

WORKING FAMILIES

England & Wales · Charity number 1099808

Details

Status	Registered
Legal form	Charitable company
Company number	04727690
Registered	2003-10-02
Register	View on the Charity Commission register

Contact

Address	Working Families c/o Buzzacott LLP 130 Wood Street London EC2V 6DL
Phone	020 3833 2050
Email	office@workingfamilies.org.uk
Website	www.workingfamilies.org.uk

Activities

Objects: THE PROMOTION AND ADVANCEMENT OF THE PHYSICAL AND MENTAL HEALTH AND WELL-BEING OF WORKING FAMILIES AND CARERS;THE RELIEF OF WORKING FAMILIES IN NEED BY REASON OF AGE, ILL HEALTH, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE;ADVANCING PUBLIC EDUCATION (PARTICULARLY AMONGST EMPLOYERS AND EMPLOYEES) ABOUT ALL ASPECTS OF ALTERNATIVE AND FLEXIBLE WORKING PATTERNS AND PRACTICES INCLUDING BY PROMOTING AND ADVANCING BETTER WORKING PRACTICES AND PROVIDING INFORMATION, ADVICE, GUIDANCE AND COUNSELLING FOR PEOPLE IN WORK OR SEEKING WORK INCLUDING ABOUT THEIR RIGHTS AND ENTITLEMENTS AND THE PROVISION OF CARE FOR DEPENDANTS (INCLUDING THOSE WITH DISABILITIES); WHERE 'WORKING FAMILIES' MEANS WORKING PARENTS, GRANDPARENTS AND/OR GUARDIANS OR CARERS, AND THE CHILDREN AND OTHER DEPENDANTS FOR WHOM THEY ARE PROVIDING CARE OR SUPPORT

Activities: Working Families mission is to remove the barriers that people with caring responsibilities face in the workplace. We drive positive change by supporting and advocating for working parents and carers, collaborating with employers to build flexible and family-friendly cultures, and influencing government policy.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** Education/training, The Prevention Or Relief Of Poverty, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** NOT DEFINED. IN PRACTICE THE UNITED KINGDOM.
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,213,420	£1,198,768	£257,091	29
2024-03-31	£1,047,760	£1,099,519	£242,439	27
2023-03-31	£1,047,791	£1,041,355	£294,198	27
2022-03-31	£958,496	£965,308	£287,762	26
2021-03-31	£981,748	£786,311	£294,574	20

Trustees

Name	Role	Appointed
Amanda Jill Garner		2025-07-17
Anna Bell		2025-07-17
Charlotte Wayne		2024-07-05
Eric Steven Toft		2020-07-10
Gordon Gillies Whyte		2024-07-05
Laura Wyatt-Smith		2025-07-17
Michael Dunson-Odusanya		2022-07-22
Neha Kulkarni		2024-07-15
Prajakta Prasad Datar		2022-07-07
Saira Demmer		2025-07-17

WORKING FAMILIES

England & Wales - Charity number 1099808

Accounts



WORKING FAMILIES

ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED

31 MARCH 2025

WORKING FAMILIES
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FOR THE YEAR ENDED 31 MARCH 2025

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**WORKING FAMILIES
REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2025**

Trustees

Helen Humphreys
Rebecca McGowan
Clare Corbett
Paul Coulson
Prajakta Datar
Michael Dunson-Odusanya
David Robson
Steve Toft
Neha Kulkarni (appointed 15 July 2024)
Charlotte Wayne (appointed 5 July 2024)
Gordon Whyte (appointed 5 July 2024)
Kate Shaw (resigned 25 July 2024)

Honorary officers

Helen Humphreys (Chair)
Neha Kulkarni (Treasurer)

Chief Executive

Jane van Zyl

Registered office

Buzzacott LLP
130 Wood Street
London EC2V 6DL

Charity registration number (England and Wales)

1099808

Charity registration number (Scotland)

SC045339

Company registration number

04727690

Auditor

Buzzacott Audit LLP
130 Wood Street
London EC2V 6DL

Bankers

CAF Bank Ltd
25 Kings Hill Avenue, Kings Hill
West Malling
Kent ME19 4JQ

STRATEGIC REPORT

The trustees, who are directors of the company for the purposes of the Companies Act, present their report with the financial statements of Working Families (the “charity”) for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the principal accounting policies set out on pages 15 to 17 and comply with the requirements of the Companies Act 2006, the Charity’s Memorandum and Articles of Association, applicable laws, and 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 United Kingdom and Republic of Ireland (FRS 102).

Objectives and activities

Objectives

Working Families is the UK’s national charity for working parents and carers. The charity has the following objectives:

- The promotion and advancement of the physical and mental health and well-being of working families and carers;
- The relief of working families in need by reason of age, ill health, disability, financial hardship or other disadvantage; and
- Advancing public education (particularly amongst employers and employees) about all aspects of alternative and flexible working patterns and practices.

Including (but without limitation) by:

- promoting and advancing better working practices; and
- providing information, advice, guidance and counselling for people in work or seeking work including about their rights and entitlements and the provision of care for dependents (including those with disabilities)

where “working families” means working parents; grandparents and/or guardians or carers, and the children and other dependents for whom they are providing care or support.

Activities

The charity carries out the following activities in order to satisfy its charitable objectives:

- Providing free legal advice to parents and carers on their rights at work;
- Providing employers with support to create flexible, family-friendly workplaces;
- Influencing policy; and
- Advocating on behalf of working parents and parents across the United Kingdom.

Public benefit

The trustees confirm that they have referred to the Charity Commission’s general guidance on Public Benefit when reviewing and shaping the charity’s aims and objectives for the year and planning future activities. The charity works to ensure that its programmes are inclusive, accessible and responsive to the needs of its beneficiaries.

Achievements and performance

Working Families is the UK's national charity for working parents and carers. Our mission is to remove the barriers that people with caring responsibilities face in the workplace. We provide free legal advice to parents and carers on their rights at work. We give employers the tools they need to support their people while creating a flexible, high-performing workforce. And we advocate on behalf of the UK's 17.5 million working parents and carers, influencing policy through campaigns informed by ground-breaking research.

Our new strategic framework, 2024-2029 sets out three key aims: empowering working parents and carers, supporting employers, and driving policy change. Below are some highlights on how we furthered these goals in 2024-5:

Empowering working parents and carers

- Working Families free legal advice service was established in 1999. We prioritise a de-escalatory approach, helping people with caring responsibilities to remain in work wherever possible and appropriate.
- Our Legal Advice Service continued to provide award-winning free advice for working parents and carers—over e-mail, through the telephone helpline, and through hundreds of articles on the Working Families website.
- Through our website, we reached more than 1 in 10 parents in the UK – that's 1,652,305 unique visitors. Our website empowers parents/carers to help themselves, reserving our helpline for those with the thorniest problems or who are in greatest need.
- We responded to 1,509 queries. Over three quarters of our helpline users met our definition of having least access to justice, presented with a more complex or cluster problem that couldn't be resolved via our website alone, were in receipt of in work benefits and/or had a household income of less than £50,000.
- Our benefits check/'better off' calculation service, which pre-covid consisted of 15% of queries, rose to 40% during covid, have now dropped back to 25%, which reflects the cost of living crisis.
- More than 90% of our service users resolved their work issue and/or increased their household income.

Supporting employers

- In 2024-5, the Employer Services team secured 23 new employer members, bringing the total to 120 members of all sizes and from a diverse range of sectors.
- We held 14 events for employers, attended by a total of 781 people, on a wide range of topics including neonatal care - exploring the new bill & best practice for employers, best practice support for working fathers/co-parents, wellbeing in the workplace and normalising job shares.
- We delivered 12 lunch & learns to a variety of employers on themes such as supporting parents & carers and top tips for flexible working.
- We had 69 entries to our comprehensive and one-of-a-kind Top Employers Benchmark and delivered detailed feedback to the 55 members who qualified, supporting our employer members to create and sustain flexible and family-friendly workplaces.
- We had 69 Best Practice Awards entries from 45 different employers, including 33 non-member entries. This has proven a good way to celebrate the very best in employer practice.
- We launched the Family Inclusive Workplaces certification in the UK, in partnership with Family Friendly Workplaces. This is a pioneering certification programme designed to set new benchmarks for family-friendly workplaces, which provides employers with a rigorous,

evidence-based framework to assess and enhance their policies, ensuring they support employee wellbeing, promote inclusivity, and contribute to business success.

Driving policy change

- 2022-24 saw the culmination of Working Families' efforts to work with Parliamentarians on a series of Private Members' Bills resulting in the passing of the following Acts between May and September 2023:
 - Employment Relations (Flexible Working) Act
 - Carers Leave Act
 - Protection from Redundancy (Pregnancy & Family Leave) Act
 - Workers (Predictable Terms and Conditions) Act
 - Neonatal Care Leave and Pay Act
- In April 2024, the first three pieces of legislation have been implemented representing a major legislative victory for Working Families. Employees now have a day one right to request flexible working via an improved process; a right to take 5 days of unpaid carers leave and extended redundancy protections following periods of maternity and shared parental leave. In September 2024 workers with insecure contracts have the right to request a predictable contract. The Neonatal Care Leave and Pay Act came into effect in April 2025.
- The Flexible Working Taskforce and the Department for Business and Trade adopted our Happy to Talk Flexible Working logo as part of their promotional activities for the new flexible working regulations.
- Additionally, following our letter to Minister Kemi Badenoch regarding our concerns over the Retained EU Law Bill, the Government Equalities Office confirmed that they had amended the Equality Act, via statutory instrument, to ensure that several EU related protections would be enshrined into UK law. These related to equal pay and protections from unfavourable treatment due to breastfeeding or maternity leave.
- In March 2025, the Minister for Employment Rights, Competition and Markets, Justin Madders, supported the launch of Family Friendly Workplaces Certification.

Plans for the future

The new strategic framework, starting from 1st April 2025 maintains Working Families mission. The charity will continue to empower working parents and carers through our legal advice helpline, continue to support employers to build and create flexible and family friendly workplaces and use those views – what we can see is not working and what is possible – to positively influence public policy.

With the significant success the charity has had with private members' bills in the last parliament, Working Families has agreed to deliver the secretariat for an All-Party Parliamentary Group on Flexible and Family Friendly Working, which was re-formed in April 2025, following the election of the Labour Party in July 2024. This will enable us to deepen our connection with parliamentarians on both sides of the House and allow us to use the insights from our employer members to influence policy.

The Working Families Index 2025 Report published in May, focusses on the experiences of working parents and carers. The Report will inform our focus for the next two years.

Working Families launched Family Friendly Workplaces Certification in the UK on the 1st April 2025, in partnership with Parents at Work, Australia. The Certification has had considerable success in Australia, with 150 certified employers in Australia, covering 1 million employees. The programme enables organisations to assess their own social impact against the UN's Sustainable Development Goals. Working Families have acquired exclusive rights to use the Parents at Work platform to

**WORKING FAMILIES
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

deliver the accreditation within the UK and hold the sole rights to commercialise it in this territory and this expenditure has been recognised as an intangible asset.

We still have an ambition to work with Small and Medium-sized Enterprises, who employ the largest number of adults within the UK. We continue to explore opportunities to collaborate and develop partnerships to help us accelerate or amplify our impact.

Financial Review

Results for the financial period

A summary of the results for the period can be found on page 14 of this report and accounts. During the year, total income amounted to £1,213,420 (2024: £1,047,760). Income from grants and donations amounted to £490,700 (2024: £410,553), income from charitable activities amounted to £581,559 (2024: £525,582), and income from other trading activities amounted to £141,161 (2024: £111,625).

Total expenditure for the year amounted to £1,198,768 (2024: £1,099,519). Expenditure on raising funds totalled £37,593 (2024: £84,956) and expenditure on charitable activities amounted to £1,161,175 (2024: £1,014,563). This results in a net surplus and net increase in funds during the year of £14,652 (2024: net deficit and net decrease in funds of £51,759).

Financial position

The balance sheet shows total funds of £257,091 (2024: £242,439). All funds at the year end and the previous year end were held in the general (unrestricted) fund. Therefore free reserves available to meet general expenditure, are £257,091 (2024: £242,439).

Reserves policy

The Trustees seek to hold reserves sufficient to ensure the financial security of the charity and our ongoing ability to meet our charitable objectives. The charity will hold minimum reserves sufficient to cover the costs of a winding up the charity and discharging our obligations to staff and creditors in full. At 31 March 2025 the Trustees assessed this minimum threshold to be £158,569, should reserves fall to less than 20% above this minimum threshold the Trustees will put in place a detailed monitoring and management plan. The charity will hold a maximum level of reserves sufficient to cover 6 months charity expenditure plus a reserve to cover the development of future opportunities to fulfil our charitable objectives. At 31 March 2025 the Trustees assessed this maximum threshold to be £577,000, should reserves rise above this threshold the Trustees will put in place an action plan to develop opportunities to use any surplus to fulfil our charitable objective. The reserves held at 31 March 2025 of £257,091 fell within the Trustees' agreed range.

Governance, structure, management, and relevant policies

Recruitment, appointment, and induction of new trustees

Working Families appoints trustees on the basis of the skills and experience they can bring to the custodianship and management of the business and its activities. All prospective trustees, who are also directors of the company, are recruited from a range of external sources and by public advertisement and are appointed or co-opted after a formal interview process. Recommendations from the interview panel are voted on at a Board meeting in accordance with our Memorandum and

**WORKING FAMILIES
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

Articles of Association. Each new trustee is offered mentoring by an existing trustee, provided with full induction information, and offered relevant training. The trustees who served throughout the year are detailed on page 1.

