



Our impact 2022-23

Summary

How we help

Our most recent user survey showed that (of those who responded):

- 97% of helpline callers, 96% of chat users and 90% of email users felt more confident to deal with their situation as a result of using our service
- 97% of people using our face to face services rated them as 'Excellent' or 'Good'
- 93% of website users would use it again and 88% of website users were satisfied or very satisfied

Who we support

Income of under £15,599

- 50% of email users
- 33% of website users
- 31% of helpline users
- 32% of live chat users

Parent or carer of a child with a disability or additional needs

- 32% of email users
- 31% of website users
- 26% of live chat users
- 22% of helpline users

Single parents

- 52% of helpline callers
- 30% of email users
- 30% of live chat users
- 27% of website users

From ethnic minority backgrounds

- 17% of helpline callers
- 16% of website users
- 7% of live chat users
- 5% of email users

English as a second language

- 20% of email users
- 12% of helpline users
- 11% of live chat users
- 11% of website users

Our Strategy 2022-25

Since our beginnings more than 45 years ago, Family Lives has supported families from the very first days of becoming a parent through to the teenage years and beyond. We are proud to offer support across the age range so that families can turn to us whenever they need us.

To allow us to reach as many families as possible, and respond to increasing areas of need, we are focussing in on four specific objectives:

Our strategic aims are to:

1

Build Stronger Families

To ensure more families have access to a range of family support when and how they need it

2

Support Families Experiencing Child to Parent Aggression and Violence

To raise awareness of the increase of child to parent aggression and violence, and to support families experiencing this

3

Connect Families and Communities

To support families to feel part of their community and access local resources

4

Raising children's potential

To support families in the early years to help more children be ready for school and have the same chances as their peers

Our priority areas for action

Our strategic goals give us a long-term focus. We expect our priorities and activities to flex over time as we adapt to seize opportunities in the changing external environment and as we respond to the needs of families.

Our internal efficiency and productivity and the development of staff and volunteers underpins our work with families who need us. We were innovative and adaptive in our support of families during lockdown and are building on this learning as we grow our range of support and services. We will also continue to focus on income diversification.



Welcoming our new Chair of Trustees

Family Lives is delighted to announce the appointment of Neena Rupani as Chair of Trustees with effect from March 2023. Neena Rupani takes over from Anastasia de Waal after 14 years in the role. Anastasia was appointed as chair in 2009 and has seen the charity through significant periods of change as well as the challenging years of the Covid-19 pandemic. We are hugely grateful to her guidance and dedication over these past years.

Neena has been a trustee of Family Lives for over six years, initially drawn to the charity by being impressed by the power of the support and interventions offered in supporting the entire family and the ability to improve life chances for parents and children.

She understands the ups and downs of parenting and family life which everyone experiences, and believes that getting the right help at the right time can be pivotal for the entire family. She recognises that when families are experiencing issues such as

mental health or ongoing bullying, it's easy to feel like you are on your own, but being able to reach out to someone else can make such a difference. Family Lives' helpline, chat services and website do just this. In this new role, Neena is keen to build on the excellent work Family Lives has done over the last few years and make sure that the organisation has a solid foundation so that it can enjoy a long, bright and sustainable future supporting even more families.

With a background in Economics, Neena has over 25 years' experience in the telecoms sector with roles in commercial management, pricing, and regulation. As a parent, Neena feels strongly that having the right support available when you don't know where to turn can make all the difference to families and a child's future prospects.

How we support families

Helpline, livechat and email support

It has been yet another busy year for our national services. We have answered thousands of calls, chats and emails providing advice and support on parenting and family issues, as well as supporting a phone in on ITV's This Morning programme.

We achieved this thanks to our staff and the contribution and commitment of our dedicated volunteers across the country, who donated over 12,447 hours of their time answering helpline calls and live chats.

Parents and family members contact us at times when they are most in need of a listening ear to support and guide them, often in highly distressing situations with nowhere else to turn.

Our staff and volunteers use a guided process to enable the parent or family member to explore the reasons for their own or their child's difficulties and consider further actions they could take to improve their situation. We receive calls about all sorts of issues that families are dealing with, from parents who are unsure how to deal with their child's mental health, to supporting couples going through divorce or separation. As demand continues to grow, we are actively looking for ways to continue increasing our volunteer numbers. Our live chat service, reintroduced in 2020, has gone from strength to strength and we have recruited more staff so that we can expand our opening hours to support more people.

12,447

**hours of donated time
by our volunteers
answering calls and live
chats**

//

Thank you very much for being so understanding, it means a lot. Brilliant. People like you the end of the phone are worth their weight in gold.

//

Who called our helpline this year

- 45% of our callers are mothers and 26% are fathers (Last year: 43% and 25% respectively)
- 8% are relatives from outside the nuclear family (Last year: 10%)
- 9% are friends and other third parties (Last year: 12%)
- 52% are single parents (Last year: 48%)
- 31% of callers are on a household income of below £15,599 per annum (meaning they are living below the poverty line) (Last year: 32%)
- 18% have a disability (Last year: 17%)
- 17% of callers are from Black and Minority Ethnic backgrounds (Last year: 21%)

Feedback questions asked at the end of calls show the following:

- 99% of callers were satisfied with the service they received (Last year: 98%)
- 77% said they felt more confident to deal with their situation as a result of calling (Last year: 87%)

Online advice and support

In February 2022 we relaunched our website with a new design to help parents and families more easily find the advice they need. We have hundreds of pages of online advice and videos for families, covering a wide range of issues such as divorce and separation, family routines, bullying and issues at school, and more. We support all members of the family, from mums and dads, to grandparents, aunts and uncles, as well as the wider family.

Over the last year we have refreshed our online parenting course Parents Together, as well as launching new courses such as Let's Play which supports parents to understand the benefits of play - and we have another four courses in development.

We have also introduced a chatbot on our website to provide another way for parents and carers to quickly find the answers to their questions and we continue to fine tune and develop this.

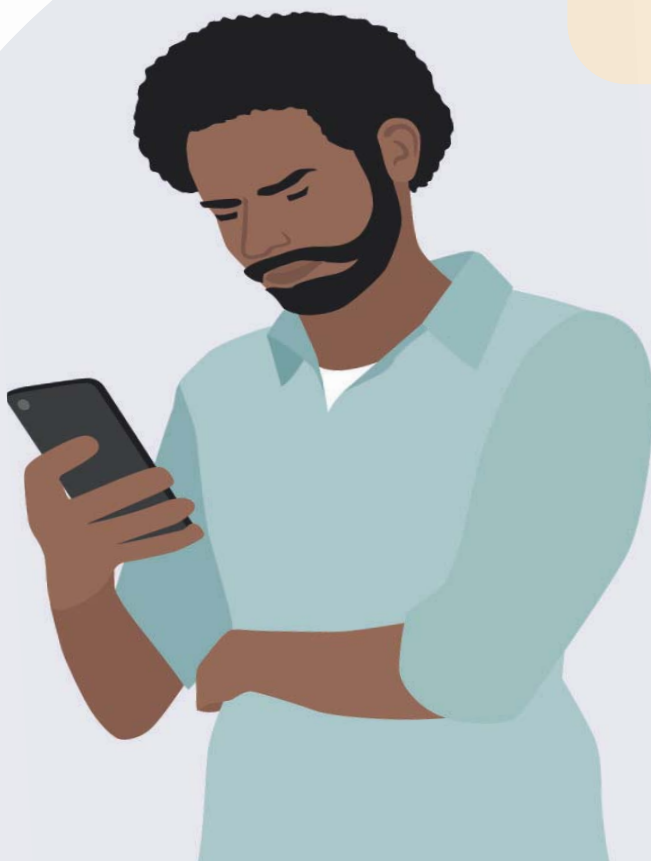
Feedback from our website survey shows:

- 93% would use the website again
- 91% were satisfied or very satisfied with the website
- 87% felt more confident to deal with their situation as a result of using our website
- 21% of visitors said that using the website meant they no longer needed to contact another service

Our website users also represent diverse demographics:

- 33% of website users had an income of under £15,599
- 31% are a parent or carer of a child with a disability or additional needs
- 11% of website users said that English was not their first language

(Survey carried out in February 2023)



Early years services

Improving children's school readiness

ParentChild+ is an early intervention programme for families with children aged 18 months to 4 years. It is designed to improve the home-learning environment so that children are more ready for school. Our home visitors work with the parent and child together for 12 to 15 months through regular sessions.

The programme helps to develop strong parent-child relationships, improve family collaboration, build on families' strengths and provide strong foundations for life-long learning. We have projects delivering ParentChild+ in locations across London including Tower Hamlets, Westminster and the Royal Borough of Kensington and Chelsea.

Our ParentChild+ service in the London borough of Westminster and the Royal



Borough of Kensington and Chelsea is coming to the end of an amazing four-year journey. Over the last year, the team focussed on and has seen success in the overall development of neuro-typical and non-typical children, with over half of those accessing the service having a diagnosis or emerging additional need.

The team attended bespoke training delivered by Speech and Language Therapists to enable them to better support these children and their parents. This also led to them including a greater variety of sensory toys and books provided to families to better meet the needs of these children.

They supported 14 children from Afghani families who have been living in a hotel since arriving in the UK. In mid-February 2023, these families were rehoused to areas in the north of England with little notice. All of them have since completed the ParentChild+ programme by video link and had a virtual graduation in May.

//

Now he loves books more, before bed he brings lots of books for me to read. The books are amazing. Since reading the doctor book he is not scared. I see big progress in his language, he knows more words.

//

//

ParentChild+ has benefited my daughter, from having little to few words to forming sentences. She is now able to speak clearly and confidently. I have learnt how to play with my child. This has made my relationship stronger, we both read to each other every day and feel my daughter is more knowledgeable.

//

This year: In Tower Hamlets we supported 16 families; in Westminster and the Royal Borough of Kensington and Chelsea we supported 93 children, together with their parents and carers

Last year: We supported 300 families providing over 9,400 sessions

Supporting new parents and kinship carers

Our perinatal service in Barnsley, South Yorkshire, supports new parents and kinship carers who may be experiencing isolation and low emotional wellbeing. The service began its fourth year in 2022 and reached more parents in the very early stages of their journey into parenthood, both during pregnancy and following the birth.

Most of the parents and carers we have supported experience mild to moderate depression and anxiety, often caused by domestic abuse, antenatal and/or postnatal depression or isolation during the pandemic.

The core support provided by the service is through our volunteers who offer befriending visits in the home, community and virtually, as well as telephone support. We held peer support coffee mornings and events such as a picnic in the park, creative play sessions and a Christmas gathering.

Our service has been pivotal in providing reassurance to those parents and carers experiencing high levels of worry about their baby's wellbeing and potential risks. It enables them to become more confident and resume normal ways of living after the pandemic. It has helped reduce their sense of isolation by connecting them with other parents and carers as well as the local community.

This year most parents cited the cost of living crisis as having a detrimental effect on their emotional wellbeing, as well as causing relationship difficulties and worries. Many of the families we support are from other parts of the world who had resettled into a new community during the pandemic and the cost of living crisis. This further compounded their sense of isolation while making the huge adjustment to being parents or kinship carers.

Many have continued to consolidate their new friendships and gone on to support other parents within and beyond the project.

//

It has been lovely meeting other mums and babies. Being out of the house to socialize with others makes it worthwhile.

//

Observing their growth as parents and carers, friends and active community members alongside their increased confidence, happiness and developing friendships has been rewarding for our staff and volunteers.

Many of our volunteers have also moved on to paid employment, college or university to pursue caring careers. This includes two securing temporary sessional roles within Family Lives. We believe this strengthens communities and leaves a sustainable legacy.



This year: We supported 50 new parents whilst continuing to support 36 existing families through 181 individual support sessions and 52 befriending sessions.

Last year: We supported 39 new mums through 370 befriending sessions



Perinatal wellbeing service

The Parents Matter Perinatal Wellbeing service supports new and expectant parents living in Camden, London, to improve their mental health and wellbeing.

The service provided one to one and group support for parents who require additional support during pregnancy and early parenthood, aiming to increase resilience and their ability to build and sustain positive relationships.

The service trained 22 peer supporters who delivered one to one and group support within community settings. The service supported groups and provided awareness raising sessions which have been run in response to identified needs.

We supported parents with reducing social isolation, increasing their self-confidence, and fostering a positive relationship with their baby. We welcome mums and dads to our parenting groups and signpost to local services and resources as relevant. We ran more than six 'sharing space' sessions covering topics

including: maternal mental health, self-care, resilience and growth, and positive relationships and boundaries.

//

I wish I knew this service earlier! I needed this service desperately since I had my baby. Thank you very much for your support and listening to me.

//

This year: We supported 20 individuals and 181 families

Last year: N/A

Early intervention outreach service

The outreach service in Westminster targets families in many different scenarios including those with children under five, teenage parents, refugees and asylum seekers as well as parents experiencing domestic violence and mental health issues.

We support families with the following things: parenting; help to apply for material grants and financial support; childcare and nurseries; adult education, training, and employment; relationship issues/domestic violence; isolation and depression; and many other issues.

The outreach service acts as a gateway between families and services. We assess families and help them identify their needs and address their concerns, then liaise with other professionals and services who would support these families. The service focuses on improving families' physical health, wellbeing, emotional needs, keeping children safe, reducing isolation, employment, parenting and financial needs.

The team also plays an important role in introducing families to local children's centres and services and helping them to integrate with their local community. Many of the families targeted by the service are not English speakers, hence most of the outreach workers employed by Family Lives speak the community languages to encourage families to integrate and participate, and to ensure equal opportunities and enhance their involvement in the community.

//

I never known that such support exists, thanks to you I can access food banks and food pantry and I can feed my children healthy food, whereas previously I would give them black tea and bread for dinner.

//



//

I was seriously thinking of returning to my abusive partner, I wasn't coping with the cost of living as a single mother of four, but now with your help and the services you introduced me to, I feel I can manage again.

//

This year: 1,934 adults and children reached

Last year: 2,355 families supported

Children and family services

Befriending 0 to 5 years

This project in Westminster offers support to families with children aged 0-5 years and provides emotional and practical support for up to six months. Over the last year, there have been so many pressures put on families that there has been an ongoing impact on the number and type of referrals we receive. Families have required support with accessing and navigating support and services, as well as emotional and parenting guidance.

Factors such as the cost of living, housing, long Covid, unemployment and benefit caps have affected many parents' emotional wellbeing. As a result, there has been a lot more collaborative working with internal and external agencies to provide coordinated support to families.

In addition to the volunteer befriending support we provide, we have seen a high increase in the number of families requesting referrals to food and baby banks just to get by. We delivered bespoke Family Lives parenting modules to parents to help them deal with parenting and couple relationship issues. This helped them build resilience and move on. However, taking time to look at their parenting and relationship issues has often revealed how much these elements are exacerbated by the cost of living crisis. Providing a compassionate support service allows parents to feel supported in a small way but makes a big difference..



This year: 50 referrals received

Last year: 50 referrals received

“

I never knew how important it is for my own mental health just to have someone to talk to, I feel like a big load has been lifted, thank you for listening.

”



Befriending 5 to 16 years

This service for families with children aged 5-16 years matches the main carer in the family with a trained befriender and gives them up to six months' support of 1-4 hours a week. The project supports families across the whole of Westminster.

The challenges faced by families have increased over recent months and years with Covid-19 and financial insecurity. Families referred often have a variety of needs, including emotional, financial, housing, parental boundaries or stress.

Our bendifenders are trained in parenting models which promote reflective and empathetic strategies. We can coach, encourage, and direct conversations which gives greater understanding of the pressures parents face and the wellbeing and safety of their children. We have referred some parents to parenting courses or specialist programmes to help understand conditions such as ADHD and Autism.

The bendifenders help families to navigate education, employment, mental health, and housing as well as work, schools, projects, and agencies. The families can be new to services where difficulties are picked up by professionals, or where the threshold for statutory intervention is not met. Equally we receive referrals from social workers where families 'step down' from Child in Need or Child Protection and can be supported at a lower level of need.

Working with other agencies, SENCO's, CAMHS, Youth Clubs, MIND, and Housing Advice specialist, we are part of a trusted network which helps the family move forward with relevant, non-judgemental and continuing support.

When families come to the end of their support, we look at other needs and ensure the family can move on or still be part of a supportive network if needed. Some of the parents we have worked with will seek to become bendifenders themselves as they see how practical and important the service is and gain confidence and knowledge which they want to share.

“

Your support was so important we didn't feel judged or that we had failed, and helped us as a family to share and communicate.

”

This year: 24 families referred

Last year: 19 families referred
(September 2021 to March 2022)



Early Help

The Early Help service supports families who have been 'stepped down' from the Local Authority's Early Help Team. The support lasts for four months and families are matched with a suitable volunteer which families find beneficial, especially if there is a language barrier.

The service is going very well and the working partnership with the Early Help service allows parents to go through the transition and close their case smoothly and positively. Parents feel less anxious and worried about closing the case with Early Help and being alone; instead, parents feel empowered.

We also provide parents with 'sharing space' sessions where various topics are discussed, with Family Lives providing any support to empower them in their ability to support their own children and be part of a community. Topics include attachment, how to reach secure attachment, as well as how that impacts their children emotionally.

Parents made good progress, finding the project approachable and enjoying good communication and trust with their volunteer. Some of them were impressed with

the support that they got from the befriender and were looking to start volunteering with Family Lives to become a befriender themselves.

//

Really happy with all the help and support that I've had from you. I now feel I can cope and more importantly enjoy my family.

//

This year: 40 families supported

Last year: 41 families supported

Family coaching

This service provides emotional support and practical advice to families with a child aged under 19 years old. Our staff and trained volunteer mentors work alongside the Supportive Action for Families in Ealing team.

We listen to the challenges that families face and support them to find solutions to help build stronger relationships between parents and their children. We support parents and carers through a wide range of difficult situations when they need us the most. This can include: helping to manage routines and boundaries, reducing child aggression towards parents and siblings, overcoming isolation and barriers to socialising, and finding ways to co-parent their children. We also offer support to parents of children with Special Educational Needs and Development (SEND) and those awaiting assessment and diagnosis.

We are now in our seventh year of this vital service and have supported 102 families this year. Our 8 to 10 weekly sessions are tailored to meet the needs of the families we support and are offered through online calls, or face to face visits in the home or local community, either by our trained Volunteer Family Mentors or Family Support workers if more intensive support is needed.

We have trained six volunteer mentors this year, who have also been able to offer families support in community languages – Arabic, Urdu, Somalian and Farsi.

We have delivered three parenting programmes this year which reflect the two most requested topics by our parents and carers. These were 'Raising Confident Children', aimed at parents who are struggling to understand and cope with difficult behaviour from a child with undiagnosed or diagnosed additional needs and 'Time for You', for parents and carers to recognise the importance of their own wellbeing to be able to more effectively support their child/children's wellbeing.



"

Far exceeded my expectations and I believe that the collaborative nature of the sessions with other parents, plus competent and skilled course leadership, really made this worthwhile. There were a number of strategies which through discussion helped hone and develop these skills and has provided useful tools.

"

This year: 102 families supported

Last year: 120 families supported



Holiday activity and food programme

The Holiday Activity and Food Programme in Westminster is for families with a child aged 4 to 11 and their siblings. It delivers high-quality holiday activities and family learning opportunities for families who are on a low income and receiving free school meals.

The wider aim of the programme is to address food poverty and the impact of the cost of living crisis on parents, carers, and others in a parenting role. Many families - who may otherwise be isolated and without the resources and funding to provide quality holiday activities for their children - are offered a range of exciting indoor and outdoor activities along with the provision of a free healthy lunch for the family.

The service encourages the following positive behaviours:

- Healthy eating over the school holidays and understanding more about health and nutrition.
- Being active during the school holidays
- Family learning, positive family engagement and peer socialisation
- Keeping safe and building confidence

Parents and carers have expressed how helpful the activities have been and the benefits they and their children have experienced. Some families have benefitted from attending several exciting activities over the holidays including Kew Gardens, London Zoo, the Cartoon Museum and the London Science Museum. During the winter school holidays many families came along to indoor arts and crafts session activities at the Family Hub Centres, showing the importance and value of getting out of the house for an activity, even during cold weather.

//

My daughter was so excited to come, and she woke up very early to go to the zoo!

//

This year: 75 families attending activities

Last year: N/A

Helping families stay active

This service in Hounslow provides parents with weekly one to one support of up to 1.5 hours for up to four months. Sessions can be face-to-face, over the phone or via video calls where our befriender listens and helps set achievable goals, enabling parents to become more active with their children. Parents are given the opportunity to talk through the issues affecting them and/or their family.

The project has made a positive impact in an area of high health needs to improve lifestyle activity. We have developed good relationships with other local services across Hounslow (including statutory and voluntary sectors). These connections have contributed to our high referral rate of 33 families in the first six months of the project. Most referrals come from local authority Early Help services and local primary schools as a result of the relationships we have established.

The Hounslow Early Help Hub Manager said: “[Energise Families] have been a great supportive service to local families in Hounslow. Following on from the pandemic many families require support. A number of services in Hounslow have long waiting lists and [Energise Families] have been able to provide early intervention support to families before they reach crisis point.”

Feedback received from one parent on the service included: “Having space to talk through problems and having an outsider help me find perspective was really helpful”.

This year: We supported 44 families through 370 befriending sessions

Last year: N/A



//

Amazing, brilliant service. I felt safe and comfortable sharing my story. As a single mum of 3 children I was heard and support with my issues.

The worker was helpful in getting me to think outside the situation, about the things I had achieved and supported me in getting holiday clubs for my children so that I could continue to work.

I learnt a lot about my own self care needs, and to put in time for me. I would recommend this 100%. It is so needed.

//



Supporting young carers

Westminster Young Carers service provides one to one support to young carers by visiting them regularly and building up strong relationships with the carers and their parents. This helps parents to understand their children's needs even when they have complex physical or mental health issues themselves. We provide children with activities designed to help free them of any stress and enable them to spend quality time with their peers.

In the half terms and holidays, we organised trips and workshops such as to the National Gallery (Christmas show), London Zoo, the British Library, the Wallace Collection, and the Science Museum. The trips support the young carers to build their confidence and social skills with other children.

We also supported parents to engage with other services to build their confidence in parenting and helped by inviting them to 'sharing space' sessions. The parents also attended workshops that we ran for the Violence Reduction Unit project as well as raising awareness around gangs and exploitation.

“

I haven't seen my daughter as happy as she is while in the group activities and the trips. You have given her a chance to forget about my disability for a few hours and enjoy her time as a child.

”

This year: 13 young carers supported in one to one sessions, for 108 hours, plus activities and trips in 11 sessions for 63 hours

Last year: 42 young carers supported



Supporting families living in recovery

The Families Living in Recovery service provides free, abstinence-based rehabilitation treatment to adults in Hertfordshire who are addicted to drugs and/or alcohol.

We take a family-approach to rehabilitation by offering structured group work and individual counselling support to over 400 individuals, families and carers affected by addiction each year.

Our approach supports ongoing abstinence in the community and enables individuals to re-integrate back into society and reconnect with their family.

It is a consortium project formed by The Living Room, Relate (London Northwest & Hertfordshire) and Family Lives. In 2019, we came together to deliver Hertfordshire's Drug and Alcohol Community Rehabilitation service funded by Herts County Council.

//

I felt broken with no confidence and lack of self-esteem. I'm now able to communicate with my children and husband in the right way, I've set solid boundaries and I have identified my co-dependency issues and how to tackle them. This service has not only changed my life it also has changed my children's.

//

This year: We supported 32 parents individually and ran 59 workshops/groups

Last year: We supported 28 parents through individual support and ran 42 groups/workshops



Supporting families experiencing isolation

This service supports families who have been 'stepped down' and closed from the local authority early help team. Our volunteers support each family for four months.

This year our volunteers have been more involved with other professionals supporting the families. This included being invited to the 'team around families' meetings alongside the volunteer development officer as they have been active and engaging well with the parents.

Parents with long-term health conditions were very isolated and not able to go out for very basic things. With the support of volunteers, parents were more able to go out, meet others and make friendships while they were attending groups and activities in their area.

We also provide parents with 'sharing space' sessions in which various topics are discussed, with Family Lives providing any support to empower them in their ability to support their own children and being part of a community. Topics include attachment and how to reach secure attachment, as well as how that impacts their children emotionally.

Parents accessing this service made good progress and improvement. Some of them were impressed with the support that they got from the befriender and were looking to start volunteering with Family Lives to become a befriender themselves.

This year: 14 families supported through 152 befriending sessions

Last year: N/A

Mental and emotional health support services

Community connectors

This service in Barnsley, South Yorkshire, provides support to anyone over the age of 18 who is experiencing mental or emotional health problems which are having a detrimental effect on their day-to-day life and activities. It is a new service for Family Lives, starting in October 2022, and is commissioned by South West Yorkshire Trust Partnership NHS Foundation Trust.

People accessing the service can be 'stepping down' from specialist services or waiting to access specialist support. They might be feeling lonely, isolated or struggling with the debilitating nature of low mood and poor mental health. Many don't know where or who to turn to for help.

The Family Lives team in Barnsley recognises that this is often people's experience. We meet people accessing the service where they are at and offer weekly support in the home, in the community, in person, online or over the phone for up to six months.

In six short months, referrals by professionals to the service have grown month on month and at April 2023, around 165 people had been supported out of an annual target of 200.

This year: 165 individuals supported through 205 1:1 sessions (October 2022 and March 2023)

Last year: N/A

//

This has been more than useful; I couldn't have done without it. I can't believe what it's done for me. It's been so sensitive to what I've been through with the loss of my wife and son. It's been important in showing me that there's a future and keeping me alive.

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It's been a positive experience for me to talk about not only what's happening with my wife and my feelings but other normal things too, in a relaxed environment with someone who isn't connected to the situation but is easy to talk to and listens.

//



Mental health and wellbeing project

This service in the City of London provides support to families and their children going through emotional and mental health challenges. It offers an individual support service where we meet with parents face to face to provide a listening ear and a safe space for them to offload. We work through each challenge, offer strategies, and monitor and modify these where necessary to make a positive difference in the lives of families. We work in partnership with the local authority Early Help team, The Aldgate School, and the Children's Centre to refer or signpost parents to specialists or further support.

We help parents come to terms with their child's diagnosis, how and where to access support to cope with their child. This has an impact on the family as a whole. We support parents with babies and children to find ways to promote healthy eating habits, improve sleeping habits, and establishing an age-appropriate routine that works for the whole family.

We also support parents to understand their children's emotional needs during a relationship breakdown, and how best to support children to reduce the impact on their emotional, mental, and general well-being. We work with parents to understand the importance of working with other school professionals to ensure their child returns to school, which will lessen the stress on the family. We deliver sessions on issues that are pertinent to parents, where it is interactive and inclusive allowing parents to access peer support, listening and supporting each other.



This year: 24 families supported

Last year: 16 families supported
(September 2021 to March 2022)

Reducing violence and aggression

Violence reduction unit

This project supported parents with parenting and understanding teenagers' needs, especially with parents from different cultures who find it hard to engage with the community and support their children. To do this, we recruited 20 volunteer parent 'navigators' who speak several languages including Arabic, Kurdish Sorani, Farsi, Bengali, Turkish, Urdu, Tigrine, French, Russian, Czech, Dutch and Amharic. We have five male volunteers, one of whom speaks Kurdish which was one of our aims for the project.

The volunteer parent navigators attend meetings with families, work with families on a one-to-one basis, and link them with other services. They also interpreted for the parents, helped with filling in forms and signposting them, supported with registering for parenting courses, housing, and support to attend school and Child and Adult Mental Health Service (CAMHS) appointments.

The project also delivered workshops for parents, in partnership with the local mental health IAPT service, focussing on taking charge with stress and worry, building confidence, and assertiveness and unhelpful

thinking. The team also signposted parents to relevant parenting courses.

//

The support was very helpful as the parent navigator was a Arab speaker I felt very confident to tell all my worries and get a support that I need it. I attended group sessions as well and I found them very helpful and supported me to be confident in supporting my teenage son.

//

This year: We supported 183 parents and 445 children

Last year: We supported 123 families and 342 children

Parent champion service

The Lewisham Parent Champion Service is for parents and carers of vulnerable children aged 5 to 24. Parent Champions are there to help navigate issues relating to education, the Youth Offending Service or social care. We provide a listening ear and access to information and support.

We had a huge surge in referrals this year due to parents wanting to participate in activities with their children over the holidays and weekends when this is often unaffordable.. We were able to provide vouchers to over 102 families to spend quality time together going for a meal, the cinema, bowling or to a soft play park. We have fostered good relationships with local schools who ensured flyers were circulated to families identified as needing

support. We also delivered four parenting workshops including one for fathers. These will continue to be delivered on a monthly basis covering the topics attendees have told us they would like to cover ranging from relationships with their teenagers, understanding and managing behaviour, parental conflict, separation, SEND and navigating the Education, Health and Care Plan process, as well as other general parenting issues and social needs.

This year: 148 referrals this year

Last year: We supported 31 families (October 2021 to March 2022)



Parenting groups

Family Lives is commissioned to deliver targeted parenting groups by Herts County Council to residents across the county focussing on parents of children with additional needs, specifically ADHD and Autism. We support parents of pre-teens/teens whose behaviour is challenging and where Child in Need and Child Protection plans may be in place. We also delivered a group for parents who are deaf.

Similar additional needs groups are delivered as part of the Ealing Family Coaching service. Accessibility through online delivery during the pandemic saw increases in attendance and higher retention rates resulting in the continuation of online delivery. Additionally, workshops have been delivered across several London boroughs on topics ranging from child to parent aggression, wellbeing, stay and play and again supporting parents of children with additional needs. They were aimed at a wide range of parents including dads and young parents who are homeless.

//

I found your service very supportive, helpful and empathetic.

//

This year: 15 parenting groups delivered and 7 workshops

Last year: We held 11 groups, through 68 sessions and 153 attendees

Our volunteers

Our incredible volunteers play such an essential part in our work, now more than ever, to support families who need us. We are incredibly grateful for everything they do. We are proud to hold the Investing in Volunteers quality standard for good practice in volunteer management, which sits alongside our Queen's Diamond Jubilee Volunteering Award 2012.

Our volunteers are at the very centre of the services we provide to families, both in the community and through our helpline. Over the last year, our volunteers donated over 30,780 hours of support through our helpline, online and face to face services.



We continue to develop strong links with colleges and universities near our helpline hubs to offer volunteer placements to students, particularly those studying counselling or social care.

All our volunteers receive substantial training before going on to support families. This is followed up with ongoing professional development and supervision. Our helpline volunteers undertake a 30-hour training programme to ensure they are equipped to become skilled and effective call takers. They support callers with a wide range of issues with care and respect. We are also now training volunteers online to ensure we can provide access to those who do not live near one of our helpline call centres. Our volunteer befrienders also receive appropriate training for their role. Our volunteers often benefit just as much as the people they support, going on to higher education or to find employment.

- 30,780 hours donated by volunteers through helpline and face to face services
- 12,447 helpline and live chat services hours equated to £198,903
- 17,950 face to face services hours equated to £336,921
- 198 admin hours for helpline services equated to £2,647
- 185 admin hours for face to face services equated to £2,473

Our volunteers



"

My role in Family Lives is to reach out to families and tell them about perinatal services. I work alongside the drop-in centres and reach out to families there. I wanted to get some experience and confidence. I have learned so much from my manager and working with Family Lives has boosted my confidence. I have met new people and work with different agencies. The training helped me to develop more skills and knowledge.

Volunteer befriender

"

"

I joined Family Lives as a volunteer during lockdown, I wanted to keep busy, learn new skills, be part of a team and support others. The training was great, as is the ongoing support from the supervisors. I have learnt such a lot! Often people just need a safe, non-judgemental space to talk, Family Lives offers this.

Volunteer call taker

"

"

I began volunteering for family lives during the second year of my psychology degree, I continued with Family Lives for two and a half years until recently being hired as an NHS assistant psychologist which is no small part thanks to this charity. The skills which I have gained from Family Lives were not only hugely valuable to my career, but even more so to my individual development and they are skills I will no doubt carry with me forever. The issues and people you encounter will undoubtedly broaden your perspective in so many ways. Not to mention, the support and empathy of the management and staff here is unmatched to any workplace I've been in. I couldn't recommend volunteering with Family Lives enough!

Volunteer

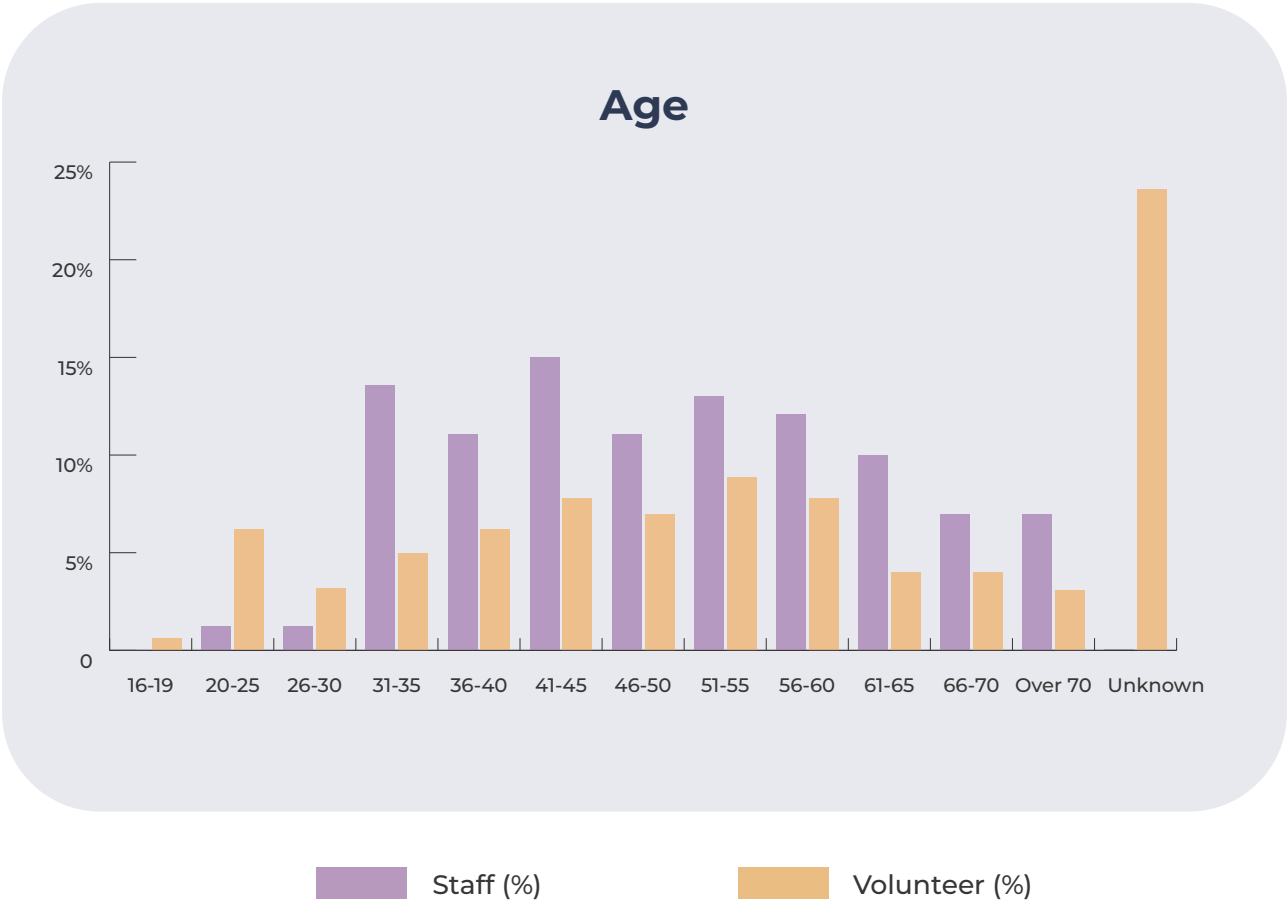
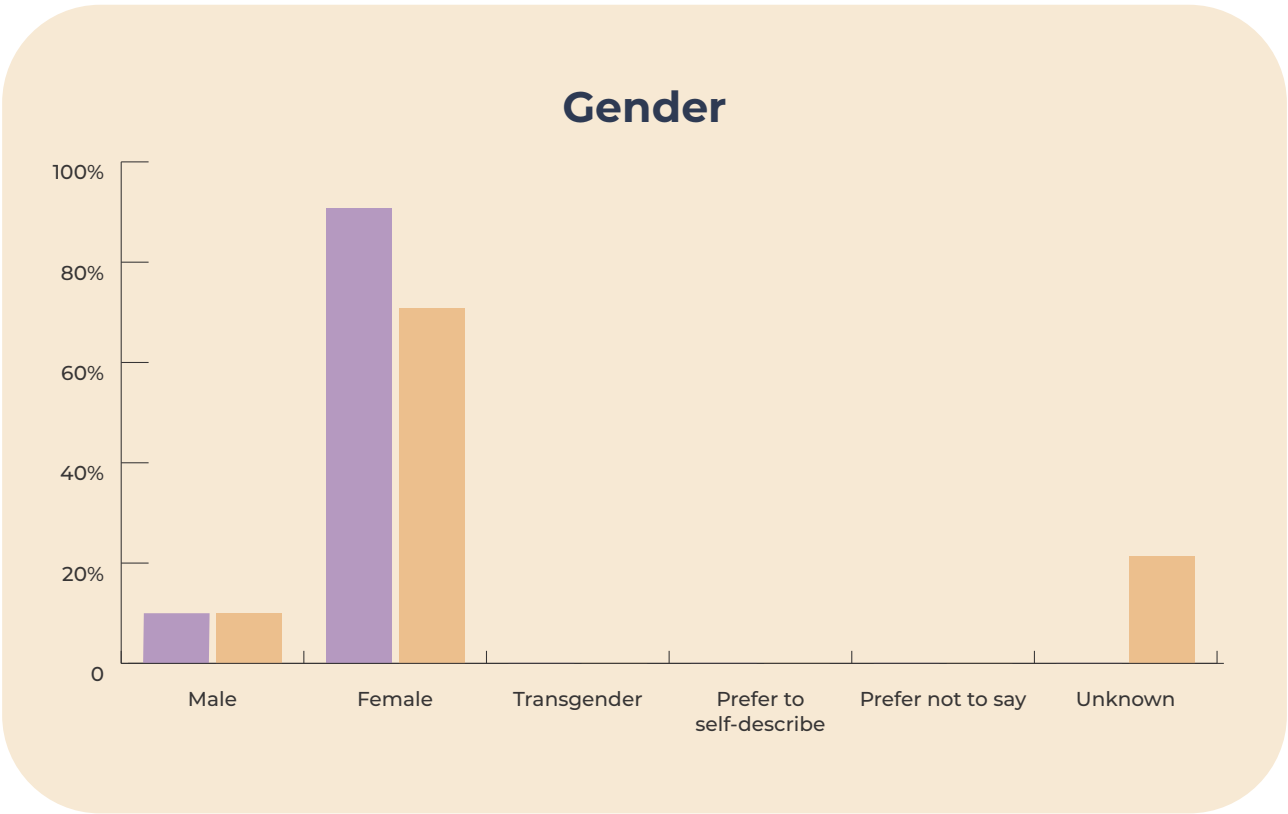
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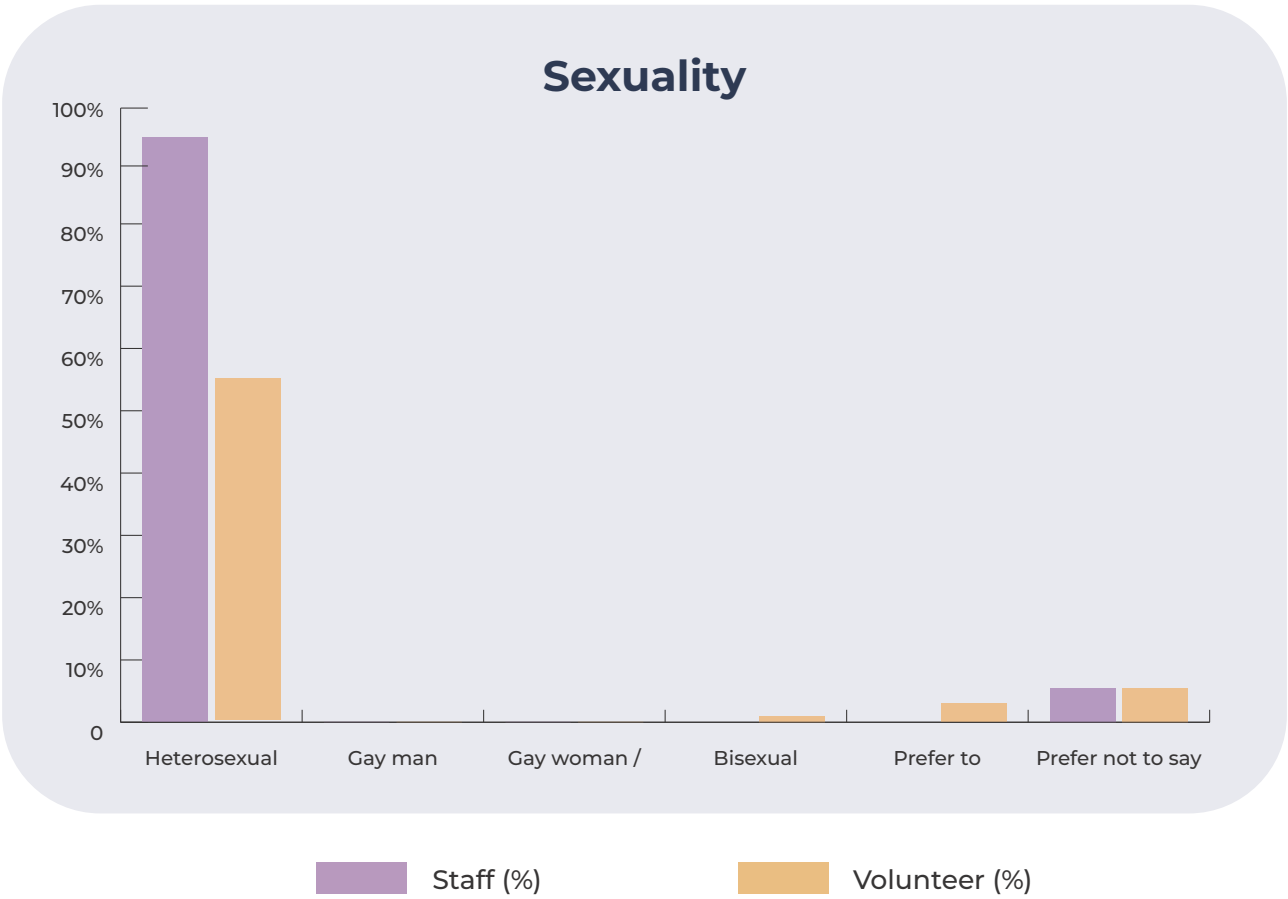
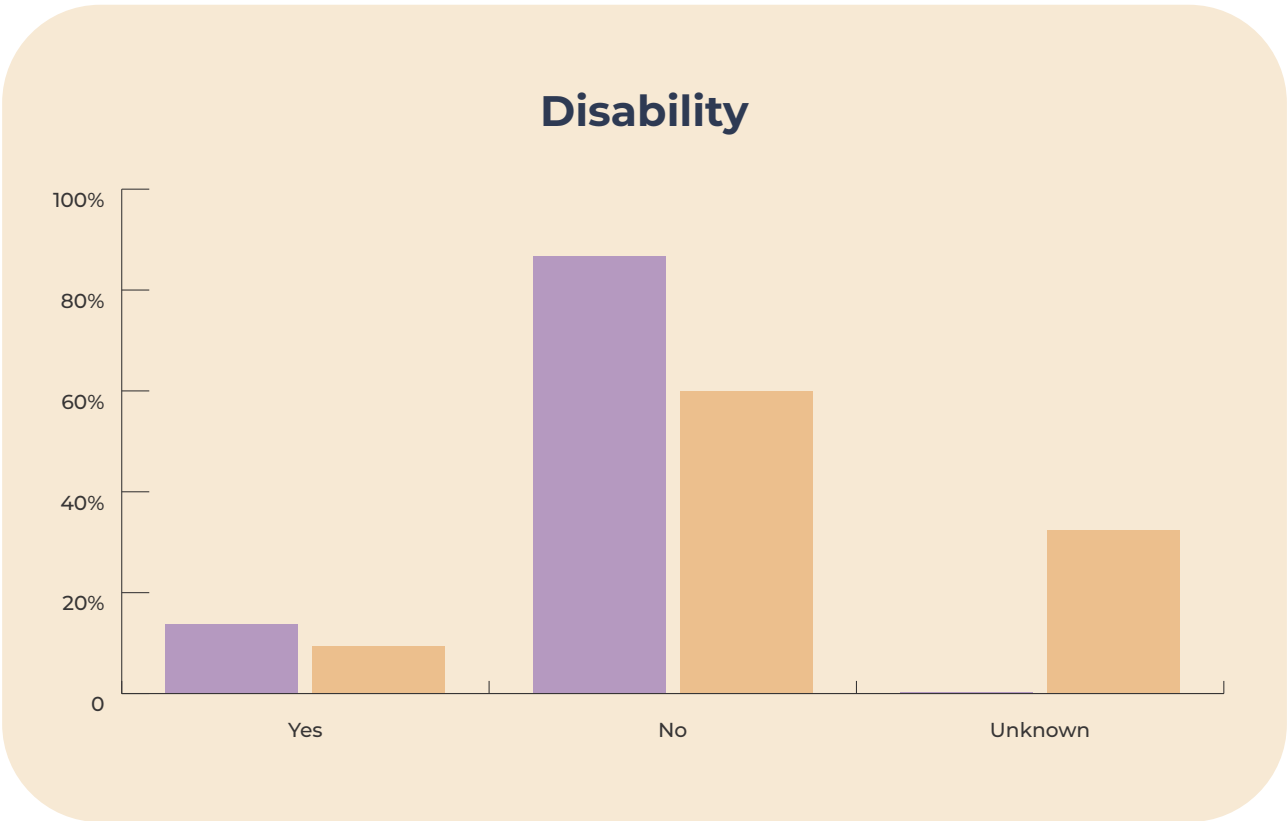
Diversity, equality and inclusion

