



ANNUAL REPORT

2024-2025

Annual Report and Accounts

CONTENTS

Welcome from our Chair and Chief Executive	03
About Family Lives	04
Our finances: Summary	05
Our impact 2024 to 2025: Summary	07
Our strategy 2025 to 2035	08
Our volunteers	09
How we support families	11
Helpline, live chat, WhatsApp and email support	11
Online advice and support	12
Our impact and in-person support services	13
Early years services	14
Children and teenagers	21
Family and befriending	23
Family support	25
Mental and emotional health support services	28
Supporting professionals	30
Diversity, equality and inclusion	31
Accounts	35
This year's financial results	35
Legal and administrative information	38
Objectives and public benefit	38
Governance and management	39
Risk Management	41
Independent auditors' report	42
Statement of financial activities	45
Balance sheet	46
Statement of cash flows	47
Notes forming part of the financial statements	48

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**

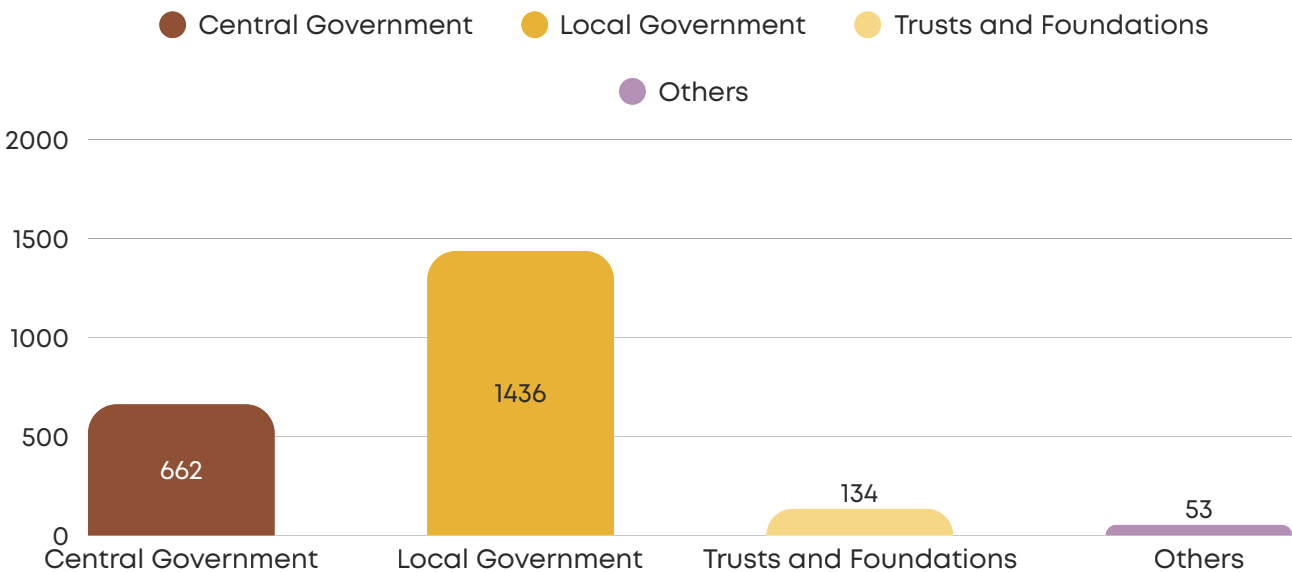


OUR FINANCES

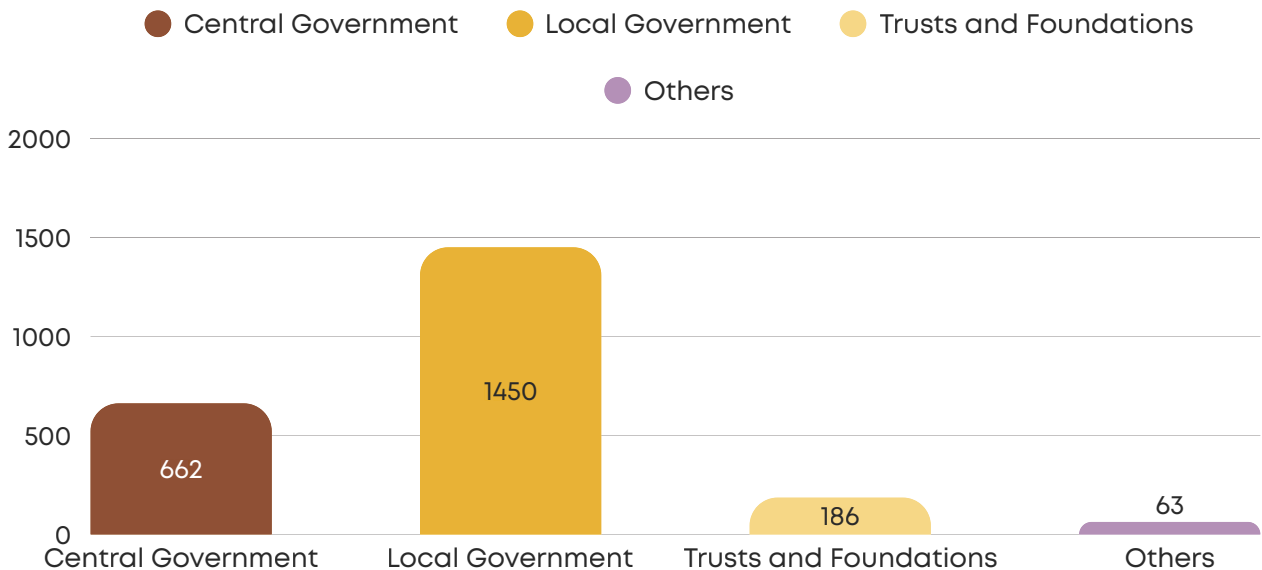
SUMMARY



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



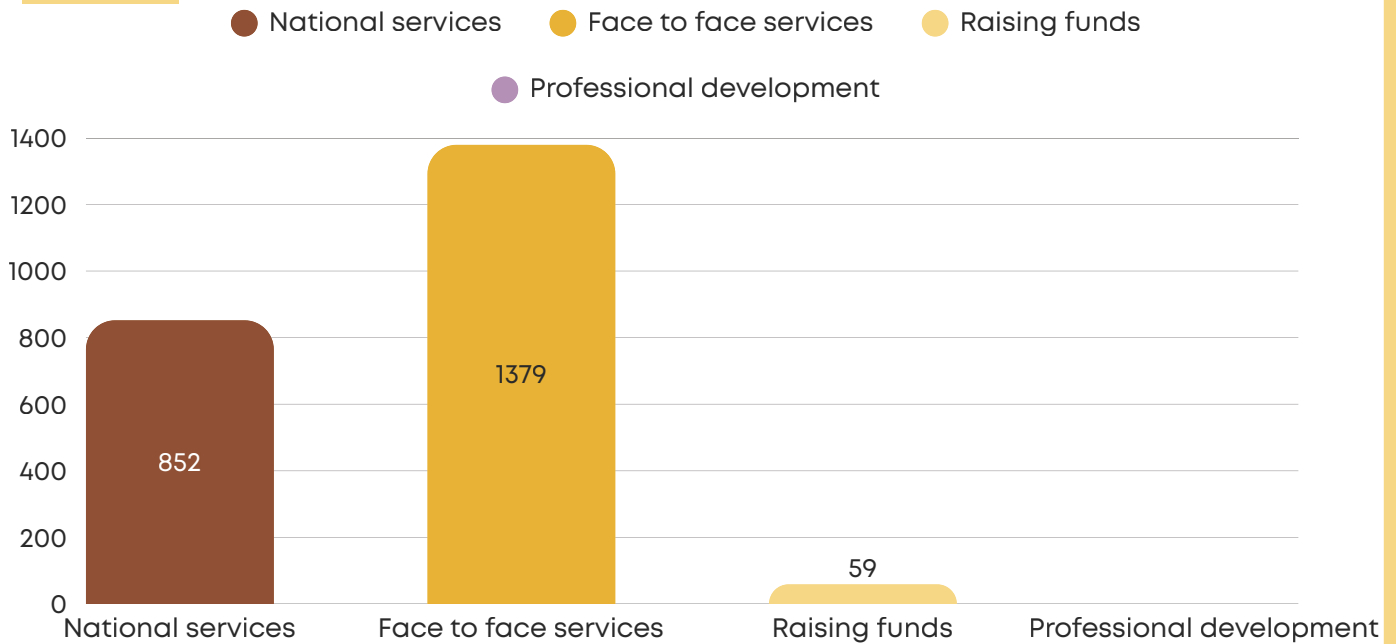
Funding received 2024: £2,361,000
Source of income (£'000):





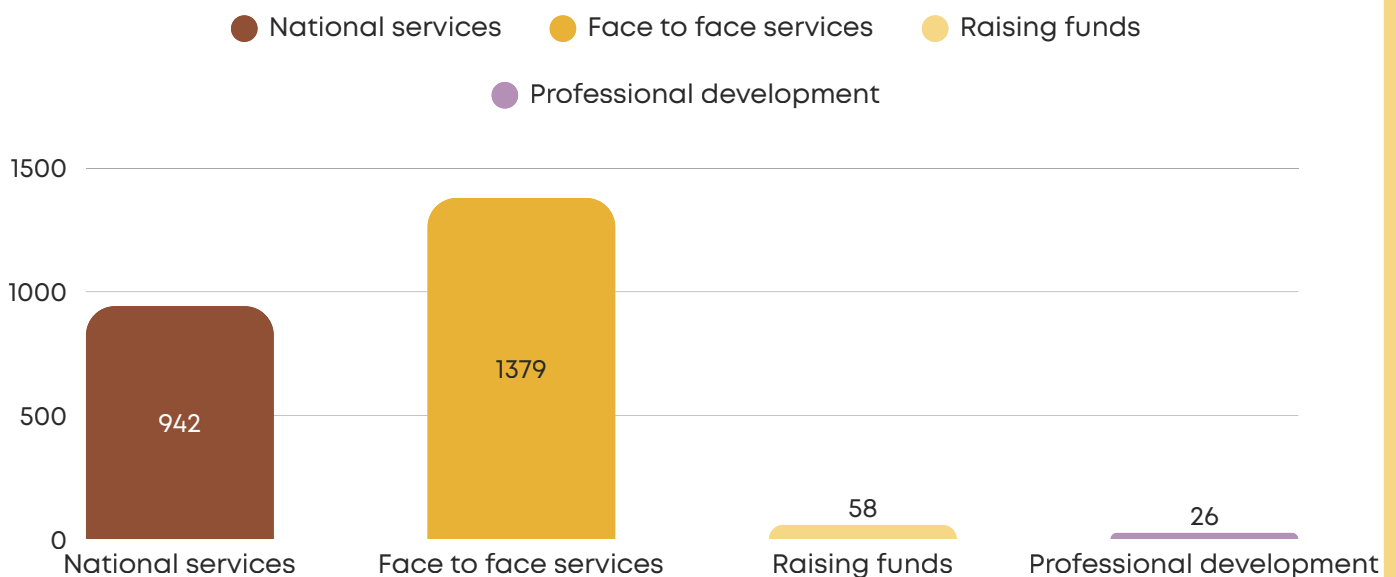
Summary of expenditure 2025: £2,290,000

What we spent the funding on (£'000):