Statement of trustees' responsibilities

The trustees (who are also directors of Working Families for the purposes of company law) are responsible for preparing the trustees' report and 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 which give a true and fair view of the state of affairs of the charitable company and the group and of the income and expenditure of the charitable company and group for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in 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);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable United Kingdom Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 proper 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 the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. Each of the trustees confirms that:

- as far as the trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustee has taken all the steps that he/she ought to have taken as a trustee in order to make himself/herself aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of s418 of the Companies Act 2006. The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Risk management

The trustees regularly review risks to ensure appropriate mitigation is in place. The Board also undertakes an annual review of risk appetite to ensure our approach to risk management is managing risk to the right level. The Trustees have ensured the Business Plan focuses on Working Families being financially sound, well governed and a best practice employer. Key steps towards this have included:

- Tight budgetary control, including monthly meetings by the Finance and Risk Committee
- The introduction of Family Friendly Workplaces Certification, in partnership with Parents at Work, Australia, along with a continued focus on Employer Services as the major unrestricted income contributor to the charity

**WORKING FAMILIES
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

- A 5% increase in the cost of joining Working Families as an employer member to protect income streams during an inflationary period

Working Families continue to work with JS2 as its accountants and Buzzacott LLP, as auditors in 2019 following a tender process. In 2022/23 a review was conducted by the Board and it was agreed to continue working with JS2 and Buzzacott LLP.

Key management personnel

The charity is governed by a Board of Trustees. Day to day running of the charity is delegated to the Chief Executive. The charity is staffed by paid employees, supported by volunteers as well as by professionals giving their time and expertise pro bono. The salary for the key management personnel – the CEO – is reviewed annually by our People & Governance Committee (a committee of our board of trustees), taking into account industry standards. This Committee makes a recommendation to the Board.

Committees

- The Finance and Risk Committee of the Board meets monthly to monitor financial performance and risk.
- The People and Governance Committee is responsible for the charity's governance and ensuring that Working Families is a best practice employer for its size and sector, and for settling any specific disciplinary or grievance issues which may arise during the year. It usually meets monthly, or as required.
- The Strategy and Engagement Committee reviews the charity's performance against the new strategic framework and its engagement with stakeholders to support the charity's ability to meet its aims. It usually meets monthly, or as required.

Fundraising policy

The charity aims to achieve best practice in the way in which it communicates with donors and other supporters. The charity takes care with both the tone of its communications and the accuracy of its data to minimise the pressures on supporters. It applies best practice to protect supporters' data and never sells data, it never swaps data and ensures that communication preferences can be changed at any time. The charity manages its own fundraising activities and does not employ the services of professional fundraisers. The charity undertakes to react to and investigate any complaints regarding its fundraising activities and to learn from them and improve its service. During the year, the charity received no complaints about its fundraising activities.

Approved and authorised for issue by the Board of Trustees and signed on its behalf on 17 July 2025 by:



Helen Humphreys, Chair



Neha Kulkarni, Treasurer

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WORKING FAMILIES

Opinion

We have audited the financial statements of Working Families (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows, the principal accounting policies and the notes to the financial statements. 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 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, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

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's 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 trustees are responsible for the other information. The other information comprises the information included in the annual report and financial statements, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WORKING FAMILIES (CONTINUED)

we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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 is also the directors' report 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 trustees' report, which is also the directors' report for the purposes of company law, 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 trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- ◆ proper and 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' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

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

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WORKING FAMILIES (CONTINUED)

Auditor's 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:

How the audit was considered capable of detecting irregularities including fraud.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with trustees and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations in both the UK and overseas, which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the Charities Act 2011, the Companies Act 2006, data protection legislation, anti-bribery, employment, safeguarding principles, health and safety legislation;
- we considered the impact of the international nature of the charitable company's operations on its compliance with laws and regulations;
- the charitable company utilises local auditors to audit the financial information in each of countries in which it operates. We communicated our perception of material risk in respect of irregularities to the local auditors and obtained details of the work that they carried out in response to this;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- used data analytics to investigate the rationale behind any significant or unusual transactions.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WORKING FAMILIES (CONTINUED)

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of management and those charged with governance;
- obtaining details of work carried out by local auditors in connection with compliance with local laws and regulations;
- enquiring of management as to actual and potential litigation and claims; and

reviewing any available correspondence with HMRC and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our 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 and to the charity's trustees as a body, in accordance with Section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 10 of the Charities Accounts (Scotland) Regulations 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.

Buzzacott Audit LLP

Hugh Swainson (Senior Statutory Auditor)
For and on behalf of Buzzacott Audit LLP, Statutory Auditor
130 Wood Street
London
EC2V 6DL

Date: 22 July 2025

Buzzacott Audit LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

WORKING FAMILIES
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

				Year to 31 March 2025			Year to 31 March 2024
	Notes	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Income from:							
Grants and Donations	2	172,857	317,843	490,700	115,196	295,357	410,553
Charitable Activities	3	581,559	-	581,559	525,582	-	525,582
Other trading activities	4	141,161	-	141,161	111,625	-	111,625
Total income		895,577	317,843	1,213,420	752,403	295,357	1,047,760
Expenditure on:							
Charitable activities	5	843,332	317,843	1,161,175	719,206	295,357	1,014,563
Cost of raising funds		37,593	-	37,593	84,956	-	84,956
Total expenditure		880,925	317,843	1,198,768	804,162	295,357	1,099,519
Net income/(expenditure 6 & net movement in funds		14,652	-	14,652	(51,759)	-	(51,759)
Reconciliation of funds:							
Total funds brought forward		242,439	-	242,439	294,198	-	294,198
Total funds carried forward		257,091	-	257,091	242,439	-	242,439

All of the Charity's activities derived from continuing operations during the above two financial periods.
The Charity has no recognised gains and losses other than those shown above.

WORKING FAMILIES (Registered Company No. 04727690)
BALANCE SHEET
AS AT 31 MARCH 2025

	Notes	2025 £	2024 £
Non-current assets:			
Intangible Assets	11	108,679	-
Current assets:			
Debtors	12	153,058	216,180
Cash at bank and in hand		506,898	505,702
		<u>659,956</u>	<u>721,882</u>
Liabilities:			
Creditors: amount falling due within one year	13	(485,055)	(479,443)
Net current assets		<u>174,901</u>	<u>242,439</u>
Creditors: amount falling due in more than one year	15	(26,489)	-
Net assets		<u><u>257,091</u></u>	<u><u>242,439</u></u>
The funds of the charity:			
Restricted income funds	17	-	-
Unrestricted income funds:			
General funds	17	257,091	242,439
Total charity funds:		<u><u>257,091</u></u>	<u><u>242,439</u></u>

Approved by the trustees on 17/07 2025 and signed on their behalf by:



Helen Humphreys
Chair



Neha Kulkarni
Treasurer

WORKING FAMILIES
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	2024 £
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	14,652	(51,759)
Amortisation	11,321	-
Decrease/(increase) in debtors	63,122	(65,996)
Increase in creditors	32,101	83,974
Net cash (used in) operating activities	121,196	(33,781)
 Purchase of tangible fixed assets	 (120,000)	 -
Net cash provided by investing activities	(120,000)	-
 Change in cash and cash equivalents	 1,196	 (33,781)
Cash and cash equivalents at the beginning of the year	505,702	539,483
Cash and cash equivalents at the end of the year	506,898	505,702

Analysis of cash and cash equivalents

	At 1st April 2024 £	Cash Flows £	At 31st March 2025 £
Cash in hand and at bank	505,702	1,196	506,898
Total cash and cash equivalents	505,702	1,196	506,898

The charity held no debt during the period, as such the above analysis of cash and cash equivalents serves as a reconciliation of changes in net debt.

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting policies

Basis of preparation

These financial statements have been prepared for the year to 31 March 2025. Comparative information reflects the year to 31 March 2024.

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)- (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are presented in sterling and are rounded to the nearest pound.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Critical accounting estimates and areas of judgement

Preparation of the accounts requires the trustees and senior management to make significant judgements and estimates in the following areas:

- The allocation of overheads and governance costs between charitable and expenditure categories and fundraising costs.
- The basis of income recognition for the family friendly workplace certification and sponsorship
- The recognition of upfront costs for the family friendly workplace certification

Fund accounting

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements. Statutory grants which are given as contributions towards the charity's core services are treated as unrestricted.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aims and use of each designated fund is set out in the note to the financial statements.

1. Accounting policies (continued)

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service or the delivery of other performance conditions, is deferred until the criteria for income recognition are met.

Income from memberships is recognised over the period of the membership. Income from sponsorship is recognised over the term of the sponsorship deal. Income from certification is recognised in proportion to the portion of the performance obligation that has been satisfied.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure on charitable activities includes the costs of undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Amortisation

Amortisation have been calculated to write off the cost of intangible fixed assets over their expected lives at 25% per annum on a straight line basis.

Working Families's policy is to capitalise intangible assets where future economic benefits from the asset are expected and the cost of the asset can be reliably measured.

Allocation of support costs

Expenditure is allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned based on an estimate of staff time attributable to each activity.

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.

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting policies (continued)

Cash at bank and in hand

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

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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 at transaction value and subsequently measured at their settlement value.

Pension

The charity is part of an occupational pension scheme, which is a defined contribution scheme. The cost of contributions payable by the charity to the scheme is charged to the income and expenditure account as incurred.

Operating Leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

2. Income from grants and donations

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Trusts and Foundations	34,343	317,843	352,186	327,693
Corporate donations	65,188	-	65,188	42,804
Donations from individuals	73,326	-	73,326	40,056
	<u>172,857</u>	<u>317,843</u>	<u>490,700</u>	<u>410,553</u>

In the prior year, £295,357 of Trust and foundation income was restricted. All other income from grants and donations was unrestricted.

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

3. Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Employer membership	497,867	-	497,867	501,765
Consultancy and Training	31,207	-	31,207	13,341
Other income	52,485	-	52,485	10,476
	581,559	-	581,559	525,582

All income from charitable activities in the prior year was unrestricted.

4. Income from other trading activities

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Sponsorships	141,161	-	141,161	111,625
	141,161	-	141,161	111,625

All income from trading activities in the prior year was unrestricted.

5. Analysis of expenditure

Current Year

	Staff costs £	Other direct costs £	Support costs £	Total 2025 £
Services for employers	352,889	59,068	109,776	521,733
Legal advice service	340,259	34,259	107,154	481,672
Policy and research	114,990	13,288	29,492	157,770
Charitable activities	808,138	106,615	246,422	1,161,175
Fundraising	23,046	4,389	10,158	37,593
Support costs	136,526	120,054	(256,580)	-
Total expenditure	967,710	231,058	-	1,198,768

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Prior Year

	Staff costs £	Other direct costs £	Support costs £	Total 2024 £
Charitable activities				
Services for employers	306,240	28,487	78,858	413,585
Legal advice service	330,213	30,374	86,754	447,341
Policy and research	116,269	11,141	26,227	153,637
Charitable activities	752,722	70,002	191,839	1,014,563
Fundraising	63,731	3,705	17,520	84,956
Support costs	84,702	124,657	(209,359)	-
Total expenditure	901,155	198,364	-	1,099,519

Support costs comprise:

	2025 £	2024 £
Staff costs	136,526	84,702
Other staff costs	12,392	8,660
Marketing and Comms	38,257	45,361
IT costs	7,093	7,627
Finance, office and admin costs	51,927	53,109
Governance - audit fee	10,385	9,900
Total support costs	256,580	209,359

6. Net income for the year

This is stated after charging

	2025 £	2024 £
Staff costs	967,710	901,155
Audit	10,385	9,900

7. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	858,658	780,328
Social security costs	65,687	82,216
Pension contributions	43,365	38,611
	967,710	901,155

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Employees earning over £60,000 in the year

One employee earned £70,980 during the year exclusive of employer pensions and employer National Insurance contributions. (2024: 70,980). No other staff member received remuneration >£60,000 (2024 - none)

The key management personnel comprise the trustees, who are not remunerated, and the Chief Executive. The total employee benefits including employer pension contributions and employer national insurance contributions of the key management personnel was £83,069 (2024: £83,069)

The amounts paid to the Chief Executive Officer were:

	2025 £	2024 £
Gross salary	70,980	70,980
Employer's NIC	8,540	8,540
Employer's pension	3,549	3,549
	<u>83,069</u>	<u>83,069</u>

The charity trustees were not paid and did not receive any other benefits from employment with the charity in the year (2024: £nil).

During the year, one trustee was reimbursed a total of £34 for costs incurred in relation to their role as trustee (2024: one trustees were reimbursed a total of £23).

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2025	2024
Charitable Activities	24.2	23.6
Fundraising	3.6	1.7
Support	1.2	1.8
Governance	0.1	0.1
	<u>29.1</u>	<u>27.2</u>

Related party transactions

Aggregate donations of £6,025 were received from trustees and key management personnel during the year ended 31 March 2025 (2024 : £1,746). There are no other related party transactions including donations from related parties which are outside the normal course of business.

A payment was received from Rebecca McGowan for £10,000 on 9th December 2024 in connection with the Big Give campaign. The amount was fully repaid to the trustee on 11th December 2024.

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

10. Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11. Intangible assets

	Parents at work platform £
Cost	
At 1 April 2024	-
Additions	120,000
At 31 March 2025	120,000
Amortisation	
At 1 April 2024	-
Charge for the year	11,321
At 31 March 2025	11,321
Net book value	
At 31 March 2025	108,679
At 31 March 2024	-

12. Debtors

	2025 £	2024 £
Trade debtors	106,893	148,383
Prepayments	13,446	18,548
Accrued income	32,269	49,249
Other debtors	450	-
	<u>153,058</u>	<u>216,180</u>

13. Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	18,625	17,763
Deferred income	398,004	395,335
VAT creditor	32,245	29,697
Accruals	14,995	14,250
Other creditors	21,186	22,398
	<u>485,055</u>	<u>479,443</u>

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

14. Deferred income

	2025 £	2024 £
Balance at the beginning of the year	395,335	316,614
Amount released to income in the period	(371,259)	(291,462)
Amount deferred in the year		
Employer membership fees in advance	253,411	268,516
Sponsorship	55,339	-
Grants	91,667	101,667
Balance at the end of the year	424,493	395,335

15. Creditors: amounts falling due after one year

	2025 £	2024 £
Deferred income	26,489	-
	26,489	-

16. Analysis of net assets between funds

As at 31 March 2025	Unrestricted £	Restricted £	Total funds £
Net current assets	257,091	-	257,091
Net assets at the end of the year	257,091	-	257,091
As at 31 March 2024	Unrestricted £	Restricted £	Total funds £
Net current assets	242,439	-	242,439
Net assets at the end of the year	242,439	-	242,439

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

17. Movements in funds 2025

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds:				
Legal Advice Service	-	275,993	(275,993)	-
Trust for London	-	41,850	(41,850)	-
Policy & Research	-	-	-	-
Total restricted funds	-	317,843	(317,843)	-
Unrestricted funds:				
General funds	242,439	895,577	(880,925)	257,091
Total funds	242,439	1,213,420	(1,198,768)	257,091

Legal Advice Service

Grants and donation funding to provide free legal advice to parents and carers on their rights at work.