Family Lives' vision is to ensure that all families have access to active support and understanding. We recognise that many of the families we support experience inequality and exclusion. We aim to strengthen diversity, equality and inclusion among our staff and volunteers to support our work with families facing many different inequalities. We strive to be an employer that is inclusive and values the diversity of all our staff and volunteers, and embeds diversity, equality and inclusion (DEI) into our culture, policies, behaviour, processes and systems.

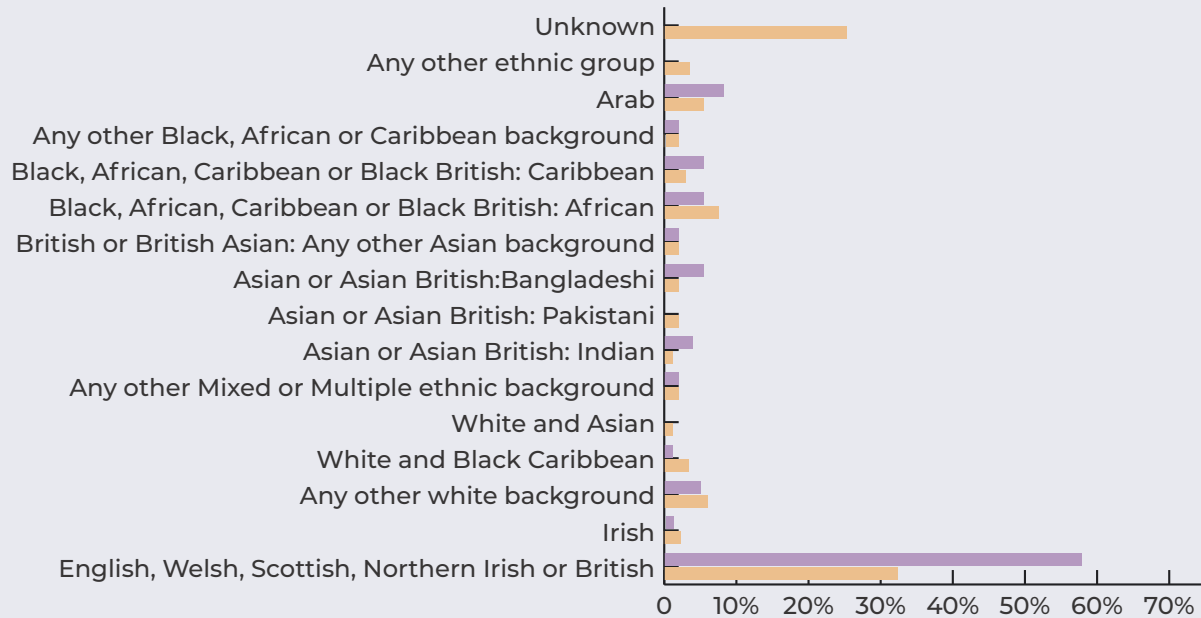
- Introduced a Menopause Policy
- Completed unconscious bias training for all existing staff and made it a requirement for all new staff and volunteers in their induction
- Produce guidance on the protected characteristics and how we provide support for staff and volunteers in each of these areas

This diversity data was collected via questionnaires sent out in April 2023. From 104 staff, 99 completed the questionnaire. From the 245 volunteers, 73 completed the questionnaire. The HR and volunteer databases were used to provide data for the missing individuals (where possible). Percentages are rounded to the nearest whole number (except for those that had under 1%).

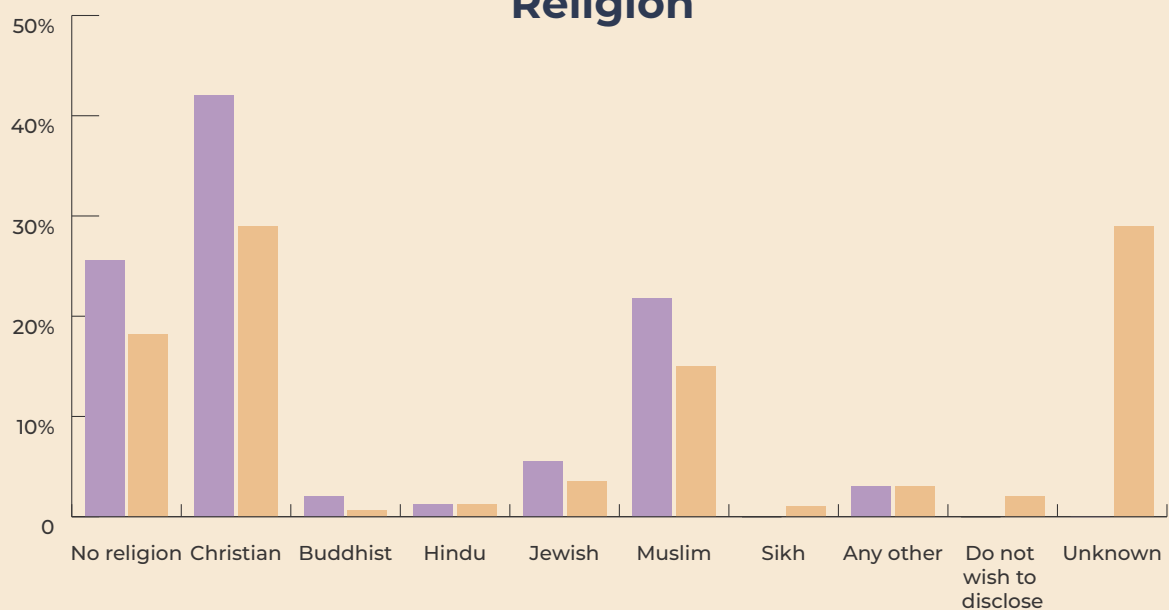




Ethnic origin

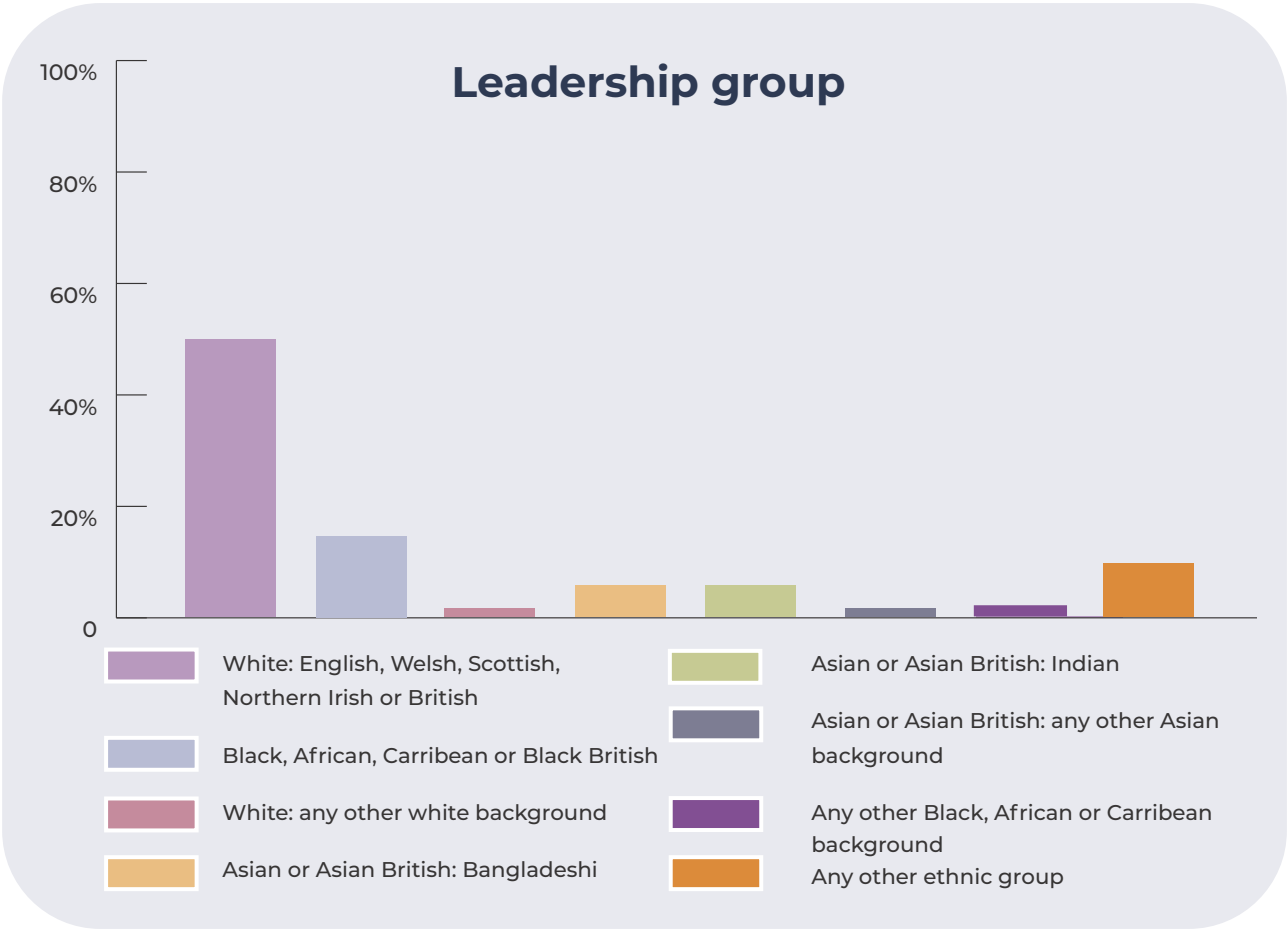
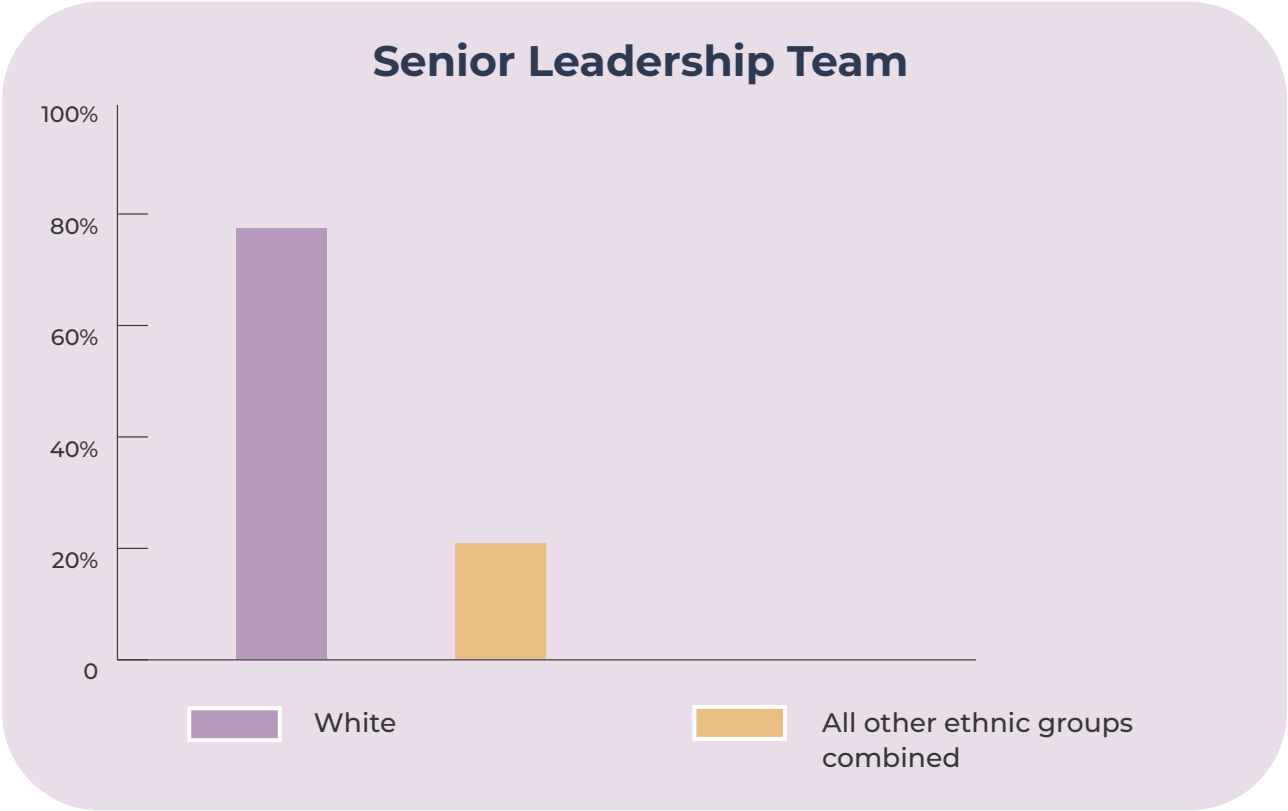


Religion



Staff (%)

Volunteer (%)



This Year's Financial Results

Summary

During the year, the charity raised £2,341k (2022: £2,634k) and spent £2,450k (2022: £2,760k). After allocation of the appropriate expenditure in the year against restricted funds, a deficit of £14k (2022: surplus of £25k) was deducted from the free reserves in line with the charity's policy.

The free reserves of the charity, after allowing for fixed assets of £1k (2022: £3k) and designated funds of £nil (2022: £nil), stand at £933k (2022: £945k). These funds represent free reserves available to the charity, which can be used for any purpose within its charitable objects.

Unrestricted funds

The charity raised £1,423k (2022: £1,501k) of general or unrestricted income. Expenditure of £1,437k (2022: £1,476k) was set against this, leaving a deficit of £14k (2022: surplus of £25k). The general reserves carried forward were £934k (2022: £948k).

Designated funds

No new designations were made in the year and there were no designated funds carried forward at 31 March 2023 (2022: £nil).

Restricted funds

A total of £918k (2022: £1,133k) of restricted income was received in the year and a balance of £205k (2022: £356k) brought forward from the previous year. Expenditure of £1,013k (2022: £1,284k) was set against this leaving a balance of £110k (2022: £205k) to carry forward to fund restricted activities next year.

Sources of income

£707k (2022: £801k) was received from Central Government sources, £1,315k (2022: £925k) was from Local Authority sources, £259k (2022: £642k) was from Trusts and Foundations, £24k (2022: £251k) was from National Lottery Community Fund and £36k (2022: £15k) from individuals, schools and corporate bodies.

Expenditure

Expenditure on National Services reduced to £896k (2022: £900k) as DWP's Reducing Parental Conflict project ended in the first quarter of the year.

Expenditure on Face to Face services reduced to £1,498k (2022: £1,827k). This was largely due to National Lottery funded 'Family Learning' and 'Afghan Communities' projects, Sport England's Active Families project and Education Endowment's ParentChild+ project came to an end last year.

Expenditure on Professional Development reduced to £1k (2022: £2k).

Investment in fundraising increased to £55k (2022: £31k) due to recruitment of Head of Income Generation and an increase in fundraising activities.

Reserves Policy

The Board of Trustees has agreed a reserves policy whereby the unrestricted funds not committed or invested in tangible fixed assets, ('the free reserves'), held by the charity should provide sufficient funds for an orderly wind down of the charity, if necessary at some future date. At 31 March 2023, this equates to £580k, leaving a buffer of £353k out of total free reserve of £933k.

The Trustees are mindful of the potential need to use the charity's unrestricted reserve as a buffer against the volatile funding environment.

Going concern

The Board of Trustees regularly consider Family Lives' financial position and future funding position. At the time of writing this report, most of the income required for the year ending March 2024 has been secured.

The Trustees believe that the forecasted results and strong level of unrestricted reserve together with measures taken to date will enable the charity to continue as a going concern. Details of reserve are set out on note 25.

Investment Policy

In today's uncertain climate, volatile equity markets and a recognition that the current reserves are not long term in nature, the Board of Trustees has decided to take a cautious approach to the investment of its liquid funds. Accordingly, these funds have been invested in a high interest COIF Deposit Fund account.

The pooled assets of the Deposit Fund are placed on short-term money market deposits in accordance with a careful management policy. The Fund can make deposits only to rigorously selected financial institutions approved by the Fund's trustees. For each counterparty, there are agreed individual deposit limits. This ensures that the Fund's assets are diversified across a range of institutions: the credit status of these is monitored daily.

Fundraising Policy

We always strive for best practice in fundraising to ensure our donors feel safe, valued and well supported – adhering to the Fundraising Regulator and other professional fundraising bodies.

We never buy or sell people's personal information. We respect people's wishes about how they want us to communicate with them, and we are confident that Family Lives data practices are compliant with the General Data Protection Regulation.

Most of Family Lives' income derives from statutory and Trusts funding with small donations coming from various sources. We undertake very little public fund raising activities and do not use professional fundraisers or commercial participators.

Our fundraising materials and approaches must be emotionally engaging and persuasive, but we seek to avoid causing distress and must protect the vulnerable.

We will approach donors with types of fundraising materials they might reasonably expect to receive and at a frequency judged to be in line with their behaviour.

We will not accept a donation if we believe it is unlawful to accept it or if accepting it is to

the detriment of the charity's achievement of its purpose. For example, we would not accept a donation if it could lead to other donors withdrawing support, a loss of volunteers or a future difficulty securing staff. In doing so, we will consider relevant Charity Commission guidance. The final decision on refusing a donation is taken by the Chief Executive.

We have never 'cold mailed' or 'cold called' the public to raise funds. We do not employ external companies to carry out fundraising on our behalf. We meet the regulations and codes set by the Fundraising Regulator and monitor any complaints received by the charity about fundraising. During the year, there was no non-compliance of these regulations and codes and we received no complaints.

Donors, funders and fundraisers

The Trustees would like to thank all trusts, organisations, schools and individuals who generously supported the work of Family Lives. With your contributions, we have been able to make a real difference to children and families across the UK at a time when they needed us most. Principal funders are listed below.

Arimathea Charitable Trust
 Barnsley Metropolitan Borough Council
 Brilliant Parents
 Burghley Charitable Trust
 City of London
 City of Westminster Charitable Trust
 Department for Work and Pensions
 Department for Education
 Dormer Wells High School
 Esmée Fairbairn Foundation
 Fidelity UK Foundation
 GLA Westminster
 Hertfordshire County Council
 Hyde Park Place Estate Charity
 John Armitage Charitable Trust
 Lloyds Foundation Matched Giving
 London Borough of Camden
 London Borough of Ealing
 London Borough of Hounslow
 London Borough of Lewisham
 Matt Stanley (staff union)
 MVM Charities Trust
 National Lottery Community Fund

One School Global Northwich Campus
Onyema Welwyn Garden City
RAF Northolt
Rita Cox Legacy (Sandra Jean Blower)
Royal Borough of Kensington of Chelsea
South West Yorkshire Partnership NHS Foundation Trust
Southfields School
Sport England
St Mark Church (Purley)
St. Giles-in-the-Fields
Stevenage Homeless Young Parents
Strand Parishes
The British Land Company PLC
The Brook Trust
The Cathedral Abbey Church of St Alban
The Dulverton Trust
The Living Room
The Monday Charitable Trust
The Newcore Foundation
The Rayne Foundation
The Watford and Milton Keynes Lloyds Commercial Banking Team
Welwyn Garden City Schools Partnership
Westminster Almshouses
Westminster City Council
Young Westminster Foundation

Legal and administrative information

Status

Family Lives is a registered company limited by guarantee; company number 3817762. It is also a registered charity, charity number 1077722, registered in England and Wales. The charity was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association. These will be treated as if they are in the new form of a single set of Articles as specified under the Companies Act 2006.

Trustee Board

The members of the Board during the year were:

N Rupani	Chair, appointed 28/03/2023
A de Waal	re-appointed 04/11/2022
S Bayliss	re-appointed 04/11/2022
J Coleman	resigned 03/11/2022
W Jones	Treasurer
S Hayman	
A Holt	
A Montgomery	resigned 03/11/2022
K Summers	re-appointed 04/11/2022
S Land	appointed 10/05/2023
E Harries	appointed 10/05/2023
F Davies	appointed 10/05/2023

Sub-Committees:

Policy & Finance Sub-Committee

A de Waal, W Jones, S Bayliss, N Rupani

Staffing Sub-Committee:

K Summers, S Bayliss, N Rupani, W Jones, S Hayman

President:

Deidre Sanders

Chief Executive and Company Secretary:

J Todd

Registered Office

15-17 The Broadway, Hatfield, Herts, AL9 5HZ

Auditors

Price Bailey LLP, Causeway House, 1 Dane Street, Bishop's Stortford, Herts, CM23 3BT

Solicitors

Farrer and Co, 66 Lincoln's Inn Fields, London WC2A 3LH

Objectives

The objectives of the Company are:

1. To promote, protect and preserve the good health, both mental and physical, of family members and families.
2. To advance public education in, and promote research into the psychological, legal, medical and other experiences of family members and families and to disseminate the useful results of such research.
3. To help relieve poverty among family members and families, in particular by the provision of an advice and information service for those unable to access such resources.

For the purpose of the above, 'family members'

includes parents, children and others forming part of the wider or extended family, including grandparents and step relatives.

Public Benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Achievements and benefits to families, parents, children and other services users which cover public benefit are detailed on pages 11 to 29.

Governance and Management

Board of Trustees

Members of the Trustee Board, who are directors for the purpose of Company Law and Trustees for the purpose of Charity Law, who served during the year and up to the date of this report, are set out on page 40. Members of the charitable company guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2023 was seven (2022: nine).

The Board is responsible and accountable for Family Lives' policies and activities to the Charity Commission, to Funders and Stakeholders, and for compliance with Charitable and Company Law. It is responsible for the financial and strategic affairs of the charity, for the Annual Budget and the Annual Report and Accounts. The Chief Executive is accountable to the Board of Trustees and presents an Accountability Report against the organisations agreed strategic objectives.

The Board is committed to diversity across the organisation in all areas of its activities. The organisation is continuing to monitor our service reach and workforce so as to move forward continuously on our diversity targets. We publish diversity data within this annual report.

Over the year, the Board has continued to review and consider term lengths and contributions for officer roles, in particular the Chair role, as well as for trusteeship more broadly. Board discussion has been informed by guidance from Family Lives' auditors, as well as the Charity Governance Code, to help ensure that the Board's approach to decision-making on officer and trustee terms and contributions is appropriately rigorous and reflective.

Ongoing review of the Board's current make-up and contribution to the organisation, has continued to identify a valuable mix of expertise and background, alongside active engagement and strong commitment from

serving Trustees. However, the Trustees also continue to be committed to refreshing and replenishing the Board, specifically through appointments of three new Trustees in May 2023.

Anastasia de Waal who has been Chair of the Board of Trustees since November 2009, stepped down as Chair on 28 March 2023. However, she will continue to serve as a Trustee of Family Lives. The Trustees and the Chief Executive thanked Anastasia for the many years of service as Chair and for her dedication and commitment to the charity.

Neena Rupani who has been a Trustee since May 2016, was unanimously appointed by the Board of Trustees to serve as a new Chair of the Board. Neena is an economist by profession and works in Regulatory Policy for BT.

The Board of Trustees regrettably accepted Andrew Montgomery and John Coleman's decision to stand down after many years of significant services to the charity. The Trustees would like to acknowledge and thank Andrew and John for their expertise and dedication during their tenure.

Board Recruitment

One third of Trustees are required to retire annually and there is no limit to the number of times a Trustee may be re-appointed. Appointment to the Board continues to be via an open and formal recruitment process. Appointments made during the year are ratified at the Charity's AGM.

Board Induction and Training

An Induction Programme is in place for new Trustees. Any training needs may be identified for both new and established Trustees via the trustee appraisal and review processes.

Board Meetings

The Trustees meet as a full Board six times a year including for Annual General Meeting. The Trustees hold an Annual Away Day which includes the Senior Leadership Team.

Board Sub-Committees

Policy & Finance sub-committee and Staffing sub-committee, which replaced Remuneration sub-committee, make recommendations to the Board for approval. In addition, there is a Risk of Harm Advisory Group which meets four times a year and has Trustee representation. There is also a Digital Advisory Group that also has Trustee representation.

Remuneration

Pay and remuneration of Key Management Personnel (with the exception of the Chief Executive) is undertaken as an independent process by the Head of HR and a member of the SLT. The process assesses current roles and activities against the existing job description and we have a 'marking system' for any additional responsibility. Once the independent process occurs HR send a letter to the employee informing them of any outcome.

The Board Staffing Sub-Committee meets once a year to discuss remuneration for a cost of living rise for all staff, including the Chief Executive. This is a non-obligatory process and does not assume an award. The Chair of the Board Staffing Sub-Committee then reports back to the Board with a recommendation.

Senior Leadership Team

The Senior Leadership Team (SLT) meets eleven times a year and addresses cross-organisational issues. The Directors hold principal responsibility for the budget and key strategic decisions. All Senior Managers work across the whole organisation and are accountable to the Board of Trustees via the Chief Executive.

Trustees' Responsibilities Statement

The Trustees (who are also directors of Family Lives for the purposes of Company Law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have

elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities FRS102 SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the Charitable Company's auditor is unaware.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Risk management

Trustees reviewed the risks to which the charity could be exposed in 2023/24 and are satisfied that the charity has taken all reasonable steps to minimise risk, and that it has policies and procedures in place to manage risk effectively in all areas of the charity's work. The key risks were identified as follows

Principal risks	Steps to mitigate risks
Financial Solvency	Ensure sufficient reserves to cover orderly wind down. Quarterly review of management accounts and forecasts. Plans in place for continued diversification of funding. Ongoing liaison with current and potential funders.
Failure to meet quality standards	Accreditation for frontline staff. The Helpline Association Quality standard qualification maintained. Risk of Harm Policy procedures implemented. All frontline staff and volunteers DBS checked. Complaints procedure in place. £10million Public Liability Insurance in place. £5million Professional Liability Insurance in place
Cyber security	Up to date cyber security products in place that can be auto deployed via third party software. Data stored with third party's Cloud Service, daily back up of data and Data Centres are ISO:27001 certified. The third party is Cyber Essentials + certified. Multi-factor authentication. Website hosted via third party, on UK servers.
Organisational risk	Robust Human Resources policies & procedures in place. Robust Financial Management policies & procedures in place. IT infrastructure disaster recovery plan in place. Media policy in place. Periodic review of public benefit.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2016.

Approved by the Board of Trustees on 18 July 2023 and signed on its behalf by:

Neena Rupani

Neena Rupani (Chair)

W Jones

Warwick Jones (Treasurer)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF FAMILY LIVES

Opinion

We have audited the financial statements of Family Lives (the 'charitable company') for the year ended 31 March 2023 which comprises the Statement of Financial Activities, the balance sheet, the statement of cashflow and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to

provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemption from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- enquiry of management regarding laws and regulations applicable to the charity, actual and potential litigation and claims, and any known instances of non-compliance;
- review of minutes of Trustee meetings;
- performing audit work over the risk of management override and controls, such as reviewing journal entries and reviewing investment valuation;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees; and
- reviewing our work throughout the audit file for evidence of non-compliance with laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the FRC's website at: <https://www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor%E2%80%99s-responsibilities-for> This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in

an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Helena Wilkinson (Senior Statutory Auditor)



For and on behalf of Price Bailey LLP,
Statutory Auditor
Causeway House
1 Dane Street
Bishop's Stortford, Hertfordshire, CM23 3BT

Date: 6 September 2023

Statement of Financial Activities (incorporating Income and Expenditure Account) for the year ended 31 March 2023

	note	Unrestricted funds	Restricted funds	2023 Total	2022 Total
		£'000	£'000	£'000	£'000
Income and endowments:					
Income from:					
Donations and legacies	2	29	918	947	1,145
Charitable activities	3	1,380	-	1,380	1,486
Other trading activities	4	3	-	3	3
Investment income	5	11	-	11	-
Total income		1,423	918	2,341	2,634
Expenditure on:					
Raising funds	6	55	-	55	31
Charitable activities:					
National services	7	688	208	896	900
Face to Face services	8	693	805	1,498	1,827
Professional development	9	1	-	1	2
Total expenditure		1,437	1,013	2,450	2,760
Net income		(14)	(95)	(109)	(126)
Funds at 1 April 2022	24/25	948	205	1,153	1,279
Funds at 31 March 2023	24/25	934	110	1,044	1,153

The notes on pages 50 to 63 form part of these financial statements

The statement of financial activities include all gains and losses recognised during the year. All income and expenditure derive from continuing activities.

Balance Sheet as at 31 March 2023

	note	2023		2022	
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible assets	17		1		3
Current assets					
Debtors	18	196		194	
Cash on deposit		600		600	
Cash at bank and in hand		550		726	
		1,346		1,520	
Creditors:					
Amounts falling due within one year	19	(297)		(363)	
Net current assets			1,049		1,156
Total assets less current liabilities			1,050		1,159
Creditors: amounts falling due after one year					
Provision for liabilities	20		(6)		(6)
Total net assets			1,044		1,153
Unrestricted funds	23		934		948
Restricted funds	25		110		205
Total funds			1,044		1,153

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The notes on pages 50 to 63 form part of these financial statements.

The financial statements were approved by members of the Board on 18 July 2023 and signed on its behalf by:

Neena Rupani

N Rupani (Jul 27, 2023, 6:24pm)
Neena Rupani (Chair)

Warwick Jones

Warwick Jones (Jul 31, 2023, 6:57pm)
Warwick Jones (Treasurer)

Company Registration Number: 03817762

Statement of cash flows for the year ended 31 March 2023

	2023 £'000	2023 £'000	2022 £'000	2022 £'000
Reconciliation of net (expenditure)/ income to net cash flow from operating activities				
Net expenditure as per the statement of financial activities	(109)		(126)	
Depreciation charges	2		4	
Bank interest	(11)		-	-
(Increase)/decrease in debtors	(2)		34	
Decrease in creditors	(67)		(89)	
Net cash (used in) / provided by operating activities		(187)		(177)
Cash flows from investing activities:				
Dividend	11			
Purchase of property, plant and equipment	-		(2)	
Net cash used in investing activities		11		(2)
Cash flows from financing activities:				
Social Investment Bond bank loan	-		(50)	
Net cash used in financing activities		-		(50)
Change in cash in the reporting period		(176)		(229)
Cash at the beginning of the reporting period		1,326		1,555
Cash at the end of the reporting period		1,150		1,326
Analysis of cash:		1 April 2022	Cash flows	31 Mar 2023
		£'000	£'000	£'000
Cash at bank and in hand		726	(176)	550
Cash at COIF deposit		600	-	600
Total cash		1,326	(176)	1,150

The notes on pages 50 to 63 form part of these financial statements.

1 Accounting policies

Family Lives is a charitable company limited by guarantee and is registered in England and Wales.

The registered office is 15-17 The Broadway, Hatfield, Hertfordshire, AL9 5HZ.

Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The Presentation currency used is British Pounds Sterling.

Going concern

The Trustees review forecasts thoroughly including projects delivery costs, the Charity's operations and cashflow and they do not consider that there are material uncertainties regarding the Charity's ability to continue as a going concern. Accordingly, the Trustees continue to adopt the going concern basis in preparing the financial statements.

Tax status

The Company is a registered charity and no liability to UK corporation tax arose on ordinary activities for the year ended 31 March 2023.

Income

Income is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty.

Grants are included in the Statement of Financial Activities when the entitlement to the grant is probable. Grants made for specific purposes are classified as restricted income.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor or funder has specified that the income is to be expended in a future accounting period.

Donations

Donations organised directly by the charity are included gross together with related fundraising expenditure. Donations organised by external parties are shown on the basis of the amounts received.

Donations in kind such as services or facilities provided free of charges are recognised in the Statement of Financial Activities on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities on the open market. Equivalent amount of expenditure is recognised in the period of receipt of the donations. Volunteers' donated services have not been included in the Statement of Financial Activities.

Expenditure

Expenditure is 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. All expenditure is allocated to the particular activity where the cost relates directly to that activity.

Irrecoverable VAT is included within expenditure items to which they relate.

Allocation of support costs

The costs of staff employed directly in connection with particular projects are allocated directly to the projects concerned together with all directly incurred expenditure.

Accounting policies (continued)

Support costs are apportioned to projects on the basis of gross expenditure of that project.

Management and admin costs relate to Management Team's time spent on the overall management, development and direction of the organisation.

Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against income and expenditure as incurred.

Depreciation

Fixed assets costing less than £1,000 are written off in full in the year of purchase. Other fixed assets are depreciated in equal instalments so as to write off their costs over their estimated useful lives as follows:

Office fittings	Shorter of 7 years and remaining period of lease
Office furniture	5 years
Office equipment & software	4 years

Pensions

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity.

The annual contributions payable are charged to the statement of financial activities. The charity also makes contributions into individual's own personal pension arrangements.

Redundancy policy

Employees at Family Lives who are being made redundant are entitled to receive a statutory redundancy payment provided that they have two or more years' continuous service.

Cash at bank and in hand

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

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable are included at the best estimate of the amount receivable at the balance sheet date.

Creditors and provisions

Creditors and provisions are recognised when there is a present obligation at Balance Sheet date as a result of past event resulting in the transfer of economic benefit to a third party and the amount due to settle the obligation can be measured or estimated reliably.

Creditors and provisions are recognised at their settlement amount after allowing for any trade discounts due.

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general activities of the charity and which have not been designated for any other purpose.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised and measured at transaction value and subsequently measured at their settlement value with the exception of:

- Fixed assets are measured at cost less depreciation.
- Social investment loan initially recognised and measured at the amount received, with the carrying amount adjusted in subsequent years to reflect repayments.

Accounting policies (continued)

Critical accounting estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Trustees make estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

2a Donations and grants (current year)

	Unrestricted funds	Restricted funds	2023 Total
	£'000	£'000	£'000
General donations	29	-	29
Restricted grants:			
National services	-	69	69
Face to Face Services	-	849	849
Total	29	918	947

Funding from Central Government was £nil (2022: £nil) and Local Government £665k (2022: £260k). Funding conditions attached to the income have been met and objectives as set out on funding agreements have been achieved.