Summary of expenditure 2024: £2,405,000

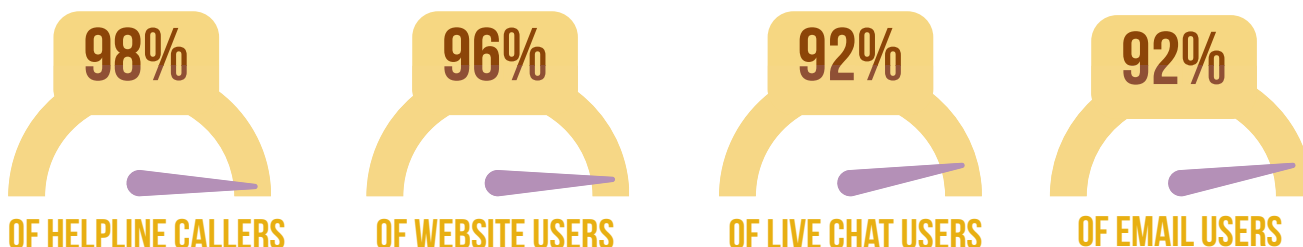
What we spent the funding on (£'000):



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'

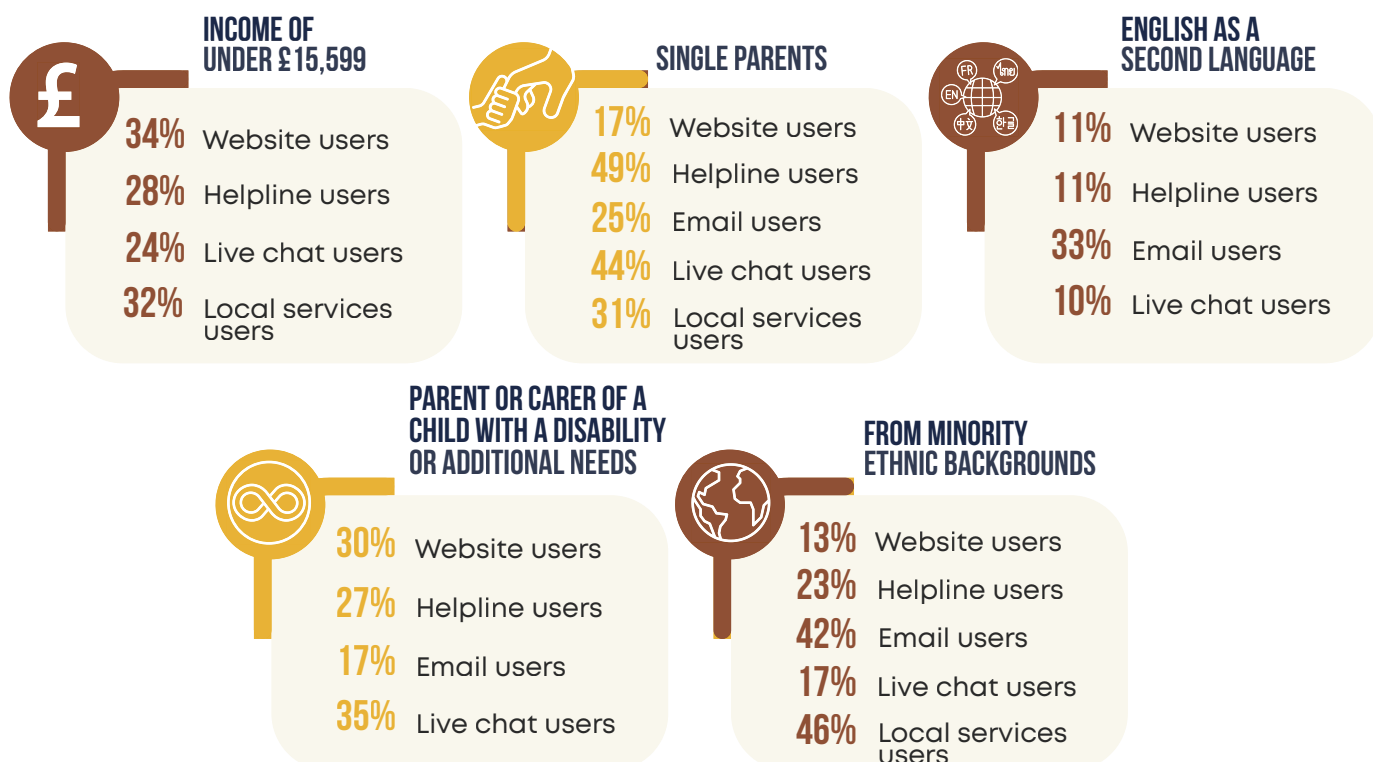


96%

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

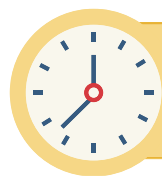


3,822

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

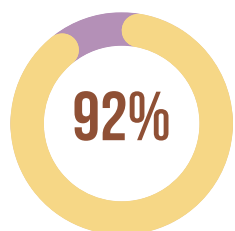
ONLINE ADVICE AND SUPPORT

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.