Trust for London

Funding to support Working Families work across the Legal advice service and policy work.

Policy and Research Fund

Funding towards the Research and Policy Manager role.

Movements in funds 2024

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds:				
Legal Advice Service	-	225,841	(225,841)	-
Trust for London	-	39,000	(39,000)	-
Policy & Research	-	30,516	(30,516)	-
Total restricted funds	-	295,357	(295,357)	-
Unrestricted funds:				
General Funds	294,198	752,403	(804,162)	242,439
Total funds	294,198	1,047,760	(1,099,519)	242,439

18. Ultimate control

The charitable company is controlled by its trustees.

WORKING FAMILIES

England & Wales - Charity number 1099808

Accounts



WORKING FAMILIES

ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED

31 MARCH 2024

WORKING FAMILIES
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FOR THE YEAR ENDED 31 MARCH 2024

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**WORKING FAMILIES
REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2024**

Trustees

Helen Humphreys
Rebecca McGowan
Clare Corbett
Paul Coulson
Prajakta Datar
Michael Dunson-Odusanya
Tessa MacArthur (resigned 25 January 2024)
David Robson
Kate Shaw (resigned 25 July 2024)
Steve Toft
Amy Town (resigned 1 September 2023)
Neha Kulkarni (appointed 15 July 2024)
Charlotte Wayne (appointed 5 July 2024)
Gordon Whyte (appointed 5 July 2024)

Honorary officers

Helen Humphreys (Chair)
Rebecca McGowan (Treasurer)

Chief Executive

Jane van Zyl

Registered office

Buzzacott LLP
130 Wood Street
London EC2V 6DL

Charity registration number (England and Wales)

1099808

Charity registration number (Scotland)

SC045339

Company registration number

04727690

Auditor

Buzzacott LLP
130 Wood Street
London EC2V 6DL

Bankers

CAF Bank Ltd
25 Kings Hill Avenue, Kings Hill
West Malling
Kent ME19 4JQ

**WORKING FAMILIES
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024**

The trustees, who are directors of the company for the purposes of the Companies Act, present their report with the financial statements of Working Families (the “charity”) for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the principal accounting policies set out on pages 16 to 18 and comply with the requirements of the Companies Act 2006, the Charity’s Memorandum and Articles of Association, applicable laws, and 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 United Kingdom and Republic of Ireland (FRS 102).

Objectives and activities

Objectives

Working Families is the UK’s national charity for working parents and carers. The charity has the following objectives:

- The promotion and advancement of the physical and mental health and well-being of working families and carers;
- The relief of working families in need by reason of age, ill health, disability, financial hardship or other disadvantage; and
- Advancing public education (particularly amongst employers and employees) about all aspects of alternative and flexible working patterns and practices.

Including (but without limitation) by:

- promoting and advancing better working practices; and
- providing information, advice, guidance and counselling for people in work or seeking work including about their rights and entitlements and the provision of care for dependents (including those with disabilities)

where “working families” means working parents; grandparents and/or guardians or carers, and the children and other dependents for whom they are providing care or support.

Activities

The charity carries out the following activities in order to satisfy its charitable objectives:

- Providing free legal advice to parents and carers on their rights at work;
- Providing employers with support to create flexible, family-friendly workplaces;
- Influencing policy; and
- Advocating on behalf of working parents and parents across the United Kingdom.

Public benefit

The trustees confirm that they have referred to the Charity Commission’s general guidance on Public Benefit when reviewing and shaping the charity’s aims and objectives for the year and planning future activities. The charity works to ensure that its programmes are inclusive, accessible and responsive to the needs of its beneficiaries.

Achievements and performance

Working Families is the UK's national charity for working parents and carers. Our mission is to remove the barriers that people with caring responsibilities face in the workplace. We provide free legal advice to parents and carers on their rights at work. We give employers the tools they need to support their people while creating a flexible, high-performing workforce. And we advocate on behalf of the UK's 17.5 million working parents and carers, influencing policy through campaigns informed by ground-breaking research.

Our 2021-2024 strategy set out three key aims: empowering working parents and carers, supporting employers, and driving policy change. Below are some highlights on how we furthered these goals in 2023-2024:

Empowering working parents and carers

- Our Legal Advice Service continued to provide award-winning free advice for working parents and carers—over e-mail, through the telephone helpline, and through hundreds of articles on the Working Families website. We responded to 1,512 queries and provided 1,470 people with bespoke advice and had at least 869,897 unique visitors to our legal advice pages (around 15% of people may not be included in this figure as they opted out of tracking cookies).
- We further expanded our benefits check/'better off' calculation service, which calculated over £150,000 of eligible (unclaimed benefits), averaging nearly £7,000 per case
- We continued our collaboration with our partners at Pregnant Then Screwed and delivered two interactive legal/benefits clinics via Instagram, with a total of over 31,000 views.
- We enriched our advice pages and online resources which included significant work updating relevant pages and resources to ensure they would accurately reflect the numerous changes in Employment Law and were ready to go live in time for 6th April this year.
- We organised an in-person Hackathon event with a number of our pro bono law partners during which employment lawyers from 14 different firms reviewed 20% of our Employment webpages. The event was a huge success and in addition to the assistance with updating our webpages, we added 2 new law firms to our online pro bono platform.
- We further developed and refined our feedback process from service users so that we are now obtaining regular, invaluable longer-term feedback as well as short term feedback.

Supporting employers

- In 2023-24, the Employer Services team brought in 22 new employer members, with a total of 123 members of all sizes and from a diverse range of sectors.
- We held 15 events for employers, on a wide range of topics including support for a multi-generational workforce; support for carers; flexible working from day one of employment; career progression for women; and building successful family networks.
- We had 64 entries to our comprehensive and one-of-a-kind Top Employers Benchmark and delivered detailed feedback to the 55 members who qualified, supporting our employer members to create and sustain flexible and family-friendly workplaces.
- We completed an extensive review of our Top Employers Benchmark to ensure that it remains relevant and fit-for-purpose in today's working environment and so that it continues to add maximum value as one of the key benefits of our employer membership. This included reviewing the questionnaire and identifying a new platform provider, to improve the user experience.
- We had 80 Best Practice Awards entries from 57 different employers, including 41 non-member entries. This has proven a good way to celebrate the very best in employer practice.

Driving policy change

- 2022-24 saw the culmination of Working Families' efforts to work with Parliamentarians on a series of Private Members' Bills resulting in the passing of the following Acts between May and September 2023:
 - Employment Relations (Flexible Working) Act
 - Carers Leave Act
 - Protection from Redundancy (Pregnancy & Family Leave) Act
 - Workers (Predictable Terms and Conditions) Act
 - Neonatal Care Leave and Pay Act
- As of April 2024, the first three pieces of legislation have been implemented representing a major legislative victory for Working Families. Employees now have a day one right to request flexible working via an improved process; a right to take 5 days of unpaid carers leave and extended redundancy protections following periods of maternity and shared parental leave. From September 2024 workers with insecure contracts will have the right to request a predictable contract and the provision for neonatal care leave and pay will come into effect in 2025.
- The Flexible Working Taskforce and the Department for Business and Trade adopted our Happy to Talk Flexible Working logo as part of their promotional activities for the new flexible working regulations.
- Additionally, following our letter to Minister Kemi Badenoch regarding our concerns over the Retained EU Law Bill, the Government Equalities Office confirmed that they had amended the Equality Act, via statutory instrument, to ensure that several EU related protections would be enshrined into UK law. These related to equal pay and protections from unfavourable treatment due to breastfeeding or maternity leave.
- In May 2023, we launched our 2023 Working Families Index: Spotlight report on lower income households. A policymakers briefing was produced from this report and helped secure meetings with influential Labour figures including Justin Madders MP (Shadow Minister for Employment Rights) and Zarah Sultana MP (Chair of the Socialist Campaign Group).
- Beyond Westminster we have also engaged with local and regional government through a draft motion for local councils on flexible working and our London Manifesto for the May 2024 Mayoral Election.

A strong organisation

- In June 2023, we launched Working Families updated branding. The speech bubble mark featured throughout reflects the vital and impactful conversations that drive our work to remove the barriers that people with caring responsibilities face in the workplace.
- We started our visual identity refresh by gathering data and insights from our key stakeholders, including our employer members and our current and potential supporters, the majority of whom are our core audience of working parents and carers. We held workshops with our staff team and our board, which helped us identify challenges of our current visual identity and opportunities for the new one.
- We compiled our insights into a creative brief for a small family-run design agency that shares our values of collaboration and inclusion. Overall, our aim was to develop a new look and feel that would help us reach more of those who need us most, increase our impact, and reflect who we had become as a charity: an organisation that is collaborative, inclusive, practical and driven.

Plans for the future

As the charity entered the last year of its three year strategy (21 – 24), the trustees reviewed the impact of the current strategy and built a new strategic framework, starting from 1st April 2024. Working Families will continue to empower working parents and carers through our legal advice helpline, continue to support employers to build and create flexible and family friendly workplaces and use those views – what we can see is not working and what is possible – to positively influence public policy.

With the significant success the charity has had with private members' bills in this parliament, Working Families has agreed to deliver the secretariat for an All-Party Parliamentary Group on Flexible and Family Friendly Working, which was formed in February 2024. This will enable us to deepen our connection with parliamentarians on both sides of the House and allow us to use the insights from our employer members to influence policy.

The Working Families Index Spotlight Report focusing on working parents and carers with a household income of £50k and under, has confirmed our commitment to support working parents with least access to justice, through our legal advice helpline. We still have an ambition to work with Small and Medium-sized Enterprises, who employ the largest number of adults within the UK. We continue to explore opportunities to collaborate and develop partnerships to help us accelerate or amplify our impact.

Financial Review

Results for the financial period

A summary of the results for the period can be found on page 13 of this report and accounts. During the year, total income amounted to £1,047,760 (2023: £1,047,791). Income from grants and donations amounted to £410,553 (2023: £441,893), income from charitable activities amounted to £525,582 (2023: £543,456), and income from other trading activities amounted to £111,625 (2023: £62,442).

Total expenditure for the year amounted to £1,099,519 (2023: £1,041,355). Expenditure on raising funds totalled £84,956 (2023: £64,932) and expenditure on charitable activities amounted to £1,014,563 (2023: £976,423). This results in a net deficit and net decrease in funds during the year of £51,759 (2023: net surplus and net increase in funds of £6,436).

Financial position

The balance sheet shows total funds of £242,439 (2023: £294,198). All funds at the year end and the previous year end were held in the general (unrestricted) fund. Therefore free reserves available to meet general expenditure, are £242,439 (2023: £294,198).

Reserves policy

The Trustees seek to hold reserves sufficient to ensure the financial security of the charity and our ongoing ability to meet our charitable objectives. The charity will hold minimum reserves sufficient to cover the costs of a winding up the charity and discharging our obligations to staff and creditors in full. At 31 March 2024 the Trustees assessed this minimum threshold to be £131,000, should reserves fall to less than 20% above this minimum threshold the Trustees will put in place a detailed monitoring and management plan. The charity will hold a maximum level of reserves sufficient to cover 6 months charity expenditure plus a reserve to cover the development of future opportunities to fulfil our charitable objectives. At 31 March 2024 the Trustees assessed this maximum threshold to

be £577,000, should reserves rise above this threshold the Trustees will put in place an action plan to develop opportunities to use any surplus to fulfil our charitable objective. The reserves held at 31 March 2024 of £242,439 fell within the Trustees' agreed range.

Governance, structure, management, and relevant policies

Recruitment, appointment, and induction of new trustees

Working Families appoints trustees on the basis of the skills and experience they can bring to the custodianship and management of the business and its activities. All prospective trustees, who are also directors of the company, are recruited from a range of external sources and by public advertisement and are appointed or co-opted after a formal interview process. Recommendations from the interview panel are voted on at a Board meeting in accordance with our Memorandum and Articles of Association. Each new trustee is offered mentoring by an existing trustee, provided with full induction information, and offered relevant training. The trustees who served throughout the year are detailed on page 1.

Statement of trustees' responsibilities

The trustees (who are also directors of Working Families for the purposes of company law) are responsible for preparing the trustees' report and 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 which give a true and fair view of the state of affairs of the charitable company and the group and of the income and expenditure of the charitable company and group for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in 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);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable United Kingdom Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 proper 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 the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. Each of the trustees confirms that:

- as far as the trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustee has taken all the steps that he/she ought to have taken as a trustee in order to make himself/herself aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of s418 of the Companies Act 2006. The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Risk management

The trustees regularly review risks to ensure appropriate mitigation is in place. The Board also undertakes an annual review of risk appetite to ensure our approach to risk management is managing risk to the right level. The Trustees have ensured the Business Plan focuses on Working Families being financially sound, well governed and a best practice employer. Key steps towards this have included:

- Tight budgetary control, including monthly meetings by the Finance and Risk Committee
- A focus on Employer Services as the major unrestricted income contributor to the charity
- A 7% increase in the cost of joining Working Families as an employer member to protect income streams during an inflationary period
- The payment of travel costs for all staff who work from home

Working Families continue to work with JS2 as its accountants and Buzzacott LLP, as auditors in 2019 following a tender process. In 2022/23 a review was conducted by the Board and it was agreed to continue working with JS2 and Buzzacott LLP.

Key management personnel

The charity is governed by a Board of Trustees. Day to day running of the charity is delegated to the Chief Executive. The charity is staffed by paid employees, supported by volunteers as well as by professionals giving their time and expertise pro bono. The salary for the key management personnel – the CEO – is reviewed annually by our People & Governance Committee (a committee of our board of trustees), taking into account industry standards. This Committee makes a recommendation to the Board.

Committees

- The Finance and Risk Committee of the Board meets monthly to monitor financial performance and risk.
- The People and Governance Committee is responsible for the charity's governance and ensuring that Working Families is a best practice employer for its size and sector, and for settling any specific disciplinary or grievance issues which may arise during the year. It meets monthly or as required.
- The Business Development and Fundraising Committee reviews the charity's business development and fundraising plans to support the charity's ability to meet its aims.