Funding from Local Governments were for ParentChild+ project, Ukraine Families Welfare service, Barnsley Crisis funding and Greater London Authority's Violence reduction projects.

2b Donations and grants (prior year)

	Unrestricted funds	Restricted funds	2022 Total
	£'000	£'000	£'000
General donations	12	-	12
Restricted grants:			
National services	-	188	188
Face to Face Services	-	945	945
Total	12	1,133	1,145

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 30,780 hours spent (2022: 23,878 hours), this equates to £540,945 (2022: £382,852). The Financial statements do not include donated volunteers' hours and dedicated time of Trustees of the charity.

There have been no other donations in kind during the year.

3 Income from charitable activities

	2023 Total	2022 Total
	£'000	£'000
Helpline services	662	668
Face to Face services	717	816
Professional Development	1	2
Total	1,380	1,486

Income from charitable activities was unrestricted. Amount received from Central government was £706k (2022: £801) and Local Government £650k (2022: £661k). Funding conditions attached to the income have been met and objectives as set out within funding agreements have been achieved.

4 Other trading activities

	2023 Total	2022 Total
	£'000	£'000
Sales of wristbands	1	3
Total	1	3

Income from other trading activities was unrestricted.

5 Investment income

	2023 Total	2022 Total
	£'000	£'000
Bank interest receivable	11	-
Total	11	-

Investment income was unrestricted.

6 Cost of raising funds

	2023 Total	2022 Total
	£'000	£'000
Staff costs	42	23
Events and fundraising	3	3
Support cost (Note 10)	10	5
Total	55	31

Cost of raising funds in 2023 and 2022 were unrestricted.

7a National Services expenditure (current year)

	Unrestricted funds	Restricted funds	2023 Total
	£'000	£'000	£'000
Direct costs	557	182	739
Support costs (Note 10a)	131	26	157
Total	688	208	896

7b National Services expenditure (prior year)

	Unrestricted funds	Restricted funds	2022 Total
	£'000	£'000	£'000
Direct costs	558	205	763
Support costs (Note 10b)	113	24	137
Total	671	229	900

8a Face to face services expenditure (current year)

	Unrestricted funds	Restricted funds	2023 Total
	£'000	£'000	£'000
Direct costs	529	708	1,237
Support costs (Note 10a)	164	97	261
Total	693	805	1,498

8b Face to face services expenditure (prior year)

	Unrestricted funds £'000	Restricted funds £'000	2022 Total £'000
Direct costs	606	942	1,548
Support costs (Note 10b)	166	113	279
Total	772	1,055	1,827

9 Professional Development expenditure

	2023 Unrestricted funds £'000	2022 Unrestricted funds £'000
Direct costs	2	2
Total	2	2

10a Analysis of support costs (current year)

	Raising Funds £'000	Helpline services £'000	Face to Face services £'000	2023 Total £'000
Management & admin	3	42	70	115
Human Resources	2	26	43	71
Finance	2	28	47	77
Information Technology	2	35	59	96
Governance (Note 12)	1	19	32	52
Depreciation	-	1	1	2
Premises, office and other costs	-	6	9	15
Total	10	157	261	428

10b Analysis of support costs (prior year)

	Raising Funds	Helpline services	Face to Face services	Professional Development	2022 Total
	£'000	£'000	£'000	£'000	£'000
Management & admin	1	37	76	-	114
Human Resources	1	22	45	-	68
Finance	1	20	41	-	62
Information Technology	1	35	70	-	106
Governance (Note 12)	1	17	33	-	51
Depreciation	-	1	3	-	4
Premises, office and other costs	-	5	11	-	16
Total	5	137	279	-	421

The costs of staff employed directly in connection with particular projects are allocated directly to the projects concerned together with all directly incurred expenditure.

Support costs are apportioned to projects on the basis of gross expenditure of that project. Management and admin costs relate to Management Team's time spent on the overall management, development and direction of the organisation.

11 Net income for the year

	2023	2022
	£'000	£'000
This is stated after charging:		
Depreciation	2	4
Operating leases for land and buildings	39	44
Audit fee	17	15

12 Governance costs

	2023	2022
	£'000	£'000
Governance costs are made up of:		
Staff salaries	21	23
Staff travel & meetings	-	-
Trustees' expenses	17	15
Audit fee	13	12
Insurance and professional fees	1	1
	52	51

13 Staff costs and numbers

	2023	2022
Staff costs were as follows:	£'000	£'000
Salaries	1,814	2,003
Social security costs	146	156
Pension contributions	72	80
Redundancy payments	33	73
	2,065	2,312
	No	No
The number of employees employed by the charity whose emoluments exceeded £60,000 were:		
£70,001 - £80,000	-	1
£80,001 - £90,000	1	1
	1	2
	No	No
Average weekly number of employees during the year, calculated based on full time equivalents:		
Charitable activities	60	61
Governance	1	1
	61	62
Average number of staff employed during the year:	110	119

Total employee benefits received by key management personnel, including pension and employer's national insurance contributions were £197k (2022: £184k). This year's key management personnel include Chief Executive, Director of National Services and Director of Communications. In 2022, Key Management Personnel were made up of Chief Executive and Deputy Chief Executive.

No Trustee received any payment during the year (2022: £nil).

14 Board of Trustees

Trustees' expenses relate to travel expenses reimbursed for attendance at Board of Trustees meetings. One trustee was reimbursed £476 (2022: nil).

15 Related party transactions

There were no related party transactions that require disclosure.

16 Pensions

The charity has a group personal pension scheme to which employees are automatically enrolled; staff may then opt out. In accordance with the scheme the charity contributed 4% of gross salary as determined by a matched contribution of the individual employee. For staff enrolled prior to 1st April 2013 Family Lives' contribution is 6.5% of gross salary.

Total pension contributions for the year amounted to £72,446 (2022: £80,394).
Pension payment outstanding at year end was £13,164 (2022: £14,617).

17 Tangible Assets

	Furniture & equipment £'000
Cost	
At 1 April 2022	29
Additions	-
Cost of disposals	-
At 31 March 2023	29
Depreciation	
At 1 April 2022	26
Charge for the year	2
On disposals	-
At 31 March 2023	28
Net book value	
At 31 March 2023	1
Net book value	
At 31 March 2022	3

18 Debtors

	2023	2022
	£'000	£'000
Debts receivable within one year		
Trade debtors	42	74
Prepayments and accrued income	152	119
Other debtors	1	-
	195	193
Debts receivable after more than one year		
Rent deposit	1	1
	196	194

19 Creditors

	2023	2022
	£'000	£'000
Trade Creditors	40	38
Accruals	55	85
Deferred income (Note 20)	102	144
Taxation (inc VAT) and Social Security	87	83
Other creditors	13	15
	297	365

Other creditors represents pension contributions outstanding at 31 March 2023.

20 Social Investment loan

The loan was repaid in full in November 2021

21 Provision for liabilities

	At 1 Apr 2022	Provision for the year	Provision released	At 31 Mar 2023
	£'000	£'000	£'000	£'000
Dilapidation of area offices	6	-	-	6
	6	-	-	6

The provision relates to dilapidation costs of the charity's head office in Hatfield. No funds were utilised and there was no additional provision made during the year.

22 Movements in deferred income

	2023	2022
	£'000	£'000
Balance at the beginning of the year	144	250
Resources deferred during the year	102	144
Amount released from previous year	(144)	(250)
Balance at the end of the year	102	144

Deferred income represents income received in advance in the year ending 31st March 2023 that relates to next financial year mainly to fund Face to Face services.

23 Obligations under operating leases

	2023	2022
	£'000	£'000
Operating leases expiring within 1 year	42	38
Operating leases expiring within 2 to 5 years	2	3
Total operation leases	44	41

The above leases relate to:

Land and buildings	43	39
Photocopiers	1	2
	44	41

24a Analysis of net assets between funds (current year)

	Unrestricted funds	Restricted funds	2023 Total
	£'000	£'000	£'000
Fixed assets	1	-	1
Current assets	1,236	110	1,346
Current liabilities	(297)	-	(297)
Long term liabilities	(6)	-	(6)
Total net assets	934	110	1,044

24b Analysis of net assets between funds (prior year)

	Unrestricted funds	Restricted funds	2022 Total
	£'000	£'000	£'000
Fixed assets	3	-	3
Current assets	1,315	205	1,520
Current liabilities	(364)	-	(364)
Long term liabilities	(6)	-	(6)
Total net assets	948	205	1,153

25a Movements in unrestricted funds (current year)

	At 1 Apr 2022	Income	Expenditure	Net Trfs	At 31 Mar 2023
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
General unrestricted funds	948	1,423	(1,437)	-	934
Total unrestricted funds	948	1,423	(1,437)	-	934

25b Movements in unrestricted funds (prior year)

	At 1 Apr 2021	Income	Expenditure	Net Trfs	At 31 Mar 2022
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
General unrestricted funds	923	1,501	(1,476)	-	948
Total unrestricted funds	923	1,501	(1,476)	-	948

26a Movements in restricted funds (current year)

Funder name	Purpose	At 1 Apr 2022 £'000	Income £'000	Expenditure £'000	At 31 Mar 2023 £'000
<u>National services</u>					
National Lottery Community Fund	Digital Development	144	24	123	45
The Monday Charitable Trust	Helpline/LiveChat	33		33	-
John Armitage Charitable Trust	Helpline/LiveChat	44	45	52	37
sub-total		221	69	208	82
<u>Face to face services</u>					
The Dulverton Trust	Early Years intervention	2		2	-
Sport England	Active Families project	5		5	-
The Rayne Foundation	Young Carers support	7		7	-
National Lottery Community Fund	Family Learning & Support	8		8	-
National Lottery Community Fund	Afghan Families project	11		11	-
Westminster, Kensington & Chelsea	Early Years intervention	(178)	468	372	(82)
St Giles & St George	Befriending service	7	6	11	2
GLA Westminster	Parent Champion service	-	28	27	1
Esmee Fairbairn Foundation	Early Years intervention	24	66	90	-
City of Westminster Foundation	Parenting Support service	5		5	-
The Brook Trust	Early Years intervention	11	33	26	18
Fidelity UK Foundation	Family support/Change manager	41		35	6
The Monday Charitable Trust	Family support/Change manager	29	50	24	55
Westminsters & the Royal Borough of Kensington and Chelsea	Ukraine Families Welfare Checks	-	82	77	5
Barnsley Metropolitan Borough Council	Support through crisis		30	30	-
London Borough of Hounslow	Active Families project	-	25	25	-
City of Westminster	Covid Vaccine Uptake	-	13	13	-
Westminster Almshouses	Young Carers support	-	7	3	4
Ealing Turnaround Project	Youth Justice Service		8	1	7
Various small grants		12	33	33	12
sub-total		(16)	849	805	28
Total		205	918	1,013	110

In March 2019, we started a new multi-year project, ParentChild+, in Westminster and Kensington & Chelsea, whose primary objective is to narrow the gap in school readiness for disadvantaged children. The deficit for the year, £82k (2022: deficit £178k) was the result of timing difference between costs incurred and milestones reached to trigger income recognition. We forecast to achieve most of the milestones in the coming year and eliminate deficit altogether.

26b Movements in restricted funds (prior year)

Funder name	Purpose	At 1 Apr 2021 £'000	Income £'000	Expenditure £'000	At 31 Mar 2022 £'000
<u>National services</u>					
National Lottery Community Fund	Digital Development	171	127	154	144
The Monday Charitable Trust	Helpline/LiveChat	65	-	32	33
John Armitage Charitable Trust	Helpline/LiveChat	27	60	43	44
sub-total		263	187	229	221
<u>Face to face services</u>					
BBC Children in Need	Young Carers support	4	-	4	-
The Dulverton Trust	Early Years intervention	7	35	40	2
The British Legion/Covenant Fund	Supporting Forces families	5	1	6	-
Sport England	Active Families Project	5	120	120	5
The Rayne Foundation	Young Carers support	2	13	8	7
National Lottery Community Fund	Family Learning & Support	19	77	88	8
National Lottery Community Fund	Afghan Families project	20	46	55	11
Education Endowment Foundation	Early Years intervention	51	133	184	-
Westminster, Kensington & Chelsea SIB	Early Years intervention	(61)	221	338	(178)
John Lyon Trust- CDA	Individual & Group support	2	6	8	-
St Giles & St George	Befriending service	-	13	6	7
GLA Lewisham and Westminster	Parent Champion service	23	37	60	-
Esmee Fairbairn Foundation	Early Years intervention	2	64	42	24
Essex County Council	Individual & group support	9	-	9	-
City of Westminster Foundation	Tracking Social Isolation	-	16	11	5
The Brook Trust	Early Years intervention	-	30	19	11
Fidelity UK Foundation	Family support/Change Manager	-	66	25	41
The Monday Charitable Trust	Family support/Change Manager	-	50	21	29
Westminster & RBKC	Ukraine Families	-	1	1	-
Various small grants	Welfare Checks	5	17	9	12
sub-total		93	946	1,054	(16)
Total		356	1,133	1,283	205

We build better family lives together

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Company Number 3817762
Registered in England and Wales

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Accounts



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Annual Report

Annual Report
and Accounts

2021-22

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Introduction

The last year has continued to see an increase in demand for our services, along with more complexity and challenges for the individuals and families we supported. We continued to be flexible and responsive to the changing rules around Covid-19 and are pleased that for another year we were able to continue delivering all of our services without interruption, moving to online support when needed.

Changes to the way we train and support our volunteers has meant that we can now recruit people from anywhere in the UK, creating a larger potential pool of volunteers to work with us. However, the impact of the pandemic has meant that maintaining and increasing the number of volunteers needed to respond to demand from families remains challenging.

We are pleased to showcase our performance against our strategic aims for 2019-2021 (see page 9) and to set out our strategic aims for the next three years (see page 36).

Our strategic aims for this coming period include a focus on the early years and acknowledging the role of the community.

There will always be a need for family support, and the Covid-19 pandemic has undoubtedly had a significant impact. There have been reported increases in young people and adults' mental health issues, child-on-parent violence, and family poverty; and young children's language, physical development and educational outcomes, are issues of increasing concern.

We recognise that the future remains uncertain as we emerge from the pandemic, but we also know that we have the determination and commitment to do whatever it takes to support the families who need us.

We look forward to working with you to continue this vital support.

Anastasia de Waal, Chair and Jeremy Todd, Chief Executive

Summary

Our impact 2021-2022

Last year (2020-21)

2.4 million + website users

44,000+ calls, chats and emails answered

87% of helpline callers felt more able to deal with the issues concerning them after talking to us

7,600 people supported through our community services

27,000 hours donated by our volunteers

This year (2021-22)

2.3 million + website users

41,500+ calls, chats and emails answered

96% of helpline callers felt more able to deal with the issues concerning them after talking to us

6,463 people supported through our community services

23,878 hours donated by our volunteers

Last year (2020-21)**52%** of helpline callers are single parents**98%** of helpline callers are satisfied with the service**37%** of helpline callers over last 2 years on family income of less than £15,599 per annum**19%** of callers were from minority ethnic communities**This year (2021-22)****48%** of helpline callers are single parents**99%** of helpline callers are satisfied with the service**32%** of helpline callers over last 2 years on family income of less than £15,599 per annum**21%** of callers were from minority ethnic communities

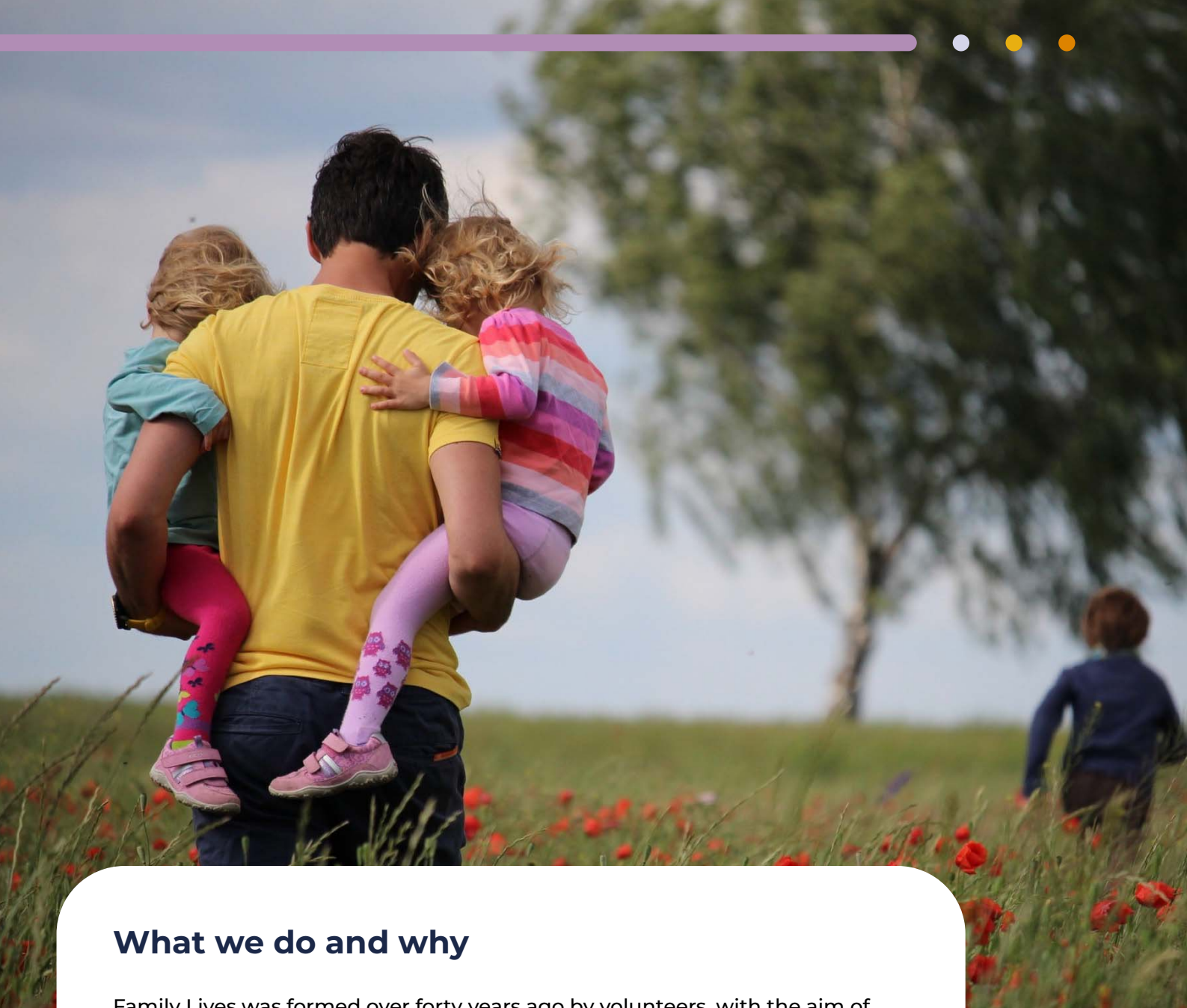
It has been difficult to provide an exact comparison of impact over the two years due to the lockdowns and restrictions our service users, staff and volunteers faced in delivery. It should also be noted that during these lockdown periods it was harder for people to contact us on the helpline due to the sensitive nature of issues being discussed, as people could not share issues of teen to parent violence or domestic violence and abuse whilst the perpetrators were in the home.

A consequence for those we did speak with was that there was a significant increase in the caller being able to address the issues they had called us about and an increase in caller satisfaction. We also saw greater diversity amongst our service user group.

“

When I called I felt there was no light at the end of the tunnel and I was going to have another mental breakdown. But after speaking to you I feel totally differently and I now have hope again.

”



What we do and why

Family Lives was formed over forty years ago by volunteers, with the aim of ensuring that all parents and families had somewhere to turn before they reached crisis point. We know that the right support at the right time makes all the difference, and this has been made all the more vital as a result of the pandemic and the impact it has had on families.

We're here to support families, with whatever they're going through. We believe all families should have access to active support and understanding. We provide vital support to tens of thousands of families every year through our national helpline, online via email, live chat and our website, as well as working directly with families through our wide range of services in areas across England.

We support families experiencing a wide range of issues. These include aggression and violence from their teenager, supporting couples in conflict, befriending for vulnerable families, as well as the home-learning programme, ParentChild+, which aims to reduce the school readiness gap.

Our finances

Summary

Funding received 2022: £2,634,000

Source of income (£'000):



Funding received 2021: £3,006,000

Source of income (£'000):



Summary of expenditure 2022: £2,760,000

What we spent the funding on (£'000):

**Summary of expenditure 2021: £2,861,000**

What we spent the funding on (£'000):



How we did against our **strategic** aims 2019-2021

Our three-year strategic aims were to:

1

Provide targeted early intervention and crisis support for more parents and carers who are struggling and are in need.

2

Work together with volunteers to support more families.

3

Make sure families can access help in the way that they need it at the right time (through digital development).

1**Aim 1: Provide targeted early intervention and crisis support for more parents and carers who are struggling and are in need.****Increasing our pilot ParentChild+ programme from 60 families to 300+ across the UK**

This year alone we supported 300 families with over 9,400 sessions; up from 224 families in 2019-20. We are now delivering the programme in several areas in England, including some with the lowest school readiness rates in the country. We are also awaiting the results of a randomised control trial (RCT) to measure the programme's effectiveness.

**Helping parents and carers cope by providing a listening ear and emotional support, information & advice**

We have continued to provide our helpline service throughout the pandemic. We were able to reintroduce a live chat service in July 2020 to help even more families access support under incredibly challenging circumstances.

**Ensuring parents can find information whenever they need it, through our website and wider digital resources**

We have redesigned our website completely with improved navigational tools to help our users access information and advice more easily. The website also gives live updates on the availability of our helpline, online chat and email support services.

**Supporting more families with intensive 1:1 support by securing more grants and contracts**

We have continued to secure funding for our services, expanding some into new geographical areas, despite the challenges faced as a result of the pandemic.

**Aiming to answer 20% more callers to our helpline**

While we have been able to maintain our helpline service with no downtime and reintroduce our online chat, as a result of the pandemic and fluctuating numbers of volunteers, we have not yet been able to achieve this target.

**We will work in partnership with commissioners and funders to provide the right support to families**

We continued to build on our relationships with commissioners in local areas, and actively engaged with funders which helps ensure that projects are expanded and/or recommissioned.

2**Aim 2: Work together with volunteers to support more families.****We will increase our volunteer base by 33% from 300 to 400+**

Our volunteers are crucial to the way we support families, but of course their availability was affected by the pandemic with many unable to give their time. Despite these challenges, we have been able to maintain a steady body of around 300 volunteers. We have also made changes in the way we train and support volunteers so they can now work from home which means we can now recruit from all over the UK.

We will give our volunteers a better experience – enhancing the way we engage with, train and support them

We now recruit volunteers for our national services from all across the country, offering easily accessible online training and support. We have improved how we engage with volunteers through a shared online space for staff and volunteers featuring news and updates from across the organisation.

We will broaden and expand our staff and volunteers' contributions, roles and representation across the organisation

We have introduced a Diversity, Equality and Inclusion group and for the first time in several years held a virtual conference which enabled many more staff and volunteers to attend to meet their colleagues and hear about all the different projects we run.

We will improve how we use technology to support our volunteers and make their work easier

We have invested in a new helpline platform, making it much easier and quicker to use by our helpline volunteers (as well as reducing the time to train them).

We also embedded Microsoft Teams for the whole organisation improving communication and inclusiveness.

3**Aim 3: Make sure families can access help in the way they need at the right time.****We will benchmark how effectively we are using digital technology to support our work – and how we can do better**

We have used the NCVO Digital Maturity Matrix to assess our digital strengths and weaknesses and review annual progress.

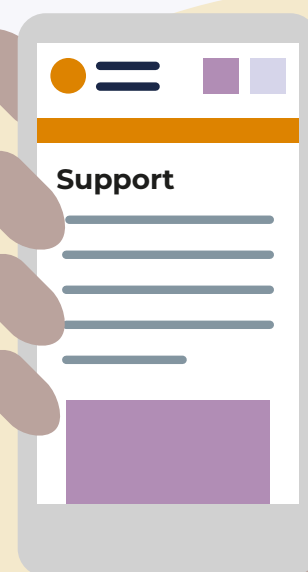
We have improved our score against this measure by 33 percentage points in the 3 years from August 2019 (from 41% to 74%).

We will develop a clear plan to use digital technology to help us provide better integrated services and support to more families

In 2019, we received a three-year grant from the National Lottery Community Fund for an ambitious programme of digital innovation. We have a clear project plan which has included a new website featuring service-level indicators to help manage supply and demand for our services, and using digital to increase our network of virtual volunteers and match availability and demand more effectively.

We will make digital technology a major part of our charity and how we work, by developing new training and support for our staff and volunteers

As a result of the pandemic, our transition to becoming a fully digital organisation was much quicker than expected - but we were well positioned to do this. We fast-tracked our roll-out of Microsoft Teams across the organisation through online guidance and workshops so that it rapidly became our primary communications tool for both staff and volunteers.





Our impact 2021-22

National Services

Helpline, chat and email services

It has been yet another busy year for our national services. We have answered over 41,500 calls, chats and emails providing advice and support on parenting and family issues. We achieved this thanks to our staff and the contribution and commitment of our dedicated volunteers across the country, who donated over 14,000 hours of their time answering helpline calls.

Parents and family members contact us at times when they are most in need of a listening ear to support and guide them, often in highly distressing situations with nowhere else to turn. Our staff and volunteers use a guided process to enable the parent or family member to open up and explore the reasons for their own or their child's difficulties and consider further actions they could take to improve their situation.

We receive calls about all sorts of issues that families are dealing with, from parents who are unsure how to deal with their child's violence, to supporting couples going through divorce or separation.

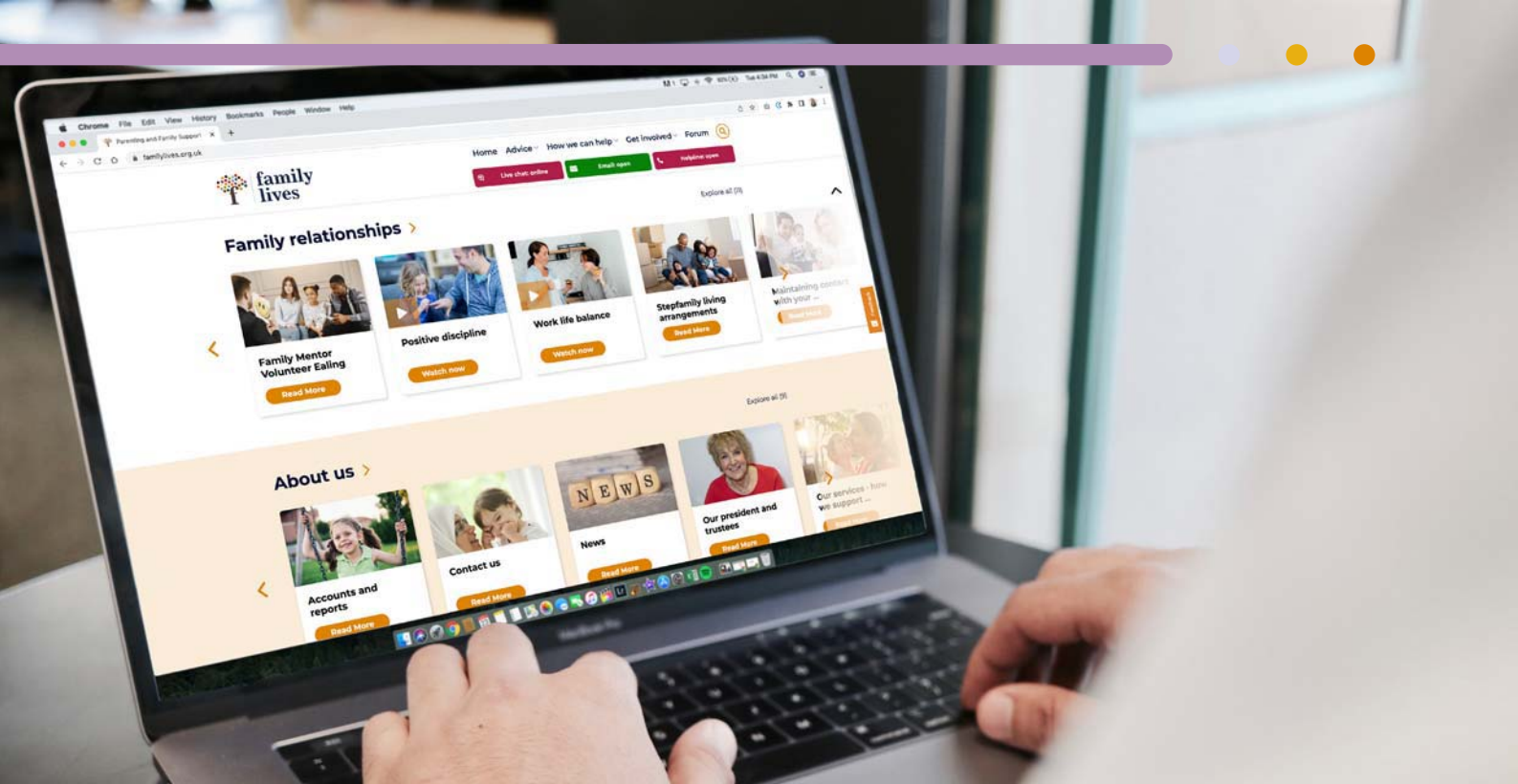
As demand continues to increase, we are actively looking for ways to continue increasing our volunteer numbers. Our live chat service, reintroduced in 2020, has gone from strength to strength and we have recruited more staff so that we can expand our opening hours to support more people.

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Thank you so much for all your support, you've been great and the most helpful person I've spoken to about all of this.

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Website, forums, online courses

Our website provides hundreds of pages of online advice and videos for families, covering a wide range of issues such as aggression from teenagers, understanding why play matters, bullying and issues at school, and what to do if you are thinking about getting divorced or separating from a partner. We support all members of the family and those caring for children, from parents and partners, grandparents, stepfamilies and foster parents to aunts and uncles, and members of the wider family.

Our key development over the last year has been launching a new website to provide a more friendly and intuitive experience for families to access much needed advice, whether they are accessing it on a laptop or their mobile. The new website showcases the wide range of content available to users. It also displays real-time information about the availability of our helpline, chat and email services. This means anyone using the website can immediately see what services are available and choose the most suitable form of support for them.

We have continued to refresh the format of much of the existing content to make it more engaging, for example in the form of short videos.

Feedback from our most recent website user survey shows:

- 93% would use the website again
- 91% were satisfied or very satisfied with the website
- 87% felt more confident to deal with their situation as a result of using our website
- 52% of visitors said that using the website meant they no longer needed to contact another service

Early Years Services

ParentChild+

ParentChild+ is an early intervention programme for families with children aged 18 months to 4 years. It is designed to improve the home-learning environment so that children are more ready for school.

Our home visitors work with the parent and child together over 15 months through regular sessions. The programme helps to develop strong parent-child relationships, improve family collaboration, build on families' strengths and provide strong foundations for life-long learning.

Since Family Lives introduced the programme from the United States in 2018, with a pilot in Nottingham, Ealing and Newcastle, we have expanded delivery. We now work in Westminster, Tower Hamlets, Kensington and Chelsea, and South Yorkshire, as well as continuing in Newcastle. We are awaiting the results of a Randomised Control Trial across four areas of South Yorkshire which ended in August 2021 to assess the effectiveness of the programme.

When we originally launched the programme we only offered face to face visits, but we had to adapt as a result of the pandemic. As a result we've developed a more flexible model which not only offers sessions in the home but also online or at a local children's centre. This flexibility helps reduce the costs of delivering the service and can often be more convenient for the family.

The sessions can have a significant impact on both the parent and child taking part. We see children who had previously never picked up a book now ask for a story before bed every evening, and they engage in play for longer periods of time as their concentration and engagement improve. Parents adopt calmer behaviours and learn how to praise children for their efforts in persevering; we see the bond between parent and child growing.

We are also seeing the impact on the wider family: the main child being supported is often seen emulating the home visitor role to younger siblings, and older siblings also adopt behaviours which they've seen used by the home visitor. This can include sharing a book on the sofa, or being more patient while waiting for a younger sibling to reply. Parents often develop a better understanding of the value of education and some return to college to develop their literacy and numeracy skills or take GCSEs so that they can better support their children.

This year: We supported 300 families providing over 9,400 sessions

Last year: We supported 275 families, providing over 9,000 sessions

“

The last year has been invaluable to myself and my little girl. Her confidence has improved more than I thought possible and I believe taking part in this has helped her settle so well into nursery. She adores L (Home visitor) and engages so well in the sessions and has learned so much. Her development is much further along than it would have been if we didn't do this, especially due to the pandemic. The sessions have been vital in having a routine over the last year and provided me with a lot of support and shown me different ways to help her development.

”

Supporting new parents

Our service in Barnsley, South Yorkshire, supports new parents and kinship carers who may be experiencing isolation and low emotional wellbeing. We are now in the third year of this vital service and have focused particularly on fostering social and emotional connections.

This year: We supported 39 new mums through 370 befriending sessions

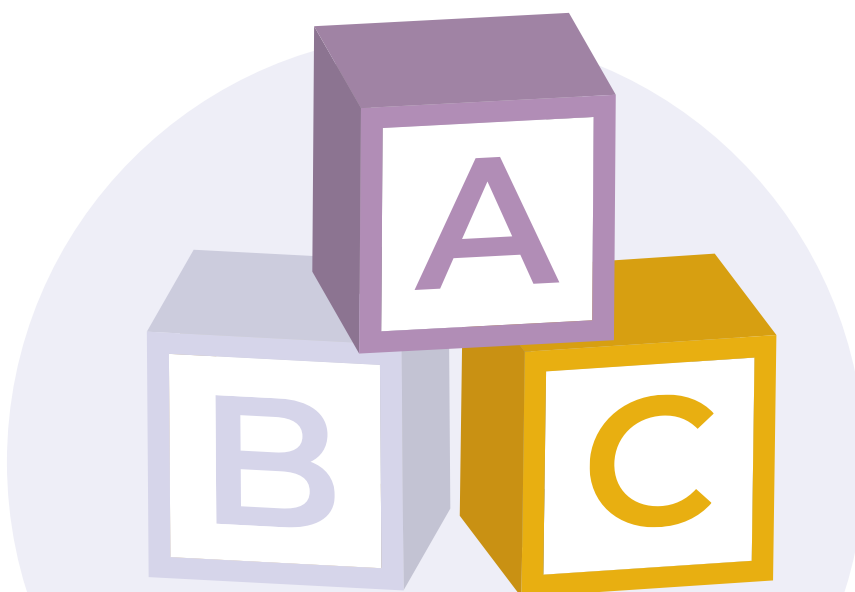
Last year: We supported 32 new mums through 444 befriending sessions

Most of the parents and carers we support are experiencing mental health issues ranging from mild to moderate anxiety and depression, often caused by post-natal depression, domestic abuse and isolation. Many are from other parts of the world including Greece, Poland, the Czech Republic, Portugal, Egypt, Kosovo, Russia, Syria, and South and West Africa. For most, the pandemic has exacerbated the difficulties they were already experiencing.

Our drive to improve community connections is in addition to the core support provided by our volunteers of home, community and virtual befriending visits, as well as telephone support. This has led to a community within a community, as families develop a real sense of belonging.

During lockdowns, volunteers and staff facilitated conversations between parents online who then met at our small gatherings in coffee shops and playgroups and, for example, at the Christmas and 'Marvellous March' social events. In this safe space they shared experiences about being a parent and moving to, and living in, Barnsley.

Many continue to consolidate their new friendships and go on to support other mums. Witnessing their increased confidence, happiness and the developing friendships has been heart-warming for our staff and volunteers. Friendships are also forged between volunteers which in turn increases their motivation for continued engagement. We believe this provides the best sort of impact for families and a real legacy in the community. We were delighted to recruit one of our volunteers as an Outreach Worker and her experience and knowledge of the locality have been invaluable.



Early intervention outreach service

In Westminster we provide a universal early intervention service, based mainly at children's centres and family hubs, working with families who have at least one child under the age of five or a pregnant mother. The families, who are usually isolated and struggling to access community services, are referred to us via Social Services, Early Help and Home Visiting teams.

Depending on each family's needs, we offer a wide range of support such as parenting support, housing, access to the benefits' system, nursery/school admissions, liaison with children's centre activities, registering with GPs/dentists, and food bank or financial grant applications. We try to understand the underlying causes of a specific behaviour giving children and their families the space and time to process what has happened to them without being judged, and then exploring together the best possible ways of support.

We understand the importance of families being able to express themselves freely and without language barriers. Therefore, we try to ensure that our Outreach Workers speak the main community languages, and when needed we also engage our volunteers to help us with interpreting.

Over the last two years, Covid-19 restrictions have made our work much more challenging. But we have adapted to make sure we reach families and offer the support needed – be it online or over the phone. For the most complex cases, we continued to arrange face to face meetings at Family Hubs whilst ensuring we followed all safety guidelines.

During this time we have also seen a sharp rise in demand for food bank support and financial grant applications, a higher number of families experiencing mental health conditions and an increase in safeguarding cases involving sexual abuse.

Supporting Afghan refugee families

Over the last year, with the help of volunteer workers, our Outreach Team in the north east of the borough took an essential role in supporting Afghan refugee families and connecting them with local services. We registered 650 refugee families to enable them to get the support they needed.

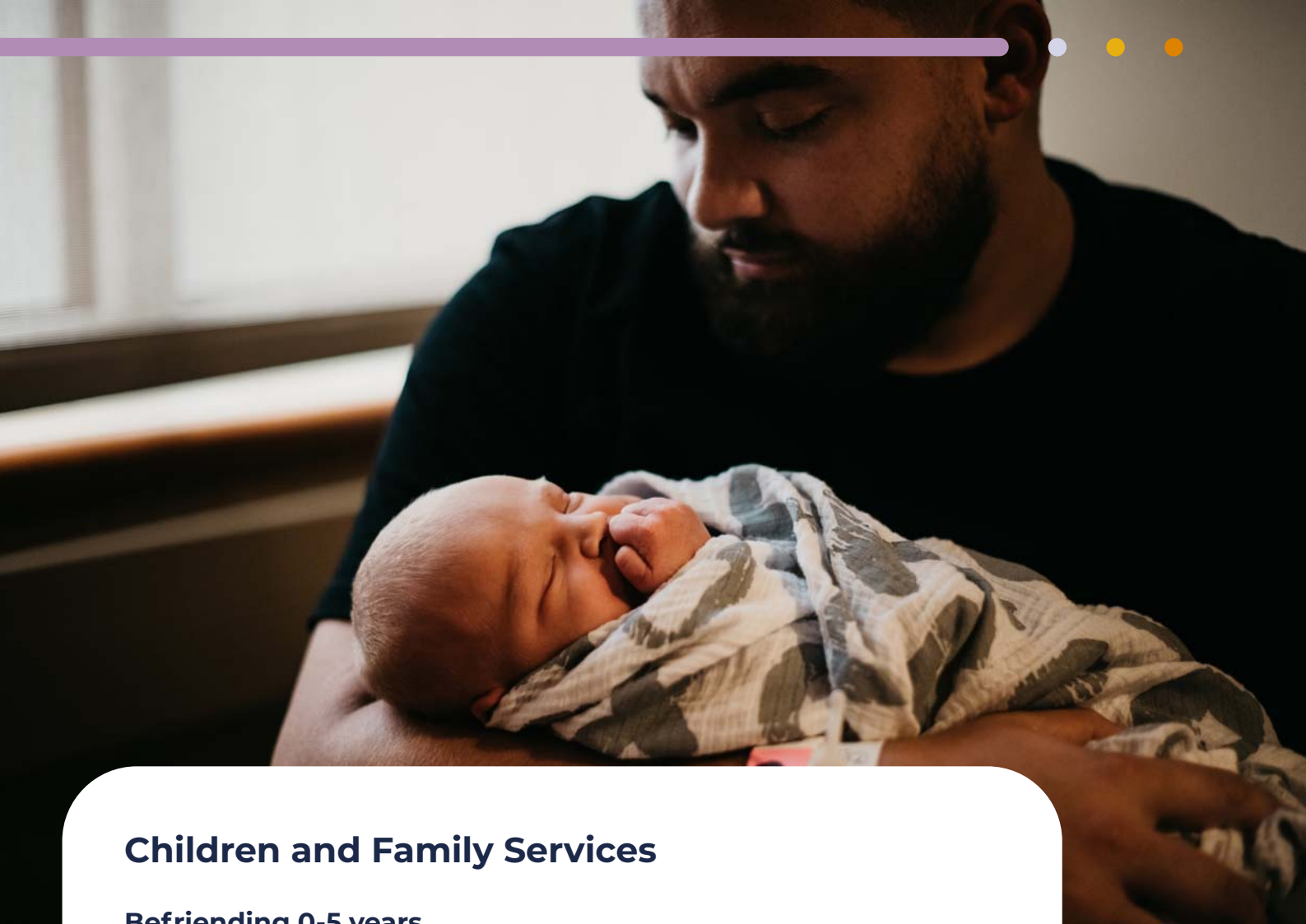
This year: 2,355 families supported

Last year: 2,991 families supported

“

Thank you so much for your support, without you in my life, I would have been still homeless moving from one friend's house to another.