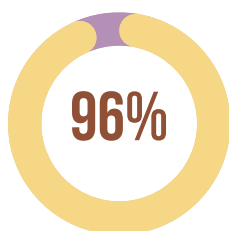
Our online parenting courses continue to be very popular with over 6,076 users accessing the courses, covering topics including having a new baby, bringing up confident children, coping with teens and coping with sibling arguments. We are working to introduce six new courses over the next few years based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



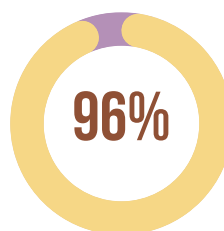
Key findings from our website users



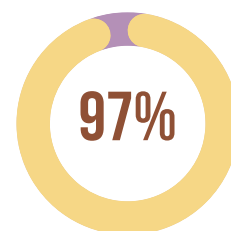
Of web users said they found what they were looking for



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

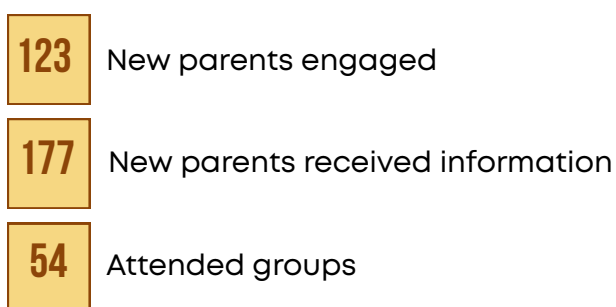
PARENTS MATTER (PERINATAL AND ANTENATAL) WELLBEING SERVICE IN CAMDEN

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.

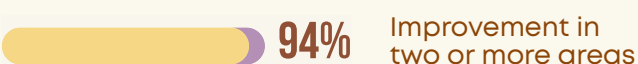
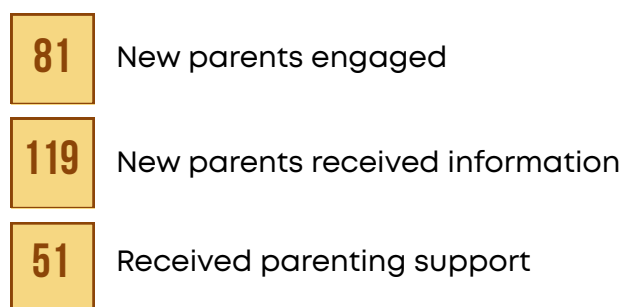
We also work closely with Camden partners, enabling them to consult with Bengali women we were supporting to discuss antenatal services in the area. As a result of the event, six of the women registered interest in training for Family Lives. This year we were pleased to be able to recruit a male Arabic-speaking 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

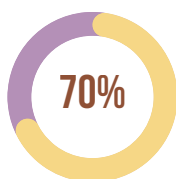
Parents and carers supported

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.

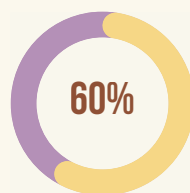
We build trust with the families we support by providing consistent and transparent communication, and by adjusting the way we work to meet their specific needs. This has frequently included advocating on their behalf in other settings such as schools, housing and with GPs. We have developed core relationships 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.

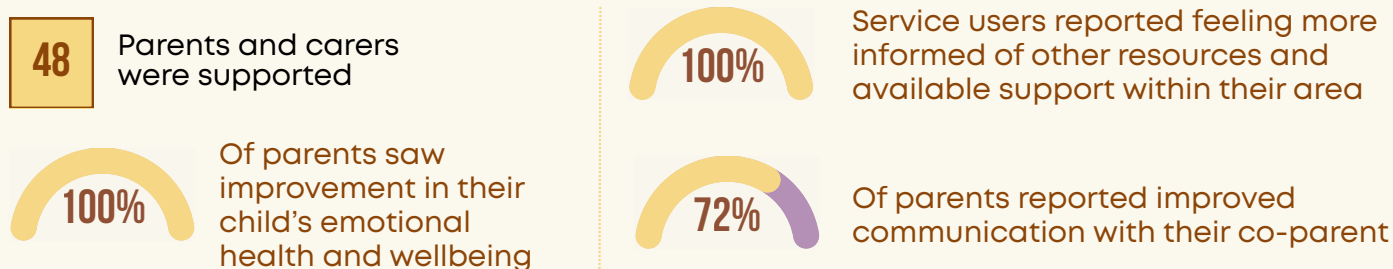


ENFIELD REDUCING PARENTAL CONFLICT PROGRAMME

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.



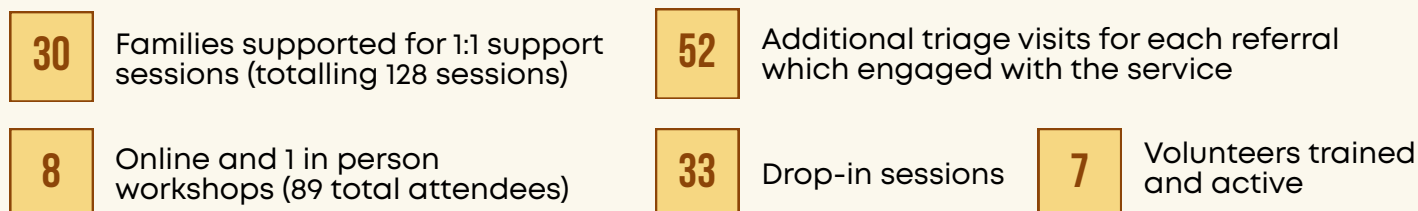
CARDIFF AND THE VALE

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.