Fundraising policy

The charity aims to achieve best practice in the way in which it communicates with donors and other supporters. The charity takes care with both the tone of its communications and the accuracy of its data to minimise the pressures on supporters. It applies best practice to protect supporters' data and never sells data, it never swaps data and ensures that communication preferences can be changed at any time. The charity manages its own fundraising activities and does not employ the services of professional fundraisers. The charity undertakes to react to and investigate any complaints regarding its fundraising activities and to learn from them and improve its service. During the year, the charity received no complaints about its fundraising activities.

Approved and authorised for issue by the Board of Trustees and signed on its behalf on 25 July 2024 by:



Helen Humphreys, Chair



Rebecca McGowan, Treasurer

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WORKING FAMILIES

Opinion

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

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of the charitable company's 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's 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 trustees are responsible for the other information. The other information comprises the information included in the annual report and financial statements, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WORKING FAMILIES (CONTINUED)

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 is also the directors' report 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 trustees' report, which is also the directors' report for the purposes of company law, 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 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 by the charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemptions 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's 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:

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WORKING FAMILIES (CONTINUED)

How the audit was considered capable of detecting irregularities including fraud.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with trustees and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations in both the UK and overseas, which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the Charities Act 2011, the Companies Act 2006, data protection legislation, anti-bribery, employment, safeguarding principles, health and safety legislation;
- we considered the impact of the international nature of the charitable company's operations on its compliance with laws and regulations;
- the charitable company utilises local auditors to audit the financial information in each of countries in which it operates. We communicated our perception of material risk in respect of irregularities to the local auditors and obtained details of the work that they carried out in response to this;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- used data analytics to investigate the rationale behind any significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of management and those charged with governance;
- obtaining details of work carried out by local auditors in connection with compliance with local laws and regulations;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing any available correspondence with HMRC and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WORKING FAMILIES (CONTINUED)

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. 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.



Hugh Swainson (Senior Statutory Auditor)
Buzzacott LLP
Statutory Auditor
130 Wood Street
London
EC2V 6DL

Date: 09 September 2024

WORKING FAMILIES
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

		Year to 31 March 2024			Year to 31 March 2023		
	Notes	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Income from:							
Grants and Donations	2	115,196	295,357	410,553	160,356	281,537	441,893
Charitable Activities	3	525,582	-	525,582	543,456	-	543,456
Other trading activities	4	111,625	-	111,625	62,442	-	62,442
Total income		752,403	295,357	1,047,760	766,254	281,537	1,047,791
Expenditure on:							
Charitable activities	5	719,206	295,357	1,014,563	694,886	281,537	976,423
Cost of raising funds		84,956	-	84,956	64,932	-	64,932
Total expenditure		804,162	295,357	1,099,519	759,818	281,537	1,041,355
Net (expenditure)/ income & net movement in funds	6	(51,759)	-	(51,759)	6,436	-	6,436
Reconciliation of funds:							
Total funds brought forward		294,198	-	294,198	287,762	-	287,762
Total funds carried forward		242,439	-	242,439	294,198	-	294,198

The notes on the following pages form part of these financial statements

WORKING FAMILIES (Registered Company No. 04727690)
BALANCE SHEET
AS AT 31 MARCH 2024

	Notes	2024 £	2023 £
Current assets:			
Debtors	11	216,180	150,184
Cash at bank and in hand		<u>505,702</u>	<u>539,483</u>
		721,882	689,667
Liabilities:			
Creditors: amount falling due within one year	12	(479,443)	(395,469)
Net current assets		242,439	294,198
Net assets		<u><u>242,439</u></u>	<u><u>294,198</u></u>
The funds of the charity:			
Restricted income funds	15	-	-
Unrestricted income funds:			
General funds	15	242,439	294,198
Total charity funds:		<u><u>242,439</u></u>	<u><u>294,198</u></u>

Approved by the trustees on 25 July 2024 and signed on their behalf by:



Helen Humphreys
Chair



Rebecca McGowan
Treasurer

WORKING FAMILIES
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	2023 £
Net (expenditure) / income for the reporting period (as per the statement of financial activities)	(51,759)	6,436
(Increase) in debtors	(65,996)	(28,462)
Increase / (decrease) in creditors	83,974	(24,621)
Net cash (used in) operating activities	(33,781)	(46,647)
Change in cash and cash equivalents	(33,781)	(46,647)
Cash and cash equivalents at the beginning of the year	539,483	586,130
Cash and cash equivalents at the end of the year	505,702	539,483

Analysis of cash and cash equivalents

	At 1st April 2023 £	Cash Flows £	At 31st March 2024 £
Cash in hand and at bank	539,483	(33,781)	505,702
Total cash and cash equivalents	539,483	(33,781)	505,702

The charity held no debt during the period, as such the above analysis of cash and cash equivalents serves as a reconciliation of changes in net debt.

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. Accounting policies

Basis of preparation

These financial statements have been prepared for the year to 31 March 2024. Comparative information reflects the year to 31 March 2023.

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)- (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are presented in sterling and are rounded to the nearest pound.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Critical accounting estimates and areas of judgement

Preparation of the accounts requires the trustees and senior management to make significant judgements and estimates over the allocation of overheads and governance costs between charitable expenditure categories and fundraising costs. There are no other significant estimates or judgements.

Fund accounting

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements. Statutory grants which are given as contributions towards the charity's core services are treated as unrestricted.

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

1. Accounting policies (Continued)

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service or the delivery of other performance conditions, is deferred until the criteria for income recognition are met.

Income from memberships is recognised over the period of the membership.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure on charitable activities includes the costs of undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of support costs

Expenditure is allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned based on an estimate of staff time attributable to each activity.

Fund accounting

Unrestricted general funds represent those monies which are freely available for application towards achieving any charitable purpose that falls within the charitable company's charitable objects.

The restricted funds are monies raised for, and their use restricted to, a specific purpose, or donations subject to donor imposed conditions.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aims and use of each designated fund is set out in the note to the financial statements.

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.

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

1. Accounting policies (Continued)

Cash at bank and in hand

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

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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 at transaction value and subsequently measured at their settlement value.

Pension

The charity is part of an occupational pension scheme, which is a defined contribution scheme. The cost of contributions payable by the charity to the scheme is charged to the income and expenditure account as incurred.

Operating Leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

2. Income from grants and donations

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Trusts and Foundations	32,336	295,357	327,693	359,832
Corporate donations	42,804	-	42,804	25,195
Donations from individuals	40,056	-	40,056	56,866
	115,196	295,357	410,553	441,893

In the prior year, £281,537 of Trust and foundation income was restricted. All other income from grants and donations was unrestricted.

3. Income from charitable activities

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Employer membership	501,765	-	501,765	503,731
Consultancy and Training	13,341	-	13,341	33,802
Other income	10,476	-	10,476	5,923
	525,582	-	525,582	543,456

All income from charitable activities in the prior year was unrestricted.

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

4. Income from other trading activities

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Sponsorships	111,625	-	111,625	62,442
	111,625	-	111,625	62,442

All income from trading activities in the prior year was unrestricted.

5. Analysis of expenditure

Current Year

	Staff costs £	Other direct costs £	Support costs £	Total 2024 £
Services for employers	306,240	28,487	78,858	413,585
Legal advice service	330,213	30,374	86,754	447,341
Policy and research	116,269	11,141	26,227	153,637
Charitable activities	752,722	70,002	191,839	1,014,563
Fundraising	63,731	3,705	17,520	84,956
Support costs	84,702	124,657	(209,359)	-
Total expenditure	901,155	198,364	-	1,099,519

Prior Year

	Staff costs £	Other direct costs £	Support costs £	Total 2023 £
Charitable activities				
Services for employers	290,243	43,131	71,533	404,907
Legal advice service	296,656	22,581	84,504	403,741
Policy and research	113,808	25,912	28,055	167,775
Charitable activities	700,707	91,624	184,092	976,423
Fundraising	53,070	2,925	8,937	64,932
Support costs	74,503	118,526	(193,029)	-
Total expenditure	828,280	213,075	-	1,041,355

Support costs comprise:

	2024 £	2023 £
Staff costs	84,702	74,503
Other staff costs	8,660	8,219
Marketing and Comms	45,361	46,781
IT costs	7,627	11,232
Finance, office and admin costs	53,109	44,344
Governance - audit fee	9,900	7,950
Total support costs	209,359	193,029

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

6. Net income for the year

This is stated after charging	2024	2023
	£	£
Staff costs	901,155	828,280
Operating lease costs	-	-
Audit	9,900	7,950
	<u>9,900</u>	<u>7,950</u>

7. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024	2023
	£	£
Salaries and wages	780,328	732,496
Social security costs	82,216	58,817
Pension contributions	38,611	36,967
	<u>901,155</u>	<u>828,280</u>

Employees earning over £60,000 in the year

One employee earned £70,980 during the year exclusive of employer pensions and employer National Insurance contributions. (2023: 68,445).

The key management personnel comprise the trustees, who are not remunerated, and the Chief Executive. The total employee benefits including employer pension contributions and employer national insurance contributions of the key management personnel was £83,069 (2023: £80,484).

The amounts paid to the Chief Executive Officer were:

	2024	2023
	£	£
Gross salary	70,980	68,445
Employer's NIC	8,540	8,617
Employer's pension	3,549	3,422
	<u>83,069</u>	<u>80,484</u>

The charity trustees were not paid and did not receive any other benefits from employment with the charity in the year (2023: £nil).

During the year, one trustee was reimbursed a total of £23 for costs incurred in relation to their role as trustee (2023: two trustees were reimbursed a total of £87).

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

8. Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2024	2023
Charitable Activities	23.6	23.5
Fundraising	1.7	1.2
Support	1.8	2.5
Governance	0.1	0.1
	27.2	27.3

9. Related party transactions

Aggregate donations of £1,746 were received from trustees and key management personnel during the year ended 31 March 2024 (2023 : £3,170). There are no other related party transactions including donations from related parties which are outside the normal course of business.

10. Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The subsidiary, Working Families Trading Limited, donates all its taxable profits to Working Families, and therefore pays no corporation tax.

11. Debtors

	2024 £	2023 £
Trade debtors	148,383	140,155
Prepayments	18,548	7,529
Accrued income	49,249	2,500
	216,180	150,184

12. Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	17,763	13,061
Deferred income	395,335	316,614
VAT creditor	29,697	30,220
Accruals	14,250	11,975
Other creditors	22,398	23,599
	479,443	395,469

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

13. Deferred income

	2024	2023
	£	£
Balance at the beginning of the year	316,614	316,203
Amount released to income in the period	(291,462)	(291,707)
Amount deferred in the year		
Employer membership fees in advance	268,516	292,118
Grants	101,667	-
Balance at the end of the year	<u>395,335</u>	<u>316,614</u>

14. Analysis of net assets between funds

As at 31 March 2024	Unrestricted	Restricted	Total funds
	£	£	£
Net current assets	242,439	-	242,439
Net assets at the end of the year	<u>242,439</u>	<u>-</u>	<u>242,439</u>

As at 31 March 2023	Unrestricted	Restricted	Total funds
	£	£	£
Net current assets	294,198	-	294,198
Net assets at the end of the year	<u>294,198</u>	<u>-</u>	<u>294,198</u>

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

15. Movements in funds 2024

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds:				
Legal Advice Service	-	225,841	(225,841)	-
Trust for London	-	39,000	(39,000)	-
Policy & Research	-	30,516	(30,516)	-
Total restricted funds	-	295,357	(295,357)	-
Unrestricted funds:				
General funds	294,198	752,403	(804,162)	242,439
Total funds	294,198	1,047,760	(1,099,519)	242,439

Legal Advice Service

Grants and donation funding to provide free legal advice to parents and carers on their rights at work.

Trust for London

Funding to support Working Families work across the Legal advice service and policy work.

Policy and Research Fund

Funding towards the Research and Policy Manager role.

Movements in funds 2023

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds:				
Legal Advice Service	-	152,073	(152,073)	-
Trust for London	-	36,750	(36,750)	-
Policy & Research	-	92,714	(92,714)	-
Total restricted funds	-	281,537	(281,537)	-
Unrestricted funds:				
General Funds	287,762	766,254	(759,818)	294,198
Total funds	287,762	1,047,791	(1,041,355)	294,198

16. Ultimate control

The charitable company is controlled by its trustees.

WORKING FAMILIES

England & Wales - Charity number 1099808

Accounts



WORKING FAMILIES

ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED

31 MARCH 2023

WORKING FAMILIES
CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

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**WORKING FAMILIES
REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2023**

Trustees

Helen Humphreys
Rebecca McGowan
Clare Corbett
Paul Coulson
Prajakta Datar (appointed 7 July 2022)
Michael Dunson-Odusanya (appointed 12 August 2022)
Tessa MacArthur
David Robson
Kate Shaw
Steve Toft
Amy Town
Helen Tupper (resigned 30 March 2023)

Honorary officers

Helen Humphreys (Chair)
Rebecca McGowan (Treasurer)

Chief Executive

Jane van Zyl

Registered office

Buzzacott LLP
130 Wood Street
London EC2V 6DL

Charity registration number (England and Wales)

1099808

Charity registration number (Scotland)

SC045339

Company registration number

04727690

Auditor

Buzzacott LLP
130 Wood Street
London EC2V 6DL

Bankers

CAF Bank Ltd
25 Kings Hill Avenue, Kings Hill
West Malling
Kent ME19 4JQ

**WORKING FAMILIES
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

The trustees, who are directors of the company for the purposes of the Companies Act, present their report with the financial statements of Working Families (the “charity”) for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the principal accounting policies set out on pages 16 to 18 and comply with the requirements of the Companies Act 2006, the Charity’s Memorandum and Articles of Association, applicable laws, and 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 United Kingdom and Republic of Ireland (FRS 102).

Objectives and activities

Objectives

Working Families is the UK’s national charity for working parents and carers. The charity has the following objectives:

- The promotion and advancement of the physical and mental health and well-being of working families and carers;
- The relief of working families in need by reason of age, ill health, disability, financial hardship or other disadvantage; and
- Advancing public education (particularly amongst employers and employees) about all aspects of alternative and flexible working patterns and practices.