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Children and Family Services

Befriending 0-5 years

The families who were referred to our befriending service for those with children aged 0-5 engaged well; matching them with a volunteer and providing support has been positive and there have been good outcomes for the families.

The pandemic brought an additional level of stress for a lot of the families we worked with. Some parents had been made redundant and needed referrals to food banks, grants and other services. We delivered bespoke Family Lives' parenting modules to parents to help them deal with home-schooling, parenting and couple relationships. This helped the parents to build on their own resilience.

We have continued to work with refugee families from Afghanistan and Ukraine, linking them to community services which helps families to become more integrated in the borough.

Parents have become more confident in using virtual platforms, as well as attending children's centres and community activities in person. It's a positive move forward for parents to have a choice in how they engage with befriending and other services.

In addition, we have helped our volunteers to further develop their skills through our Practice Development Groups, and a number have gone on to successfully find paid work, while also continuing to support the families in this service.

Befriending 5-16 years

Our project for befriending families with children age 5-16 in Westminster restarted in September 2021 and has already worked with 18 families over the past 6 months. Many families have emerged from lockdown with increased financial, social and relationship strains that have had an impact on home, work and school patterns. Teenagers' learning and exams have been disrupted, causing increased social anxiety which has in some cases resulted in self-harm and referral to CAMHS (Child and Adolescent Mental Health Services).

**This year: 19 families referred
(September 2021 to March 2022)**

Our service has been able to reassure and provide emotional support, which helps the parent navigate the various agencies supporting the family. The families are involved in the initial assessment of support, and this is reviewed to ensure they are making progress and becoming more resilient and confident. We often become the lead professional and can coordinate Professional Team Meetings with the family to help communicate and follow up on action plans. We are able to help support families with parenting strategies leading to more empathetic parenting.

We have been able to support families dealing with housing and eviction issues or facing difficulties linked to low incomes or self-employment vulnerability due to economic uncertainties. We help by signposting to benefits advice, as well as by applying for grant funding for household appliances and helping make referrals to food banks. If a family is facing eviction, we provide support helping with housing assessments and talking to schools during an incredibly difficult time.



Early Help

This service is based in Westminster and works in partnership with the local Early Help service to support parents to transition from their service to access community provision independently. Transition allows parents to feel less anxious when withdrawing support from Early Help, as parents feel empowered by the befriender and are more likely to engage with their wider community. Some parents have also felt sufficiently encouraged and empowered to start volunteering with Family Lives.

Joint work with Early Help practitioners is effective and impacts positively on the families, with joint visits regularly taking place with the Early Help practitioners, both virtually and face to face. One of our key successes has been the ability to support the families during very challenging times. We have focused on engaging families in activities that allow the family to build better bonds and healthier relationships. Families have benefitted from being matched with a suitable volunteer, who, where possible, speaks the same language as them.

As a result, our volunteers have had more opportunities to become involved with other professionals. For example, they have been invited to the Team Around Families meetings alongside the Volunteer Development Officer, because they have been active and engaging well with the parents.

We also provide parents with sharing space sessions, in which various issues are discussed. The team are able to then provide support and guidance and reflect on Family Lives' models and tools that can be of help. Befrienders have a good relationship with their given families and are able to explore the families' feelings about difficult issues, such as domestic abuse.

This year: 41 families supported

Last year: 43 families supported

“

I am very impressed with the support I received! I had a very difficult time during the pandemic but with Family Lives' support I was able to cope with my children!

”



Family Coaching

Think Families Plus commissioned Family Lives to deliver family coaching for identified families in Ealing. Our remit is to support families with their parenting when they face complex needs and challenges – including domestic abuse, poor mental health, conflict management, relationship support, special needs and isolation. Our aim is to improve children's potential and their life chances, and outcomes for the whole family.

This year: 120 families supported

We support families through a range of activities including individual support which enhances parenting skills, implementing mood and stress management strategies with the aim to improve family functioning and parenting capacity. We also run family coaching sessions which helps to strengthen self-esteem and family communication, reduce isolation and build community networks. In addition, we run online and face to face facilitated parenting programmes tailored to the needs of the parents, as well as signposting to appropriate local voluntary and statutory agencies and to other Family Lives' services.

We have noticed an increased need for support around child-to-adult aggression, children and young people's mental health, and poor mental health of the parent or carer. The latter results in reduced parental capacity, and can sometimes see increased parental conflict.

We have seen a significant rise in the skills and knowledge of our volunteers meeting the challenges of the complexity of the work at SAFE thresholds. Our current pool of volunteers is able to offer support in 11 different community languages.

City of London mental health and wellbeing project

This is a new project for Family Lives, working in an area of London where we have not previously been established. In September 2021 we were commissioned by the Early Help group for the Aldgate School and Children's Centre.

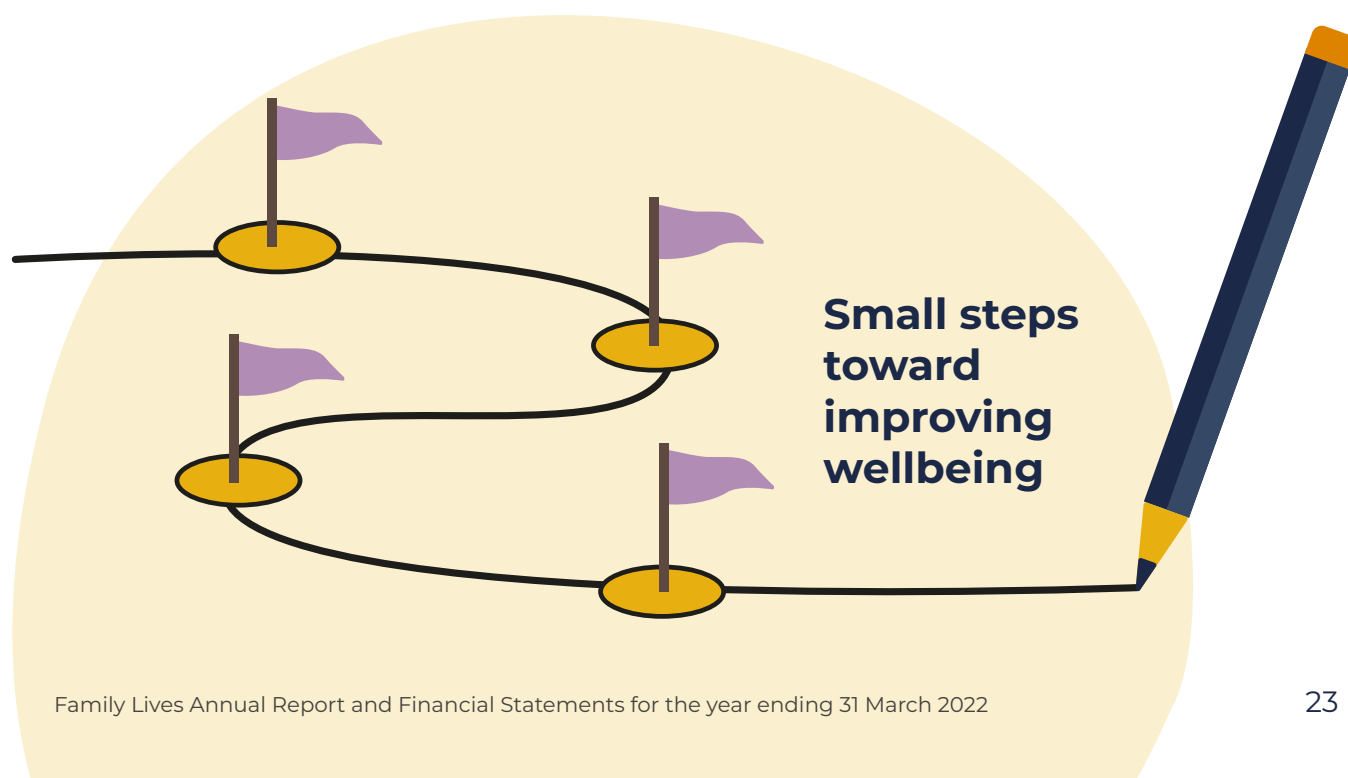
This year: 16 families supported (since starting in September 2021)

Our impact so far has been to support families to navigate the challenges of being new parents and help them appreciate the importance of having a supportive network made up of wider family and friends where possible, to call on to share the workload. We support families to work together with their differing parenting styles across different generations. They are each encouraged to communicate positively and work through their differences, approaching it from a child-centred perspective and working with the idea that 'it takes a village to raise a positive child'.

Part of our role is listening to parents who are going through challenging health issues, supporting them by encouraging them to focus on what's going well, their children and the small steps they can take towards improving their health.

We have also been able to support parents whose children have additional needs, signposting families to relevant support that will give further advice on coping with specific issues. We support families to implement routines that work for each individual in the family, and to understand the changing developmental needs of their children in order to establish appropriate behaviour management strategies. Parents tell us that this has made a positive difference in their children, and therefore also in their home, and this has helped them manage their own expectations.

As the project begins to become established in the Aldgate School and Children's Centre and the City of London area, we will continue to run workshops every term to help improve the knowledge and skills of parents who visit the centre.





**This year we supported
42 young carers**

Supporting young carers

This project was highly successful but unfortunately the funding came to an end in September 2021. We supported 42 young carers and 25 parents with one-to-one support, by visiting them regularly and building strong relationships with the children and their parents. This can help parents understand their children's needs including when they have physical or mental health issues.

We provided children with activities designed to help them alleviate stress and enable them to spend quality time with other peers. During the school holidays, we provided them with trips and workshops. For example, Mouse Trap, a theatre organisation, provided exciting drama sessions for young people within our service. These sessions were aimed at increasing emotional and social skills and encouraging them to express their feelings. They eagerly attended every week after school. The children created their own scripts and then performed at the Palace Theatre in Victoria, London in front of an audience, including their proud parents.

We supported parents to engage with other services, in order for them to build their confidence in parenting. We invited them to sharing space sessions and included them in trips. Young carers who attended face-to-face and virtual sessions also used these opportunities to express their feelings and share their experiences of being young carers. We successfully engaged with the young carers' schools in order to ensure that their education was on target and helped parents with supporting their children with homework.

We also provided parents with sharing space sessions to discuss various topics related to parenting and empower them in their ability to support their own children and be part of a community.

Reducing violence

Westminster

We delivered 21 group information sessions across a range of different venues, including schools and community spaces.

This year: We supported 123 families and 342 children.

This year, the Violence Reduction Unit project successfully trained 15 parent volunteers who support local parents. Volunteers speak several languages including Arabic, Kurdish Sorani, Farsi, Bengali, Turkish, Urdu, Tigrine, French, Russian, Czech, Dutch and Amharic. We have five male volunteers, one of whom speaks Kurdish which was one of our aims for the project.

The project works in partnership with the Community Engagement, Integrated Gangs and Exploitation Unit. Together, we delivered a number of workshops which focussed on current issues experienced by families in the area. This included topics such as keeping children safe from exploitation and violence, drug awareness workshops, and sessions on stop and search. Parents shared that, for many of them, this was their first experience of this type of workshop, and they gained a great deal of knowledge that would help them to support their children.

An exciting, innovative workshop we tried out was the 'IGXU Virtual Reality Pilot', which focused on relaxation and wellbeing using virtual reality equipment. Parents fed back that they benefitted from the sessions. The workshops were delivered face-to-face at the Portman Centre every week for four months. Parent Navigators attended the sessions with parents to support them with language or for support.

Volunteers on the project were able to benefit from a schedule of relevant workshops and professional development offered by Family Lives and our partner Westminster Adult Education. Examples of workshops included: 'Online Grooming & Exploitation Training'; 'Building Resilience Against Violence and Extremism (BRAVE)', from St Giles Trust and Connect Futures; and 'Awareness of Knife Crime and Domestic Violence'.

“

'As a serious youth lead for Westminster City Council I love spending time and working with the Family Lives team. They are always supportive of our work, they have a wide network to the local community and work very hard to make sure our workshops and opportunities are fully promoted in the community so that the local community can gain the most from the experiences that we are providing. They work in partnership and always very consistent in responding to opportunities.'

”

Lewisham

The project began in October 2021, and we are now receiving referrals from schools and Early Help. Part of our role is to listen to families who often do not know where to turn to when their young person is beginning to get into trouble with school, at home or with the local law enforcement teams. We provide strategies for families to start making the changes needed, build relationships with the schools and understand what support the school has to offer if the child has a plan or is excluded.

This year: We supported 31 families from October 2021 to March 2022

We provide advice on how to work with police liaison officers and youth offending teams to support young people who have got into trouble. We signpost families for support with their children's mental health, support with finding advice online and now the beginning of face-to-face support for their health education and wellbeing. We support families with how to improve communication with their children, how to understand and manage young people, including behaviour management strategies that work for the young person who is on the verge of criminal or disruptive behaviour.

The project recruits volunteer parent champions from the local communities and we are now beginning to use their networks to reach more families. We have worked with Youth Offending Services to reach families who have successfully completed their programme to support young people and their families. We have also been able to allocate resources to assist in positively improving the relationship within families as well as keeping young people engaged in hobbies such as biking, knitting and cake baking.



Supporting children with Special Educational Needs (SEND)



This year: We held 11 groups, through 68 sessions and 153 attendees

Last year: We held 10 group sessions with 128 attendees

For many parents whose child has Special Educational Needs, their child's behaviour and social skills continued to regress following the introduction of social distancing restrictions and school closures. The restrictions also meant delayed or cancelled assessments, and little access to specialist educational provision.

Disruptions to daily routines caused significant impact on the mental health and behaviour of children with additional needs, affecting the whole family. We were able to support parents in Hertfordshire and Essex through access to our 'Bringing Up Confident SEN Children' programmes. These were often seen as a lifeline in supporting parents' ability to cope and manage more successfully, as well as giving them the strategies and mechanisms to understand and manage their child's behaviour more effectively.

Supporting families living in recovery

This year: We supported 28 parents through individual support and ran 42 groups/workshops

Last year: We supported 36 parents through individual support and ran 4 groups with 14 attendees attending each session

Our Families Living in Recovery Project in Hertfordshire, in partnership with The Living Room and Relate, adapted swiftly to online delivery from the start of the pandemic. It was widely recognised that the impact of Covid-19 would cause significant difficulties for people relying on services to continue their recovery from addiction. This, in turn, would risk having a detrimental impact on their families and carers.

Feelings of fear and anxiety can hold people back from seeking or continuing addiction treatment, when that treatment may be life-saving. While the Living Room centres in Stevenage, St Albans and Watford were closed, our partnership consortium continued with a package of online support. This meant that service users in the recovery programme, and their partners and carers, were able to maintain contact and receive the support they needed through our online individual and facilitated group sessions.



Supporting family learning and befriending

Family learning and support, and befriending project

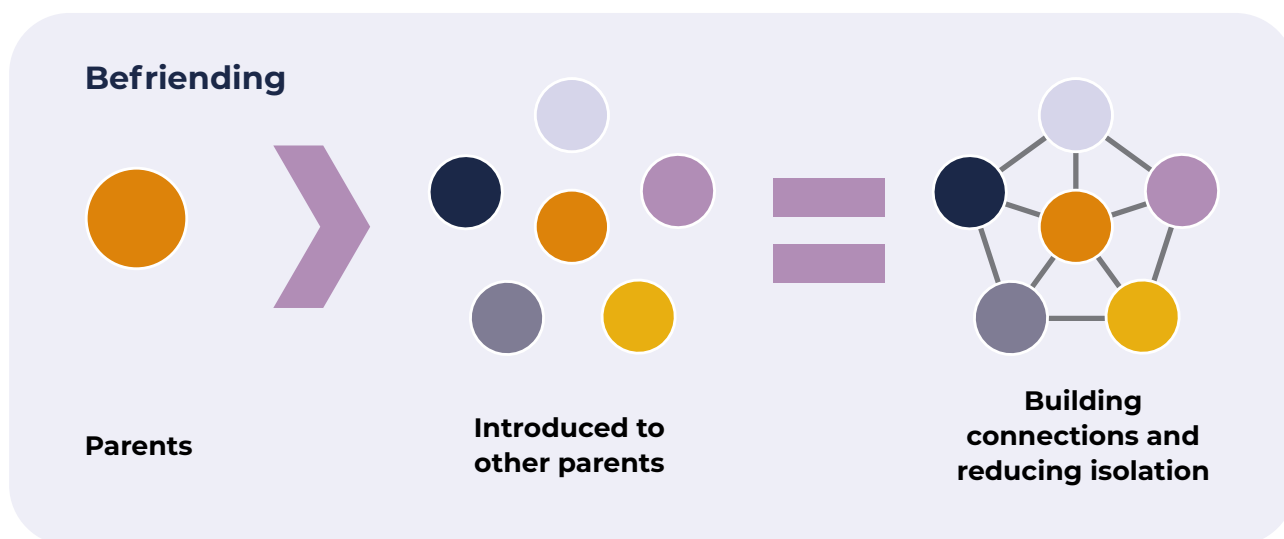
- 22 families in total received either befriending or individual support
- 58 families currently registered with family learning and support (FLS) and they receive engagement / information on FLS activities / communications via phone, email or online at least once a week

One of our key successes for this project in Westminster has been our ability to remain flexible and responsive to families' needs during this difficult time of uncertainty. From July 2021, we were able to offer an increased number of face-to-face opportunities. We were also able to offer a limited holiday programme and this was invaluable to many families who found themselves feeling stuck over the holidays in terms of organising activities for their children.

The activities and small trips we offered during the holidays resulted in extremely rewarding and unique experiences for vulnerable families. In most cases, they provided opportunities to families which would have otherwise been unavailable or unattainable due to financial constraints, and other challenges they faced.

Our adapted services were critical in maintaining engagement, reducing isolation and building resilience. Families said these groups were like a lifeline, allowing them to get out of the house and connect with other families, and feel less alone during some challenging times.

The majority of families supported through befriending and individual support on the project, also attend and benefit from family learning and support sessions. This has provided an effective model for introducing parents to other parents, building connections and reducing isolation.



During Covid-19 restrictions, we provided continuity of our befriending support by switching to online and telephone support. We were able to offer face-to-face visits in the Children's Centre or in the home, where this was needed. As restrictions were gradually reduced, common issues emerged for families, including parenting difficulties, challenging behaviour, relationship distress, mental health issues and housing and finance difficulties. We adapted to also incorporate shorter periods of support for particular families, where there was a need for specific signposting or one particular area of focus.

Many of our volunteers speak Arabic or an additional language, such as Bengali, Farsi or French. In addition to this, many of them understand some of the cultural sensitivities within the local community and are able to work effectively with families to break down barriers and work towards improving outcomes. Parents' feedback about their befrienders has been extremely positive in most cases, and they have often expressed that their befriender has been their sole form of support.

Three of the parents using this service have gone on to become volunteers themselves or have attended volunteer befriending training. This is a very positive outcome in itself, and also helpful in the local community in developing ambassadors who can identify and reach out to other families who may need support.



Energise Families – helping families be more active

Our Energise Families projects in Nottingham and Ealing help families to become more active together while encouraging behavioural change. Physical and mental health has worsened during the pandemic, and high levels of anxiety mean that already isolated families may rarely go out, if at all. The problems of one child can impact on the whole family.

Over the three years of the project, we have built on what we know works, and what makes the biggest difference in order to provide a truly personalised service. Our volunteer befrienders and staff provide a listening ear for parents struggling in isolation, support to build routines, explore solutions for family issues, demonstrate activities for engaging with their children and explore ideas to get fitter. Our focus is on fun and games rather than formal sport or exercise, which is often a positive by-product of the engagement.

At one-to-one befriending sessions, parents can offload. 'Walk and Talk' is a simple, free and highly effective way to build a trusting relationship. A take-away coffee sitting on a park bench is a treat; the physical activity to get there is both a physical and emotional step towards better health and wellbeing.

This year: 72 families supported through 492 befriending sessions and 27 groups/workshops

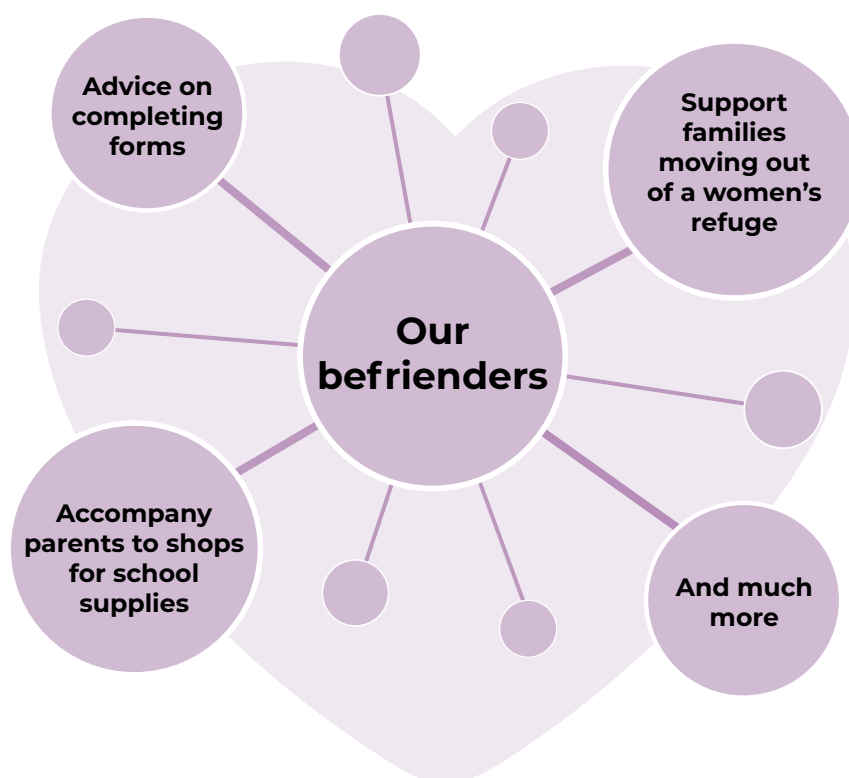
Last year: 47 families attended online activity sessions in Ealing, and 36 families were supported in Nottingham

Having safe and stable accommodation is a fundamental need and without this a family is unlikely to be emotionally able to make other changes. So, helping families to find suitable housing is part of what we do. We also know that poverty is crippling and affects every aspect of family life. Our befrienders help parents in practical ways, by ensuring they understand their entitlements or helping them to make phone calls and complete forms. They accompany parents to what's most needed at the time – to the shops for school equipment, to an appointment with a paediatrician or to move out of a women's refuge.

These sessions are alternated with activities for the whole family in the home, garden or local park. They help the family connect better, to share and communicate effectively. Items of equipment for the family are the practical tools to back up the emotional support and enrich the home environment.

Organised drop-in activity sessions in local parks and schools have enabled families to build friendships. Run by Family Lives staff and volunteers, the choice has included Drum Fun, Reggearobics, Superhero HITT, Clip and Climb, hula hooping, yoga and football. Families have realised how being active together helps them bond and build good relationships. We have done a lot of work to upskill parents with ideas for things to do long-term, which do not need much kit or skill. Activities such as yoga for adults and children, which have lots of accessible and free videos online, have proved very popular.

We have seen more resilient, informed and competent parents who are better able to carry out daily tasks, establish routines and manage family life. We believe that the shifts in mind-set, confidence and parenting, and the positive relationships and new social networks, have created sustained change and a lasting difference.



Afghan family support

This year: 62 families supported, through 554 befriending sessions

Last year: We supported parents through 505 befriending calls.

The Afghan Family Project was already in place when thousands of Afghans were airlifted through the UK government scheme in August 2021. The project had a surge of referrals, doubling within a month. Thankfully, with the support of Family Lives staff stepping in, and the support of volunteers, we were able to make a huge difference.

Overall, the project has been a success over the last three years. The Afghan community is comprised of members from the Sikh, Muslim and Hindu faiths, and the Afghan community being supported saw Family Lives as neutral territory, providing an equally accessible service to all. Families felt they could trust Family Lives and made huge progress, leaving the project feeling empowered and positive.

The project benefitted from donations of food, new clothing and housing items. The project also donated sewing machines to Afghan families and had the opportunity to run parenting and sewing classes. The project held other workshops as well, including pampering/relaxation sessions, and screen-time management via Teams. The screen-time management was especially helpful for parents whose children became used to excessive screen-time during the pandemic.

As ethnic minority communities were hit particularly hard with deaths from Covid, the project provided additional support around bereavement and loss to the Afghan families. The supported families found the project beneficial in providing listening support, online activities, and educational sessions about the vaccine and Covid-19. We also ran a workshop with a GP present, and the GP was able to answer many questions which the volunteers were able to translate for the families.



Our volunteers

2021-2022

23,878

hours donated by
volunteers through
the helpline and
face-to-face services

2020-2021

27,019 hours donated by
volunteers through helpline
and face to face services

2021-2022

14,309

helpline services
hours equated
to £211,630

2020-2021

16,032 helpline services hours
equated to £233,586

2021-2022

8,090

face-to-face services
hours equated
to £151,849

2020-2021

10,899 face to face services
hours equated to £201,523

2021-2022

427

administration hours
for helpline services
equated to £5,709

2020-2021

171 admin hours for helpline
services equated to £2,252

2021-2022

1,052

administration hours
for face-to-face services
equated to £13,664

2020-2021

34 admin hours for face to face
services equated to £448



“

Volunteering has been a wonderful experience. It's helped me further my skills and knowledge in a work environment, I feel more confident and ready for bigger steps and all this is due to the amazing staff that has always been ready to help.

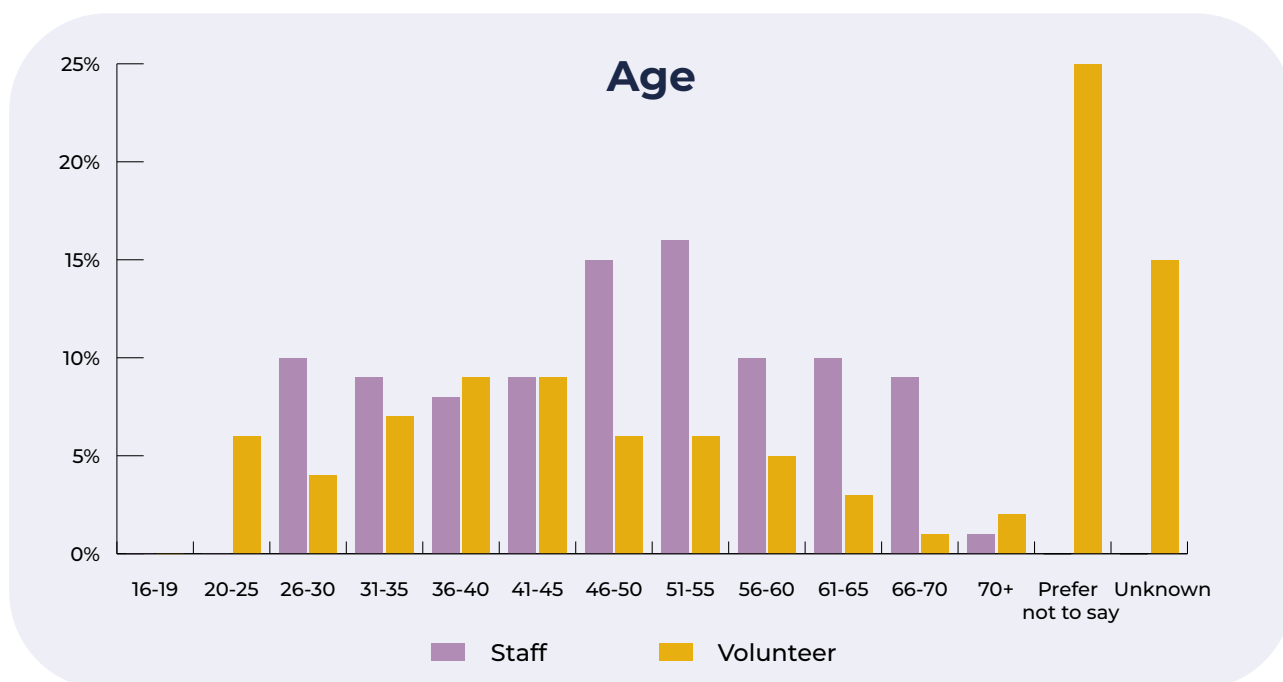
I would like to thank you and everyone else for being excellent and coming all together to help these amazing mums.

”

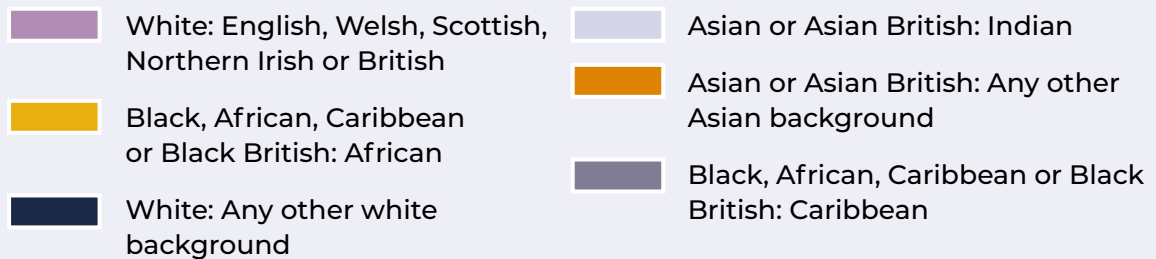
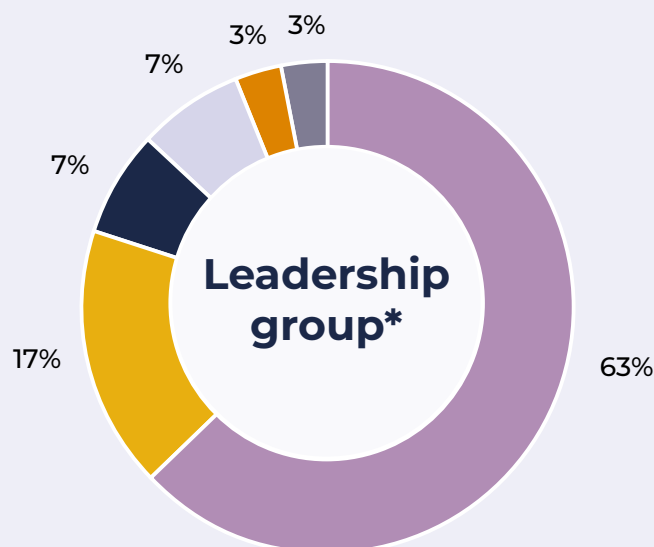
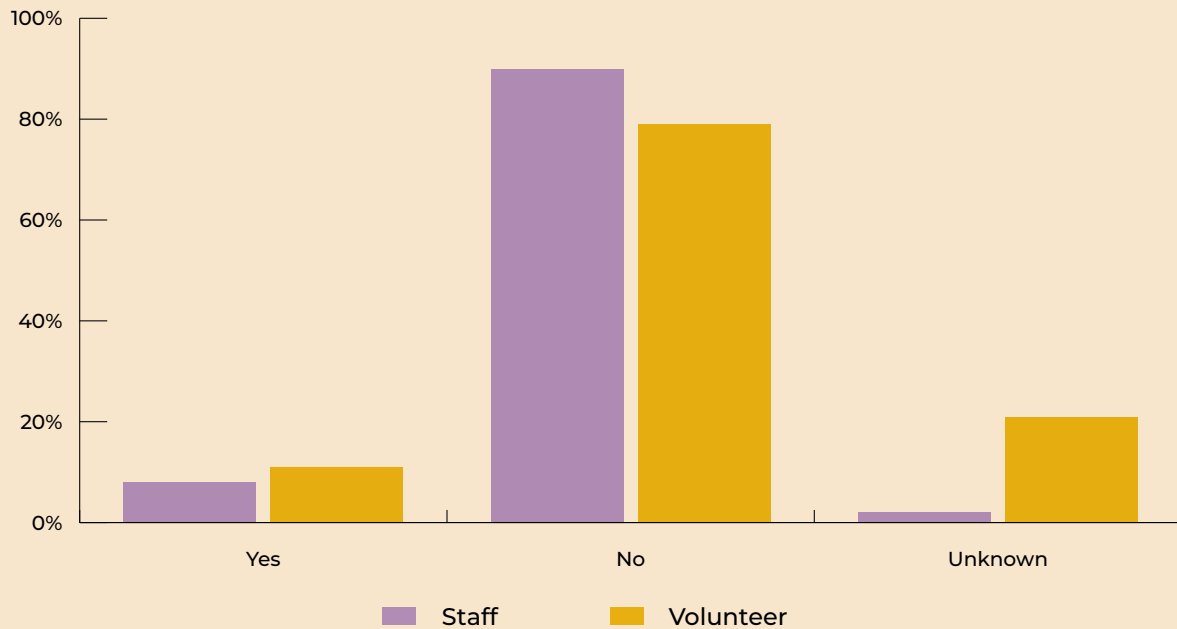
**Drande, Peer Support Volunteer,
Barnsley Support Service for New Parents**

Diversity, equality and inclusion

Family Lives believes that discrimination of any kind for any reason is an affront to our values and beliefs. We recognise that many of our colleagues, service users and friends within the wider community experience disadvantage and discrimination, and acknowledge that we all have a part to play to bring about systemic change. We will continue to work together to ensure that equality, diversity and inclusion are not simply three words but are experiences shared by all – and we are committed to the personal, organisational and community work that must take place to make this happen.



Disability



*The Leadership Group is made up of any managers and senior leaders

Our Strategy 2022-25

Since our beginnings more than 45 years ago, Family Lives has supported families from the very first days of becoming a parent through to the teenage years and beyond. We are proud to offer support across the age range so that families can turn to us whenever they need us.

To reach as many families as possible, and respond to increasing areas of need, we have chosen to focus in on three specific objectives:

1

Building stronger families

We're working to ensure more families have access to a range of family support when and how they need it.

**2**

Raising children's aspirations and potential

We're working to support families in the early years to help more children be ready for school and have the same chances as their peers.

**3**

Connecting families and communities

We're working to support families to feel part of their community and access local resources.



Our priority areas for action

Underpinning our work to support the families who need us is our internal efficiency and productivity, and of course our staff and volunteers. Alongside our income diversification aims, we will also focus on ensuring we continue to use the learning from how we adapted to support families during national lockdowns, and how we can further innovate and grow our range of products and services.

Our strategic goals give us a long-term focus. We expect our priorities and activities to flex over time as we adapt to seize opportunities in the changing external environment and as we respond to the needs of families.

From April 2022, we will focus on:



This Year's Financial Results

Summary

During the year, the charity raised £2,634k (2021: £3,006k) and spent £2,760k (2021: £2,861k). After allocation of the appropriate expenditure in the year against restricted funds, a surplus of £25k (2021: surplus of £8k) was added to the free reserves in line with the charity's policy.

The free reserves of the charity, after allowing for fixed assets of £3k (2021: £5k) and designated funds of £nil (2021: £nil), stand at £945k (2021: £918k). These funds represent free reserves available to the charity, which can be used for any purpose within its charitable objects.

Unrestricted funds

The charity raised £1,501k (2021: £1,533k) of general or unrestricted income. Expenditure of £1,476k (2021: £1,525k) was set against this, leaving a surplus of £25k (2021: £8k). The general reserves carried forward were £948k (2021: £923k).

Designated funds

There were no designated funds carried forward at 31 March 2022. No new designations were made in the year.

Restricted funds

A total of £1,133k (2021: £1,473k) of restricted income was received in the year and a balance of £356k (2021: £219k) brought forward from the previous year. Expenditure of £1,284k (2021: £1,336k) was set against this leaving a balance of £205k (2021: £356k) to carry forward to fund restricted activities next year.

Sources of income

£801k (2021: £799k) was received from Central Government sources, £925k (2021: £999k) was from Local Authority sources, £642k (2021: £813k) was from Trusts and Foundations, £251k (2021: £378k) was from National Lottery Community Fund and £15k (2021: £17k) from individuals, schools and corporate bodies.

Expenditure

Expenditure on National Services reduced to £900k (2021: £923k) as emergency Covid Response funding ended last year. However, a new grant was secured during the year.

Expenditure on Face to Face services reduced to £1,827k (2021: £1,894k). This was largely due to the ParentChild+ project in South Yorkshire and Bexley's Home Visiting Service coming to an end half way through the year.

Expenditure on Professional Development reduced to £2k (2021: £15k) with the end of the DWP Challenge fund.

Investment in fundraising increased to £31k (2021: £29k) due to an increase in activities.

Reserves Policy

The Board of Trustees has agreed a reserves policy whereby the unrestricted funds not committed or invested in tangible fixed assets, ('the free reserves'), held by the charity should provide sufficient funds for an orderly wind down of the charity, if necessary at some future date. At 31 March 2022, this equates to £587k, leaving a buffer of £358k out of total free reserve of £945k.

The Trustees are mindful of the potential need to use the charity's unrestricted reserve as a buffer against the volatile funding environment.

Investment Policy

In today's uncertain climate, volatile equity markets and a recognition that the current reserves are not long term in nature, the Board of Trustees has decided to take a cautious approach to the investment of its liquid funds. Accordingly, these funds have been invested in a high interest COIF Deposit Fund account.

The pooled assets of the Deposit Fund are placed on short-term money market deposits in accordance with a careful management policy. The Fund can make deposits only to rigorously selected financial institutions approved by the Fund's trustees. For each counterparty, there are agreed individual deposit limits. This ensures that the Fund's assets are diversified across a range of institutions: the credit status of these is monitored daily.

Fundraising Policy

We always strive for best practice in fundraising to ensure our donors feel safe, valued and well supported – adhering to the Fundraising Regulator and other professional fundraising bodies.

We never buy or sell people's personal information. We work hard to respect people's wishes about how they want us to communicate with them, and we are confident that Family Lives data practices are compliant with the UK General Data Protection Regulation.

Most of Family Lives' income derives from statutory and Trusts funding with small donations coming from various sources. We undertake very little public fund raising activities and do not use professional fundraisers or commercial participators.

We have never 'cold mailed' or 'cold called' the public to raise funds. We did not employ external companies to carry out fundraising on our behalf. We meet the regulations and codes set by the Fundraising Regulator and monitor any complaints received by the charity about fundraising. During the year, there was no non-compliance of these regulations and codes and we received no complaints.

Donors, funders and fundraisers

The Trustees would like to thank all trusts, organisations, schools and individuals who generously supported the work of Family Lives. With your contributions, we have been able to make a real difference to children and families across the UK at a time when they needed us most. Principal funders are listed below.