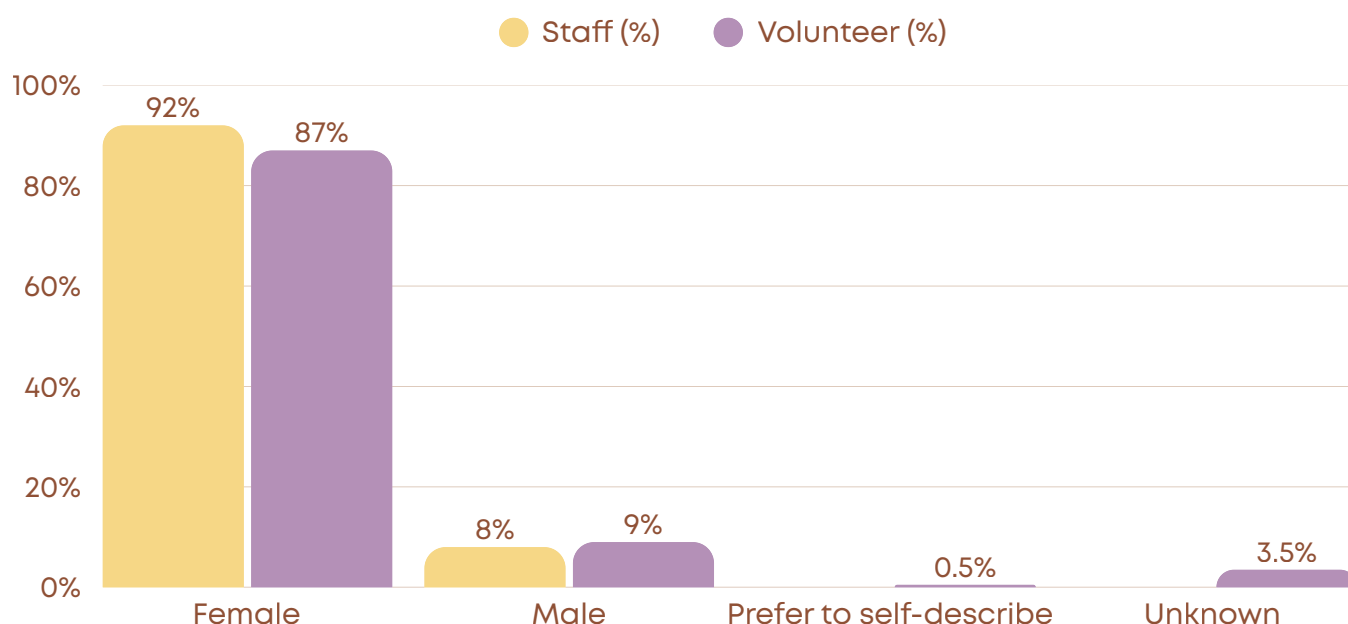
Number of staff at
Family Lives

102

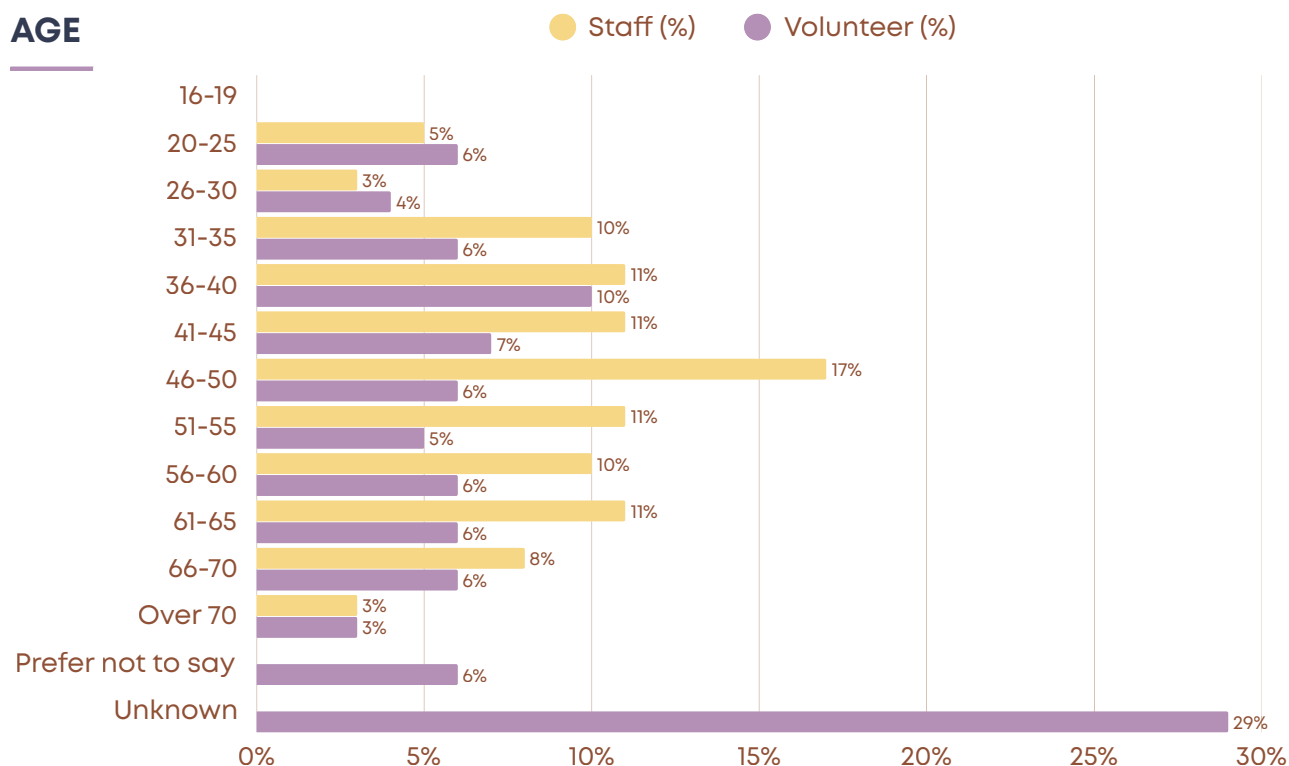
Number of volunteers
at Family Lives

197

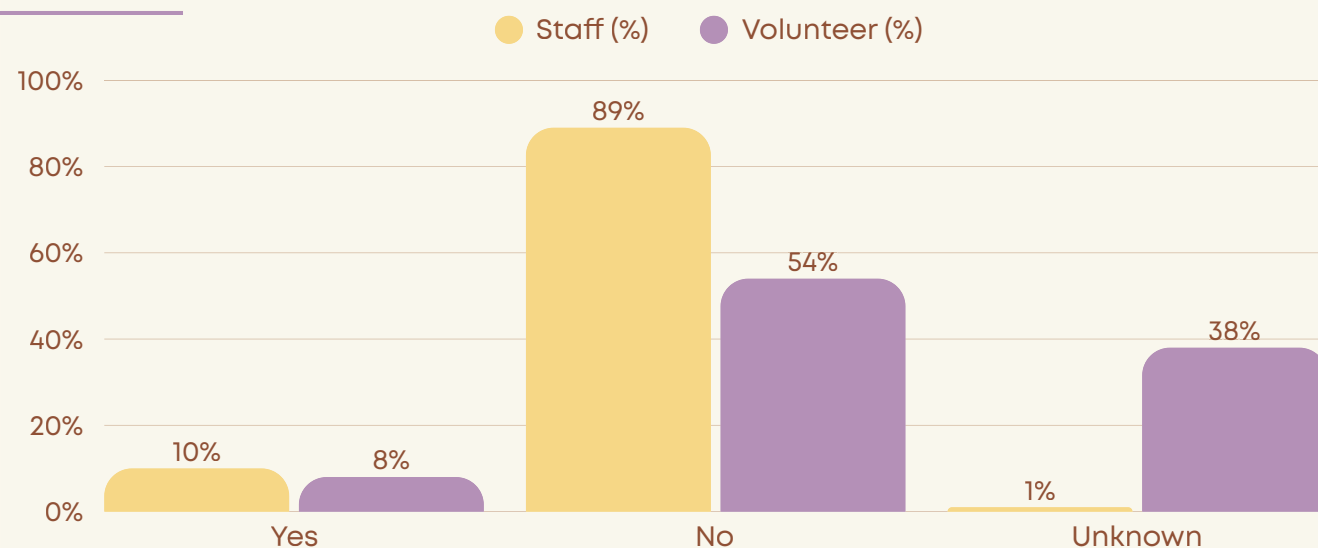
GENDER



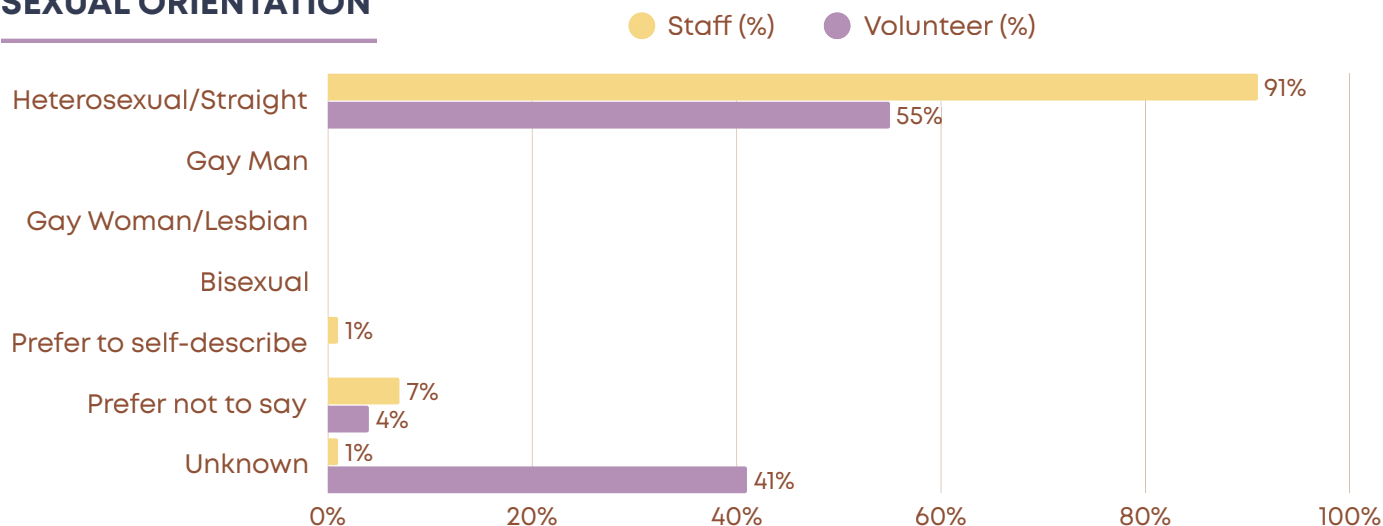
AGE



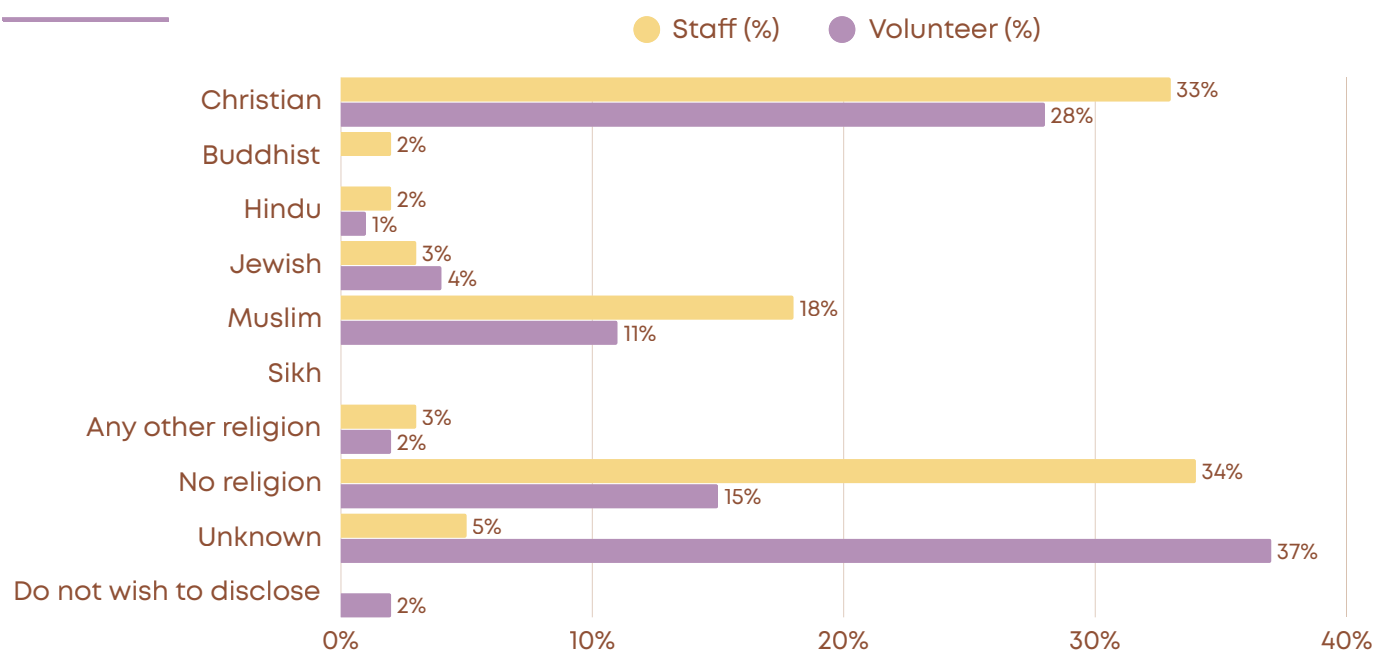
DISABILITY



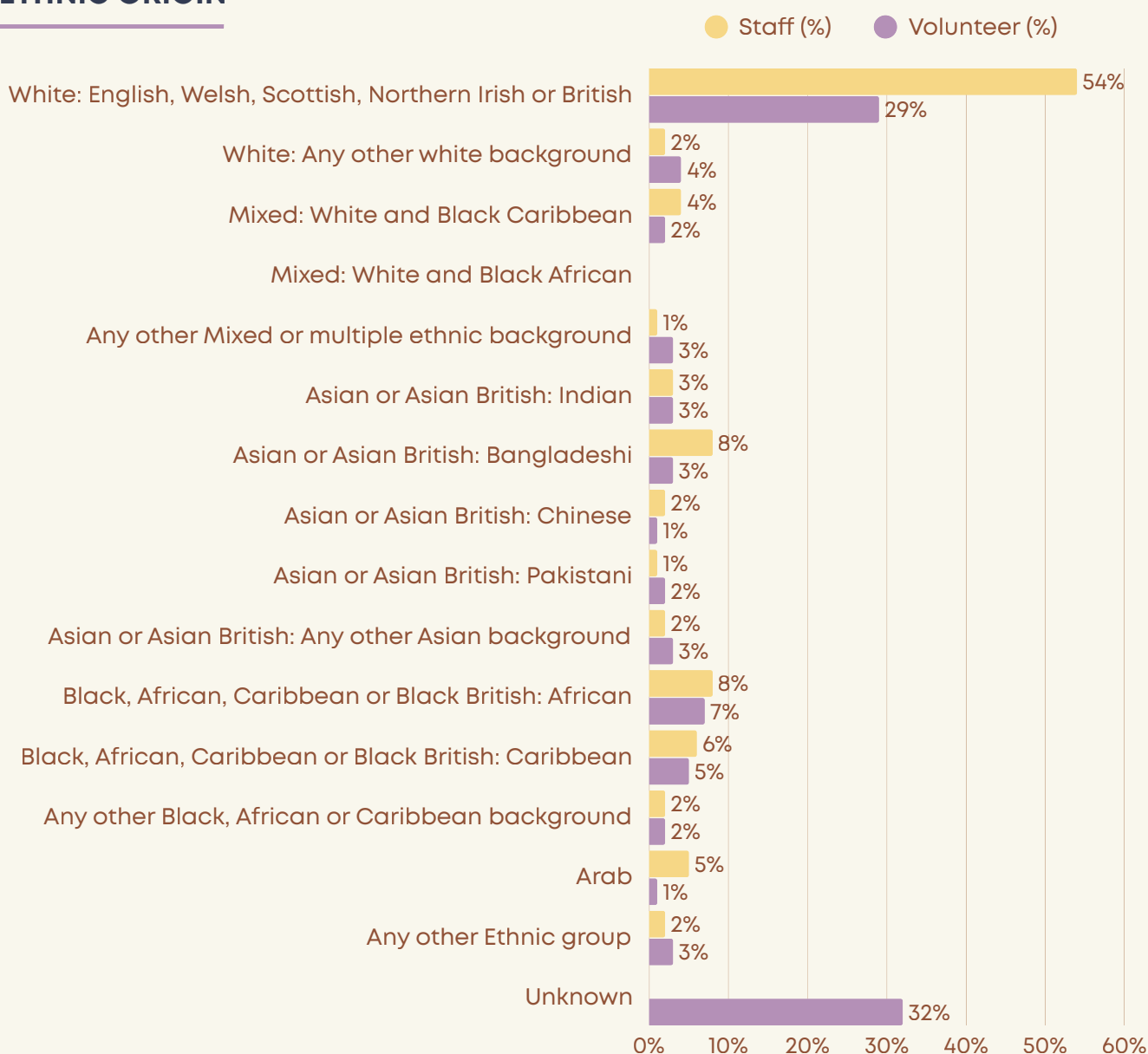