Including (but without limitation) by:

- promoting and advancing better working practices; and
- providing information, advice, guidance and counselling for people in work or seeking work including about their rights and entitlements and the provision of care for dependents (including those with disabilities)

where “working families” means working parents; grandparents and/or guardians or carers, and the children and other dependents for whom they are providing care or support.

Activities

The charity carries out the following activities in order to satisfy its charitable objectives:

- Providing free legal advice to parents and carers on their rights at work;
- Providing employers with support to create flexible, family-friendly workplaces;
- Influencing policy; and
- Advocating on behalf of working parents and parents across the United Kingdom.

Public benefit

The trustees confirm that they have referred to the Charity Commission’s general guidance on Public Benefit when reviewing and shaping the charity’s aims and objectives for the year and planning future activities. The charity works to ensure that its programmes are inclusive, accessible and responsive to the needs of its beneficiaries.

Achievements and performance

Working Families is the UK's national charity for working parents and carers. Our mission is to remove the barriers that people with caring responsibilities face in the workplace. We provide free legal advice to parents and carers on their rights at work. We give employers the tools they need to support their people while creating a flexible, high-performing workforce. And we advocate on behalf of the UK's 17.5 million working parents and carers, influencing policy through campaigns informed by ground-breaking research.

Our 2021-2024 strategy has set out three key aims: empowering working parents and carers, supporting employers, and driving policy change. Below are some highlights on how we furthered these goals in 2022-2023:

Empowering working parents and carers

- Our Legal Advice Service continued to provide award-winning free advice for working parents and carers—over e-mail, through the telephone helpline, and through hundreds of articles on the Working Families website. We responded to 1,662 people with bespoke advice and had at least 932,724 unique visitors to our legal advice pages (we believe the latter is significantly underestimated due to new cookie consents that were introduced in December).
- With the backdrop of the cost-of-living crisis, we developed and expanded our benefits check/'better off' calculation service, which has so far calculated nearly £100,000 of eligible (unclaimed benefits), averaging £5000 per case.
- We delivered a flexible working masterclass webinar with our ambassador and flexible working campaigner Anna Whitehouse as part of National Work Life Week
- We continued our collaboration with our partners at Pregnant Then Screwed and delivered three interactive legal clinics via Instagram, with a total of over 30,000 views.
- We updated and enriched our 250+ webpages, including significantly expanding our tribunal support resources and webpages to support those struggling to navigate the tribunal system without representation.

Supporting employers

- In 2022-23, the Employer Services team brought in 25 new employer members, for a total of 160 members of all sizes and from a diverse range of sectors.
- We held 13 events for employers, on a wide range of topics including support for SMEs, exploring the experience of managers during COVID, support for fathers, addressing gender inequality, supporting families in site-based sectors, and making job-sharing work.
- We had 76 entries to our comprehensive and one-of-a-kind top employers Benchmark and delivered detailed feedback to the 51 members who qualified, supporting our employer members to create and sustain flexible and family-friendly workplaces.
- We had 91 Best Practice Awards entries from 59 different employers. This has proven a good way to attract new members and to celebrate the very best in employer practice.
- We conducted research on the importance of flexible recruitment, as well as the needs of parents and carers working in site-based sectors. Both pieces of research will inform how we support employers in the future and help us continue to build the business case for flexible working.

Driving policy change

- 2022-23 saw a major legislative victory for Working Families: the introduction and progression of the Flexible Working Bill. Working Families proposed a bill strengthening flexible working ahead of the Private Members' Bill ballot. Yasmin Qureshi MP took the bill forward, and worked closely with the Working Families team to shape it. The bill is expected to pass with cross-party support, and when it does, it will provide employees with a day one right to request flexible working; remove the requirement for the requestee to explain how the arrangement will work; enable an employee to make two requests each year; reduce the processing time for requests from three months to two; and require a consultation between employee and employer if an employer wishes to reject a request.
- Working Families was also closely involved with the Neonatal Leave and Pay Bill, the Carer's Leave Bill, and the Redundancy Protection Bill, feeding into discussions to ensure that as many working parents and carers as possible benefit from the legislation. The Neonatal Leave and Pay Bill will provide additional leave and pay for employees caring for infants receiving neonatal care; the Carer's Leave Bill will give working carers the right to five days of additional leave from day one of employment; and the Redundancy Protection Bill will require employers to offer any suitable and available vacancy to pregnant employees and returning parents whose jobs are at risk of redundancy. All three bills are expected to become law.
- We supported all of our influencing work with data from the *Working Families Index*, a longstanding piece of research that we refreshed and rebranded in 2022-2023 after a hiatus during the height of COVID. The report highlighted the worsening financial situation for working parents and carers, as well as inequalities in who has access to flexible working and who does not. The *Index*, along with the queries we receive on our helpline, allows us to see the areas in which working parents and carers are struggling the most, and take action to address them.

Plans for future periods

As the charity enters the last year of its three year strategy (21 – 24), the trustees have formed a Task & Finish Committee to review the impact of the current strategy and build a new strategy active from 1st April 2024. Working Families will continue to empower working parents and carers through our legal advice helpline, continue to support employers to build and create flexible and family friendly workplaces and use those views – what we can see is not working and what is possible – to positively influence public policy. The charity eagerly anticipates the Flexible Working Bill, due to come into effect in 2024.

With the significant success the charity has had with private members' bills in this parliament, Working Families has agreed to deliver the secretariat for an All-Party Parliamentary Group on Flexible Working. This will enable us to deepen our connection with parliamentarians on both sides of the House and allow our employer members access to influence policy. The Working Families index Spotlight Report focusing on working parents and carers with a household income of £50k and under, has confirmed our commitment to support working parents with least access to justice, through our legal advice helpline. We still have an ambition to work with Small and Medium-sized Enterprises, who employ the largest number of adults within the UK. We continue to explore opportunities to collaborate and develop partnerships to help us accelerate or amplify our impact.

Financial Review

Results for the financial period

A summary of the results for the period can be found on page 13 of this report and accounts. During the year, total income amounted to £1,047,791 (2022: £958,496). Income from grants and donations amounted to £441,893 (2022: £288,125), income from charitable activities amounted to £543,456 (2022: £589,156), and income from other trading activities amounted to £62,442 (2022: £81,215).

Total expenditure for the year amounted to £1,041,355 (2022: £965,308). Expenditure on raising funds totalled £64,932 (2022: £53,978) and expenditure on charitable activities amounted to £976,423 (2022: £911,330). This results in a net surplus and net increase in funds during the year of £6,436 (2022: net deficit and net reduction of funds of £6,812).

Financial position

The balance sheet shows total funds of £294,198 (2022: £287,762). All funds at the year end and the previous year end were held in the general (unrestricted) fund. Therefore free reserves available to meet general expenditure, are £294,198 (2022: £287,762).

Reserves policy

The Trustees seek to hold reserves sufficient to ensure the financial security of the charity and our ongoing ability to meet our charitable objectives. The charity will hold minimum reserves sufficient to cover the costs of a winding up the charity and discharging our obligations to staff and creditors in full. At 31 March 2023 the Trustees assessed this minimum threshold to be £60,000, should reserves fall to less than 20% above this minimum threshold the Trustees will put in place a detailed monitoring and management plan. The charity will hold a maximum level of reserves sufficient to cover 6 months charity expenditure plus a reserve to cover the development of future opportunities to fulfil our charitable objectives. At 31 March 2023 the Trustees assessed this maximum threshold to be £582,000, should reserves rise above this threshold the Trustees will put in place an action plan to develop opportunities to use any surplus to fulfil our charitable objective. The reserves held at 31 March 2023 of £294,198 fell within the Trustees' agreed range.

Governance, structure, management, and relevant policies

Recruitment, appointment, and induction of new trustees

Working Families appoints trustees on the basis of the skills and experience they can bring to the custodianship and management of the business and its activities. All prospective trustees, who are also directors of the company, are recruited from a range of external sources and by public advertisement and are appointed or co-opted after a formal interview process. Recommendations from the interview panel are voted on at a Board meeting in accordance with our Memorandum and Articles of Association. Each new trustee is offered mentoring by an existing trustee, provided with full induction information, and offered relevant training. The trustees who served throughout the year are detailed on page 1.

Statement of trustees' responsibilities

The trustees (who are also directors of Working Families for the purposes of company law) are responsible for preparing the trustees' report and 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 which give a true and fair view of the state of affairs of the charitable company and the group and of the income and expenditure of the charitable company and group for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in 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);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable United Kingdom Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 proper 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 the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. Each of the trustees confirms that:

- so far as the trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustee has taken all the steps that he/she ought to have taken as a trustee in order to make himself/herself aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of s418 of the Companies Act 2006. The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Risk management

The trustees regularly review risks to ensure appropriate mitigation is in place. The Board also undertakes an annual review of risk appetite to ensure our approach to risk management is managing risk to the right level. The Trustees have ensured the Business Plan focuses on Working Families being financially sound, well governed and a best practice employer. Key steps towards this have included:

- Tight budgetary control, including monthly meetings by the Finance and Risk Committee
- A focus on Employer Services as the major unrestricted income contributor to the charity
- A 5% increase in the cost of joining Working Families as an employer member to protect income streams during an inflationary period
- A salary increase of 5% across the whole staff team to support staff retention and engagement
- Appointment of two trustees with broad digital knowledge and experience

Working Families appointed JS2 as its accountants and appointed Buzzacott LLP, as auditors in 2019 following a tender process.

Key management personnel

The charity is governed by a Board of Trustees. Day to day running of the charity is delegated to the Chief Executive. The charity is staffed by paid employees, supported by volunteers as well as by professionals giving their time and expertise pro bono. The salary for the key management personnel – the CEO – is reviewed annually by our People & Governance Committee (a committee of our board of trustees), taking into account industry standards. This Committee makes a recommendation to the Board.

Committees

- The Finance and Risk Committee of the Board meets monthly to monitor financial performance and risk.
- The People and Governance Committee is responsible for the charity's governance and ensuring that Working Families is a best practice employer for its size and sector, and for settling any specific disciplinary or grievance issues which may arise during the year. It meets monthly or as required.
- The Business Development & Fundraising Committee reviews the charity's business development and fundraising plans to support the charity's ability to meet its aims.

Fundraising policy

The charity aims to achieve best practice in the way in which it communicates with donors and other supporters. The charity takes care with both the tone of its communications and the accuracy of its data to minimise the pressures on supporters. It applies best practice to protect supporters' data and never sells data, it never swaps data and ensures that communication preferences can be changed at any time. The charity manages its own fundraising activities and does not employ the services of professional fundraisers. The charity undertakes to react to and investigate any complaints regarding its fundraising activities and to learn from them and improve its service. During the year, the charity received no complaints about its fundraising activities.

Approved and authorised for issue by the Board of Trustees and signed on its behalf on 20 July 2023 by:



Helen Humphreys, Chair



Rebecca McGowan, Treasurer

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WORKING FAMILIES

Opinion

We have audited the financial statements of Working Families (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, statement of cash flows, the principal accounting policies and the notes to the financial statements. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of the charitable company's 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's 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 trustees are responsible for the other information. The other information comprises the information included in the annual report and financial statements, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WORKING FAMILIES (CONTINUED)

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 is also the directors' report 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 trustees' report, which is also the directors' report for the purposes of company law, 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 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 by the charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemptions 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's 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:

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WORKING FAMILIES (CONTINUED)

How the audit was considered capable of detecting irregularities including fraud.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with trustees and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations in both the UK and overseas, which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the Charities Act 2011, the Companies Act 2006, data protection legislation, anti-bribery, employment, safeguarding principles, health and safety legislation;
- we considered the impact of the international nature of the charitable company's operations on its compliance with laws and regulations;
- the charitable company utilises local auditors to audit the financial information in each of countries in which it operates. We communicated our perception of material risk in respect of irregularities to the local auditors and obtained details of the work that they carried out in response to this;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- used data analytics to investigate the rationale behind any significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of management and those charged with governance;
- obtaining details of work carried out by local auditors in connection with compliance with local laws and regulations;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing any available correspondence with HMRC and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WORKING FAMILIES (CONTINUED)

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. 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.



Hugh Swainson (Senior Statutory Auditor)
Buzzacott LLP
Statutory Auditor
130 Wood Street
London
EC2V 6DL

Date: 23 August 2023

WORKING FAMILIES
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

		Year to 31 March 2023			Year to 31 March 2022		
	Notes	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Income from:							
Grants and Donations	2	160,356	281,537	441,893	117,706	170,419	288,125
Charitable Activities	3	543,456	-	543,456	589,156	-	589,156
Other trading activities	4	62,442	-	62,442	81,215	-	81,215
Total income		766,254	281,537	1,047,791	788,077	170,419	958,496
Expenditure on:							
Charitable activities	5	694,886	281,537	976,423	704,096	207,234	911,330
Cost of raising funds		64,932	-	64,932	53,978	-	53,978
Total expenditure		759,818	281,537	1,041,355	758,074	207,234	965,308
Net income/ (expenditure) & net movement in funds	6	6,436	-	6,436	30,003	(36,815)	(6,812)
Reconciliation of funds:							
Total funds brought forward		287,762	-	287,762	257,759	36,815	294,574
Total funds carried forward		294,198	-	294,198	287,762	-	287,762

The notes on the following pages form part of these financial statements

WORKING FAMILIES (Registered Company No. 04727690)
BALANCE SHEET
AS AT 31 MARCH 2023

	Notes	2023 £	2022 £
Fixed assets:			
Investments	11	-	-
Current assets:			
Debtors	12	150,184	121,722
Cash at bank and in hand		539,483	586,130
		<u>689,667</u>	<u>707,852</u>
Liabilities:			
Creditors: amount falling due within one year	13	(395,469)	(420,090)
Net current assets		294,198	287,762
Net assets		<u><u>294,198</u></u>	<u><u>287,762</u></u>
The funds of the charity:			
Restricted income funds	16	-	-
Unrestricted income funds:			
General funds		294,198	287,762
Total charity funds:		<u><u>294,198</u></u>	<u><u>287,762</u></u>

Approved by the trustees on 20 July 2023 and signed on their behalf by:



Helen Humphreys
Chair



Rebecca McGowan
Treasurer

The notes on the following pages form part of these financial statements

WORKING FAMILIES
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	2022 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	6,436	(6,812)
(Increase) in debtors	(28,462)	(6,060)
(Decrease) / increase in creditors	<u>(24,621)</u>	<u>54,642</u>
Net cash (used in) / provided by operating activities	<u>(46,647)</u>	<u>41,770</u>
Net cash provided by investing activities	-	8,500
Change in cash and cash equivalents	(46,647)	50,270
Cash and cash equivalents at the beginning of the year	<u>586,130</u>	<u>535,860</u>
Cash and cash equivalents at the end of the year	<u>539,483</u>	<u>586,130</u>

Analysis of cash and cash equivalents

	At 1st April 2022 £	Cash Flows £	At 31st March 2023 £
Cash in hand and at bank	586,130	(46,647)	539,483
Total cash and cash equivalents	<u>586,130</u>	<u>(46,647)</u>	<u>539,483</u>

The charity held no debt during the period, as such the above analysis of cash and cash equivalents serves as a reconciliation of changes in net debt.