Armed Forces Covenant Fund
 Armithea Charitable Trust
 Barnsley Metropolitan Borough Council
 BBC Children in Need
 Bedfordshire County Council
 Brilliant Parents
 Burghley Charitable Trust
 Bushey Mead School
 Car Takeback
 City of London
 City of Westminster Charitable Trust
 Department for Education
 Department for Work and Pensions
 Education Endowment Foundation
 Esmée Fairbairn Foundation
 Essex County Council
 Fidelity UK Foundation
 Greater London Authority
 Green Lanes Primary School
 Hertfordshire County Council
 Herts and West Essex Integrated Care System
 Hyde Park Place Estate Charity
 John Lyon's Charity
 London Borough of Bexley
 London Borough of Ealing
 London Borough of Lewisham
 London Metropolitan University
 Mantra Jewellery (Jo Stroud)
 National Lottery Community Fund
 OneYMCA
 Royal Borough of Kensington of Chelsea
 Southfields School, Hatfield
 Sport England
 St Giles & St George
 St Mark's Church, Woodcote
 The Brook Trust
 The Cathedral & Abbey Church of St Alban
 The Dulverton Trust
 The Fifty Fund
 The Living Room
 The Monday Charitable Trust
 The Rayne Foundation
 The Simon Gibson Charitable Trust
 Welsh Government
 Welwyn Garden City Schools Partnership
 Westminster Almshouses Foundation
 Westminster City Council

Legal and administrative information

Status

Family Lives is a registered company limited by guarantee; company number 3817762. It is also a registered charity, charity number 1077722, registered in England and Wales.

The charity was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association. These will be treated as if they are in the new form of a single set of Articles as specified under the Companies Act 2006.

Trustee Board

The members of the Board during the year were:

A de Waal	Chair
S Bayliss	
J Coleman	Re-appointed 05/11/2021
W Jones	Treasurer
S Hayman	
A Holt	Re-appointed 05/11/2021
A Montgomery	
N Rupani	Re-appointed 05/11/2021
K Summers	

Objectives

The objectives of the Company are:

1. To promote, protect and preserve the good health, both mental and physical, of family members and families.
2. To advance public education in, and promote research into the psychological, legal, medical and other experiences of family members and families and to disseminate the useful results of such research.
3. To help relieve poverty among family members and families, in particular by the provision of an advice and information service for those unable to access such resources.

For the purpose of the above, 'family members' includes parents, children and others forming part of the wider or extended family, including grandparents and step relatives.

Sub-Committees:

Policy & Finance Sub-Committee:

A de Waal, W Jones, S Bayliss, A Montgomery, N Rupani

Remuneration Sub-Committee:

S Bayliss, A Montgomery, N Rupani

President:

Deidre Sanders

Chief Executive and Company Secretary:

J Todd

Registered Office

15-17 The Broadway, Hatfield, Herts, AL9 5HZ

Auditors

Price Bailey LLP, Causeway House, 1 Dane Street, Bishop's Stortford, Herts, CM23 3BT

Solicitors

Farrer and Co, 66 Lincoln's Inn Fields, London WC2A 3LH

Public Benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Achievements and benefits to families, parents, children and other services users which cover public benefit are detailed on pages 13-33

Governance and Management

Board of Trustees

Members of the Trustee Board, who are directors for the purpose of Company Law and Trustees for the purpose of Charity Law, who served during the year and up to the date of this report, are set out on page 40. Members of the charitable company guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2022 was nine (2021: nine).

The Board is responsible and accountable for Family Lives' policies and activities to the Charity Commission, to Funders and Stakeholders, and for compliance with Charitable and Company Law. It is responsible for the financial and strategic affairs of the charity, for the Annual Budget and the Annual Report and Accounts. The Chief Executive is accountable to the Board of Trustees and presents an Accountability Report against the organisation's agreed strategic objectives.

The Board is committed to diversity across the organisation in all areas of its activities. The organisation is continuing to monitor our service reach and workforce so as to move forward continuously on our diversity targets. We publish diversity data within this annual report.

The Board has been chaired by Anastasia de Waal since November 2009. Anastasia de Waal is Director of I Can Be, a charity working to help break down barriers to opportunity for disadvantaged children and young people.

Over the year, the Board has continued to review and consider term lengths and contributions for officer roles, in particular the Chair role, as well as for trusteeship more broadly. Board discussion has been informed by guidance from Family Lives' auditors, as well as the Charity Governance Code, to help ensure that the Board's approach to decision-making on officer and trustee terms and contributions is appropriately rigorous and reflective.

Ongoing review of the Board's current make-up and contribution to the organisation has continued to identify a valuable mix of expertise and background, alongside active engagement and strong commitment from serving Trustees. However, the Trustees also continue to be committed to refreshing and replenishing the Board, specifically through new trustee appointments over the course of 2022-23.

The Board of Trustees, the Chief Executive, volunteers and staff work to engage with existing service users, while exploring ways to attract and engage with hard to reach parents and adults, who find themselves in a parenting or carer role in the UK. We expect to continue to see increased levels of engagement in the coming year, which will benefit from the introduction of our new helpline platform, new website and broader digital services.

Board Recruitment

One third of Trustees are required to retire annually and there is no limit to the number of times a Trustee may be re-appointed. Appointment to the Board continues to be via an open and formal recruitment process. Appointments made during the year are ratified at the AGM.

Board Induction and Training

An Induction Programme is in place for new Trustees. Any training needs may be identified for both new and established Trustees via the trustee appraisal/review process.

Board Meetings

The Trustees meet as a full Board six times a year including for Annual General Meeting. The Trustees hold an Annual Away Day which includes the Senior Management Team.

Board Sub-Committees

There are two Sub-Committees: Policy & Finance and Remuneration, which make recommendations to the Board for approval. In addition, there is a Risk of Harm Advisory Group which meets four times a year and has Trustee representation. There is also a Digital Advisory Group that also has Trustee representation.

Senior Leadership Team

The Senior Leadership Team (SLT) meets eleven times a year and addresses cross-organisational issues. The Directors hold principal responsibility for the budget and key strategic decisions. All Senior Managers work across the whole organisation and are accountable to the Board of Trustees via the Chief Executive.

Remuneration

Pay and remuneration of Key Management Personnel (with the exception of the Chief Executive) is undertaken as an independent process by the Head of HR and a member of the SLT. The process assesses current roles and activities against the existing job description and we have a 'marking system' for any additional responsibility. Once the independent process occurs HR send a letter to the employee informing them of any outcome.

The Board Remuneration Sub-Committee meets on average once a year to discuss remuneration for a cost of living rise for all staff, including the Chief Executive. This is a non-obligatory process and does not assume an award. The Chair of the Remuneration Sub-Committee then reports back to the Board with a recommendation.

Trustees' Responsibilities Statement

The Trustees (who are also directors of Family Lives for the purposes of Company Law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom

Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities FRS102 SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the Charitable Company's auditor is unaware.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Risk management

Trustees reviewed the risks to which the charity could be exposed in 2022/23 and are satisfied that the charity has taken all reasonable steps to minimise risk, and that it has policies and procedures in place to manage risk effectively in all areas of the charity's work. The key risks were identified as follows:

Principal risks

Financial Solvency

Steps to mitigate risks

Ensure sufficient reserves to cover orderly wind down.
Quarterly review of management accounts and forecasts.
Plans in place for continued diversification of funding.
Ongoing liaison with current and potential funders.

Failure to meet quality standards

£10million Public Liability Insurance in place.
£5million Professional Liability Insurance in place.
Accreditation for frontline staff.
The Helplines Partnership Quality Standard maintained.
Risk of Harm Policy procedures implemented.
All frontline staff and volunteers DBS checked.
Complaints procedure in place.

Organisational Risk

Robust Human Resources policies & procedures in place.
Robust Financial Management policies & procedures in place.
IT infrastructure disaster recovery plan in place.
Media policy in place.
Periodic review of public benefit.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2016.

Approved by the Board of Trustees on 21 July 2022 and signed on its behalf by:

A. de Waal

Anastasia de Waal (Aug 23, 2022,
6:53am)

Anastasia de Waal (Chair)

WR Jones

Warwick Jones (Aug 22, 2022, 7:38pm)

Warwick Jones (Treasurer)

Independent Auditor's Report to the Members of Family Lives

Opinion

We have audited the financial statements of Family Lives (the 'charitable company') for the year ended 31 March 2022 which comprises the Statement of Financial Activities, the balance sheet, the statement of cashflow and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we

have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

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

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial

statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance

with the small companies' regime and take advantage of the small companies' exemption from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent

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

- enquiry of management regarding laws and regulations applicable to the charitable company, actual and potential litigation and claims, and any known instances of non-compliance;
- review of minutes of Trustee meetings;
- performing audit work over the risk of management override and controls, such as reviewing journal entries and reviewing investment valuation; and
- reviewing our work throughout the audit file for evidence of non-compliance.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

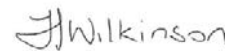
A further description of our responsibilities is available on the FRC's website at: <https://www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor%E2%80%99s-responsibilities-for> This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone

other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Helena Wilkinson (Senior Statutory Auditor)



For and on behalf of Price Bailey LLP,
Statutory Auditor

Causeway House, 1 Dane Street, Bishop's
Stortford, Hertfordshire, CM23 3BT

Date: 23 August 2022

Statement of Financial Activities (incorporating Income and Expenditure Account) for the year ended 31 March 2022

	note	Unrestricted funds	Restricted funds	2022 Total	2021 Total
		£'000	£'000	£'000	£'000
Income and endowments:					
Income from:					
Donations and legacies	2	12	1,133	1,145	1,483
Charitable activities	3	1,486	-	1,486	1,519
Other trading activities	4	3	-	3	4
Total income		1,501	1,133	2,634	3,006
Expenditure on:					
Raising funds	6	31	-	31	29
Charitable activities:					
National Services	7	671	229	900	923
Face to Face services	8	772	1055	1,827	1,894
Professional development	9	2	-	2	15
Total expenditure		1,476	1,284	2,760	2,861
Net income/(expenditure)		25	(151)	(126)	145
Funds at 1 April 2021	24/26	923	356	1,279	1,134
Funds at 31 March 2022	24/26	948	205	1,153	1,279

The notes on pages 50 to 63 form part of these financial statements

The statement of financial activities include all gains and losses recognised during the year. All income and expenditure derive from continuing activities.

Balance Sheet as at 31 March 2022

	note	2022	2021
		£'000	£'000
Fixed assets			
Tangible assets	17	3	5
Current assets			
Debtors	18	194	228
Cash on deposit		600	600
Cash at bank and in hand		726	955
		1,520	1,783
Creditors:			
Amounts falling due within one year	19	(364)	(453)
Net current assets		1,156	1,330
Total assets less current liabilities		1,159	1,335
Creditors: amounts falling due after one year			
Social Investment loan	20	-	(50)
Provision for liabilities	21	(6)	(6)
Total net assets		1,153	1,279
Unrestricted funds	24	948	923
Restricted funds	26	205	356
Total funds		1,153	1,279

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements were approved by members of the Board on 21 July 2022 and signed on its behalf by:

A. de Waal

Anastasia de Waal (Aug 23, 2022, 6:33am)
Anastasia de Waal (Chair)

W. R. Jones

Warwick Jones (Aug 22, 2022, 7:38pm)
Warwick Jones (Treasurer)

Company Registration Number: 03817762

Statement of cash flows for the year ended 31 March 2022

	2022 £'000	2022 £'000	2021 £'000	2021 £'000
Reconciliation of net income/(expenditure) to net cash inflow from operating activities				
Net income as per the statement of financial activities	(126)		145	
Depreciation charges	4		5	
(Increase)/decrease in debtors	34		188	
(Decrease)/increase in creditors	(89)		(175)	
Net cash provided by (used in) operating activities		(177)		163
Cash flows from investing activities:				
Purchase of property, plant and equipment	(2)		-	
Net cash used in investing activities		(2)		-
Cash flows from financing activities:				
Social Investment Bond bank loan	(50)		(50)	
Net cash used in financing activities		(50)		(50)
Change in cash in the reporting period		(229)		113
Cash at the beginning of the reporting period		1,555		1,442
Cash at the end of the reporting period		1,326		1,555

	1 April 2021 £'000	Cash flows £'000	31 March 2022 £'000
Analysis of cash:			
Cash at bank and in hand	955	(229)	726
Cash at COIF deposit	600	-	600
Total cash	1,555	(229)	1,326

	1 April 2021 £'000	Cash flows £'000	31 March 2022 £'000
Analysis of changes to net debt:			
Cash at bank and in hand	1,555	(229)	1,326
	1,555	(229)	1,326
Debt:			
Social Investment loan due after one year	(50)	50	-
Total	1,505	(179)	1,326

1 Accounting policies

Family Lives is a charitable company limited by guarantee and is registered in England and Wales.

The registered office is 15-17 The Broadway, Hatfield, Hertfordshire, AL9 5HZ.

Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The Presentation currency used is British Pounds Sterling

Going concern

The Trustees consider that there are no material uncertainties about Family Lives' ability to continue as a going concern.

The Board of Trustees regularly consider Family Lives' financial position and future funding position. At the time of writing this report, most of the income required for the year ending March 2023 has been secured.

The Trustees believe that the forecasted results and strong level of reserves together with the measures taken to date will enable the charity to continue as a going concern.

Tax status

The Company is a registered charity and no liability to UK corporation tax arose on ordinary activities for the year ended 31 March 2022.

Income

Income is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty.

Grants are included in the Statement of Financial Activities when the entitlement to the grant is probable. Grants made for specific purposes are classified as restricted income.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor or funder has specified that the income is to be expended in a future accounting period.

Donations

Donations organised directly by the charity are included gross together with related fundraising expenditure. Donations organised by external parties are shown on the basis of the amounts received.

Donations in kind such as services or facilities provided free of charges are recognised in the Statement of Financial Activities on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities on the open market. Equivalent amount of expenditure is recognised in the period of receipt of the donations. Volunteers donated services have not been included in the Statement of Financial Activities.

Accounting policies (continued)

Expenditure

Expenditure is 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. All expenditure is allocated to the particular activity where the cost relates directly to that activity.

Irrecoverable VAT is included within expenditure items to which they relate.

Allocation of support costs

The costs of staff employed directly in connection with particular projects are allocated directly to the projects concerned together with all directly incurred expenditure.

Support costs are apportioned to projects on the basis of gross expenditure of that project.

Management and admin costs relate to Management Team's time spent on the overall management, development and direction of the organisation.

Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against income and expenditure as incurred.

Depreciation

Fixed assets costing less than £1,000 are written off in full in the year of purchase. Other fixed assets are depreciated in equal instalments so as to write off their costs over their estimated useful lives as follows:

Office fittings	Shorter of 7 years and remaining period of lease
Office furniture	5 years
Office equipment & software	4 years

Depreciation policy of office equipment and software have been revised and estimated useful lives changed from 3 years to 4 years.

Pensions

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity.

The annual contributions payable are charged to the statement of financial activities. The charity also makes contributions into individual's own personal pension arrangements.

Redundancy policy

Employees at Family Lives who are being made redundant are entitled to receive a statutory redundancy payment provided that they have two or more years' continuous service.

Cash at bank and in hand

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

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable are included at the best estimate of the amount receivable at the balance sheet date.

Creditors and provisions

Creditors and provisions are recognised when there is a present obligation at Balance Sheet date as a result of past event resulting in the transfer of economic benefit to a third party and the amount due to settle the obligation can be measured or estimated reliably.

Creditors and provisions are recognised at their settlement amount after allowing for any trade discounts due.

Accounting policies (continued)

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general activities of the charity and which have not been designated for any other purpose.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised and measured at transaction value and subsequently measured at their settlement value with the exception of:

- Fixed assets are measured at cost less depreciation.

- Social investment loan initially recognised and measured at the amount received, with the carrying amount adjusted in subsequent years to reflect repayments.

Critical accounting estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The Trustees make estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

2a Donations and grants (current year)

	Unrestricted funds	Restricted funds	2022 Total
	£'000	£'000	£'000
General donations	12	-	12
Restricted grants:			
National Services	-	188	188
Face to Face Services	-	945	945
Professional Development	-	-	-
Total	12	1,133	1,145

Funding from Central Government was £nil (2021: £nil) and Local Government £260k (2021: £301k). Funding conditions attached to the income have been met and objectives as set out on funding agreements have been achieved.

Funding from Local Government was for the Westminster SIB project and Greater London Authority's Violence reduction projects

2b Donations and grants (prior year)

	Unrestricted funds	Restricted funds	2021 Total
	£'000	£'000	£'000
General donations	10	-	10
Restricted grants:			
Helpline Services	-	387	387
Face to Face Services	-	1,086	1,086
Total	10	1,473	1,483

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 23,878 hours spent (2021: 27,019 hours), this equates to £382,852 (2021: £435,645). The Financial statements do not include donated volunteers' hours and dedicated time of Trustees of the charity.

There have been no other donations in kind during the year.

3 Income from charitable activities

	2022 Total	2021 Total
	£'000	£'000
Helpline Services	668	682
Face to Face Services	816	822
Professional Development	2	15
Total	1,486	1,519

Income from charitable activities was unrestricted. Amount received from Central government was £801k (2021: £799k) and Local Government £661k (£2021: £698k). Funding conditions attached to the income have been met and objectives as set out in funding agreements have been achieved.

4 Other trading activities

	2022 Total	2021 Total
	£'000	£'000
Sales of wristbands	3	3
Other income	-	1
Total	3	4

Income from other trading activities was unrestricted.

5 Investment income

Investment income received during the year was below £1,000 and was unrestricted.

6 Cost of raising funds

	2022 Total	2021 Total
	£'000	£'000
Staff costs	23	21
Events and fundraising	3	4
Support cost (Note 10)	5	4
Total	31	29

Cost of raising funds in 2022 and 2021 were unrestricted.

7a National Services expenditure (current year)

	Unrestricted funds	Restricted funds	2022 Total
	£'000	£'000	£'000
Direct costs	558	205	763
Support costs (Note 10a)	113	24	137
Total	671	229	900

7b National Services expenditure (prior year)

	Unrestricted funds	Restricted funds	2021 Total
	£'000	£'000	£'000
Direct costs	572	217	789
Support costs (Note 10b)	121	13	134
Total	693	230	923

8a Face to Face Services expenditure (current year)

	Unrestricted funds	Restricted funds	2022 Total
	£'000	£'000	£'000
Direct costs	606	942	1,548
Support costs (Note 10a)	166	113	279
Total	772	1,055	1,827

8b Face to Face Services expenditure (prior year)

	Unrestricted funds £'000	Restricted funds £'000	2021 Total £'000
Direct costs	628	991	1,619
Support costs (Note 10b)	160	115	275
Total	788	1,106	1,894

9 Professional Development expenditure

	2022 Unrestricted funds £'000	2021 Unrestricted funds £'000
Direct costs	2	13
Support costs (Note 10)	-	2
Total	2	15

10a Analysis of support costs (current year)

	Raising Funds £'000	Helpline services £'000	Face to Face services £'000	Professional Development £'000	2022 Total £'000
Management & admin	1	37	76	-	114
Human Resources	1	22	45	-	68
Finance	1	20	41	-	62
Information Technology	1	35	70	-	106
Governance (Note 12)	1	17	33	-	51
Depreciation	-	1	3	-	4
Premises, office and other costs	-	5	11	-	16
Total	5	137	279	-	421

10b Analysis of support costs (prior year)

	Raising Funds	Helpline services	Face to Face services	Professional Development	2021 Total
	£'000	£'000	£'000	£'000	£'000
Management & admin	1	41	85	1	128
Human Resources	1	19	40	-	60
Finance	1	20	40	-	61
Information Technology	1	33	66	1	101
Governance (Note 12)	-	15	32	-	47
Depreciation	-	2	3	-	5
Premises, office and other costs	-	4	9	-	13
Total	4	134	275	2	415

The costs of staff employed directly in connection with particular projects are allocated directly to the projects concerned together with all directly incurred expenditure.

Support costs are apportioned to projects on the basis of gross expenditure of that project. Management and admin costs relate to the Management Team's time spent on the overall management, development and direction of the organisation.

11 Net income for the year

	2022	2021
	£'000	£'000
This is stated after charging:		
Depreciation	4	5
Operating leases for land and buildings	44	50
Audit fee	15	13

12 Governance costs

	2022	2021
	£'000	£'000
Governance costs are made up of:		
Staff salaries	23	24
Staff travel & meetings	-	-
Trustees' expenses	-	-
Audit fee	15	13
Insurance and professional fees	12	10
	50	47

13 Staff costs and numbers

	2022	2021
Staff costs were as follows:	£'000	£'000
Salaries	2,003	2,165
Social security costs	156	172
Pension contributions	80	85
Redundancy payments	73	2
	2,312	2,424

	No	No
The number of employees employed by the charity whose emoluments exceeded £60,000 were:		
£70,001 - £80,000	1	1
£80,001 - £90,000	1	1
	2	2

	No	No
Average weekly number of employees during the year, calculated based on full time equivalents:		
Charitable activities	61	68
Governance	1	1
	62	69
Average number of staff employed during the year:	119	128

Total employee benefits received by key management personnel, including, pension and employer's national insurance contributions were £181,402 (2021: £184,352). Key management personnel include Trustees, Chief Executive and Deputy Chief Executive.

No Trustee received any remuneration during the year (2021: £nil).

14 Board of Trustees

There have been no expenses reimbursed to Trustees for attending the charity's Trustees' meetings (2021: £nil).

15 Related party transactions

There were no related party transactions that require disclosure.

16 Pensions

The charity has a group personal pension scheme to which employees are automatically enrolled; staff may then opt out. In accordance with the scheme the charity contributed 4% of gross salary as determined by a matched contribution of the individual employee. For staff enrolled prior to 1st April 2013 Family Lives' contribution is 6.5% of gross salary.

Total pension contributions for the year amounted to £80,394 (2021: £85,371).

Pension payment outstanding at year end was £14,617 (2021: £16,972).

17 Tangible Assets

	Furniture & equipment
	£'000
Cost	
At 1 April 2021	66
Additions	2
Cost of disposals	(39)
At 31 March 2022	29
Depreciation	
At 1 April 2021	61
Charge for the year	4
On disposals	(39)
At 31 March 2022	26
Net book value	
At 31 March 2022	3
Net book value	
At 31 March 2021	5

18 Debtors

	2022	2021
	£'000	£'000
Debts receivable within one year		
Trade debtors	74	65
Prepayments and accrued income	119	162
	193	227
Debts receivable after more than one year		
Rent deposit	1	1
	194	228

19 Creditors

	2022	2021
	£'000	£'000
Trade Creditors	38	17
Accruals	85	71
Deferred income (Note 20)	144	250
Taxation (inc VAT) and Social Security	83	98
Other creditors	15	17
	365	453

Other creditors represents pension contributions outstanding at 31 March 2022.

20 Social Investment loan

The charity has received an unsecured concessionary social investment loan of £100,000 from CAF bank in August 2019 to support upfront service delivery costs of multi-years **ParentChild+** programme. Interest on capital drawdown and outstanding amount is charged at fixed rate of 6.5%. The loan was repaid in full in November 2021.

21 Provision for liabilities

	At 1 Apr 2021	Provision for the year	Provision released	At 31 Mar 2022
	£'000	£'000	£'000	£'000
Dilapidation of area offices	6	-	-	6
	6	-	-	6

The provision relates to our Hatfield Head Office. No funds were utilised and there was no additional provision made during the year.

22 Movements in deferred income

	2022	2021
	£'000	£'000
Balance at the beginning of the year	250	400
Resources deferred during the year	144	250
Amount released from previous year	(250)	(400)
Balance at the end of the year	<u>144</u>	<u>250</u>

Deferred income represents income received in advance in the year ending 31st March 2022 that relates to next financial year mainly to fund Face to Face services.

23 Obligations under operating leases

	2022	2021
	£'000	£'000
Operating leases expiring within 1 year	38	37
Operating leases expiring within 2 to 5 years	3	-
Total operating leases	<u>41</u>	<u>37</u>

The above leases relate to:

Land and buildings	39	37
Photocopiers	2	-
Total operating leases	<u>41</u>	<u>37</u>

24a Analysis of net assets between funds (current year)

	Unrestricted funds	Restricted funds	2022 Total
	£'000	£'000	£'000
Fixed assets	3	-	3
Current assets	1,315	205	1,520
Current liabilities	(364)	-	(364)
Long term liabilities	(6)	-	(6)
Total net assets	<u>948</u>	<u>205</u>	<u>1,153</u>

24b Analysis of net assets between funds (prior year)

	Unrestricted funds	Restricted funds	2021 Total
	£'000	£'000	£'000
Fixed assets	5	-	5
Current assets	1,377	406	1,783
Current liabilities	(453)	-	(453)
Long term liabilities	(6)	(50)	(56)
Total net assets	923	356	1,279

25a Movements in unrestricted funds (current year)

	At 1 Apr 2021	Income	Expenditure	Net Trfs	At 31 Mar 2022
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
General unrestricted funds	923	1,501	(1,476)	-	948
Designated fund	-	-	-	-	-
Total unrestricted funds	923	1,501	(1,476)	-	948

25b Movements in unrestricted funds (prior year)

	At 1 Apr 2020	Income	Expenditure	Net Trfs	At 31 Mar 2021
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
General unrestricted funds	915	1,533	(1,525)	-	923
Designated fund	-	-	-	-	-
Total unrestricted funds	915	1,533	(1,525)	-	923

26a Movements in restricted funds (current year)

Funder name	Purpose	At 1 Apr 2021 £'000	Income £'000	Expenditure £'000	At 31 Mar 2022 £'000
<u>National Services</u>					
National Lottery Community Fund	Digital Development	171	127	154	144
The Monday Charitable Trust	Helpline/LiveChat	65	-	32	33
John Armitage Charitable Trust	Helpline/LiveChat	27	60	43	44
sub-total		263	187	229	221
<u>Face to Face Services</u>					
BBC Children in Need	Young Carers support	4	-	4	-
The Dulverton Trust	Early Years intervention	7	35	40	2
The British Legion/Covenant Fund	Supporting Forces families	5	1	6	-
Sport England	Active Families project	5	120	120	5
The Rayne Foundation	Young Carers support	2	13	8	7
National Lottery Community Fund	Family Learning & Support	19	77	88	8
National Lottery Community Fund	Afghan Families project	20	46	55	11
Education Endowment Foundation	Early Years intervention	51	133	184	-
Westminster, Kensington & Chelsea SIB	Early Years intervention	(61)	221	338	(178)
John Lyon Trust- CDA	Individual & Group support	2	6	8	-
St Giles & St George	Befriending service	-	13	6	7
GLA Lewisham and Westminster	Parent Champion service	23	37	60	-
Esmee Fairbairn Foundation	Early Years intervention	2	64	42	24
Essex County Council	Individual & Group support	9	-	9	-
City of Westminster Foundation	Tracking Social Isolation	-	16	11	5
The Brook Trust	Early Years intervention	-	30	19	11
Fidelity UK Foundation	Family Support/Change Manager	-	66	25	41
The Monday Charitable Trust	Family Support/Change Manager	-	50	21	29
Westminster & RBKC	Ukraine Families Welfare Checks	-	1	1	-
Various small grants		5	17	9	12
sub-total		93	946	1,054	(16)
Total		356	1,133	1,283	205

In March 2019, we started a new multi-year project, Westminster and Kensington & Chelsea SIB, whose primary objective is to narrow the gap in school readiness for disadvantaged children. This is a low risk payment by results project. The deficit for the year, £178k (2021: deficit £61k) was the result of timing differences between costs incurred and milestones reached to trigger income recognition. There is a high level of confidence that milestones will be reached in the coming two years and eliminate the short-term deficit created by the funding terms.

26b Movements in restricted funds (prior year)

Funder name	Purpose	At 1 Apr 2020 £'000	Income £'000	Expenditure £'000	At 31 Mar 2021 £'000
<u>National Services</u>					
National Lottery Community Fund	Digital Development	99	180	108	171
Simon Gibson and Mazars Charitable Trusts	Helpline training	7	-	7	-
The Monday Charitable Trust		-	100	35	65
Esmée Fairbairn Foundation		-	30	30	-
John Armitage Charitable Trust		-	30	3	27
National Lottery Community Fund	Live Chat services	-	47	47	-
sub-total		106	387	230	263
<u>Face to Face Services</u>					
BBC Children in Need	Young Carers support	4	7	7	4
Masonic Charitable Foundation, Westminster Foundation NESTA, The Dulverton Trust, The Swire Charitable Trust, The Thomas Farr Charity, Unwin Charitable Trust, The Chetwode Foundation, British & Foreign School Society	Befriending service	6	-	6	-
	Early Years intervention	10	-	10	-
The Dulverton Trust	Early Years intervention	-	35	28	7
The British Legion/Covenant Fund	Supporting Forces families	6	39	40	5
Walcott Foundation	Befriending service	2	-	2	-
Sport England	Active Families project	62	60	117	5
The Rayne Foundation	Young Carers support	4	8	10	2
National Lottery Community Fund	Family Learning and Support	18	95	94	19
National Lottery Community Fund	Afghan Families project	15	56	51	20
Education Endowment Foundation	Early Years intervention	59	442	450	51
Westminster, Kensington & Chelsea SIB	Early Years intervention	(95)	227	193	(61)
The Monday Charitable Trust	Child to Parent Aggression	9	-	9	-
John Lyon Trust- CDA	Individual and Group support	5	7	10	2
St Giles-in-the-Fields & William Sheltons Educational Charity	Befriending service	8	-	8	-
GLA Lewisham and Westminster	Parent Champion service	-	64	41	23
Esmee Fairbairn Foundation	Early Years intervention	-	11	9	2
Essex County Council	Individual and Group support	-	10	1	9
Various small grants		-	25	20	5
sub-total		113	1,086	1,106	93
Total		219	1,473	1,336	356

We build better family lives together

Tel: 020 7553 3080

www.familylives.org.uk

Helpline: 0808 800 2222

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Charity Number 1077722
Company Number 3817762
Registered in England and Wales

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Accounts

Annual Report and Accounts

2020-21



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Welcome

From our Chair and Chief Executive

Family Lives has remained a lifeline to so many families who have experienced ever-increasing levels of hardship and vulnerability over this last year due to the pandemic. Through the tenacity, hard work and dedication of our staff and volunteers, not only have we been able to maintain our existing services, we have also been able to respond to an increase in demand, accompanied by a significant rise in the complexity of issues faced by families, and a 54% increase in safeguarding concerns.

We have been able to continue supporting families through the commitment and generosity of our volunteers and staff, who have tirelessly navigated big challenges within their own lives to support others.

Alongside the continued expansion of all of our services we have progressed core elements of our strategic plan, with improved access for users with our digital project, development towards a new website and the implementation of an improved helpline platform. In addition, we have significantly increased our capacity to support families at this time of greater need, with a considerable number of newly recruited volunteers. We are delighted to have been awarded the Investing in Volunteers quality standard as an external recognition for our work with, and support of, our volunteers.

As we approach the end of our current strategic plan, we are starting to think about what the next three years might hold. We are focussing on what families will need going forward, what we can learn from the changes that were made in response to Covid-19 and also some of the unexpected positive consequences which have arisen. These include now being able to recruit and train volunteers from anywhere in the country, and supporting families in areas where we do not have a physical presence.

We know the future remains uncertain as we continue to find a way forward through the pandemic, but we also know that we have the determination and commitment to do whatever it takes to support the families who need us for many years to come.

We look forward to working with you to continue this vital support.

Anastasia de Waal, Chair and Jeremy Todd, Chief Executive

100%

**Service
delivery**



**Increased demand across
all of our services**

+54%

**Safeguarding
concerns**



What we do

Family Lives was formed over forty years ago by volunteers, with the aim of ensuring that all parents and families had somewhere to turn before they reached crisis point. We know that the right support at the right time makes all the difference, and that has been made all the more vital as a result of the pandemic we are currently living in.

We're here to support families, whatever they're going through. We believe all families should have access to active support and understanding.

And we provide a wide range of support services in areas across England, ranging from support for new parents, or parents experiencing teenage aggression, befriending for vulnerable families, to working with couples in conflict.



Why we support families

We understand the difference that being able to access appropriate, timely support can make to families in crisis, knowing there is someone at the end of the phone who will listen to them. And we know the longer-term impact of early intervention on families, such as through the ParentChild+ programme, which supports the home-learning environment, and our family befriending programmes.

The expertise of our staff and volunteers is at the heart of everything we do, and we work together with them to support families through our range of services. We have always been a volunteer-led organisation and we simply could not do it without our 400-plus volunteers who work alongside our dedicated staff. Many of our volunteers began their relationship with us as service users but have stayed to support others on their journey – a testament to the support they themselves received.

Our helpline has always been at the heart of what we do and has remained a beacon of support throughout the pandemic. We were able to recruit and train many more volunteers, including 162 volunteer call takers, over the last year, contributing towards our strategic aims and enabling us to keep our helpline running smoothly and answer more calls.

We know that many families also need more intensive, longer-term support which we have built up in the areas we work in across England, providing befriending services to thousands of families. In 2018 we introduced ParentChild+, a programme addressing the school-readiness gap, which is now going strong in several areas, and which we have just extended to Tower Hamlets, a London borough with the highest child poverty rate in the country.

44,000

**calls, chats and emails
were answered**

Previous year: 36,699 (not including live chats as the service started in June 2020)

2.4 million

people used our website

Previous year: 2.2 million

7,600

**people were supported
through community services**

Previous year: 6,690

Last year alone we answered over 44,000 calls, chats and emails providing advice and support on parenting and family issues; over 2.4 million people used our website; and over 7,600 adults and young people were supported through community services. But there are many more who need our services.

Our values



Our finances

Summary

Funding received 2021: £3,006,000

Source of income (£'000):



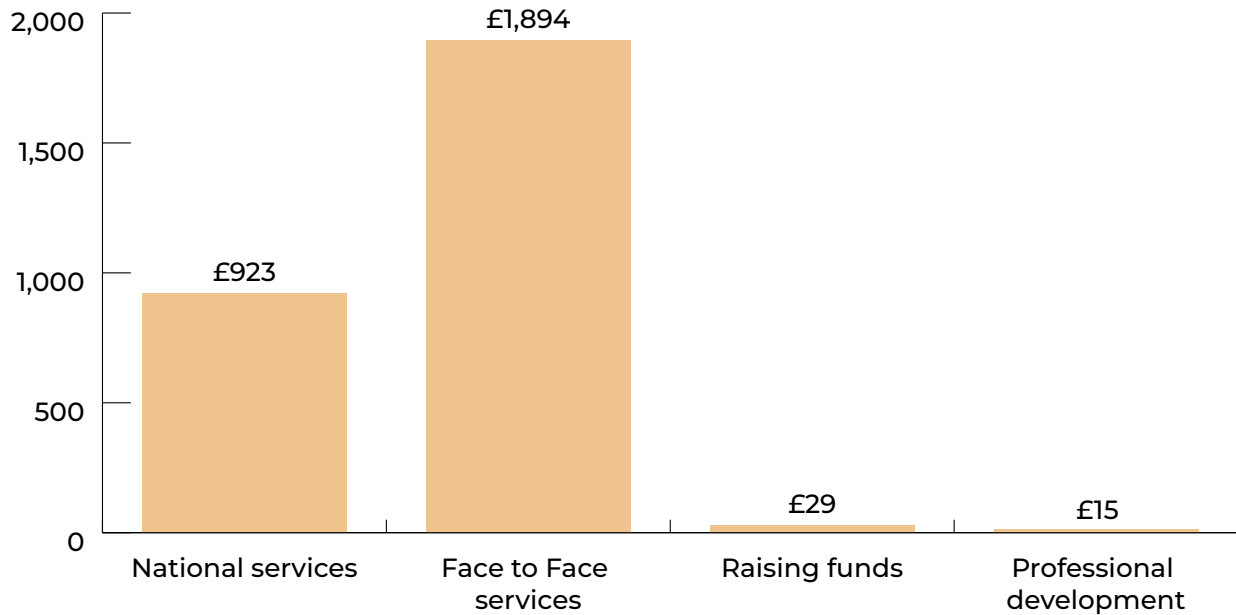
Funding received 2020: £2,623,000

Source of income (£'000):

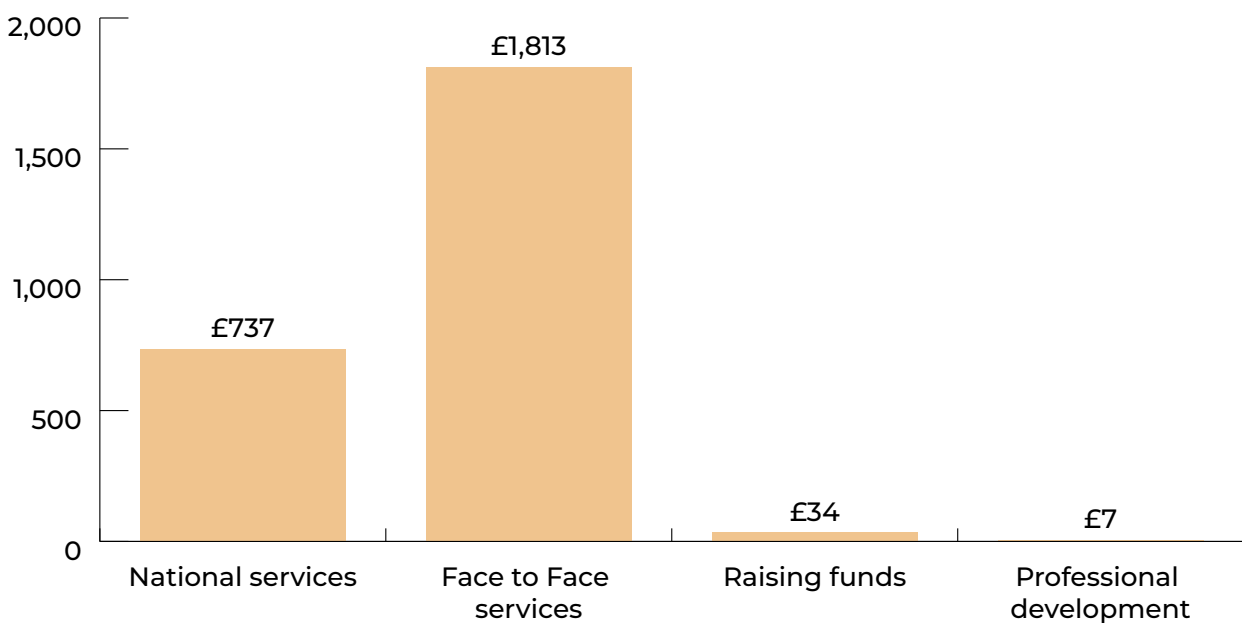


Summary of expenditure 2021: £2,861,000

What we spent the funding on (£'000):

**Summary of expenditure 2020: £2,591,000**

What we spent the funding on (£'000):



How we are reaching our strategic aims

These are the strategic aims we set three years ago and we have made great progress in achieving some of these, such as increasing our number of volunteers, or have put strong foundations in place to reach the aim.

Our strategic aims are:

1

Provide targeted early intervention and crisis support for more parents and carers who are struggling and are in need

2

Work together with volunteers to support more families

3

Make sure families can access help in the way that they need it at the right time (through digital development)



Our response to the pandemic

In March 2020 the world changed. Things we took for granted like going to the office, visiting families at home, meeting up with friends or colleagues, changed overnight and we had to find new ways to support families. We successfully moved our services online, without a break in delivery thanks to our existing digital infrastructure and the dedication of our staff and volunteers. We have continued to reach families, supporting them throughout the lockdown restrictions and by navigating new ways to return to face-to-face delivery.

The safety and welfare of our staff, volunteers and the families we support remains paramount and we assess how any service is delivered on an individual basis, ensuring it is what works best for all, and in line with any restrictions in place.

After receiving crisis funding we were able to expand our capacity to support families. Just a few months after the first lockdown we reintroduced an online chat service, getting it up and running in a matter of weeks. This was in response to the changing needs of families as they were stuck at home with less time and space to themselves, but facing increasingly complex and distressing challenges.

Across our services we can see an increase in the complexity of issues families face, from deteriorating mental health, rising domestic abuse and food poverty, to more challenging and aggressive child behaviour. Many families are close to breaking point. In response, we rolled out additional training for our volunteers and practitioners for dealing with couple conflict, child to parent aggression and risk of suicide, to ensure they had the skills and understanding to be able to support families experiencing these issues.