SEXUAL ORIENTATION



RELIGION

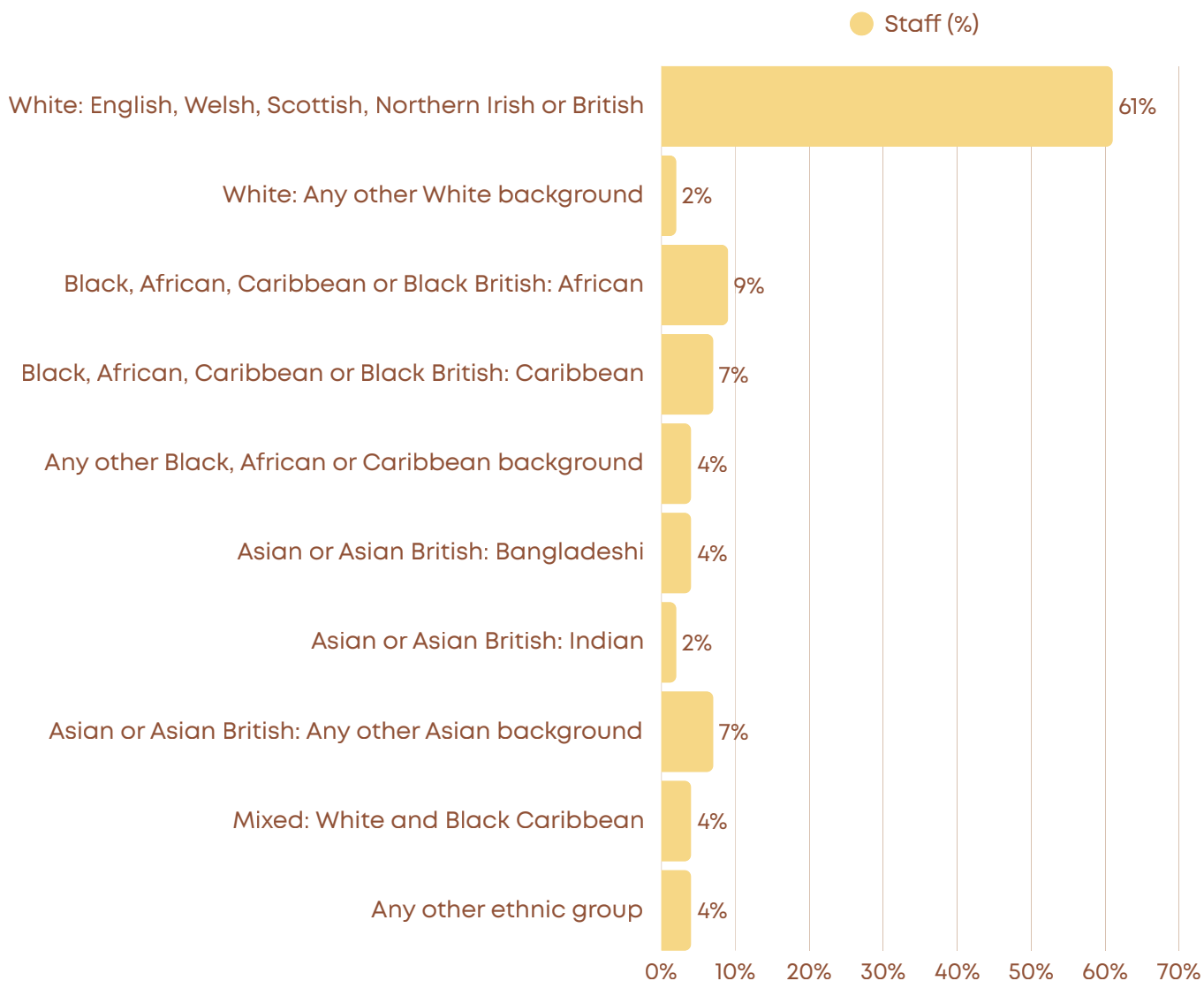


ETHNIC ORIGIN



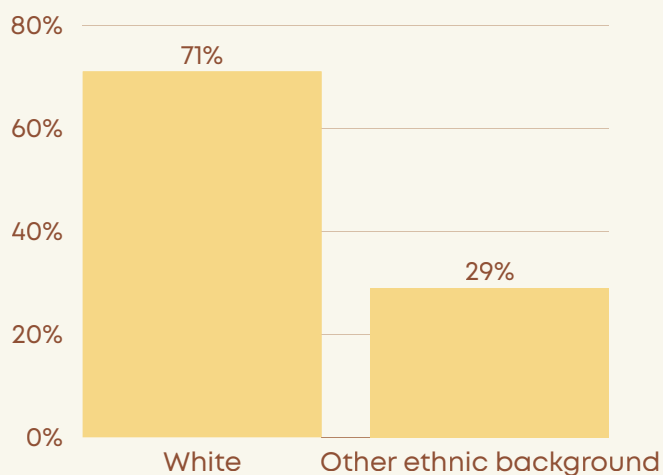
ETHNICITY – LEADERSHIP GROUP

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

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>995</u>	<u>1,000</u>
Unrestricted funds	22	875	950
Restricted funds	23	<u>120</u>	<u>50</u>
Total funds		<u>995</u>	<u>1,000</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)

Warwick 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)
	<hr/>
At 31 March 2025	4
	<hr/>
Depreciation	
At 1 April 2024	29
Charge for the year	1
On disposals	(27)
	<hr/>
At 31 March 2025	3
	<hr/>
Net book value	
At 31 March 2025	1
	<hr/>
Net book value	
At 31 March 2024	1
	<hr/> <hr/>

17 DEBTORS

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

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

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Charity Number 1077722
Company Number 3817762

Registered in England and Wales

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