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies

Basis of preparation

These financial statements have been prepared for the year to 31 March 2023. Comparative information reflects the year to 31 March 2022.

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)- (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are presented in sterling and are rounded to the nearest pound.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Critical accounting estimates and areas of judgement

Preparation of the accounts requires the trustees and senior management to make significant judgements and estimates over the allocation of overheads and governance costs between charitable expenditure categories and fundraising costs. There are no other significant estimates or judgements.

Fund accounting

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements. Statutory grants which are given as contributions towards the charity's core services are treated as unrestricted.

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies (Continued)

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service or the delivery of other performance conditions, is deferred until the criteria for income recognition are met.

Income from memberships is recognised over the period of the membership.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure on charitable activities includes the costs of undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of support costs

Expenditure is allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned based on an estimate of staff time attributable to each activity.

Fund accounting

Unrestricted general funds represent those monies which are freely available for application towards achieving any charitable purpose that falls within the charitable company's charitable objects.

The restricted funds are monies raised for, and their use restricted to, a specific purpose, or donations subject to donor imposed conditions.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aims and use of each designated fund is set out in the note to the financial statements.

Investments

Investments comprise funds provided to an associated charity, Child Concern Consortium. This investment is held at cost less impairment.

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.

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies (Continued)

Cash at bank and in hand

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

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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 at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Pension

The charity is part of an occupational pension scheme, which is a defined contribution scheme. The cost of contributions payable by the charity to the scheme is charged to the income and expenditure account as incurred.

Operating Leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

2. Income from grants and donations

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Trusts and Foundations	103,490	281,537	385,027	228,619
Donations	56,866	-	56,866	59,506
	160,356	281,537	441,893	288,125

In the prior year, £170,419 of Trust and foundation income was restricted. All other income from grants and donations was unrestricted.

3. Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Employer membership	503,731	-	503,731	478,296
Consultancy and Training	33,802	-	33,802	109,781
Other income	5,923	-	5,923	1,079
	543,456	-	543,456	589,156

All income from charitable activities in the prior year was unrestricted.

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

4. Income from other trading activities

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Sponsorships	62,442	-	62,442	81,215
	62,442	-	62,442	81,215

All income from trading activities in the prior year was unrestricted.

5. Analysis of expenditure

Current Year

	Staff costs £	Other direct costs £	Support costs £	Total 2023 £
Services for employers	290,243	43,131	71,533	404,907
Legal advice service	296,656	22,581	84,504	403,741
Policy and research	113,808	25,912	28,055	167,775
Charitable activities	700,707	91,624	184,092	976,423
Fundraising	53,070	2,925	8,937	64,932
Support costs	74,503	118,526	(193,029)	-
Total expenditure	828,280	213,075	-	1,041,355

Prior Year

	Staff costs £	Other direct costs £	Support costs £	Total 2022 £
Charitable activities				
Services for employers	278,964	68,049	63,740	410,753
Legal advice service	246,750	29,185	62,895	338,830
Policy and research	105,590	27,064	29,093	161,747
Charitable activities	631,304	124,298	155,728	911,330
Fundraising	42,095	2,708	9,175	53,978
Support costs	58,473	106,430	(164,903)	-
Total expenditure	731,872	233,436	-	965,308

Support costs comprise:

	2023 £	2022 £
Staff costs	74,503	58,473
Other staff costs	8,219	5,382
Marketing and Comms	46,781	36,262
IT costs	11,232	5,358
Premises costs	-	1,095
Finance, office and admin costs	44,344	50,688
Governance - audit fee	7,950	7,645
Total support costs	193,029	164,903

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

6. Net income for the year

This is stated after charging	2023	2022
	£	£
Staff costs	828,280	731,872
Operating lease costs	-	-
Audit	7,950	7,645
	<u>7,950</u>	<u>7,645</u>

7. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023	2022
	£	£
Salaries and wages	732,496	653,059
Social security costs	58,817	40,426
Pension contributions	36,967	38,387
	<u>828,280</u>	<u>731,872</u>

One employee earned between £60,000 and £70,000 during the year exclusive of employer pensions and employer National Insurance contributions. (2022: One employee earned between £60,000 and £70,000).

The key management personnel comprise the Chief Executive. The total employee benefits including employer pension contributions and employer national insurance contributions of the key management personnel was £80,484 (2022: £75,999).

The amounts paid to the Chief Executive Officer were:

	2023	2022
	£	£
Gross salary	68,445	65,000
Employer's NIC	8,617	7,749
Employer's pension	3,422	3,250
	<u>80,484</u>	<u>75,999</u>

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022: £nil).

During the year, two trustees were reimbursed a total of £87 for costs incurred in relation to their role as trustee (2022: two trustees were reimbursed a total of £128).

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

8. Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2023	2022
Charitable Activity	23.5	20.8
Fundraising	1.2	1.9
Support	2.5	2.8
Governance	0.1	0.1
	<u>27.3</u>	<u>25.6</u>

9. Related party transactions

In the prior year ended 31 March 2022, a donation of £37,200 was received from Child Concern Consortium - an associated charity.

Aggregate donations of £3,170 were received from trustees and key management personnel during the year ended 31 March 2023 (2022 : £2,290). There are no other related party transactions including donations from related parties which are outside the normal course of business.

10. Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The subsidiary, Working Families Trading Limited, donates all its taxable profits to Working Families, and therefore pays no corporation tax.

11. Investment in Child Concern Consortium (CCC)

Until 31 March 2022 Working Families was a member and investor in the 'Child Concern Consortium' (Registered charity number 1103052). The decision was made to close the consortium effective from 31 March 2022, therefore the value of the investment in the consortium was written down to nil as at 31 March 2022.

12. Debtors

	2023 £	2022 £
Trade debtors	140,155	98,562
Prepayments	7,529	5,960
Accrued income	2,500	17,200
	<u>150,184</u>	<u>121,722</u>

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

13. Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	13,061	39,217
Deferred income	316,614	316,203
VAT creditor	30,220	37,831
Accruals	11,975	10,770
Other creditors	23,599	16,069
	395,469	420,090

14. Deferred income

	2023 £	2022 £
Balance at the beginning of the year	316,203	273,134
Amount released to income in the period	(291,707)	(273,134)
Amount deferred in the year	292,118	316,203
Balance at the end of the year	316,614	316,203

Deferred income comprises membership fees paid in advance.

15. Analysis of net assets between funds

As at 31 March 2023	Unrestricted £	Restricted £	Total funds £
Net current assets	294,198	-	294,198
Net assets at the end of the year	294,198	-	294,198
 As at 31 March 2022	 Unrestricted £	 Restricted £	 Total funds £
Net current assets	287,762	-	287,762
Net assets at the end of the year	287,762	-	287,762

WORKING FAMILIES
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

16. Movements in funds 2023

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds:				
Legal Advice Service	-	152,073	(152,073)	-
Trust for London	-	36,750	(36,750)	-
Policy & Research	-	92,714	(92,714)	-
Total restricted funds	-	281,537	(281,537)	-
Unrestricted funds:				
General funds	287,762	766,254	(759,818)	294,198
Total funds	287,762	1,047,791	(1,041,355)	294,198

Legal Advice Service

Grants and donation funding to provide free legal advice to parents and carers on their rights at work.

Trust for London

Funding to support Working Families work across the Legal advice service and policy work.

Policy and Research Fund

Funding towards the Research and Policy Manager role.

Movements in funds 2022

	At the start of the year £	Income £	Expenditure £	At the end of the year £
Restricted funds:				
Legal Advice Service	25,000	55,150	(80,150)	-
Trust for London	11,815	33,500	(45,315)	-
Policy & Research	-	81,769	(81,769)	-
Total restricted funds	36,815	170,419	(207,234)	-
Unrestricted funds:				
General Funds	257,759	788,077	(758,074)	287,762
Total funds	294,574	958,496	(965,308)	287,762

17. Ultimate control

The charitable company is controlled by its trustees.

WORKING FAMILIES

England & Wales - Charity number 1099808

Accounts

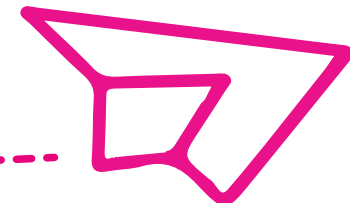


Working Families: Our Impact

Annual Report & Accounts
2021-2022



working families 



Contents

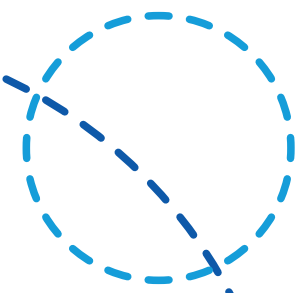
Our Impact

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This document forms the Trustees' Annual Report & the Audited Accounts for the financial year 2021 – 2022.





Our purpose and impact in 2021 - 2022: a message from our Chair & CEO

For parents and carers, the past year has been as challenging as the last. As the pandemic raged on, our work continued to be essential for many working families. As we all adjusted to the 'new normal', with remote and hybrid working becoming embedded, we began to see that the emerging landscape of flexible working was not one that was benefitting all.

It's no surprise that our legal advisers continued to be inundated with COVID-related queries; for example, how to access flexible working in light of changing guidance and managing work amidst pandemic-related school absences. But we were also facing an increasing number of queries with a benefits dimension and queries concerning the challenges of finding and funding childcare.

COVID pulled the rug from beneath many working families, undermining financial security and leaving the most vulnerable at risk of hardship. The number of parents and carers needing advice around in-work benefits has increased dramatically since before the pandemic. Childcare too is now undeniably a major issue for families who are trying to manage 'the juggle' but finding it increasingly hard to do so. Not only has our fantastic Legal Advice Service been able to keep pace with demand in these extraordinary times, but they have received recognition from the Law Society with their 2021 'In-House Team of the Year' award.

While some headlines may claim that flexible working has become the norm, it is important to remember that true flexibility is not just remote or hybrid working. Whilst remote working is a proven success story, enabling millions to improve their work life balance, we must be mindful not to shut out millions more from enjoying the same benefit purely because of the industry or role they are in. There is clearly an appetite for flexible working: of those parents and carers who don't work flexibly, ¾ want to. Action is needed to redress the imbalance of access to flexibility inclined towards certain industries and roles, exposed and exacerbated by the pandemic.

Whilst we wait for the government to deliver on their expressed commitment to making more jobs flexible, the seeds of change have sprouted elsewhere. Progressive employers have demonstrated there is a determination to find solutions that work for both organisation and employee. As our Benchmark Top 30 Employers and Best Practice Award winners prove, designing flexible jobs is good for business, too.

We are especially proud this year that we have driven forward our collaboration work, with the establishment of our Parents and Advisory Panel, our Academic Advisory Board and the re-convening of our Families and Work Group. These provide a mechanism by which we can ensure the views of parents and carers are informing our policy work and evolving our services, as well as co-ordinating with others to strengthen our voice and campaign effectively.

Our work with employers continues to prosper, with many using the Working Families Benchmark to measure and improve their practices, and many more attending thought-provoking roundtables and other virtual events. And the good news is that we are continuing to reach more and more working parents and carers through our National Work Life Week campaign and work with employer members, making real progress in bringing flexible and family-friendly working to the fore.

One year in, we are making good progress in meeting the objectives of our new strategy. Where we have room for improvement, we have laid the foundations for success next year. As a team we are also growing and thriving, working collaboratively to remove the barriers that parents and carers face in the workplace.

Even in the current picture of unequal access to flexible working and the cost-of-living crisis there is still reason for hope. The pandemic exposed the fault lines in our current system of work and has provided sound evidence for making flexible working the norm. As we move beyond the pandemic, we can utilise our uniquely integrative approach of empowering parents and carers, supporting employers, and driving policy change to harness the momentum and make sure flexible working can be enjoyed by everyone.

Helen Humphreys
Chair,
Working Families

Jane van Zyl
CEO,
Working Families



Empowering working parents and carers



1.1 million

Over the year, over 1.1 million working parents and carers accessed legal advice through our website.



94%

94% of parents and carers who used our e-mail advice service intended to act on the advice they were given.

Taking the long view

As COVID continued to cause massive turmoil for working parents and carers during 2021-2022, we gained valuable insight—through gathering information and stories—into the fallout of the pandemic. Slowly a picture began to emerge of how parents and carers were coping with such a seismic event, and how flexible working is evolving. As the dust began to settle, we put our efforts into understanding and improving our interactions with parents and carers both on and offline. This helped to inform where our future work should be focused so that we can empower parents and carers to exercise their rights at work.

Rising to the challenge

As the financial year began, the UK was still in lockdown. A year after restrictions were first put in place, parents and carers were still carrying the can, trying to reconcile caring responsibilities, often home-schooling, with meeting the demands of work in the most demanding of circumstances. Like the nation's parents and carers, our Legal Advice Service rose to the challenge to meet the sustained need for advice throughout this period. There were over a million visits to our online advice pages, reaching around 1 in 13 working parents in the UK. This marks an increase of 45% from 2018-2019, highlighting just how vital our service is to parents and carers in such arduous circumstances.