We saw a 54% increase in the number of safeguarding concerns reported through our different services. This is where we believe an adult or child is at risk of significant harm.

46% of safeguarding incidents concerned the welfare of a child only, 27% concerned an adult's welfare and 26% concerned both an adult and a child's welfare. Emotional abuse is the most frequently reported risk of harm.

We don't yet know the full, longer-term impact of the pandemic on families, on their physical and mental health, on their finances, and on their relationships, but we recognise that it will be felt for many years to come and we are determined to be there to support the families who need us.

How we support families

1

Aim 1: Provide targeted early intervention and crisis support for more parents and carers who are struggling and are in need.

Helpline, livechat and email support

This year we answered over 44,000 calls, chats and emails providing advice and support on parenting and family issues. We achieved this thanks to our staff and the contribution and commitment of our dedicated volunteers across the country who donated over 16,000 hours of their time answering helpline calls.

16,000

hours of donated time by our volunteers answering calls

Previous Year: 15,339

Parents and family members contact us at times when they are most in need of a listening ear to support and guide them, often in highly distressing situations with nowhere else to turn. Our staff and volunteers use a guided process to enable the parent or family member to open up and explore the reasons for their own or their child's difficulties, and consider further actions they could take to improve their situation.

We continue to meet our funder targets but are actively looking for ways to meet the rising demand for support from vulnerable families. Over the year we trained 162 new volunteer call takers and reintroduced an online chat service in response to families' changing needs. We have a further 109 volunteers who are currently not active as they are unable to volunteer from home.

Who are our helpline callers?

- 45% of our callers are mothers and 26% are fathers (Previous year: 45% and 31%)
- 10% are relatives from outside the nuclear family (Previous year: 11%)
- 5% are friends and other third parties (Previous year: 10%)
- 48% are single parents (Previous year: 53%)
- 37% of callers are on a household income of below £15,599 per annum (meaning they are living below the poverty line) (Previous year: 29%)
- 17% have a disability (Previous year: 16%)
- 19% of callers are from Black and Minority Ethnic backgrounds (Previous year: 17%)

Feedback questions asked at the end of calls show the following:

- 99% of callers were satisfied with the service they received (Previous year: 99%)
- 76% said they felt more confident to deal with their situation as a result of calling (Previous year: 79%)

Online advice and support

Our website provides hundreds of pages of online advice and videos for families covering a wide range of issues, such as aggression from teenagers, singing with your baby, coping with the ups and downs of family life, and what to do if you are thinking about getting divorced or separating from a partner. We support all members of the family, from mums and dads, to grandparents and aunts and uncles, as well as the wider family.

We received over 2.4 million users to our website, with over 4 million page views. Over the last year we have continued adding new content and resources for families around the issues raised by the pandemic, such as wellbeing, mental health and challenging behaviour. In addition we have partnered with Bounty to provide content for their parenting app.

Our online forum continues to grow and provide a space for parents to share their experience online, all overseen by our staff and a volunteer forum moderator.

Feedback from our most recent website survey shows:

- 97% would use the website again (Previous year: 75%)
- 96% were satisfied or very satisfied with the website
- 92% felt more confident to deal with their situation as a result of using our website
- 56% of visitors said that using the website meant they no longer needed to contact another service

Our website users also represent diverse demographics:

- 37% of website users had an income of under £15,599 (Previous year: 22% on household income of under £20,000 pa)
- 21% have a disability or additional needs (Previous year: 21%)
- 21% are a parent or carer of a child with a disability or additional needs
- 15% of website users said that English was not their first language



Early years services

Supporting new mothers

Our service for new mothers in Barnsley has provided vital support for many families this year. Becoming a mother can be challenging at the best of times, but women who have given birth during the Covid-19 pandemic have faced unique issues. During lockdown, many families lost support networks such as childcare and grandparents who can help out, home-schooling placed additional pressure and, for some, lockdowns meant no personal space or the chance to shop without children.

For many families it has been a struggle to get food and basic household items such as medical supplies, to replace broken appliances, clothes and shoes. Our support workers for new mums have been there for them, accessing food bank tokens, advising on how to do the weekly shop, sourcing free or low-price household equipment and clothes, and providing personal support and an empathetic listening ear when families are at their lowest. Our staff have continued their work during this difficult time and used their imagination, creativity and determination to support already vulnerable families through the pandemic.

We supported 32 new mums through 444 befriending sessions.

Previous year: 9 mums through 54 befriending sessions.

“

Family Lives give me continual support. It's wonderful in all aspects, friendly, supportive and ready to help in all times.

”

Our service was a good fit for two mothers in particular who both arrived in the UK around two years ago.

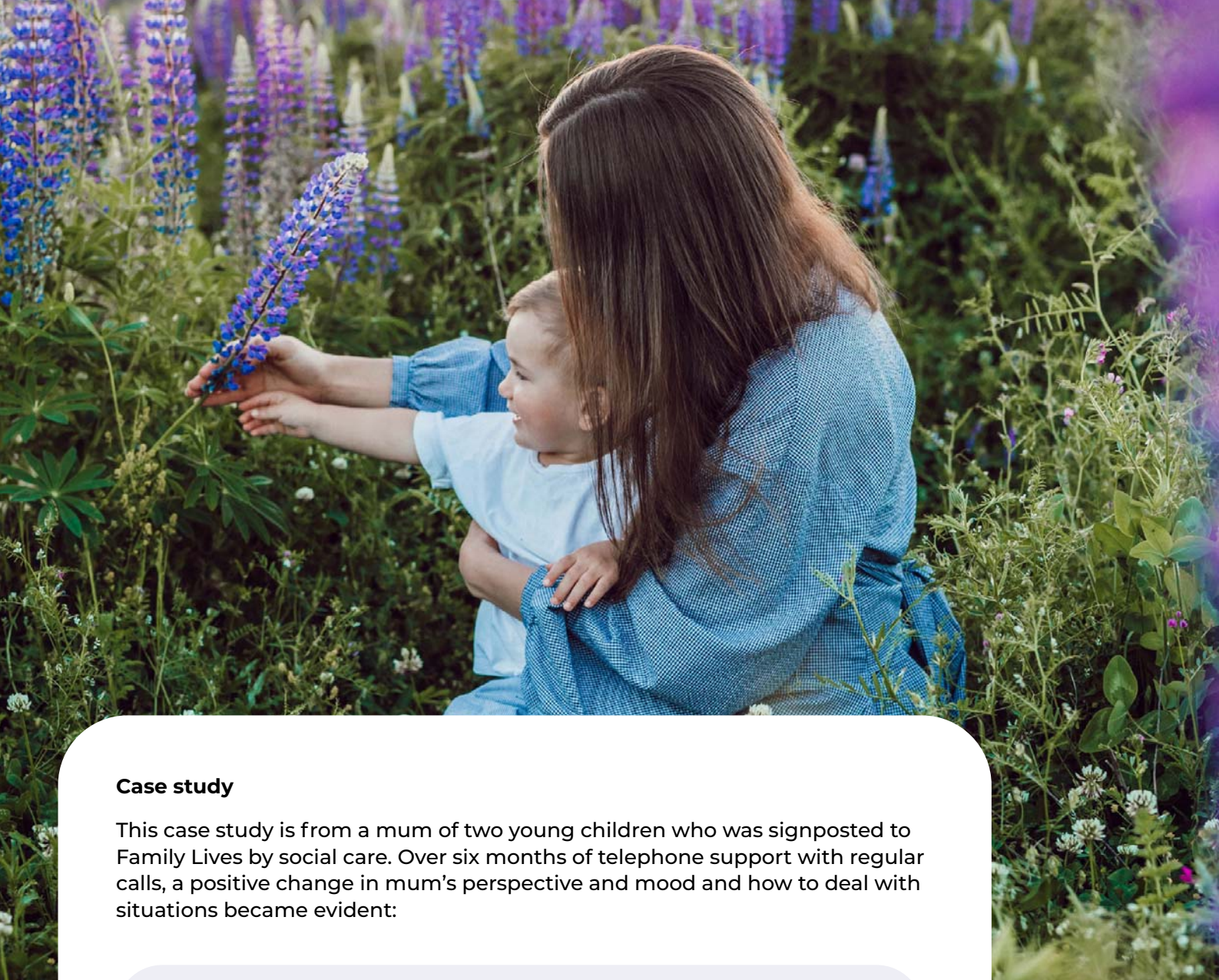
In November 2020, when we went into the second lockdown, both mothers were celebrating the birth of their babies, born three days apart. With the joy though came the challenges of new babies born in lockdown with no support locally, no family nearby and increasing isolation.

Our project coordinator and a volunteer connected the two mums together through a video call, and they and their new babies were introduced to each other. The mums were relieved and delighted to meet someone in similar circumstances and they were able to chat about their backgrounds and share their experiences of being a mum. They agreed to connect and meet up for coffee once lockdown was over.

“

My health visitor referred me to Family Lives since I was already on antidepressants and I was feeling lonely, struggling to do normal things. When I met with the support coordinator and volunteer, it was scary at first but in a good way. It was nice to have someone to talk to, without any judgement, and with their support I was able to start therapy, getting out of the house with the children, talk to other people, I feel more confident too, it has been such a big help I don't know where I would be standing today if wasn't for this service.

”



Case study

This case study is from a mum of two young children who was signposted to Family Lives by social care. Over six months of telephone support with regular calls, a positive change in mum's perspective and mood and how to deal with situations became evident:

“

I had recently fled an abusive relationship and was in dispute over child contact due to safeguarding concerns. I was also struggling with day-to-day life as a new single parent to two very young children. I received telephone support due to the Covid-19 restrictions; I spoke with L on a regular basis at a time that was best for me. She signposted other places that could help with my situation, explained procedures that social workers follow to put my mind at ease and she provided me with a safe space to vent my issues and concerns without judgement.

She was also very understanding of my situation and recognised the struggles that single parents go through; it has been refreshing to speak to someone who really gets it. The support received has been second to none, it has helped calm my anxieties about certain situations and helped me feel less isolated. I have now finished my time with the service but have peace of mind that it is there to utilise if I ever need to. I feel more confident in myself and am extremely thankful for the help and support I have received.

”

Improving children's school readiness

ParentChild+ is an early intervention programme for families with children aged 2 to 4, supporting families to improve their home-learning environment so children are more ready for school.

The programme does this through home visits, modelling with the parent how to support their child with their emotional, physical, language and cognitive development. Home visitors visit families for half an hour, twice a week for up to 92 visits, giving the family a toy or book each week to support the interactions. We constantly review the gifts to ensure they reflect the cultural backgrounds of our families and this year have applied an anti-bias checklist to our choices. Home visitors also take additional activities to support individual needs and interests.

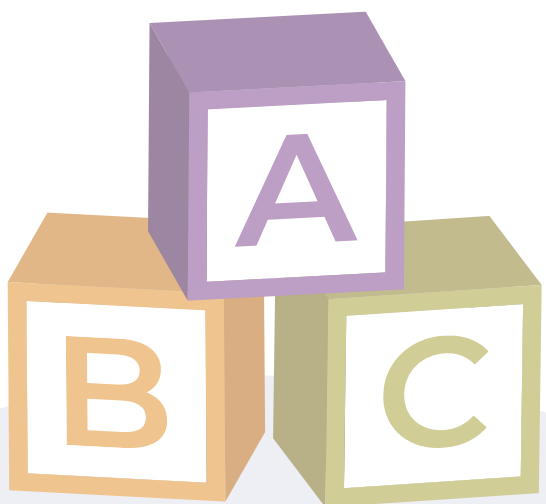
Evidence-based studies from the US, where this programme originated, show that children who go through the programme enter school 10 months ahead of their chronological age, with a 30% higher graduation rate at age 18 than their peers. The intensity of the programme ensures that families who consistently attend sessions often have life-changing experiences.

The pandemic forced us to adapt how we deliver sessions when home visits became impossible. It brought challenges as well as some unexpected and positive benefits. Both the home visitors and families quickly learnt new skills as we changed to delivering sessions virtually or outdoors. We provided help with technical aspects when connecting with families online and learnt ways to engage 2-year-olds for the full 30 minutes of each session. Approaches such as using puppets, soft toys, songs and rhymes worked really well. The team shared their practice with other Family Lives staff, resulting in greater confidence in engaging children via video call. We also found that because parents were forced to be more involved than previously, one has learnt to read, and others say they have learnt to enjoy their children, and their confidence has grown and led them to engage with their children a lot more in their daily lives.



[Virtual play sessions with ParentChild+ Westminster Family Lives - YouTube](#)

During the lockdowns, the role of our home visitors also adapted to include providing emotional and practical support by phone. This resulted in regular referrals to foodbanks, Early Help and Children's Services as well as advice on how to access medical help and other urgent support.





“

I've always seen books as a chore as I struggled to read when I was younger but now I'm starting to enjoy it and read more with her.

”

“

You have helped prepare him for nursery and I'm not scared to send him now like I was 6 months ago, he's ready.

”

The shared experience of lockdowns and home-schooling, and the consistent support and structure provided by ParentChild+ sessions have cemented and strengthened relationships. Parents told us what 'an important, invaluable part of our lives' their home visitors had become this year.

Family Lives introduced ParentChild+ into the UK from the United States in 2018 and it is expanding every year. We are the licenced National Training Centre and have two accredited trainers on our staff enabling us to train our own staff and also other organisations to deliver the programme.

We piloted ParentChild+ with volunteers from 2018 to 2020 in Ealing, Nottingham and Newcastle. The Dulverton Trust are funding an extension in Newcastle using a Coordinator to do some of the home visits supported by 4-5 volunteers.

We supported 275 families through ParentChild+, providing over 9,000 sessions.

Previous year: 224 families, over 5,500 sessions.

Since January 2019, with funding from the Education Endowment Foundation, we have a team of 16 delivering the programme to 132 families as part of a Randomised Controlled Trial in South Yorkshire, with an evaluation team from the University of York.

In London, the team delivering ParentChild+ in Westminster, and Kensington & Chelsea has increased and is now supporting an additional 48 children, including from families affected by the Grenfell tragedy. Our home visitors received additional training around trauma.

We have also expanded ParentChild+ into East London, setting up in Tower Hamlets, an area with the highest child poverty rate in the country coupled with the lowest uptake of the free 2-year-old nursery offer. On average, these children start school 15 months behind their more affluent peers. We work closely with the local authority; they are actively referring families, providing desk space and storage facilities for the books and toys provided to the families.

Mobile play sessions

Family Lives delivers mobile play sessions in the London borough of Bexley. In early 2020, it became apparent that our service would need to adapt quickly to continue supporting families referred to us and to work towards continued positive outcomes, particularly around loneliness, isolation and anxiety.



As a first step we trained our team in virtual delivery and wellbeing calls. Staff were supported weekly by team meetings to discuss successes and challenges, and to keep updated with Covid risk assessments and Government changes. From April 2020, we held weekly support meetings for volunteers focusing on mental health and wellbeing.

The team produced a library of branded resources to support our virtual delivery which could be shared with families. We advertised the virtual sessions on our Facebook page which proved very popular with an average of 3-10 attendees per session. We also developed a programme of virtual workshops including Fussy Eating, Stressbusting and Sleep. As the groups developed, we used evaluations to adapt our delivery to meet the needs of parents.

Families requested a 'Sharing Space' regular session to enable families to have a forum to meet virtually and discuss issues that they are facing and also sharing ideas and successes. This has been incredibly successful and well attended and supports families experiencing isolation and anxiety during the pandemic.

We delivered 107 virtual play sessions targeted at specific stages of development.

Previous year: 3,296 hours of play sessions.

“

Thanks to your colleagues for running the group. It is so nice to have something. The hours go slow when it's just me and the kids.

”

“

Just a quick one to say thanks for today. I really enjoyed it and we had a great laugh. That is just as important as doing baby stuff for mental health and keeping us all going!

”

“

Just wanted to say thank you very much again for running these sessions for us. Think we would be lost without you, Debbie and the others. I think we have a really lovely group going on. We are all very different but get on well and respect and listen to each other's views and opinions which is really nice.

”

Early intervention Outreach Service

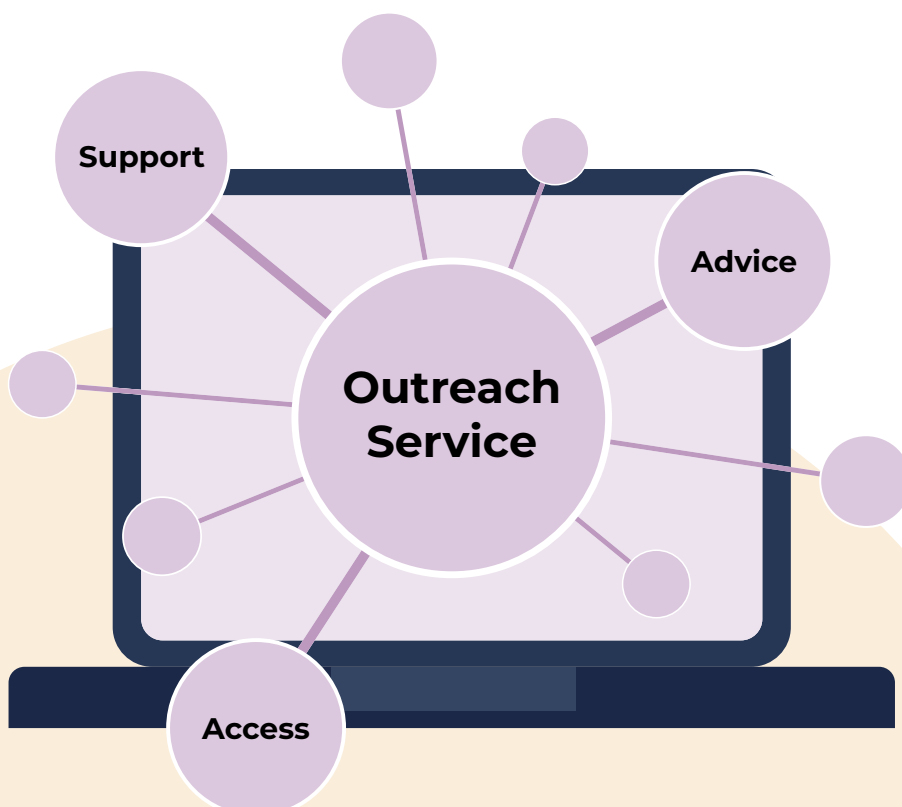
Our Outreach Service in Westminster is an essential early intervention service working mainly from local children centres and family hubs. However in response to Covid-19 we have adapted our service and pre-dominantly support families remotely.

We are a universal service for families with at least one child under the age of five. Our target group is hard to reach families who struggle to access community services and are socially isolated or disadvantaged in some way. These families find it easier to engage with our team because the service is not Social Services and is therefore perceived by families as more approachable and trustworthy. Only 3% of families were referred to Social Services for further intensive support.

The team provides parenting support and advice, access to nurseries and schools, home visiting, benefits checks, housing support and signposting as well as engaging hard to reach families and connecting them with other services and parents in the area to reduce isolation and increase community engagement and participation.

The Outreach Service has excellent relationships with key services such as health visitors, social workers and partner organisations which is essential in providing holistic support for families.

Due to Covid-19 restrictions over the past year, we have continued to support vulnerable, isolated and hard to reach families virtually and with pre-booked appointments at children's centre hubs. Families really appreciated our regular contact and support at a time when most services were closed.





The service receives lots of complex referrals mainly from Early Help, Social Services, and Health Visitors. Housing has become a common and prevalent issue for families – most living in inadequate housing and require advice and support.

We were also able to source and provide over 17 laptops and tablets for those families who needed them during lockdown. This made a huge positive impact on their children's learning and meant families were able to stay in touch virtually, preventing isolation or educational disadvantage.

Families are very appreciative of our constant support and speak highly of our service in terms of quick access and support in a non-judgemental way. A huge asset for the team is that the Outreach Workers speak community languages and have a diverse pool of volunteers who use their interpreting skills when needed – families engage more when they are able to communicate and be understood effectively. Our families are supported to become independent service users and successfully move forward.

2,991 families were supported by our Outreach Service.

Previous year: 1,994 families.

“

Thank you for all the continuous support with my parenting. I didn't know what I was doing right or wrong and was stressed out with two children under five – your advice and strategies really helped with how I managed my children's behaviour, they now have a proper routine and structure and we all feel happier.

”

“

I really didn't know my rights in this abusive relationship, I don't know how I would have left him without your support for which I will always remember, you have given me hope again, I feel confident and ready to move forward in life now thanks to you all.

”



Children and families

Befriending support for families

Over the past year, we have continued to offer four projects in Westminster providing befriending support for families and a project supporting young carers and their parents. Overall, the projects have been highly responsive to families' needs during the difficult and challenging time of the pandemic.

Befriending for families with 0-5-year-old children

Our befriending service for families in Westminster with 0-5-year-olds provides parents with emotional and listening support, and encourages them to interact positively with their children. Practical support is usually a key feature, such as accompanying first-time parents to the children's centre, linking them with local services or encouraging and modelling play and stimulation.

Where practical support has not been possible in most instances this year, we have actively encouraged parents to become confident with meeting via video or conference calls. This has meant we have still been able to offer emotional and listening support as well as online resources and signposting to drop-ins and activities in the borough.

In partnership with the volunteers, the project has been able to tailor support to address families' needs during a stressful period. In doing so, we have made a real difference in terms of enabling families to access the support they need and be a main point of contact for them. This has helped to address issues such as isolation, behaviour issues with toddlers and children, domestic abuse, poor health, bereavement and much more.

Befriending for families with 5-16-year-old children

As part of this befriending service, we supported families in Westminster with parenting routines and boundaries for older children, but also help particularly during lockdown and by giving emotional support to improve wellbeing. Many were then able to learn parenting models based on reflection, active listening and affirmation. This was valuable at a time when parents were home-schooling.

The main issues we have supported families with include housing, mental health and adolescent behaviour, and problems at school. Befriending helps to manage expectations by working in partnership with families and their housing officers, as well as with the charity Shelter to prevent evictions and rising rent arrears. In terms of mental health, many families struggled with increased anxiety and depression, with many experiencing more isolation than usual.

We were able to provide reassurance to help take small steps to ensure they had a routine which helped them and were able to get out of the home and talk with family and friends.

Regular contact from our befrienders helped to build trust. Some families required support from the NHS's Child and Adolescent Mental Health Services (CAMHS), or specialist diagnosis and we were able to arrange meetings which brought families and professional services together. For other families it was handling appointments with a GP and mental health services to help with coping strategies and therapies. It was noticeable that many teenagers were affected by lockdown and by forging good professional relationships with West London Zone, Befriend a Family, and Youth Services we supported them in school and home environments.



Case study

A family were referred to us where the father had been furloughed from his job and this meant they would also have to leave their family home. The parents were concerned about finance, housing and the effect on their children – particularly their daughter who is on the autism spectrum and finds any change to routine very difficult.

We spoke to the family and assessed the support needed. Although the father did get redundancy this was not a great deal and they needed help to see what benefits he was entitled to and support regarding finances. Although there were immediate concerns regarding the father's income and the family's housing, he was conscious about the effects this would have on his children and also thinking ahead regarding training and a change of career.

A referral was made to Shelter so he had advice on housing and to Citizens Advice to support on claiming Universal Credits and entitlements. The father said he was stressed but able to deal with things, but would value calls and check-ins to help give emotional support and discuss frustrations.



Befriending for families after Early Help services

We also provide befriending support for families after they have been supported by Westminster local authority's Early Help Team. We have been able to provide good continuity of support during Covid-19 by supporting families to access online sessions. Our families have continued to engage really well with our services. Virtual joint visits with the Early Help Team have also taken place frequently with vulnerable families, as well as some discretionary face-to face visits for vulnerable parents.

It has been an extremely difficult time for parents and carers and many of the issues we have come across have been complex and further compounded by the pandemic. During this period, partnership work has improved further and it has been very positive to see how more frequent joined-up working has resulted in effective support for families. We are very pleased to have supported 43 families during this period, with families receiving up to four months of befriending or individual support.

Many parents seem more confident with using computers now, including activities that allow the family to build better bonds and healthy relationships. We know that families also find being matched with a volunteer who speaks the same language incredibly valuable. This has been particularly helpful during the pandemic where language barriers have added to the difficulties in accessing the right support. Befrienders have built good relationships with their allocated families and have provided a space for many of them to explore their feelings and culturally sensitive issues, including issues such as domestic violence and mental health. Some parents were so impressed with the support and expressed their interest in becoming volunteers themselves.

Supporting family learning and befriending

We provide befriending combined with activities to support family learning. One of our key successes has been our ability to remain flexible and responsive to families' needs during this difficult time. We have delivered an alternative programme of fun online sessions for families and children, as well as moving forward with face to face and group activities where this has been feasible. As a result, families have enjoyed family learning in the park, trips to the zoo and have been engaged in physical sports with our multi-sports sessions. This has been invaluable for some of our most vulnerable families.

As a result of the pandemic, some of the support we offered families through befriending was more intensive as families were faced with new challenges. Through virtual and telephone support, we continued to provide responsive and holistic support, whether this meant dealing with immediate needs in terms of emergency food bank referrals or carrying out discretionary face-to-face visits at their home. Our befrienders have been able to provide listening and emotional support, and help reduce isolation which was important in terms of helping to contain the escalation of crises and identify emerging needs.

Development of partnerships during this period has been a key success, such as that with Westminster Adult Education Service which has provided bespoke workshops for our families. We have also built on partnerships with key schools in the Church Street ward and neighbouring areas, who are now more aware of our project and regularly refer families to us.



Over 200 families received support through our befriending and family learning services in Westminster.

Previous year: 131 families.

“

During 2020-21 befriending has been an amazing support for me. Having a befriender is something great, especially when you don't have many friends and I was able to speak to my befriender about everything I was going through.

”

Supporting young carers

Our service for young carers in Westminster helps by supporting the relationship between the children and their parents. This can help parents understand their children's needs even if they have physical or mental health issues. We also provide the young carers with activities designed to help them to be free of any stress and enable them to spend quality time with their peers.

During the pandemic, the young carers mostly attended face to face activities during the holidays as well as online workshops during term time. Some also received mentoring support and they found the sessions very useful. The young carers engaged very well with online and one-to-one support. They are able to express their feelings and share their experiences of being young carers. Together with parents, we have communicated with schools in order to ensure that their education is on target and checked with them and their parents if they are doing their homework sufficiently.

Befrienders have a good relationship with their families, who are very open to them, and able to explore their feelings and issues, working through cultural and language barriers. Parents were comfortable to express more and get further support while they were attending the sessions. Parents are all engaging well now and have found that the service helps to narrow the gap between them and their children. They are feeling better about understanding their children's needs and their confidence in their parenting skills has increased.

We supported 49 young carers with additional support for 32 parents of young carers.

Previous year: 44 young carers, support for 26 parents.

Helping families be more active

Last year, 47 families attended online activity sessions and Easter holidays challenges in Ealing, and 36 families were supported in Nottingham.

Our services in the London Borough of Ealing and Nottingham support families to become more active together by encouraging behavioural change. We aim to enable them to become more confident to access activities and services outside the home and provide emotional support to overcome barriers to a more active lifestyle. The service works with families for 1-2 hours a week for 6 months.

Many families are reluctant to incorporate exercise into their daily life and the additional support enables us to remove barriers to an active lifestyle, especially by finding fun activities where formal exercise is too daunting. We provide equipment and ideas for families who do not have access to these and have watched families enjoy the new activities and games as a family unit.



We quickly adapted our service so that we were able to continue supporting families while adhering to Covid-19 restrictions. We encourage families to join in and have fun, providing simple equipment to play with and ideas for activities that are easy to follow with many children motivating their parents to participate and to get active. This is not an 'exercise programme' it is a way to feel better and enjoy family life building better family relationships, providing a listening and support service, and improving health at the same time.



Supporting parents with child aggression

We provide a number of services in the London Borough of Lewisham, including a service to help parents manage child aggression and to develop their skills as a parent, especially where they have not had positive role models in their lives.

We provided 540 befriending sessions.

Previous year: 312 befriending sessions.

The service aims to help parents understand their children's needs at each stage of their life, and therefore how to support them better. We help parents understand children's feelings, including anger, and how to respond to them in a positive way. By supporting parents to practise negotiating with their children and ways of reaching amicable agreement, this helps to promote positive communication and respect for each other.

Supporting children with Special Educational Needs

For many parents whose child has Special Educational Needs, when social distancing restrictions and school closures were introduced, their child's behaviour and social skills regressed. The restrictions also meant delayed or cancelled assessments, and no access to specialist educational provision. Disruptions to daily routines caused significant impact on the mental health and behaviour of children with additional needs, affecting the whole family.

We were able to support parents in Hertfordshire and Bedfordshire through access to our 'Bringing Up Confident SEN Children' programmes. These were often seen as a lifeline in supporting parents' ability to cope and manage more successfully themselves as well as giving them the strategies and mechanisms to understand, parent and manage their child's behaviour more effectively.

We held 10 group sessions with 128 attendees overall.

Previous year: 107 adults and 218 children supported.



Supporting lone parents

We provide support to lone parents in Hertfordshire and over the year were able to extend the areas we can deliver to. This year, as a result of Covid-19 we focussed on setting up online provision for individual and group support services specifically for lone parents.

The pandemic meant that their vital support systems diminished, and their isolation and loneliness increased as well as rising concerns over their children's mental health. Positive feedback from parents accessing this service highlighted that they need more help as they are often juggling home-schooling, childcare, working and parenting alone without any support.

We supported 24 parents through our groups, and provided individual support to 2 parents.

“

I feel less inadequate and more resilient by accepting there is no right or wrong way to parent and that what works for one family may not work for another. The course has given me other perspectives on parenting alone, together with an understanding of why my setup might be particularly challenging at times.

This is important because it's easy to compare yourself with families that might have a better infrastructure to support them and wonder why you're not coping as well as they are. I have always been glad to see my children at the school gate at the end of the day so I can share what they have done. I think they now see a less distracted mummy, which is great for their wellbeing.

”

Working with couples to reduce parental conflict

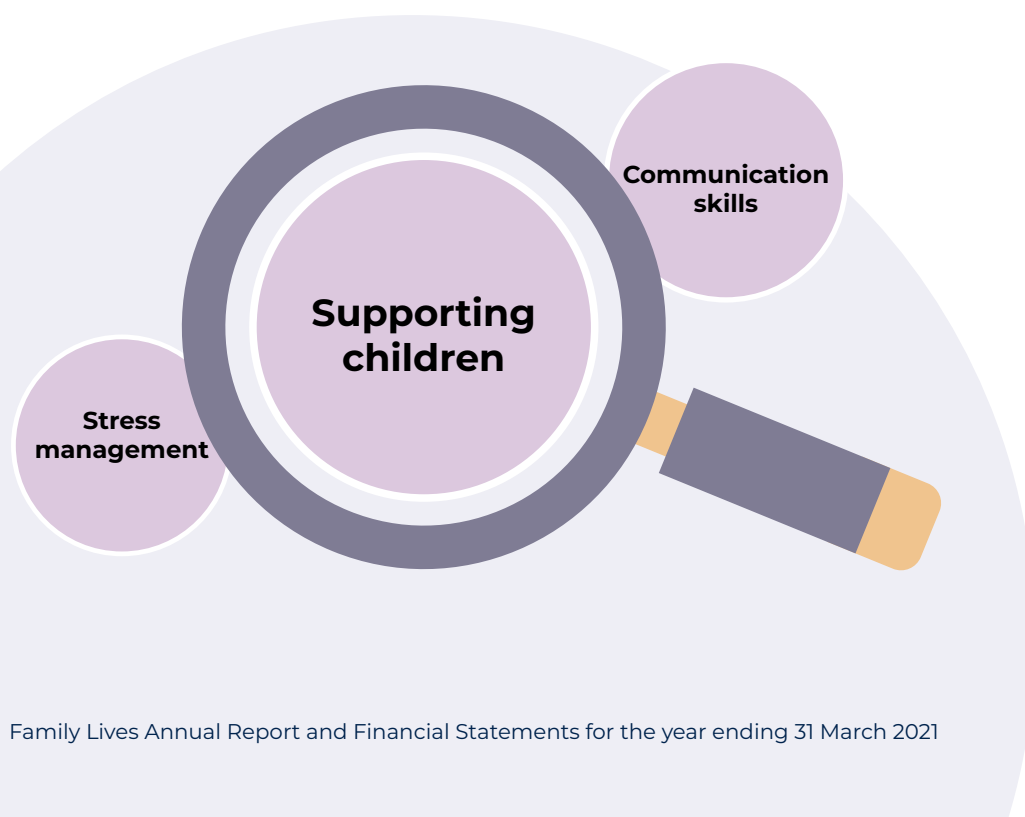
Since 2019, Family Lives has worked in partnership with Tavistock Relationships to deliver one-to-one support and parenting programmes as part of the Department for Work and Pensions' Parental Conflict Programme which aims to reduce conflict in families not in work. We support couples in Hertfordshire, Cambridge and a number of London boroughs.

During the initial phase of the Parental Conflict Programme, we upskilled our practitioners through training from Tavistock Relationships. This covered enabling couples in conflict with each other to develop their communication skills, and learn stress-management techniques to better support their child in coping with the emotional and practical impact of family breakdown.

During March 2020, as the impact of the first lockdown took hold, we were able to react quickly to adapt our delivery and working methods to online platforms. This was due to our forward planning and investment in our technology systems which meant staff could continue delivering support to couples by working remotely in a safe and efficient way. Although this presented some technical challenges for families at first, couples really valued the convenience of being able to participate in the programme from home without the need to travel to venues and arrange childcare.

We provided couple support to 24 couples; held 92 couple sessions. We ran 11 course sessions with 56 attendees.

We are working closely with local authorities to generate referrals onto the programme, and feedback has been extremely positive from those couples participating. Parents report a greater understanding of their ex-partner's perspective, and are becoming more willing to solve co-parenting problems in a positive way which has enabled them to focus on the practical and emotional needs of their child, and less on the challenges between them and their ex. Couples are also requesting additional sessions to build on their communication and relationship skills developed through this programme.



Supporting families living in recovery from addiction

Our Families Living in Recovery Project, in partnership with The Living Room and Relate, adapted swiftly to online delivery from the start on the pandemic. It was widely recognised early on that the impact of Covid-19 would cause a great deal of difficulties for people relying on services to continue their recovery from addiction with detrimental impact on their families and carers.

Feelings of fear and anxiety may hold people back from seeking or continuing addiction treatment, when that treatment may be the key to saving their life. When the Living Room centres closed in Stevenage, St Albans and Watford, our partnership consortium swiftly set up a package of online support. This meant that service users in the recovery programme, and their partners and carers would be able to maintain their contact and receive the support they needed through our online individual and facilitated group sessions.



My time with R from Family Lives was extremely beneficial for me. She could see I needed more support when I couldn't. I was planning on leaving the Living Room and she made me see things in a completely different light.

I'm ever so grateful for that as I really was not ready to leave. Every fortnight after I had my 1-1 I came away feeling so much lighter. Just talking about things actually seemed to be helping. She was extremely approachable and friendly to talk to which made it all that easier to be open and honest. She wasn't judgemental in any shape or form and actually made me feel like I was "normal" or the way I was feeling was actually "normal".

I've come away with so much more awareness about myself now and I have tools in place which I learnt from her to help ease those particularly troublesome days. I'm not quite where I want to be but thankfully because of her I'm nowhere near where I was.



We supported 36 parents through individual support and ran 4 groups with 14 attendees attending each session.

Previous year: 42 parents and family members, 72 group attendees.

Working with hard to reach families

Working with families from the Afghan community

This project in the London Borough of Ealing aims to support families from the Afghan community to overcome their isolation and marginalisation to create more stable, happier families that are more likely to stay together. The project works in partnership with the Afghan Academy International to deliver the outcomes and outputs.

In reaching out to isolated and displaced communities, we gain trust and support them to navigate services and to entrench cooperative and caring relationships between family members. This value is not only recognised by families but by social workers too.

We supported parents through 505 befriending calls.

Previous year: 27 families supported.

“

It is so good, very helpful. I was so depressed and stressed. They came and helped me like an angel. I couldn't find my way – step by step they showed me how I can find my life.

”

“

The Afghan Families project helps me to negotiate with families and break the ice. Without them there would have been many cases that would have gone to child protection or removal – with their support we were able to resolve issues earlier. We [Social Services] do not have time to listen to families, there are too many cases and conflicting demands. This service does listen to them, it provides emotional support - it is a big deal. We depend on projects like this.

London Borough of Ealing social worker

”



Supporting forces families

Our service for families at RAF Northolt provides befriending support to groups, individuals and families. We aim to improve couple and family relationships, generate resilience and increase community support networks. The outcomes are reduced risk of family break-up, increased wellbeing and confidence, and interaction with community activities and services.

Families gain confidence in parenting and build positive relationships with their partners and children. New arrivals at RAF Northolt successfully settle into the community, developing support networks and engaging in community life.

In March 2020 we successfully moved our services online, with no break in delivery, and have continued to reach families, engaging them in support through lockdown restrictions and in navigating new ways to return to face-to-face delivery.

The Covid-19 crisis has had a significant impact on services and we sought to increase our family reach and engagement through a new digital platform and military families Facebook group.

These new platforms provide personnel and families with a means to connect socially, engage with new activities and share interests with others within the restrictions imposed by Covid-19. Building resilience has been a key outcome of our support as we support parents as individuals, listening to their feelings and challenges and helping them to find ways to improve their lives.

“

I would like to thank you for being the biggest support in my life since I had my baby. Thank you for both emotional and physical support. Your advice and encouragement have really made me strong as a young woman and mother. I have learnt to be strong mentally, physically, and emotionally strong through your organisation. You are so caring and helpful. God bless you and your team for the support.

”

Impact of our services

In 2015, Family Lives adopted Outcomes Star as our primary tool for use in local services to demonstrate the difference our work makes to families. The Stars enable us to measure impact in a way that is meaningful and engaging for families, as well as staff and commissioners.

The Family Star puts the family at the centre of the work. The initial assessment is used to identify with the parent/carers where they are on each of the Star scales, and helps to structure key work thereafter. The Star's visual nature makes it easy for the parent and practitioner to track progress and pinpoint strengths and areas where support is needed so that they can develop a targeted change programme.

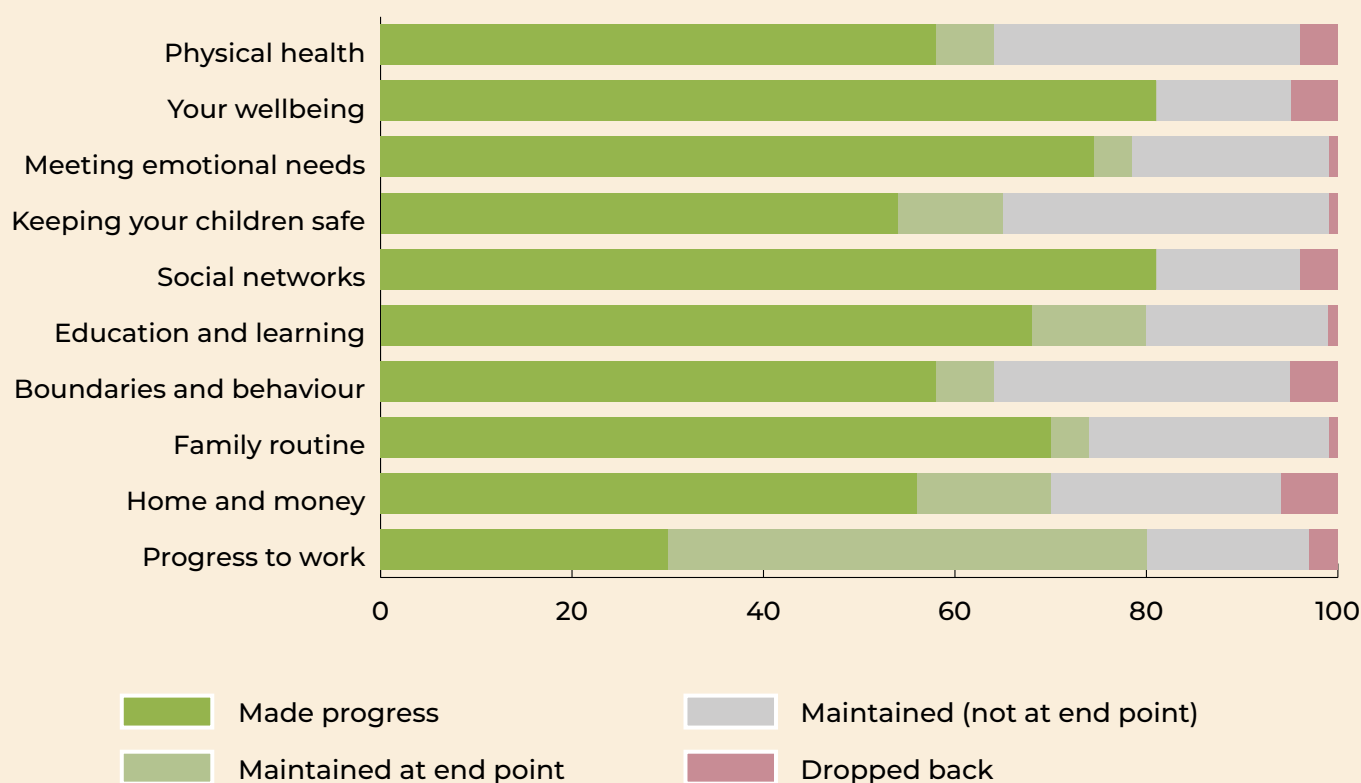
Practitioners find that the Star helps them to communicate how each family has changed in a clear and standardised way. The Star can help clarify when case work can be reduced or concluded, leading to stronger case-load management.

The Star breaks outcomes down into smaller steps, providing a measure of distance travelled towards meeting outcomes. Data from the Star helps services demonstrate the progress made with families.

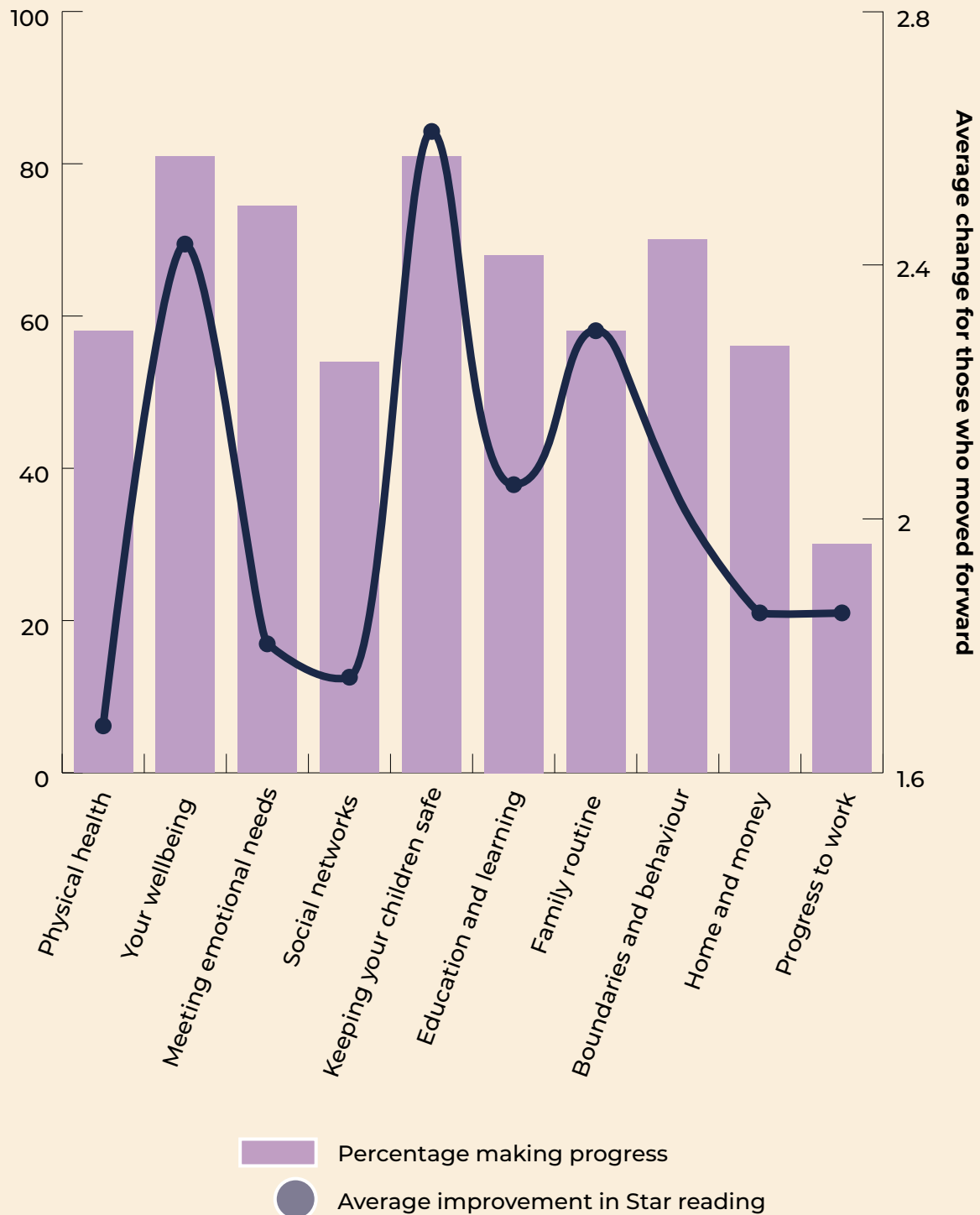
These diagrams illustrate Family Star Plus data for services run by Family Lives, showing progress for each scale made by service users for the time period April 2020 to March 2021.

Star online distance-travelled report

How much progress are people making in each outcome area?



In each outcome area, how much progress are people making?



Our volunteers

2

Aim 2: Work together with volunteers to support more families

Our incredible volunteers play such an essential part in our work, now more than ever as we have seen more and more people applying to become volunteers to support families who need us. We are incredibly grateful for everything they do. We are delighted that this year we gained the Investing in Volunteers quality standard for good practice in volunteer management, to sit alongside our Queen's Diamond Jubilee Volunteering Award 2012.



Our volunteers are at the very centre of the services we provide to families, both in the community and through our helpline. Over the last year, our volunteers donated over 27,000 hours (previous year: 26,000) of support through our helpline, online and face to face services.

We continue to develop strong links with colleges and universities near our helpline hubs to offer volunteer placements to students, particularly those studying counselling or social care and this is working well.

All our volunteers receive substantial training before going on to support families. This is followed up with ongoing professional development and supervision. Our helpline volunteers undertake a 30-hour training programme to ensure they are equipped to become skilled and effective call takers. They support callers with a wide range of issues with care and respect. We are also now training volunteers online to ensure we can provide access to those who do not live near one of our helpline call centres. Our volunteer befrienders also receive appropriate training for their role. Our volunteers often benefit just as much as the people they support, going on to higher education or to find employment.



Volunteer stories

Danielle, Peer Support Volunteer – Support Service for New Mums, Barnsley

Family Lives are a fantastic organisation to work for. Even though my role is voluntary it's given me a lot of new skills and experiences. The job role itself is very rewarding and I enjoy working with my families and my team.

I have been able to obtain so many new skills since joining Family Lives such as being able to offer a listening ear, provide appropriate advice, establish professional working relationships with different people such as parent/guardians, work colleagues, mentor etc. I can accurately record and report any safeguarding concerns to the appropriate designated safeguarding lead.

Family Lives hasn't just helped me gain new skills it's also improved my old ones such as effective communication, time management, meeting deadlines and being able to adapt to new challenges. The Practice Development Groups that the organisation offers have been really informative and provided me with useful and interesting information.

This has given me the confidence to use this information to help and support families that have been or are in challenging situations such as domestic abuse, suffering with mental health, having financial difficulties, etc.

I am able to signpost families to different services and organisations with ease.

My confidence has grown so much since I started with Family Lives, it has given me the opportunity to feel I am able to apply for courses and jobs that are in this area of work. Finally, I hope to use all the knowledge and skills that I have developed and gained and have a successful career working with families and become a Family Support Worker.

**Ann, Helpline Volunteer**

After I retired from London Fire Brigade a friend suggested volunteering for Family Lives. I looked into the work of the charity, I knew that working on the helpline and advising, listening and talking to people who were in difficult situations was something that I was interested in doing. Training for the helpline role was excellent and made me realise that there was going to be more to this role than I originally envisaged. I was quite nervous when I first started taking 'live' calls, it turned out to be quite different to anything I had done before. I was given so much support and help from supervisors and also other helpline volunteers who were originally listening in to my calls.

The first few calls that I took without being monitored were particularly nerve-racking but I tried to put into practice the training I had received. I got such a sense of achievement after dealing with those first calls, and to receive a 'thank you, you've been so helpful' was amazing! I have now been working on the helpline for over 2 years and I'm still enjoying my Tuesday afternoons. The helpline receives such a diverse range of calls, some can be very challenging and some can be quite upsetting but I know that I can always call on my

supervisors and colleagues for help and guidance. Debriefing at the end of my shift with my supervisor and colleagues is so important, we discuss calls, talk about how we could have dealt differently with a particular call, there's never a time where I don't learn something. And we also have a chat and sometimes a bit of a giggle, so we end the shift on a light-hearted note.

I'm so lucky to work with such a great bunch of people.

Volunteering for Family Lives has had a massive impact on my outlook on life and how I deal with my own personal issues and those of my friends and family. I listen more and judge less, I try to give others time to express themselves, I actually think I've become a kinder person. Having said that I know that I am nowhere near perfect so I constantly try to improve myself, both in relation to my volunteering and in my personal life.



Digital innovation

3

Aim 3: Make sure families can access help in the way that they need it at the right time (digital development)

In July 2019 we started on our journey to find ways to use digital innovation to support families, ensuring they can access help in the way they need it and when. Despite the restrictions of lockdowns in 2020, we managed to continue this work almost as normal.

Over the last year we took the opportunity to get a better understanding of the needs of the families who use our services, both online and offline, through in-depth interviews. We also interviewed our staff and volunteers. This research has been enlightening and given us much more insight into the challenges families face, and also the interactions between our different services.

We are now working with a digital agency to redesign our website, ensuring that it is easier for families to find the online advice and videos to support them and using the latest technology to provide a more personalised experience. It will also offer live information on the availability of our support services including our helpline, livechat and email support.

As part of our strategic review, we recognised the need to be a more digitally engaged organisation so we could keep up with the changing needs of families and be more efficient and cost-effective. We are very excited to show you what we have been working on later in 2021.

Our next steps are to look at how digital innovation can support our local services and the integration with our online offer. We want to ensure that our online and offline services are more connected, and that families know the full range of services we can provide. This will help us reach and support even more families in ways they want by being better equipped and more sustainable. We will make the best use of digital technology and communications in all aspects of our work to reach out to and support more families, and in our engagement with volunteers, donors and funders.

Other areas of work

Fundraising

Times are still difficult for charities. Competition for funding available from both government and trusts is becoming ever harder and undoubtedly there will be many changes ahead as society readjusts to the wider impact of Covid-19 and our recovery from it. We are committed to working in partnership with those who commission or fund our services, so we can adapt to emerging needs and reach as many families as possible.

We continually seek new grants to maintain our existing services, alongside developing work in new areas and engaging with an increasing number of issues that impact on family life. Over the last year we have continued to look for ways to diversify our income sources by working with charitable trusts and raising income through donations as part of sales and promotions.



Supporting staff and wellbeing

Our staff and volunteers are our organisational life blood and have provided endless support and care to tens of thousands of families over this last year, whilst contending with many similar and difficult personal circumstances themselves. We have worked hard as an organisation to support 'our family' and have provided regular video updates, virtual coffee breaks, additional open support groups and a new wellbeing platform.

We hold the Investors in People kitemark and continue to be a Living Wage employer, ensuring that all staff are paid at least the Real Living Wage. This is a higher rate of base pay than the National Living/Minimum wage which attempts to meet more realistic basic living costs.

As the impact of Covid-19 emerged and we all went into lockdown, we have focussed on ensuring we support our staff, recognising the different individual scenarios they are now having to work in. That may be balancing work with home-schooling their children, financial worries due to a partner being furloughed or out of work, or worries about a vulnerable relative or key worker. We have offered flexibility in their working hours to help them balance this, as well as additional dependants' leave and annual leave to support everyone's wellbeing at this highly stressful time. We also created a new online resource around wellbeing, to ensure staff and volunteers have access to the wide range of tools and resources available.

Supporting professionals

External supervision

The service is delivered to external frontline practitioners in London and Hertfordshire to support their work with families, and offer them the opportunity to reflect in depth on issues affecting their practice in order to develop personally and professionally towards achieving, sustaining and creatively developing a high quality of practice.

Parenting Programmes' Alliance

Part of our work in supporting professionals includes providing the secretariat for the Parenting Programmes' Alliance which was formed at the beginning of 2015 to provide a forum for programme developers' voices to be heard at national policy level.

The Alliance currently has membership who between them reach over 20,000 parents per year with evidence-informed parenting programmes. We know that the provision of high-quality parenting programmes is a vital part of providing support to parents and families, and key to improving life chances for children and young people.

20,000+

parents reached
per year

The Alliance is independent and engages with policy makers and influencers, as well as developers and providers of parenting programmes to change the narrative about parenting support.

key goals

To move parenting support from something seen as 'nice to have' to something understood as essential to improve outcomes for children and young people.

To support high-quality, evidence-informed development and provision of parenting programmes.

Diversity, equality and inclusion

Over the course of the last year, a number of external factors encouraged Family Lives to review our approach to diversity, equality and inclusion. One factor was the issues raised by international events and the Black Lives Matter movement, the other was the Home Truths report released by Acevo and Voice 4 Change, which focused on undoing racism and delivering real diversity in the charity sector in the UK.

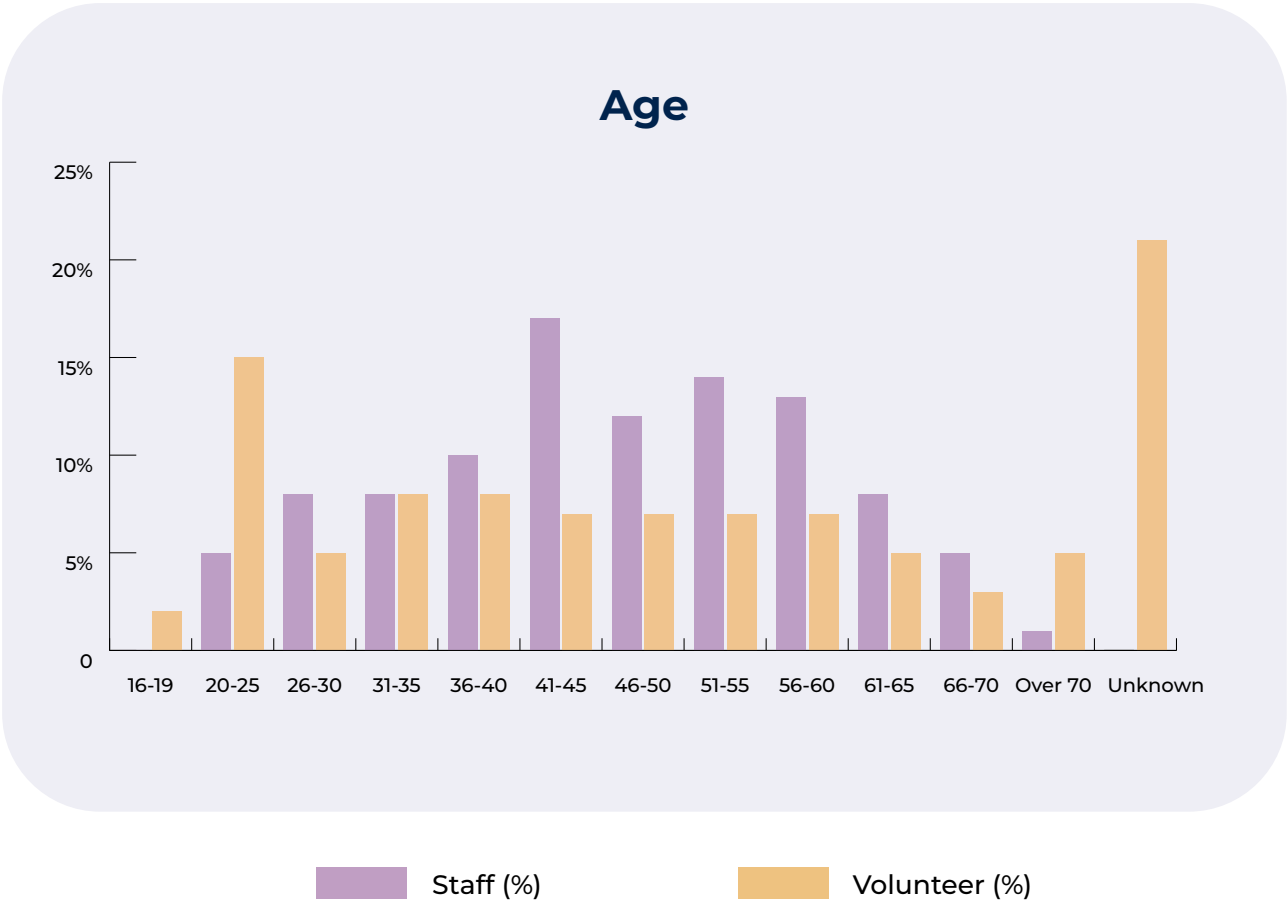
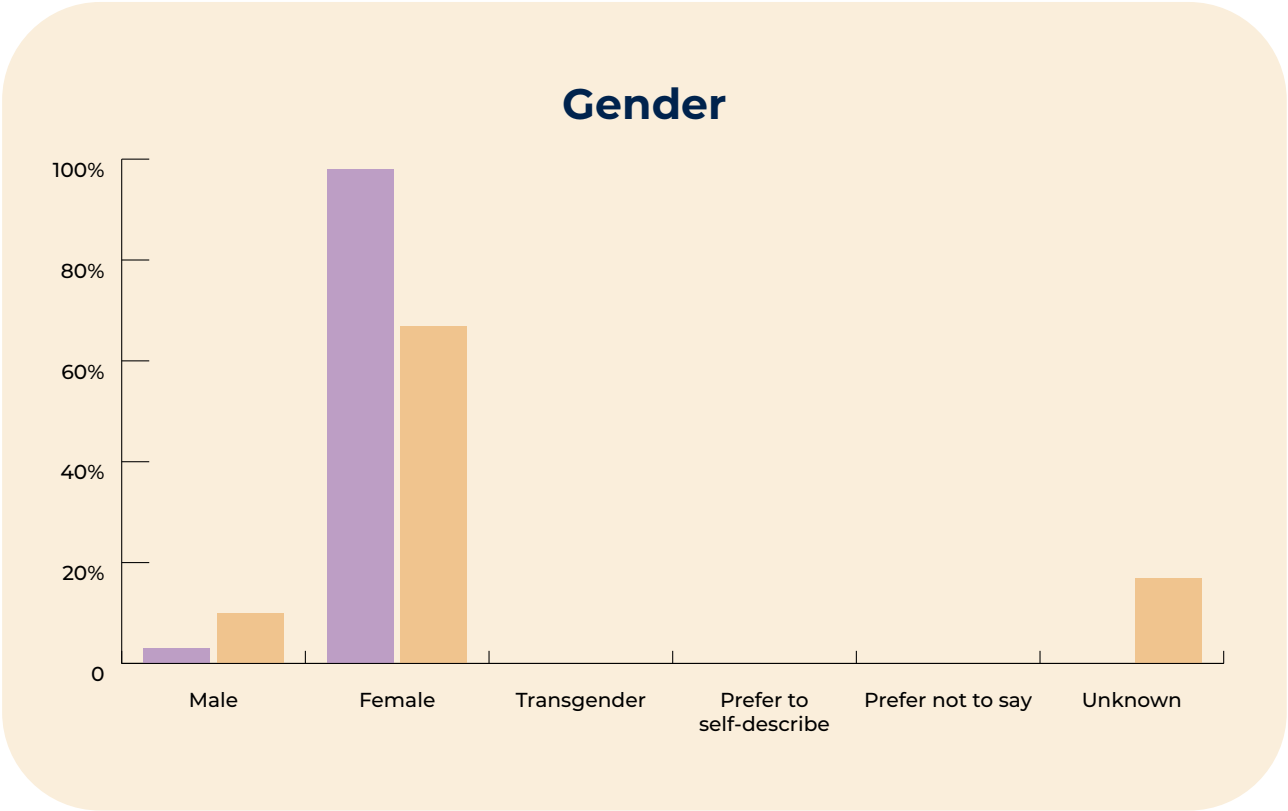
We established a Diversity, Equality and Inclusion (DEI) working group, and began by undertaking a survey of our staff and volunteers to listen to their experience of working at Family Lives. We had nearly 100 respondents, and results showed that staff and volunteers felt Family Lives has a positive approach to diversity, and is fair and equitable. However, there were areas raised in relation to inclusion where we can do better to ensure that all at Family Lives feel able to bring their full selves to work and participate fully and equally.

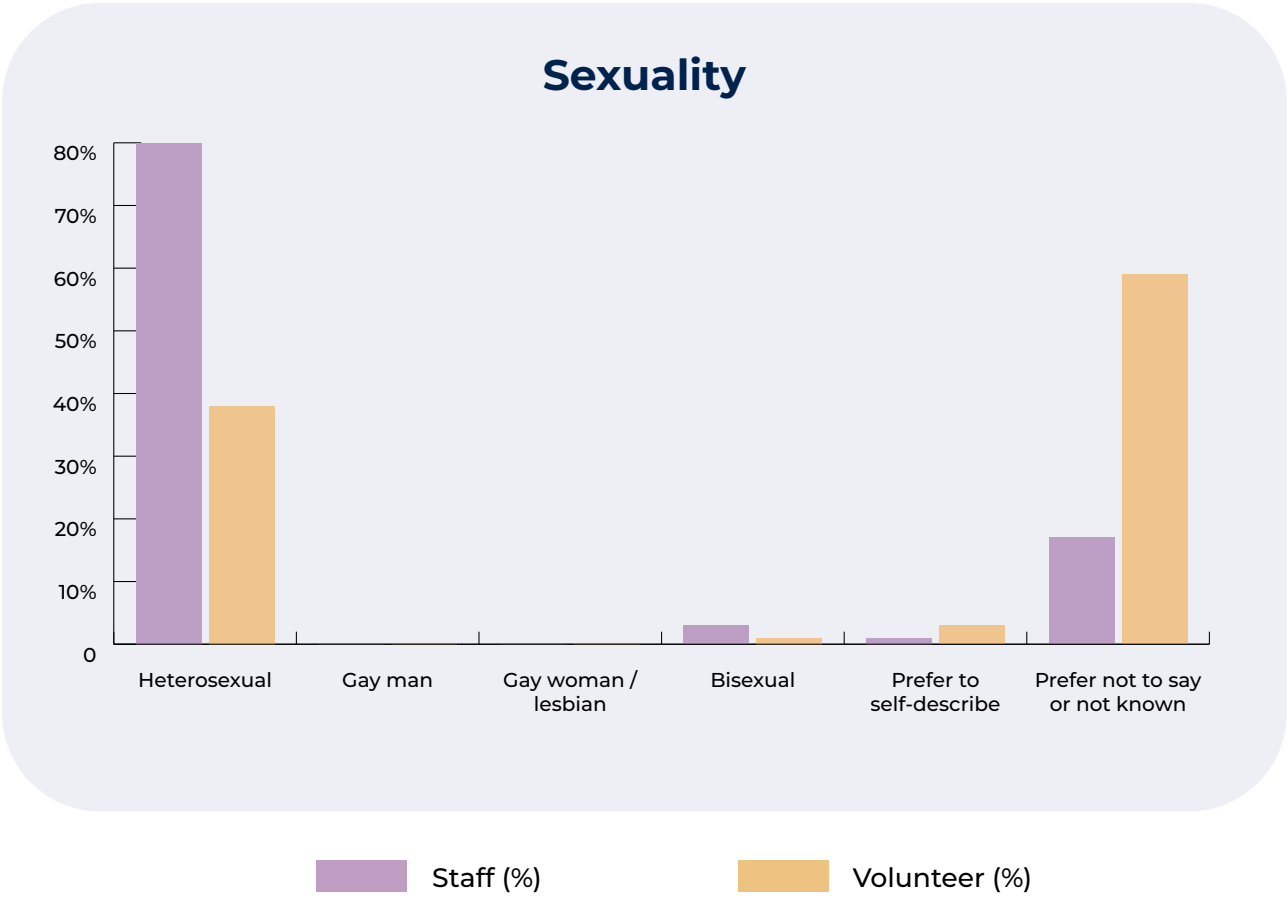
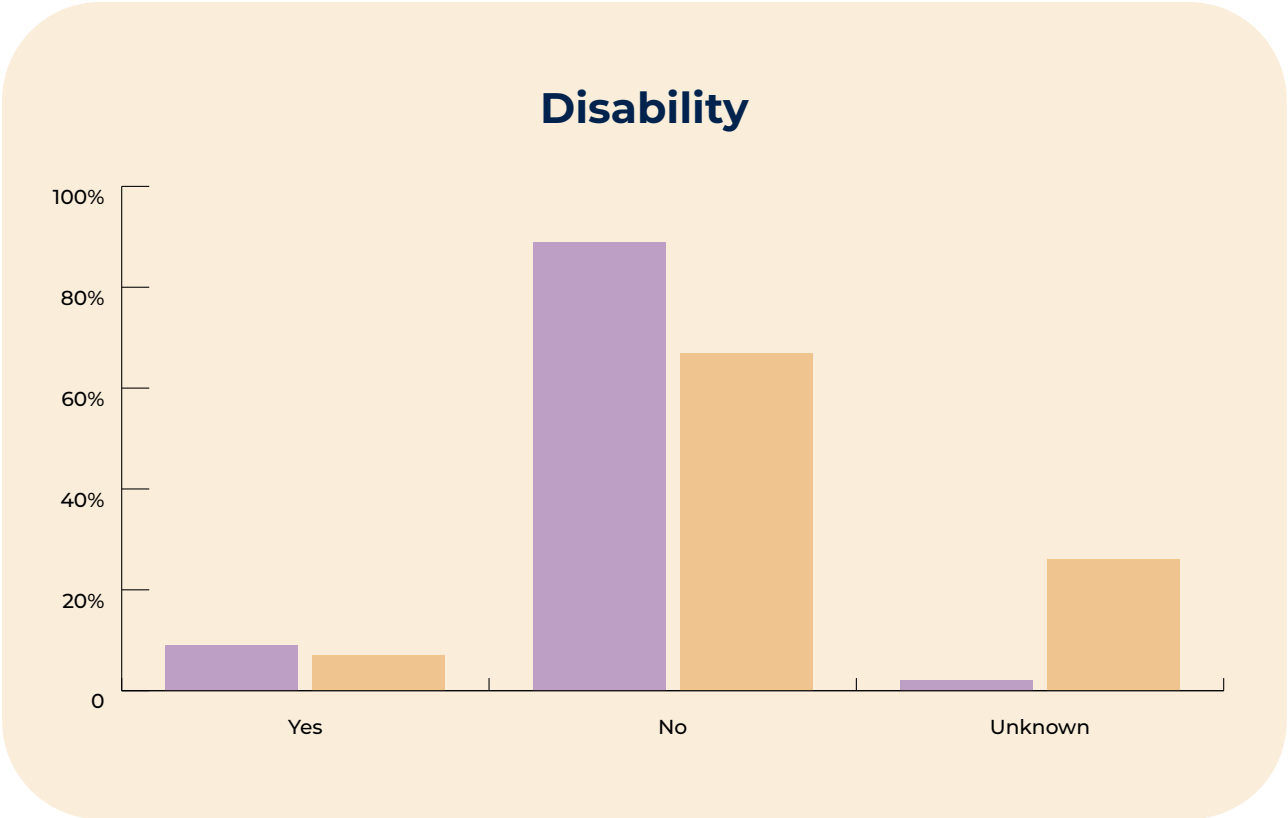
The DEI working group decided to focus on race issues first, and will address other equalities strands in the future. Three priorities were identified:

- Establishing a People of Colour (POC) forum to provide a space to discuss issues that affect staff of colour within Family Lives, and push for initiatives that can help promote diversity and drive greater equality in our workplace
- Improving our DEI training
- Reviewing our policies and procedures

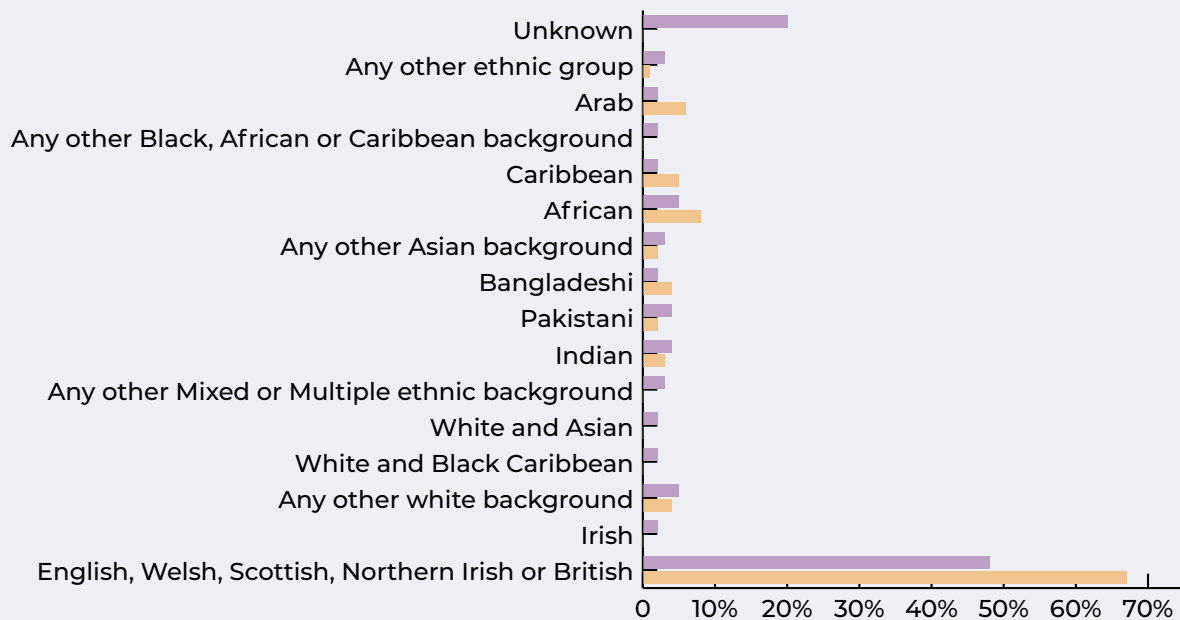
These three priority areas will be implemented during 2021-22.

We are also committed to greater transparency. In addition to publishing DEI statistics annually, as part of our annual review, we will also publish our DEI action plan on our website.

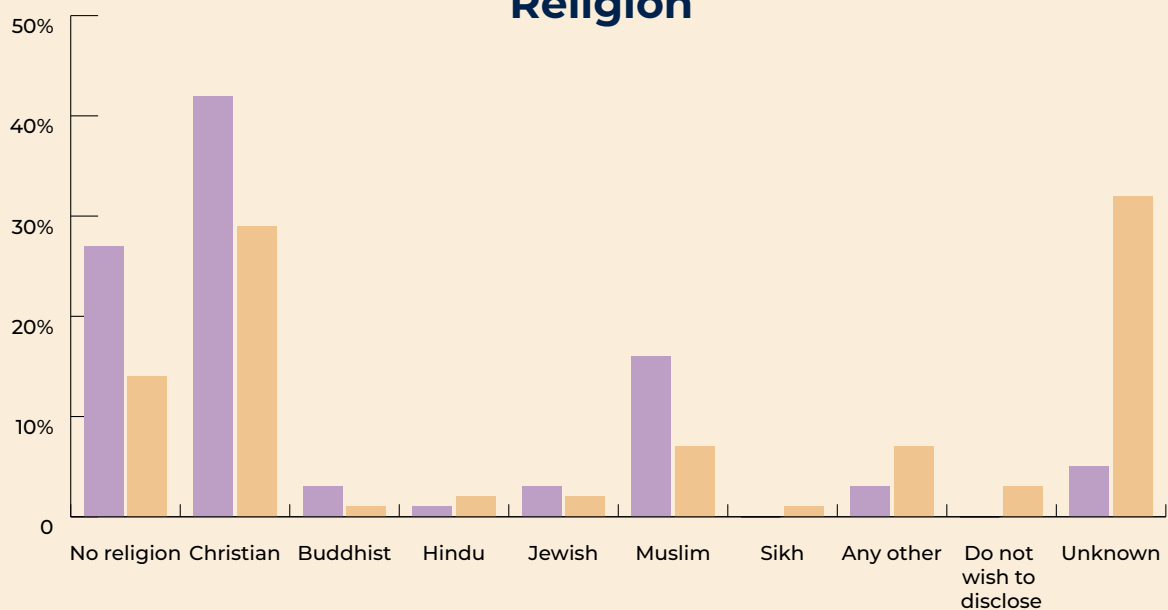




Ethnic origin

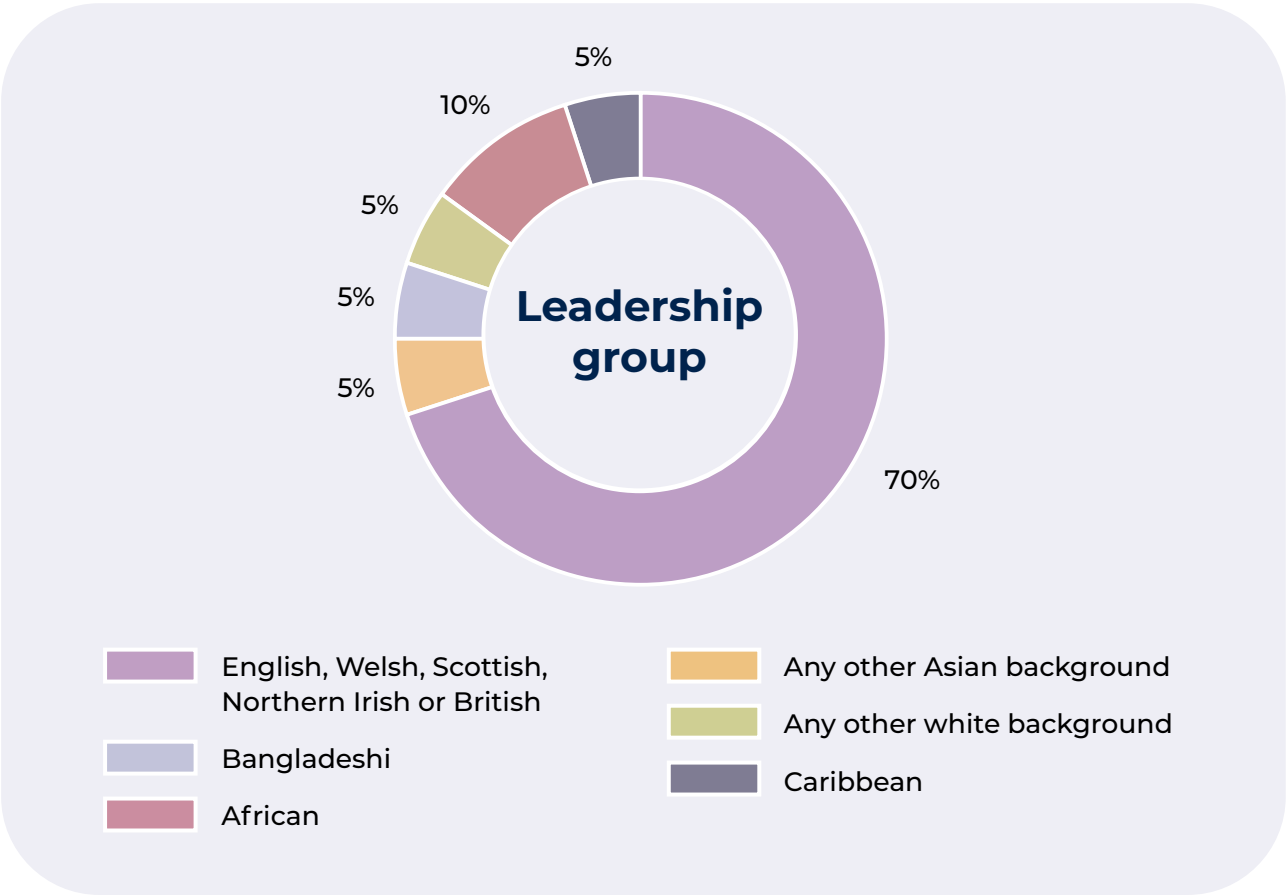
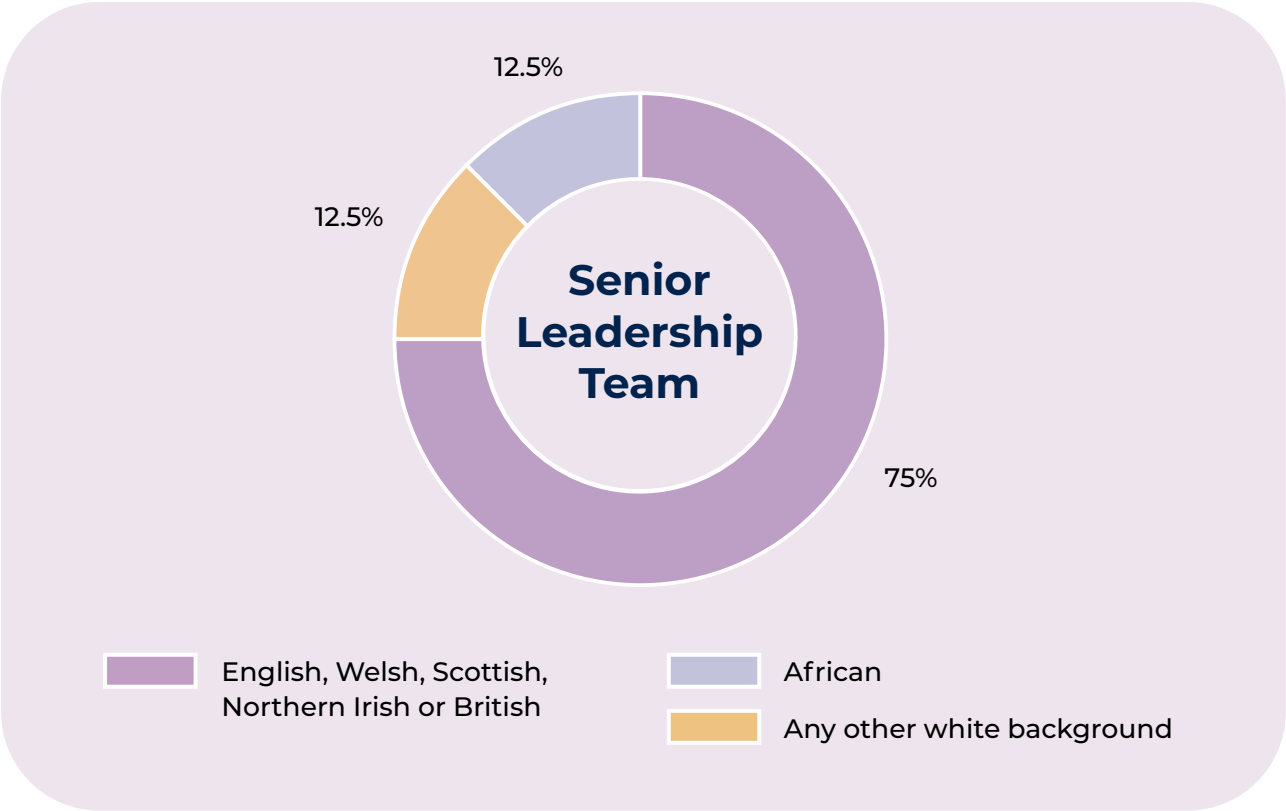


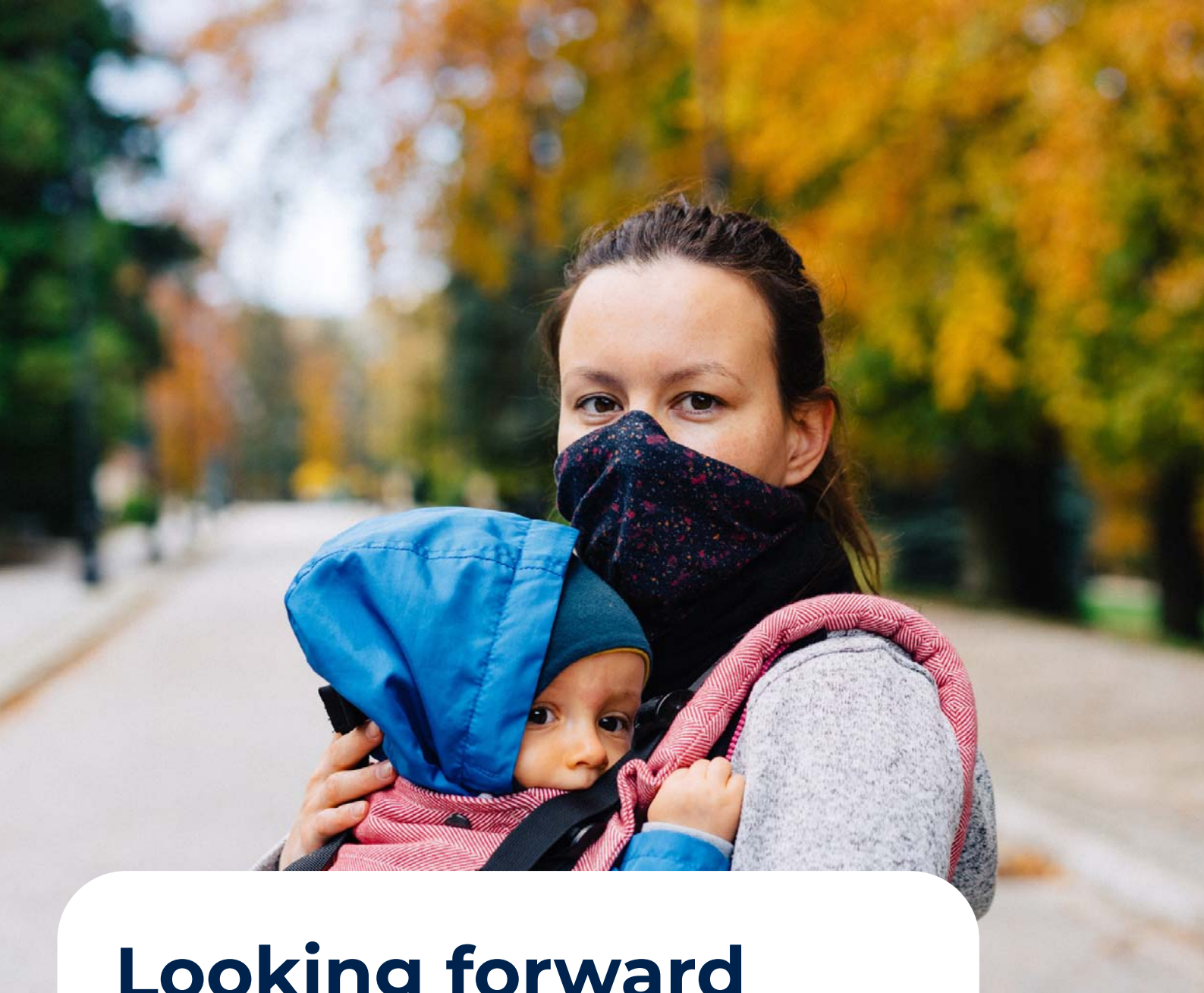
Religion



Staff (%)

Volunteer (%)





Looking forward

It is just over a year since the first lockdown, and the UK is beginning to ease restrictions and take steps towards being able to see friends and family, and getting back to some of the things we have missed doing.