Unequal access to flex

Access to flexible working transformed the experience of many parents and carers during the nationwide closure of schools and childcare settings. Our #FlexTheUK – Building Back Better report highlighted that 61% of those parents who had access to flexible working saw benefits for their family life, including more quality time with their children. For 43% of parents and carers, the pandemic jumpstarted flexible working that hadn't been available before. But the figures also tell a story of inequality: of those who previously hadn't worked flexibly, over half of middle-class parents had started worked flexibly during the pandemic compared to less than a third of working-class parents. This is not a great surprise, since knowledge-based roles, predominantly undertaken by middle-class parents and carers, were more easily able to shapeshift from being office-based to remote.

Research for the 2022 Working Families Index, which surveyed 2,806 parents and carers at the end of 2021, echoed these stark differences in the accessibility of flexible working, revealing inequality along industry, socio-economic, and gender lines. The research evidences a divide between the flex 'haves and have nots', with women, lower earners and location-based industries faring worst in accessing flexible working. Figures from the Legal Advice Service corroborate this picture of inequality, the need for support being skewed towards specific demographics.



2,3000

Our legal advice service gave personalised advice to over 2,300 people.

“Often as an employee, faced with employment issues and potential dispute, you feel powerless. Your service gave me the tools to understand what I was entitled to and how to resolve the issue with the minimum amount of conflict and stress. Thank you so much.”

**Legal Advice
Service user**



Case Notes:

Flexible Working



Sara* contacted Working Families for advice when she was facing what felt like a hopeless situation. She had reduced her hours on her return to work from maternity leave, but three months later her son had been diagnosed with epilepsy. Due to his medication requiring skilled administration, he could only be left with Sara or the nursery. Sara made another request to change her hours to accommodate his needs whilst her mother was trained to administer the medication, but was refused due to it being the second request within a year.

We talked Sara through how to get the most out of her upcoming flexible working request meeting and how to go about making an informal request for flexible working. We explained the possible outcomes of this meeting so that Sara was clued up about her next steps, such as an appeal, grievance, or tribunal, as well as the other options available to her, such as parental leave and time off for dependents.

With support from us, Sara continued to negotiate with her employer, who reconsidered their original decision and offered a temporary move to a more junior role but at her current salary for a period 8 weeks, with the option to review if her mother was still not trained by that time. After an incredibly difficult time, Sara could now relax and focus on providing the care her son needed.



Families up against it financially

The message from parents and carers is resoundingly clear: financially, things are getting worse. Proving to be a persistent and serious concern for many families, the research we conducted for the 2022 Working Families Index focused on the cost of living. Three in five parents reported that it is becoming financially harder to raise a family, a rise from 45% in 2019, and representing an upward trend year on year. COVID has unequivocally made a bad situation worse, negatively impacting 61% of families, compounding existing inequality. Unsurprisingly it was the most vulnerable that were the hardest hit: young families, larger families, single parents, and those caring for an adult. The cost-of-living crisis has already begun to bite at the heels of those families with no financial room to manoeuvre and is only set to worsen.

The Legal Advice Service has seen a significant rise in parents and carers needing advice that relates to in-work benefits, accounting for 42% of all enquiries, which pre-pandemic was just 15%. We have been able to meet the increased demand with a dedicated benefits adviser and are reviewing our helpline income thresholds to accommodate the increasing numbers of families needing support.

But with a considerable proportion of parents and carers bracing themselves for financial crisis in the coming year, the situation for many cannot be resolved by accessing existing entitlements alone. The dire situation necessitates a co-ordinated approach, and so our work with the London Child Poverty Alliance and other partners in this space has been seeking broader solutions, such as the rise of Universal Credit in line with inflation and asking employers to assist with childcare deposits.



83%

83% of advice enquiries over the pandemic were from women.



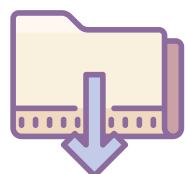
61%

61% of advice enquiries over the pandemic were from people on low incomes.



1/3

A third of the benefit enquiries we received were related to support for childcare.



12,000+

The Working Families flexible working request letter template was downloaded over 12,000 times.

Ongoing struggles with childcare

Starved of sufficient government support, many childcare providers did not survive the challenges of the pandemic, and so accessing quality, affordable, convenient childcare is increasingly the preserve of the few rather than the many. For the parents and carers using our helpline, childcare is a standout concern, underscoring just how broken the system is in the UK. Helpline trends from 2021-2022 have shown that too many parents—especially mothers—are still struggling to work due to shortages of or disruptions in childcare. Compounding this are the accounts we have heard of employers illegally refusing to consider flexible working requests. Our research from the Working Families Index also shows that prohibitive costs are locking many parents out of accessing formal childcare.

There is a very real risk of parents feeling forced to give up work that has become incompatible with their caring responsibilities. Our legal advisers have been able to alleviate the stress of parents and carers struggling with childcare by using their expert knowledge to find solutions that address individual concerns.

Working Families has sought to address the urgent childcare situation through calling on the Government to invest in the early years sector and encouraging employers to offer financial assistance with childcare deposits. We have also collaborated with campaigning organisations that have a focus on childcare, such as Pregnant then Screwed. Joining forces on social media, we have been able to connect with parents and carers needing support on range of issues—including childcare—by offering regular advice surgeries on Instagram Live.



“The service was informative and supportive. I am extremely grateful for the charity’s existence. I highly recommend charitable donors support Working Families as, for people like me, it can be a life-changing mental and financial lifeline. Thank you so much.”

Legal Advice Service User



Case Notes: Specialist Universal Credit Advice



Ellen* had recently left her partner due to domestic violence when she contacted us for help. She has four children; the fourth child was conceived non-consensually. When she had put in a claim for Universal Credit she had explained that she was a victim of domestic abuse but wasn’t informed about the exception to the 2-child-limit for children conceived non-consensually. Since learning of this exception, Ellen asked for a mandatory reconsideration but had been refused. She didn’t know what to do next.

We advised Ellen that the next step would be to appeal the decision. We advised what paperwork she needed and the evidence to include, talked her through what to expect from the process and the next steps. The guidance states that for cases involving an exception to the 2-child-limit for non-consensual conception, an ‘any-time revision’ applies, which means the element should have been included from the start of the claim, so we made sure that Ellen was aware of her entitlement.

After following our advice, Ellen’s appeal was successful, without having to attend a tribunal. She received approximately £4,500 in backdated Universal Credit and an additional £237 per month going forward.



Case Notes: Childcare and Indirect Discrimination

Award-winning advice

In October 2021 the Law Society named Working Families' Legal Advice Service the 'In-House Team of the Year', in recognition of the team's dedication and professionalism throughout an extraordinarily difficult period. The work is made possible by our supportive pro bono law firms, solicitor volunteers and funders, without whom the service could not make the same difference.



150

Working Families had 150 active pro bono legal volunteers in 2021-2022.

"It is a privilege to support Working Families in their endeavours to provide prospective and current parents and carers with advice on their employment rights, particularly when so many of the beneficiaries of Working Families' service are disadvantaged by their socioeconomical or other factors and would otherwise have nowhere to turn to for such high-quality legal advice. Their service is a lifeline for so many and our team feel very lucky to help in a small way."

Laura Hyne, Associate, Reed Smith

Tonia* contacted us because she was in a desperately difficult situation. Her husband was away on a posting with the military, and she needed to reduce her hours at work so she could manage caring for her son, who has autism. Due to his needs, he can't attend wraparound childcare or be collected from school by anyone but his parents.

Our advice team guided Tonia through making a flexible working request, which was refused. Tonia didn't know which road to take so we advised her of the options available and guided her through the appeal and grievance process, indicating indirect sexual discrimination on the basis that imposing a work pattern puts a woman at disadvantage due to women being generally more responsible for childcare.

Tonia was delighted to hear from her employer that the appeal and grievance had been upheld, and she was put on paid leave whilst solutions were put in place to support her return. Tonia could now look forward to a working pattern that would work better for her family and enable her to provide the necessary care for her child.

Driving Change

A catalyst for change

Thrust into working flexibly for the first time during the pandemic, sceptics quickly learned that flexible working is a feasible option in many more roles than ever thought possible. During this unique period, Working Families has been driving forward to create opportunities for more collaboration and co-ordinated voices to effect long lasting change. Harnessing these favourable conditions requires ensuring flexible working remains on the agenda through policy work, but also leveraging the power of the collective voice of working parents and carers. With the creation of Working Families' Parents and Carers Advisory Panel and Academic Advisory Board, and the re-assembling of the Families and Work Group, Working Families made enormous progress in developing an informed, unified voice advocating for working parents and carers in 2021-2022.

Shining a spotlight on parents and carers

The perspectives of parents and carers are our guiding force, and as such it was crucial to have a formal method to obtain their valued experiences and insights. The establishment of the Parents and Carers Advisory Panel shines a light on the experiences of working parents and gives a platform for those stories to feed into policies that benefit all. In 2021-2022 we were able to draw on their opinions and life experience to inform our policy positions for the promised Employment Bill, yet to be brought to Parliament. In addition, the panel has received training about speaking on behalf of working parents in the media.

The insights of the members of the Parents and Carers Advisory Panel have been crucial to our policy work and our research. In helping to shape policy, the panel contributed to our response for the government consultation on flexible working, which has the potential to shift the dial on inequality in the labour market. They also looked at findings of our academic collaboration with King's College—a report entitled Working parents, flexibility and job quality: What are the trade-offs?—to inform our thinking on related policy recommendations. The panel's views have also proved invaluable in developing our services; for example, being consulted on incorporating a virtual adviser within the online advice pages. This new tool will enable parents and carers to find the resources they need quickly and easily, helping them to tackle workplace injustice and make requests for flexible working.

Using our voice

Working Families has also contributed our own voice to driving change for working people with caring responsibilities, cementing our position as an authority in the field. We have honoured invitations to speak at select committees and All-Party Parliamentary Groups and continued our participation on a number of government advisory boards – the Flexible Working Taskforce and the Pregnancy and Maternity Discrimination Advisory Board – through which we have directly fed into government policy development and guidance. As well as being consulted on projects to help parents and carers balance caring responsibilities, we have made constructive recommendations to address some of the most pressing issues of the times; e.g. in co-drafting the London Child Poverty Alliance Manifesto.

We know that our voice is more powerful when we join forces across our sector, so we have been working closely with aligned campaigns, such as Flex for All and the Alliance for Maternity Rights, to make the loudest case possible on the issues that matter to us all.

Working together for a common purpose

As a core value of Working Families, collaboration is at the centre of our work. In 2021-2022, our collaboration with academics and other organisations in the family and work space reached new heights. The role of the newly established Academic Advisory Board is to share research-led strategic insights on where best to focus efforts to achieve change for working families. The Advisory Board's work has also focused on enhancing our own research, including the first Working Families Index, to strengthen the evidence base for campaigns across our work-family network.

Prompted by the much-anticipated Employment Bill, the Families and Work Group was reconvened, bringing together charities, unions, and think tanks to share intelligence and send a coherent message to government. Although the bill has somewhat fallen to the political wayside, and therefore doesn't have same potential as a lever for change as it once did, the Families and Work Group remains an important nucleus of policy development and coordination of campaigns.



300+

Over 300 parents and carers responded to our open call for evidence for the government consultation on flexible working.



333

333 pieces of media coverage featured the work of Working Families



Supporting Employers

An appetite for flex

As the pandemic grinded on through 2021-2022, employers continued to grapple with the shifting restrictions and financial challenges that came with it. Flexible working practices became more ingrained, shifting perceptions on the feasibility of flexible working, and making a full return to traditional ways of working less likely. For the majority of parents and carers, employers are seen as key to a future of flexible working: parents and carers surveyed for our #FlexTheUK campaign were overwhelmingly supportive (84%) of employers using their own initiative to create more flexible jobs. Through our work with employers, we know that the desire for better flexible practices is not one-sided—more employers are seeing the benefits of flexible working.

Helping employers reach their potential

As an organisation flying the flag for family-friendly workplaces for over 40 years, Working Families has been the preferred choice for a growing number of employers who have become members to benefit from our expertise. At such a turbulent time, our longstanding work in the field perfectly positioned us to help employers navigate the complexities of the pandemic and work towards sustainable flexibility.

Due to ongoing restrictions, we continued our programme of virtual events, delivering 15 webinars and roundtable events over the year. The online format, with the ability to watch post-event, ensured a broader reach, benefiting far more people than face-to-face events. The events were a valuable resource, giving professionals insights into innovative workplace policies as well as an opportunity to share ideas and best practice.

Issues covered in our online events were wide-ranging, including workplace fertility support, best practice in recruitment, and creative solutions for flexible working. The events specifically for those running employee support networks provided a valuable space for mutual support and learning, crucially important for volunteer staff who are supporting others.



1 million
The work we did with employers in 2021-22 reached over 1 million employees across the UK.

Foundations for change

Some of the successes of the past year have helped set the scene for change to gather future momentum. Our intervention in an Employment Appeal Tribunal helped lead to a victory for a working mother of three children, whose employer tried to demand she move to frequently changing shift patterns, which were impossible to manage alongside childcare. The Tribunal's decision established as fact that the burden of caring for children falls more heavily on women, a huge step forward for women's rights in the workplace. And our briefing on flexible working for Tulip Siddiq MP's Ten Minute Rule Bill, where she cited a case study from our Legal Advice Service, received cross-party support in its first reading and is currently awaiting a second reading.

Understanding our own impact

We stand a much better chance of furthering our progress when we understand how our impact is felt and have made great strides in making this happen in the past year. Improving data collection methods for the Legal Advice Service has enabled better analysis of helpline trends and the segmentation of queries, as well as taking a deeper dive into the regional picture, so that we can focus our future work and speak with greater authority on the situation for parents and carers across the UK.



"I would like to thank you for your ongoing support with delivering our agenda for labour market reform and look forward to further engagement."

**Paul Scully MP,
Former Minister
for Small Business,
Consumers, and
Labour Markets**

"We have had our new carers policy approved and really appreciate your help in shaping it. One person wrote to me to say that 'it is so well written and oozes empathy and care'. That is exactly what we were hoping to achieve and not end up with another dull HR-style document."