However, we recognise that for many families, life will never be the same again, and the support they need may be long term and complex. We don't yet know the full extent of the impact on our health and wellbeing, but we know that families are going to need more support, and we know that demand for mental health services will increase.

We aim to listen to what families need from us, to adapt and respond to the changes that have happened as a result of the pandemic, and to push to find funding for the services we know families rely on and value.

As we embark on our strategic plan for the next three years, we will continue to put the needs of vulnerable and lower-income families at the heart and centre of our work.

This Year's Financial Results

Summary

During the year, the charity received crisis funding to respond to the high demand for our services throughout the lockdown. In response, we increased our capacity to support more families and accordingly our services, mostly Helpline, LiveChat and email services, expanded.

In total, the charity raised £3,006k (2020: £2,623k) and spent £2,861k (2020: £2,591k). After allocation of the appropriate expenditure in the year against restricted funds, a surplus of £8k (2020: surplus of £43k) was added to the free reserves in line with the charity's policy.

The free reserves of the charity, after allowing for fixed assets of £5k (2020: £10k) and designated funds of £nil (2020: £nil), stand at £918k (2020: £905k). These funds represent free reserves available to the charity, which can be used for any purpose within its charitable objects.

Unrestricted funds

The charity raised £1,533k (2020: £1,569k) of general or unrestricted income. Expenditure of £1,525k (2020: £1,526k) was set against this, leaving a surplus of £8k (2020: £43k). The general reserves carried forward were £923k (2020: £915k).

Designated funds

There were no designated funds carried forward at 31 March 2021. No new designations were made in the year.

Restricted funds

A total of £1,473k (2020: £1,054k) of restricted income was received in the year and a balance of £219k (2020: £230k) brought forward from the previous year. Expenditure of £1,336k (2020: £1,065k) was set against this leaving a balance of £356k (2020: £219k) to carry forward to fund restricted activities next year.

Sources of income

£799k (2020: £767k) was received from Central Government sources, £999k (2020: £790k) was from Local Authority sources, £813k (2020: £748k) was from Trusts and Foundations, £378k (2020: £278k) was from National Lottery Community Fund and £17k (2020: £40k) from individuals, schools and corporate bodies.

Expenditure

Investment in National Services increased to £923k (2020: £737k) due to expansion of LiveChat and email services.

Investment in Face to Face services increased to £1,894k (2020: £1,813k). This was largely due to continuation and expansion of the Parent Child+ programme and introduction of new projects during the year.

Investment in Professional Development increased to £17k (2020: £7k) due to provision of Wellbeing trainings and referrals of DWP Reducing Parental Conflict programme. Expenditure on fundraising decreased to £29k (2020: £34k) due to reduction in activities.

Reserves Policy

The Board of Trustees has agreed a reserves policy whereby the unrestricted funds not committed or invested in tangible fixed assets, ('the free reserves'), held by the charity should provide sufficient funds for an orderly wind down of the charity, if necessary at some future date. At 31 March 2021, this equates to £614k, leaving a buffer of £304k out of total free reserve of £918k.

The Trustees are mindful of the potential need to use the charity's unrestricted reserve as a buffer against the volatile funding environment.

Investment Policy

In today's uncertain climate, volatile equity markets and a recognition that the current reserves are not long term in nature, the Board of Trustees has decided to take a cautious approach to the investment of its liquid funds. Accordingly, these funds have been invested in a high interest COIF Deposit Fund account.

The pooled assets of the Deposit Fund are placed on short-term money market deposits in accordance with a careful management policy. The Fund can make deposits only to rigorously selected financial institutions approved by the Fund's trustees. For each counterparty, there are agreed individual deposit limits. This ensures that the Fund's assets are diversified across a range of institutions: the credit status of these is monitored daily.

Fundraising Policy

Family Lives understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate. The charity does not currently undertake significant activities in order to fundraise from the public nor does it use any internal fundraisers or external fundraising agencies for either telephone or face-to-face campaigns. The charity has not received any fundraising complaints during the year and did not receive any fundraising complaints in the prior year.

We always strive for best practice in fundraising to ensure our donors feel safe, valued and well supported – adhering to the Fundraising Regulator and other professional fundraising bodies.

We never buy or sell people's personal information. We work hard to respect people's wishes about how they want us to communicate with them, and we are confident that the charity's data practices are compliant with the UK General Data Protection Regulation.

Donors, funders and fundraisers

The Trustees would like to thank all trusts, organisations, schools and individuals who generously supported the work of Family

Lives. With your contributions, we have been able to make a real difference to children and families across the UK at a time when they needed us most. Principal funders are listed below.

Armed Forces Covenant Fund
 Armithea Charitable Trust
 Barnsley Metropolitan Borough Council
 BBC Children in Need
 Bedfordshire County Council
 Brilliant Women
 Burghley Charitable Trust
 Burton CofE Primary School
 Bushey Mead School
 Department for Education
 Department for Work and Pensions
 Education Endowment Foundation
 Esmée Fairbairn Foundation
 Essex County Council
 First Give
 Five Ways County Primary School
 Greater London Authority
 Green Lanes Primary School
 Hertfordshire County Council
 Herts and West Essex Integrated Care System
 Hyde Park Place Estate Charity
 Johannes and Jill Sikkens
 John Lyon's Charity
 Kirk Smeaton CofE Primary School
 London Borough of Bexley
 London Borough of Ealing
 London Borough of Lewisham
 Mantra Jewellery
 National Lottery Community Fund
 OneYMCA
 Royal Borough of Kensington of Chelsea
 Sir Simon Milton Foundation
 Sport England
 The British Land Company
 The British Legion/Covenant Fund
 The Dulverton Trust
 The Living Room
 The Monday Charitable Trust
 The Rayne Foundation
 Untracked restricted grants
 Welsh Government
 Welwyn Garden City Schools Partnership
 Westminster Almshouses Foundation
 Westminster City Council

Legal and administrative information

Status

Family Lives is a registered company limited by guarantee; company number 3817762. It is also a registered charity, charity number 1077722, registered in England and Wales.

The charity was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association. These will be treated as if they are in the new form of a single set of Articles as specified under the Companies Act 2006.

Trustee Board

The members of the Board during the year were:

A de Waal	Chair
S Bayliss	
J Coleman	
W Jones	Treasurer reappointed 05/11/2020
S Hayman	re-appointed 05/11/2020
A Holt	
A Montgomery	re-appointed 05/11/2020
N Rupani	
K Summers	

Sub-Committees:

Policy & Finance Sub-Committee:

A de Waal, W Jones, S Bayliss, A Montgomery, N Rupani

Remuneration Sub-Committee:

S Bayliss, A Montgomery, N Rupani

President:

Deidre Sanders

Chief Executive and Company Secretary:

J Todd

Registered Office

15-17 The Broadway, Hatfield, Herts, AL9 5HZ

Auditors

Price Bailey LLP, Causeway House, 1 Dane Street, Bishop's Stortford, Herts, CM23 3BT

Solicitors

Farrer and Co, 66 Lincoln's Inn Fields, London WC2A 3LH

Objectives

The objectives of the Company are:

1. To promote, protect and preserve the good health, both mental and physical, of family members and families.
2. To advance public education in, and promote research into the psychological, legal, medical and other experiences of family members and families and to disseminate the useful results of such research.
3. To help relieve poverty among family members and families, in particular by the provision of an advice and information service for those unable to access such resources.

For the purpose of the above, 'family members' includes parents, children and others forming part of the wider or extended family, including grandparents and step relatives.

Public Benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Achievements and benefits to families, parents, children and other services users which cover public benefit are detailed on pages 9-38.

Governance and Management

Board of Trustees

Members of the Trustee Board, who are directors for the purpose of Company Law and Trustees for the purpose of Charity Law, who served during the year and up to the date of this report, are set out on page 49. Members of the charitable company guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2021 was nine (2020: ten).

The Board is responsible and accountable for Family Lives' policies and activities to the Charity Commission, to Funders and Stakeholders, and for compliance with Charitable and Company Law. It is responsible for the financial and strategic affairs of the charity, for the Annual Budget and the Annual Report and Accounts. The Chief Executive is accountable to the Board of Trustees and presents an Accountability Report against the organisations agreed strategic objectives.

The Board is committed to diversity across the organisation in all areas of its activities. The organisation is continuing to monitor our service reach and workforce so as to move forward continuously on our diversity targets. We publish diversity data within this annual report.

The Board has been chaired by Anastasia de Waal since November 2009. Anastasia de Waal is Director of I Can Be, a charity working to help break down barriers to opportunity for disadvantaged children and young people.

In reference to the terms served by the current Chair, Treasurer and Vice-Chair, over the last three years, the Board has held minuted discussion at Board meetings and annual Away Days, as well as through the appraisal process, on term lengths for trustee and officer roles. Board discussion has drawn on guidance from Family Lives' auditors, as well as the Charity Governance Code, to ensure that the Board's approach to decision-making on trustee and officer terms

is sufficiently robust, well-evidenced and transparent. Regular review of the Board's make-up and contribution to the organisation over the last three-year period, has found an effective mix of expertise and background, alongside active engagement from Trustees. The board is committed to recruiting specialist trustees over the course of 2021/22 in social care and digital innovation.

The Board of Trustees, the Chief Executive, volunteers and staff work to engage with existing service users, while exploring ways to attract and engage with hard to reach parents and adults, who find themselves in a parenting or carer role in the UK. We would expect to continue to see higher levels of engagement over this year which will benefit from the introduction of our new helpline platform, new website and broader digital services.

Board Recruitment

One third of Trustees are required to retire annually and there is no limit to the number of times a Trustee may be re-appointed. Appointment to the Board continues to be via an open and formal recruitment process. Appointments made during the year are ratified at the AGM.

Board Induction and Training

An Induction Programme is in place for new Trustees. Any training needs may be identified for both new and established Trustees via the Individual Review programme.

Board Meetings

The Trustees meet as a full Board five times a year including the Annual General Meeting. The Trustees hold an Annual Strategic Away Day which includes the Senior Management Team.

Board Sub-Committees

There are two Sub-Committees: Policy & Finance and Remuneration, which make recommendations to the Board for approval. In addition, there is an advisory Risk of Harm Committee which meets four times a year and has trustee representation. There is also a digital policy board that also has trustee representation.

Senior Leadership Team

The Senior Leadership Team (SLT) meets eleven times a year and addresses cross-organisational issues. The Directors hold principal responsibility for the budget and key strategic decisions. All Senior Managers work across the whole organisation and are accountable to the Board of Trustees via the Chief Executive.

Remuneration

Pay and remuneration of Key Management Personnel (with the exception of the Chief Executive) is undertaken as an independent process by HR and two Directors. The process assesses current roles and activities against the existing job description and we have a 'marking system' for any additional responsibility. Once the independent process occurs HR send a letter to the employee informing them of any outcome.

The Board Remuneration subcommittee meets once a year to discuss remuneration for a cost of living rise for all staff, including Chief Executive. This is a non-obligatory process and does not assume an award. The Chair of the subcommittee then reports back to the Board with a recommendation.

Trustees' Responsibilities Statement

The Trustees (who are also directors of Family Lives for the purposes of Company Law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom

Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities FRS102 SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the Charitable Company's auditor is unaware.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Risk management

Trustees reviewed the risks to which the charity could be exposed in 2021/22 and are satisfied that the charity has taken all reasonable steps to minimise risk, and that it has policies and procedures in place to manage risk effectively in all areas of the charity's work. The key risks were identified as follows:

Principal risks	Steps to mitigate risks
Financial Solvency	Ensure sufficient reserves to cover orderly wind down. Quarterly review of management accounts and forecasts. Plans in place for continued diversification of funding. Ongoing liaison with current and potential funders.
Failure to meet quality standards	£10million Public Liability Insurance in place. £5million Professional Liability Insurance in place. Accreditation for front line staff. THA Quality standard qualification maintained. Risk of Harm Policy procedures implemented. All front line staff and volunteers DBS checked. Complaints procedure in place.
Organisational Risk	Robust Human Resources policies & procedures in place. Robust Financial Management policies & procedures in place. IT infrastructure disaster recovery plan in place. Media policy in place. Periodic review of public benefit.
Impact of Covid-19	Monitor and assess impact of Covid-19 on our services and staff at monthly Senior Leadership Team's meetings. Maintain regular contacts with funders, secure adjustments to delivery models and acceptable amendments to ensure fidelity of cited programmes. Virtual call centres set-up, staff and volunteers working from home with the option of flexible hours. Deliver sessions via online platforms and face to face as appropriate. We promote our work through local authorities, schools and press to maintain or increase take up of services

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2016.

Approved by the Board of Trustees on 15 July 2021 and signed on its behalf by:

A. de Waal

Anastasia de Waal (Jul 17, 2021, 8:57am)
Anastasia de Waal (Chair)

WR Jones

Warwick Jones (Jul 19, 2021, 9:32am)
Warwick Jones (Treasurer)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF FAMILY LIVES

Opinion

We have audited the financial statements of Family Lives (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the charity balance sheet, the statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in

accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditors' report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- the charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the charitable company financial statements are not in agreement with the

accounting records and returns; or

- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. The risks were discussed with the audit team and we remained alert to any indications of non-compliance throughout the audit.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

1. Enquiry of management around actual and potential litigation and claims, and any known instances of noncompliance was performed, with no instances found.
2. Reviewing minutes of Board meetings, reviewing any correspondence with the Charity Commission, agreeing the financial statement disclosures to underlying supporting documentation, enquiries of management and officers of the charitable company and a review of the risk management processes and procedures in place including a review of the risk register maintained by the charitable group. We have also reviewed the procedures in place for the reporting of any incidents to the Trustee Board including serious incident reporting of these matters as necessary with the Charity Commission.

3. Performing audit work over the risk of management override and controls, such as reviewing journal entries and reviewing property valuation. We reviewed systems and procedures to identify potential areas of management override risk and evaluated the business rationale of significant transactions to identify large or unusual transactions. We also assessed management bias in relation to the accounting policies adopted and in determining significant accounting estimates. This found no indication of irregularities or fraud.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditors' report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

H Wilkinson

Helena Wilkinson BSc FCA DChA (senior statutory auditor)

for and on behalf of
Price Bailey LLP
Chartered Accountants

Statutory Auditors
Causeway House
1 Dane Street
Bishop's Stortford
Hertfordshire
CM23 3BT
Date: 19 July 2021

Statement of Financial Activities (incorporating Income and Expenditure Account) for the year ended 31 March 2021

	note	Unrestricted funds	Restricted funds	2021 Total	2020 Total
		£'000	£'000	£'000	£'000
Income and endowments:					
Income from:					
Donations and legacies	2	10	1,473	1,483	1,087
Charitable activities	3	1,519	-	1,519	1,522
Other trading activities	4	4	-	4	10
Investment income	5	-	-	-	4
Total income		1,533	1,473	3,006	2,623
Expenditure on:					
Raising funds	6	29	-	29	34
Charitable activities:					
National services	7	693	230	923	737
Face to Face services	8	788	1,106	1,894	1,813
Professional development	9	15	-	15	7
Total expenditure		1,525	1,336	2,861	2,591
Net income		8	137	145	32
Funds at 1 April 2020	25/27	915	219	1,134	1,102
Funds at 31 March 2021	25/27	923	356	1,279	1,134

The notes on pages 57 to 70 form part of these financial statements

The statement of financial activities include all gains and losses recognised during the year. All income and expenditure derive from continuing activities.

Balance Sheet as at 31 March 2021

	note	2021		2020	
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible assets	17		5		10
Current assets					
Debtors	18	228		416	
Cash on deposit		600		600	
Cash at bank and in hand		955		842	
		1,783		1,858	
Creditors:					
Amounts falling due within one year	19	(453)		(619)	
Net current assets			1,330		1,239
Total assets less current liabilities			1,335		1,249
Creditors: amounts falling due after one year					
Social Investment loan	20		(50)		(100)
Provision for liabilities	21		(6)		(15)
Total net assets			1,279		1,134
Unrestricted funds	25		923		915
Restricted funds	27		356		219
Total funds			1,279		1,134

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements were approved by members of the Board on 15 July 2021 and signed on its behalf by:

Anastasia de Waal

Anastasia de Waal (Jul 17, 2021, 8:57am)
Anastasia de Waal (Chair)

WR Jones

Warwick Jones (Jul 19, 2021, 9:32am)
Warwick Jones (Treasurer)

Company Registration Number: 03817762

Statement of cash flows for the year ended 31 March 2021

	note	2021 £'000	2020 £'000
Cash flows from operating activities:			
Net cash provided by (used in) in operating activities:	a	163	165
Cash flows from investing activities:			
Dividends, interest and rents from investment		-	4
Purchase of property, plant and equipment		-	(15)
Net cash (used in) provided by investing activities		-	(11)
Cash flows from financing activities:			
Social Investment Bond bank loan		(50)	100
Change in cash in the reporting period		113	254
Cash at the beginning of the reporting period		1,442	1,188
Cash at the end of the reporting period	b	1,555	1,442

	2021 £'000	2020 £'000
a Reconciliation of net income/(expenditure) to net cash inflow from operating activities		
Net income as per the statement of financial activities	145	32
Depreciation charges	5	8
Dividends, interest and rents from investment	-	(4)
(Increase)/decrease in debtors	188	(152)
(Decrease)/increase in creditors	(175)	281
Net cash provided by (used in) operating activities	163	165

	1 Apr 2020 £'000	Cash flows £'000	31 Mar 2021 £'000
b Analysis of cash:			
Cash at bank and in hand	842	113	955
Cash at COIF deposit	600	-	600
Total cash	1,442	113	1,555

	1 Apr 2020	Cash flows	Other non- cash	31 Mar 2021
Analysis of changes to net debt:				
Cash at bank and in hand	1,442	113		1,555
	1,442	113	-	1,555
Debt:				
Social Investment loan due after one year	(100)	50	-	(50)
Total	1,342	163	-	1,505

1 Accounting policies

Family Lives is a charitable company limited by guarantee and is registered in England and Wales.

The registered office is 15-17 The Broadway, Hatfield, Hertfordshire, AL9 5HZ.

Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The Presentation currency used is British Pounds Sterling

Going concern and Covid-19

The Trustees consider that there are no material uncertainties about Family Lives ability to continue as a going concern.

Following the World Health Organisation's declaration of COVID-19 as an international pandemic in March 2020 and the subsequent restrictions imposed by the UK government, Family Lives has been affected in some ways and the following measures have been taken to address the challenges:

- Lockdown: staff and volunteers continue to work from home since the lockdown. We invested in IT equipment and acquired the services of an IT company to support with increased demand in IT requirements. Family Lives' services remain fully open and no staff member has been furloughed.
- Face to face services: Family Lives continue to deliver services remotely and through online platforms; group and individual sessions are being delivered through online forums.
- Helpline, LiveChat and email services: the charity continue to deliver and expand these services with no major impact as the services are delivered online, by email or phone.
- Funding: at the time of writing, most of the required income for the year ending March 2022 has been secured.

The Trustees believe that the forecasted results and good level of cash flow of the charity together with the measures taken to date will enable the charity to continue as a going concern and, as a result, do not include any adjustments that would result if the charity was not able to continue as a going concern.

Tax status

The Company is a registered charity and no liability to UK corporation tax arose on ordinary activities for the year ended 31 March 2021.

Income

Income is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty.

Grants are included in the Statement of Financial Activities when the entitlement to the grant is probable. Grants made for specific purposes are classified as restricted income.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor or funder has specified that the income is to be expended in a future accounting period.

Accounting policies (continued)

Donations

Donations organised directly by the charity are included gross together with related fundraising expenditure. Donations organised by external parties are shown on the basis of the amounts received.

Donations in kind such as services or facilities provided free of charges are recognised in the Statement of Financial Activities on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities on the open market. Equivalent amount of expenditure is recognised in the period of receipt of the donations. Volunteers donated services have not been included in the Statement of Financial Activities.

Investment income

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

Expenditure

Expenditure is 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. All expenditure is allocated to the particular activity where the cost relates directly to that activity.

Irrecoverable VAT is included within expenditure items to which they relate.

Allocation of support costs

The costs of staff employed directly in connection with particular projects are allocated directly to the projects concerned together with all directly incurred expenditure.

Support costs are apportioned to projects on the basis of gross expenditure of that project.

Management and admin costs relate to Management Team's time spent on the overall management, development and direction of the organisation.

Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against income and expenditure as incurred.

Depreciation

Fixed assets costing less than £1,000 are written off in full in the year of purchase. Other fixed assets are depreciated in equal installments so as to write off their costs over their estimated useful lives as follows:

Office fittings	Shorter of 7 years and remaining period of lease
Office furniture	5 years
Office equipment & software	3 years

Pensions

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity.

The annual contributions payable are charged to the statement of financial activities. The charity also makes contributions into individual's own personal pension arrangements.

Redundancy policy

Employees at Family Lives who are being made redundant are entitled to receive a statutory redundancy payment provided that they have two or more years' continuous service.

Cash at bank and in hand

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

Accounting policies (continued)

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable are included at the best estimate of the amount receivable at the balance sheet date.

Creditors and provisions

Creditors and provisions are recognised when there is a present obligation at Balance Sheet date as a result of past event resulting in the transfer of economic benefit to a third party and the amount due to settle the obligation can be measured or estimated reliably.

Creditors and provisions are recognised at their settlement amount after allowing for any trade discounts due.

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general activities of the charity and which have not been designated for any other purpose.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised and measured at transaction value and subsequently measured at their settlement value with the exception of:

- Fixed assets are measured at cost less depreciation.
- Social investment loan initially recognised and measured at the amount received, with the carrying amount adjusted in subsequent years to reflect repayments.

Critical accounting estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The Trustees make estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

2a Donations and grants (current year)

	Unrestricted funds	Restricted funds	2021 Total
	£'000	£'000	£'000
General donations	10	-	10
Restricted grants:			
National services	-	387	387
Face to Face Services	-	1,086	1,086
Total	10	1,473	1,483

Funding from Central government was £nil (2020: £41k) and Local Governments £301k (2020: £22k). Funding conditions attached to the income have been met and objectives as set out on funding agreements have been achieved.

Funding from Local Governments were for Westminster SIB project and Greater London Authority's Violence reduction projects.

2b Donations and grants (prior year)

	Unrestricted funds	Restricted funds	2021 Total
	£'000	£'000	£'000
General donations	33	-	33
Restricted grants:			
National services	-	151	151
Face to Face Services	-	903	903
Total	33	1,054	1,087

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 27,019 hours spent (2020: 26,037 hours), this equates to £435,645 (2020: £420,146). The Financial statements do not include donated volunteers' hours and dedicated time of Trustees of the charity.

There has been no other donations in kind during the year.

3 Income from charitable activities

	2021 Total	2020 Total
	£'000	£'000
Helpline services	682	661
Face to Face services	822	853
Professional Development	15	8
Total	1,519	1,522

Income from charitable activities was unrestricted. Amount received from Central government was £799k (2020: £726k) and Local Governments £698k (2020: £768k). Funding conditions attached to the income have been met and objectives as set out on funding agreements have been achieved.

4 Other trading activities

	2021 Total	2020 Total
	£'000	£'000
Sales of wristbands	3	9
Other income	1	1
Total	4	10

Income from other trading activities was unrestricted.

5 Investment income

	2021 Total	2020 Total
	£'000	£'000
Bank interest receivable	-	4
Total	-	4

Investment income was unrestricted.

6 Cost of raising funds

	2021 Total	2020 Total
	£'000	£'000
Staff costs	21	23
Events and fundraising	4	5
Support costs (Note 10)	4	6
Total	29	34

Cost of raising funds in 2021 and 2020 were unrestricted.

7a National Services expenditure (current year)

	Unrestricted funds	Restricted funds	2021 Total
	£'000	£'000	£'000
Direct costs	572	217	789
Support costs (Note 10a)	121	13	134
Total	693	230	923

7b National Services expenditure (prior year)

	Unrestricted funds	Restricted funds	2021 Total
	£'000	£'000	£'000
Direct costs	552	67	619
Support costs (Note 10b)	107	11	118
Total	659	78	737

8a Face to face services expenditure (current year)

	Unrestricted funds	Restricted funds	2021 Total
	£'000	£'000	£'000
Direct costs	628	991	1,619
Support costs (Note 10a)	160	115	275
Total	788	1,106	1,894

8b Face to face services expenditure (prior year)

	Unrestricted funds £'000	Restricted funds £'000	2020 Total £'000
Direct costs	648	873	1,521
Support costs (Note 10b)	178	114	292
Total	826	987	1,813

9 Professional Development expenditure

	2021 Unrestricted funds £'000	2020 Unrestricted funds £'000
Direct costs	13	6
Support costs (Note 10)	2	1
Total	15	7

10a Analysis of support costs (current year)

	Raising Funds £'000	Helpline services £'000	Face to Face services £'000	Professional Development £'000	2021 Total £'000
Management & admin	1	41	85	1	128
Human Resources	1	19	40	-	60
Finance	1	20	40	-	61
Information Technology	1	33	66	1	101
Governance (Note 12)	-	15	32	-	47
Depreciation	-	2	3	-	5
Premises, office and other costs	-	4	9	-	13
Total	4	134	275	2	415

10b Analysis of support costs (prior year)

	Raising Funds	Helpline services	Face to Face services	Professional Development	2020 Total
	£'000	£'000	£'000	£'000	£'000
Management & admin	2	34	85	1	122
Human Resources	1	16	40	-	57
Finance	1	18	44	-	63
Information Technology	1	24	59	-	84
Governance (Note 12)	1	15	36	-	52
Depreciation	-	2	6	-	8
Premises, office and other costs	-	9	22	-	31
Total	6	118	292	1	417

The costs of staff employed directly in connection with particular projects are allocated directly to the projects concerned together with all directly incurred expenditure.

Support costs are apportioned to projects on the basis of gross expenditure of that project. Management and admin costs relate to Management Team's time spent on the overall management, development and direction of the organisation.

11 Net income for the year

	2021	2020
	£'000	£'000
This is stated after charging:		
Depreciation	5	8
Operating leases for land and buildings	50	54
Audit fee	13	12

12 Governance costs

	2021	2020
	£'000	£'000
Governance costs are made up of:		
Staff salaries	24	25
Staff travel & meetings	-	3
Trustees' expenses	-	1
Audit fee	13	12
Insurance and professional fees	10	11
	47	52

13 Staff costs and numbers

	2021	2020
Staff costs were as follows:	£'000	£'000
Salaries	2,165	1,899
Social security costs	172	153
Pension contributions	85	75
Redundancy payments	2	1
	2,424	2,128
The number of employees employed by the charity whose emoluments exceeded £60,000 were:	No	No
£70,001 - £80,000	1	1
£80,001 - £90,000	1	1
	2	2
Average weekly number of employees during the year, calculated based on full time equivalents:	No	No
Charitable activities	68	62
Governance	1	1
	69	63
Average number of staff employed during the year:	128	115

Staff costs increase have principally been around increase in zero-hour employees and recruitment of fixed contract staff due to expansion of services.

Total employee benefits received by key management personnel, including, pension and employer's national insurance contributions was £184,352 (2020: £184,604). Key management personnel include Trustees, Chief Executive and Deputy Chief Executive.

No trustee received any remuneration during the year (2020: £nil).

14 Board of Trustees

Trustees' expenses relate to travel expenses reimbursed for attendance at the charity's Trustees' meetings. Total reimbursed was £nil (2020: £420).

15 Related party transactions

There were no related party transactions that require disclosure.

16 Pensions

The charity has a group personal pension scheme to which employees are automatically enrolled; staff may then opt out. In accordance with the scheme the charity contributed 4% of gross salary as determined by a matched contribution of the individual employee. For staff enrolled prior to 1st April 2013 Family Lives' contribution is 6.5% of gross salary.

Total pension contributions for the year amounted to £85,371 (2020: £75,462).

Pension payment outstanding at year end was £16,972 (2020: £18,091).

17 Tangible Assets

	Furniture & equipment £'000
Cost	
At 1 April 2020	76
Additions	-
Cost of disposals	(10)
At 31 March 2021	66
Depreciation	
At 1 April 2020	66
Charge for the year	5
On disposals	(10)
At 31 March 2021	61
Net book value	
At 31 March 2021	5
Net book value	
At 31 March 2020	10

18 Debtors

	2021	2020
	£'000	£'000
Debts receivable within one year		
Trade debtors	65	292
Prepayments and accrued income	162	123
	227	415
Debts receivable after more than one year		
Rent deposit	1	1
	228	416

19 Creditors

	2021	2020
	£'000	£'000
Trade Creditors	17	55
Accruals	71	47
Deferred income (Note 20)	250	400
Taxation (inc VAT) and Social Security	98	99
Other creditors	17	18
	453	619

Other creditors represents pension contributions outstanding at 31 March 2021.

20 Social Investment loan

The charity has received an unsecured concessionary social investment loan of £100,000 from CAF bank to support upfront service delivery costs of the multi-years **ParentChild+** programme. Interest on capital drawdown and outstanding amount is charged at fixed rate of 6.5%. £50,000 has been paid during the year and the capital amount is repayable on or before 30th April 2023.

21 Provision for liabilities

	At 1 Apr 2020	Provision for the year	Provision released	At 31 Mar 2021
	£'000	£'000	£'000	£'000
Dilapidation of area offices	15	-	(9)	6
	15	-	(9)	6

Funds of £6k were utilised during the year to meet dilapidation and other costs incurred on vacating the Hadleigh office. £3k was deducted from the heading to which the expenditure was originally charged. In total, £9k has been released from provision for dilapidations funds.

22 Movements in deferred income

	2021	2020
	£'000	£'000
Balance at the beginning of the year	400	71
Resources deferred during the year	250	400
Amount released from previous year	(400)	(71)
Balance at the end of the year	<u>250</u>	<u>400</u>

Deferred income represents income received in advance in the year ending 31st March 2021 that relates to next financial year mainly to fund Face to Face and LiveChat services.

23 Obligations under operating leases

	2021	2020
	£'000	£'000
Operating leases expiring within 1 year	<u>37</u>	<u>41</u>

The above leases relate to land and buildings.

24a Analysis of net assets between funds (current year)

	Unrestricted funds	Restricted funds	2021 Total
	£'000	£'000	£'000
Fixed assets	5	-	5
Current assets	1,377	406	1,783
Current liabilities	(453)	-	(453)
Long term liabilities	(6)	(50)	(56)
Total net assets	<u>923</u>	<u>356</u>	<u>1,279</u>

24b Analysis of net assets between funds (prior year)

	Unrestricted funds	Restricted funds	2020 Total
	£'000	£'000	£'000
Fixed assets	10	-	10
Current assets	1,539	319	1,858
Current liabilities	(619)	-	(619)
Long term liabilities	(15)	(100)	(115)
Total net assets	<u>915</u>	<u>219</u>	<u>1,134</u>

25a Movements in unrestricted funds (current year)

	At 1 Apr 2020	Income	Expenditure	Net Trfs	At 31 Mar 2021
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
General unrestricted funds	915	1,533	(1,525)	-	923
Designated fund	-	-	-	-	-
Total unrestricted funds	915	1,533	(1,525)	-	923

25b Movements in unrestricted funds (prior year)

	At 1 Apr 2019	Income	Expenditure	Net Trfs	At 31 Mar 2020
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
General unrestricted funds	845	1,569	(1,526)	27	915
Designated fund	27	-	-	(27)	-
Total unrestricted funds	872	1,569	(1,526)	-	915

26 Purpose of designated funds

There were no new designation made in the year.

27a Movements in restricted funds (current year)

Funder name	Purpose	At 1 Apr 2020 £'000	Income £'000	Expenditure £'000	At 31 Mar 2021 £'000
<u>National services</u>					
National Lottery Community Fund	Digital Development	99	180	108	171
Simon Gibson and Mazars Charitable Trusts	Helpline training	7	-	7	-
The Monday Charitable Trust		-	100	35	65
Esmée Fairbairn Foundation		-	30	30	-
John Armitage Charitable Trust		-	30	3	27
National Lottery Community Fund	Live Chat services	-	47	47	-
sub-total		106	387	230	263
<u>Face to face services</u>					
BBC Children in Need	Young Carers support	4	7	7	4
Masonic Charitable Foundation, Westminster Foundation	Befriending service	6	-	6	-
NESTA, The Dulverton Trust, The Swire Charitable Trust, The Thomas Farr Charity, Unwin Charitable Trust, The Chetwode Foundation, British & Foreign School Society	Early Years intervention	10	-	10	-
The Dulverton Trust	Early Years intervention	-	35	28	7
The British Legion/Covenant Fund	Supporting Forces families	6	39	40	5
Walcott Foundation	Befriending service	2	-	2	-
Sport England	Active Families project	62	60	117	5
The Rayne Foundation	Young Carers support	4	8	10	2
National Lottery Community Fund	Family Learning and Support	18	95	94	19
National Lottery Community Fund	Afghan Families project	15	56	51	20
Education Endowment Foundation	Early Years intervention	59	442	450	51
Westminster, Kensington & Chelsea SIB	Early Years intervention	(95)	227	193	(61)
The Monday Charitable Trust	Child to Parent Aggression	9	-	9	-
John Lyon Trust- CDA	Individual and Group support	5	7	10	2
St Giles-in-the-Fields & William Sheltons Educational Charity	Befriending service	8	-	8	-
GLA Lewisham and Westminster	Parent Champion service	-	64	41	23
Esmee Fairbairn Foundation	Early Years intervention	-	11	9	2
Essex County Council	Individual and Group support	-	10	1	9
Various small grants		-	25	20	5
sub-total		113	1,086	1,106	93
Total		219	1,473	1,336	356

In March 2019, we started a new multi-year project, Westminster and Kensington & Chelsea SIB, whose primary objective is to narrow the gap in school readiness for disadvantaged children. This is a low risk payment by results project. The deficit for the year £61k (2020: deficit £95k) was the result of timing difference between costs incurred and milestones reached to trigger income recognition. There is high level confidence milestones will be reached in the coming two years and eliminate the short term deficit created by the funding terms.

27b Movements in restricted funds (prior year)

Funder name	Purpose	At 1 Apr 2019 £'000	Income £'000	Expenditure £'000	At 31 Mar 2020 £'000
National services					
The Brook Trust	Early Years intervention	30	-	30	-
National Lottery Community Fund	Digital Development	-	140	41	99
Simon Gibson and Mazars Charitable Trusts	Helpline training	3	11	7	7
sub-total		33	151	78	106
Face to face services					
Hyde Park Place Estate Charity, Portman ECC, Strand Parish Trust	Young Carers support	10	-	10	-
BBC Children in Need	Young Carers support	2	12	10	4
Masonic Charitable Foundation, Westminster Foundation NESTA, The Dulverton Trust, The Swire Charitable Trust, The Thomas Farr Charity, Unwin Charitable Trust, The Chetwode Foundation, British & Foreign School Society	Befriending service	20	-	14	6
	Early Years intervention	75	110	175	10
The British Legion/Covenant Fund	Supporting Forces families	1	40	35	6
Walcott Foundation	Befriending service	2	-	-	2
Sport England	Active Families project	36	121	95	62
The Rayne Foundation	Young Carers support	7	8	11	4
National Lottery Community Fund	Family Learning and Support	15	83	80	18
National Lottery Community Fund	Afghan Families project	11	54	50	15
Education Endowment Foundation	Early Years intervention	10	409	360	59
The Greater London Authority	Early Years intervention	2	7	9	-
Westminster, Kensington & Chelsea SIB	Early Years intervention	(1)	14	108	(95)
The Monday Charitable Trust	Child to Parent Aggression	-	20	11	9
Social Investment Business Foundation	Investment Readiness	7	-	7	-
John Lyon Trust- CDA	Individual and Group support	-	8	3	5
St Giles-in-the-Fields & William Sheltons Educational Charity	Befriending service	-	10	2	8
Various small grants		-	7	7	-
sub-total		197	903	987	113
Total		230	1,054	1,065	219

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