Working Families Employer Member

Case Study: Dentsu UK



Dentsu UK is committed to supporting its employees to achieve their best both at work and at home, and so creating a workplace that enables them to thrive irrespective of location or work pattern is of paramount importance. Participating in the Working Families Benchmark allowed the organisation to see what best-in-class policies look like and pinpoint areas for improvement. From the innovative solutions highlighted in the Benchmark, Dentsu UK was able to narrow down what worked for them, such as day-to-day flexibility and the ‘10 days in 9’ working pattern. The Benchmark also facilitated networking that has led to new ways of working, including the introduction of training for all managers to support parents and carers in their team, which ensures that all employees have a consistent and positive experience.

The organisation’s most recent success has been creating a policy that provides an inclusive and supportive environment to help employees affected by baby loss, which will make a meaningful difference to many employees.

Sarah Painter, Vice President of Customer Experience at Merkle (a Dentsu company), said:

“In 2021, the Working Families Benchmark helped us make real change within Dentsu UK. The feedback helped us put together a business case for a new policy on baby loss, offering two weeks’ full pay after a baby loss, regardless of gender and situation, no questions asked.

The Benchmark has given us goals for the future. This year we’ve turned our attention to carers leave and have just launched a new carer’s policy that allows for two weeks’ full pay to support our carers during times they really need that flexibility. We’re also working on a premature baby policy and fertility policy we hope to launch later this year.”



Benchmarking success

A takeaway for all organisations in the wake of the pandemic is the advantage of being agile: having practices in place that allow an organisation to be responsive puts it in a stronger position and increases its competitiveness in the face of attracting and retaining talent. The Working Families Benchmark, our comprehensive tool which measures all aspects of flexible and family-friendly practices, enabled organisations to evaluate their practices post-pandemic, giving a focus on how to improve engagement, strengthen their proposition, and future-proof against future crises.

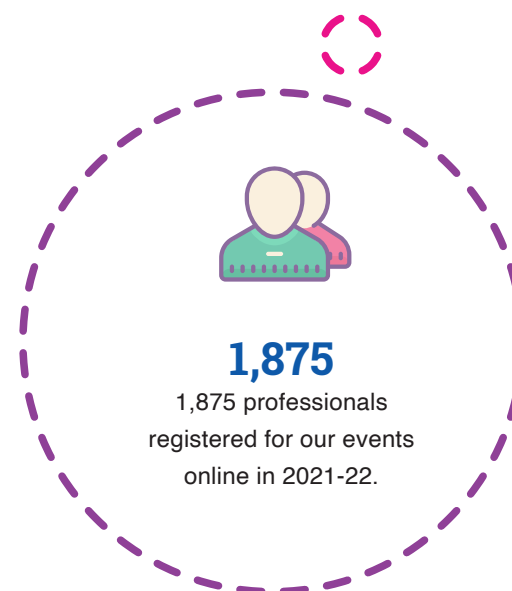
Although the 2021 Benchmark showed there is still work to be done to improve career progression for those working part-time, it also highlighted some positive outcomes of the pandemic. Specifically, it found that line managers have become more output-orientated, understanding that hours worked are not a measure of productivity. Recommendations that came out of the Benchmark included the importance of management alongside robust policy, and the need for jobs to be designed and advertised as flexible.

Extending our reach

Our work with employers has significant reach, supporting and helping a sizeable portion of the UK’s working population. Whilst the practical advice and support provided by our employer team has a direct impact on their employees, we have been extending the effectiveness of our work through collaboration. Notably, our partnership with the Department for Business, Energy and Industrial Strategy’s Flexible Working Taskforce to shape the Acas guidance on hybrid working will help a wider audience of employers to harness the benefits of the hybrid model.

Helping our members succeed

Through some refining of the Working Families Benchmark analysis, we found a promising trend: the longer our employer members work with us, the better they perform on the Benchmark. This sends a reassuring message to the employers we work with that our input is effective in helping create and sustain family-friendly workplaces. The findings also signal that the Benchmark is a worthwhile tool to integrate practices and cultures that support parents and carers.



Case Study:

MACE



MACE is renowned globally as an expert in construction, with 3,420 staff in the UK. Their tagline ‘MACE is its people’ underscores the company’s desire to ensure their policies are competitive, providing outstanding support to parents and carers across the organisation.

Entering the Working Families Benchmark was an opportunity for MACE to review their current policies. The in-depth feedback highlighted strengths across policy and integration of flexible working within the culture, as well as actions that could be taken to strengthen areas where gaps had been identified. As an organisation committed to creating opportunities for all, MACE set to work to enhance their current maternity leave policy, creating a positive draw for prospective talent, and supporting women thrive throughout their career.

Jessica Williams, Global Inclusion, Diversity and Equity Lead at MACE, said:

“MACE signed up to Working Families to have a critical friend of our family friendly and flexible working policies. Our initial task of entering the Benchmark gave us a real understanding of areas for improvement, and this feedback was one aspect which enabled our 26 weeks of paid maternity leave to become a day-one right. We hope progressive and decisive actions such as these will showcase us as an employer of choice, committed to supporting families and carers in their careers with us. Proven to be invaluable in action planning, we will be entering the Benchmark again this year, to help us to evolve and ensure our offering is in line with other employers.”



Thank you to our funders

Our achievements in 2021-2022 would not have been possible without the support of the following trusts and foundations:

- 29th May 1961 Charitable Trust
- Anonymous Funder
- Barclays
- Drapers’ Charitable Fund
- Eleanor Rathbone Charitable Trust
- Farrer & Co Charitable Trust
- Gowling WLG (UK) Charitable Trust
- John Ellerman Foundation
- Law Society Charity
- London Legal Support Trust
- Network for Social Change
- Sisters Trust
- Souter Charitable Trust
- Trust for London

We would also like to thank our dedicated Changemakers and fundraisers for their generosity and unwavering support – sharing our passion for helping parents and carers thrive at work and at home. Every single donation made to Working Families has enabled us to meet the increasing demand for our services during these challenging times. Together, our united community continues to ensure Working Families can empower parents and carers with our free Legal Advice Service, a lifeline for many. We can’t thank you enough for the incredible impact this makes.

With your help, we can reach 1 in 10 UK working parents on our mission to remove the barriers that people with caring responsibilities face in the workplace. Visit workingfamilies.org.uk/support-us to learn how you can help!



Our annual accounts

This section contains all the information we need to legally provide each year to show what our financial activity has been over the year 2021 – 2022. We are including it alongside our impact report because we want to be as transparent as possible, and we think that all our funders, supporters and people who use our services should be able to see how we are doing.

The trustees, who are directors of the company for the purposes of the Companies Act, present their report with the financial statements of Working Families (the “charity”) for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the principal accounting policies set out on pages 37 to 40 and comply with the requirements of the Companies Act 2006, the Charity’s Memorandum and Articles of Association, applicable laws, and 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 United Kingdom and Republic of Ireland (FRS 102).

Financial review and governance

Reference and administration details of the charity, its trustees and advisors

Trustees

- Tim Oliver (retired 31 August 2021)
- Helen Humphreys
- Mary Starks
- Gemma Rosenblatt (retired 23 April 2021)
- Clare Corbett
- David Robson
- Helen Tupper
- Rebecca McGowan
- Steve Toft
- Paul Coulson
- Tessa MacArthur
- Amy Town (appointed 30 September 2021)
- Kate Shaw (appointed 23 October 2021)

Officers

- Tim Oliver (Chair) (retired 31 August 2021)
- Helen Humphreys (Vice Chair)
(appointed as Chair 1 September 2021)
- Rebecca McGowan (Treasurer)

Registered office Buzzacott LLP 130 Wood Street London EC2V 6DL
Charity registration number (England and Wales) 1099808 Charity
registration number (Scotland) SC045339 Company registration number
04727690

Auditor Buzzacott LLP 130 Wood Street London EC2V 6DL
Bankers CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent
ME19 4JQ

Public benefit

The trustees confirm that they have referred to the Charity Commission’s general guidance on Public Benefit when reviewing and shaping the charity’s aims and objectives for the year and planning future activities. The charity works to ensure that its programmes are inclusive, accessible, and responsive to the needs of its beneficiaries.

Financial review

Results for the financial period

A summary of the results for the period can be found on page 34 of this report and accounts. During the year, total income amounted to £958,496 (2021: £981,748). Income from grants and donations amounted to £288,125 (2021: £454,323), income from charitable activities amounted to £589,156 (2021: £470,850), and income from other trading activities amounted to £81,215 (2021: £25,500). There was no income recognised from other sources in the year (2021: £31,075 was recognised relating to the Coronavirus Job Retention Scheme).

Total expenditure for the year amounted to £965,308 (2021: £786,311). Expenditure on raising funds totalled £53,978 (2021: £44,794) and expenditure on charitable activities amounted to £911,330 (2021: £741,517). This results in a net deficit and net reduction in funds during the year of £6,812 (2021: net income and net increase of funds of £195,437).

Financial position

In April 2021, with the pandemic continuing, Working Families was not expecting to end the year with an increase of £138,000 of sales from employer membership. This reflected demand from employers to support them with managing an increase in hybrid working. Demand for our legal advice service remained high, although reducing from the six-fold growth in FY20/21, with the effects of the global pandemic on working parents and carers throughout the UK. The earned income allowed us to maintain our unrestricted reserves, while also providing an annual salary increase for the staff team. As we start our new financial year in 2022, with the UK embracing different working environments and mounting inflationary pressures on working parents and carers, Working Families will continue to invest in our mission: to empower working parents and carers, to support employers and to drive positive policy change to ensure everyone benefits from flexible family-friendly working practices.

The balance sheet shows total funds of £287,762 (2021: £294,574). All funds at the year end were held in the general (unrestricted) fund (2021: £36,815 of funds held at the year end related to the charity's restricted funds). Therefore free reserves available to meet general expenditure, are £287,762 (2021: £249,259).

Reserves policy

The Trustees seek to hold reserves sufficient to ensure the financial security of the charity and our ongoing ability to meet our charitable objectives. The charity will hold minimum reserves sufficient to cover the costs of a winding up the charity and discharging our obligations to staff and creditors in full. At 31 March 2022 the Trustees assessed this minimum threshold to be £105,000, should reserves fall to less than 20% above this minimum threshold the Trustees will put in place a detailed monitoring and management plan. The charity will hold a maximum level of reserves sufficient to cover 6 months charity expenditure plus a reserve to cover the

development of future opportunities to fulfil our charitable objectives. At 31 March 2022 the Trustees assessed this maximum threshold to be £582,000, should reserves rise above this threshold the Trustees will put in place an action plan to develop opportunities to use any surplus to fulfil our charitable objective. The reserves held at 31 March 2022 of £287,762 fell within the Trustees' agreed range.

Governance, structure, management, and relevant policies

Recruitment, appointment, and induction of new trustees

Working Families appoints trustees on the basis of the skills and experience they can bring to the custodianship and management of the business and its activities. All prospective trustees, who are also directors of the company, are recruited from a range of external sources and by public advertisement and are appointed or co-opted after a formal interview process. Recommendations from the interview panel are voted on at a Board meeting in accordance with our Memorandum and Articles of Association. Each new trustee is offered mentoring by an existing trustee, provided with full induction information, and offered relevant training. The trustees who served throughout the year are detailed on page 23.

Statement of trustees' responsibilities

The trustees (who are also directors of Working Families for the purposes of company law) are responsible for preparing the trustees' report and 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 which give a true and fair view of the state of affairs of the charitable company and the group and of the income and expenditure of the charitable company and group for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in 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);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable United Kingdom Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 proper 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 the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. Each of the trustees confirms that:

- so far as the trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustee has taken all the steps that he/she ought to have taken as a trustee in order to make himself/herself aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of s418 of the Companies Act 2006. The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Risk management

In addition to the challenges faced because of the Covid-19 pandemic and in light of inflationary pressures expected within 2022/23, the major risks to which the charity is exposed, as identified by the Trustees, have been reviewed and systems have been established to mitigate those risks.

In particular, the Trustees have built into the Business Plan for Working Families to be financially sound, well governed and a best practice employer. Key steps towards this have included:

- Tight budgetary control, including monthly meetings by the Finance and Risk Committee
 - Appointment of a trustee with fundraising knowledge and experience
 - Appointment of a trustee with business development experience
- Working Families appointed JS2 as its accountants and appointed Buzzacott LLP, as auditors in 2019 following a tender process.

Key management personnel

The charity is governed by a Board of Trustees. Day to day running of the charity is delegated to the Chief Executive and Senior Leadership Team. The charity is staffed by paid employees, supported by volunteers as well as by professionals giving their time and expertise pro bono. The salary for the key management personnel – the CEO – is reviewed annually by our People & Governance Committee (a committee of our board of trustees), taking into account industry standards. This Committee makes a recommendation to the Board.

Committees

The Finance and Risk Committee of the Board meets monthly to monitor financial performance and risk. The People and Governance Committee is responsible for the charity's governance and ensuring that Working Families is a best practice employer for its size and sector, and for settling any specific disciplinary or grievance issues which may arise during the year. It meets monthly or as required. The Business Development & Fundraising Committee reviews the charity's business development and fundraising plans to support the charity's ability to meet its aims.

Fundraising policy

The charity aims to achieve best practice in the way in which it communicates with donors and other supporters. The charity takes care with both the tone of its communications and the accuracy of its data to minimise the pressures on supporters. It applies best practice to protect supporters' data and never sells data, it never swaps data and ensures that communication preferences can be changed at any time. The charity manages its own fundraising activities and does not employ the services of professional fundraisers. The charity undertakes to react to and investigate any complaints regarding its fundraising activities and to learn from them and improve its service. During the year, the charity received no complaints about its fundraising activities.

Approved and authorised for issue by the Board of Trustees and signed on its behalf on 12 July 2022 by:



Helen Humphries, Chair



Rebecca McGowan, Treasurer

Independent auditor's report to the members of Working Families

Opinion

We have audited the financial statements of Working Families (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, statement of cash flows, the principal accounting policies and the notes to the financial statements. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of the charitable company's 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's 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 trustees are responsible for the other information. The other information comprises the information included in the annual report and financial statements, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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 is also the directors' report 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 trustees' report, which is also the directors' report for the purposes of company law, 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 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 by the charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemptions 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's responsibilities for the audit of the financial statements

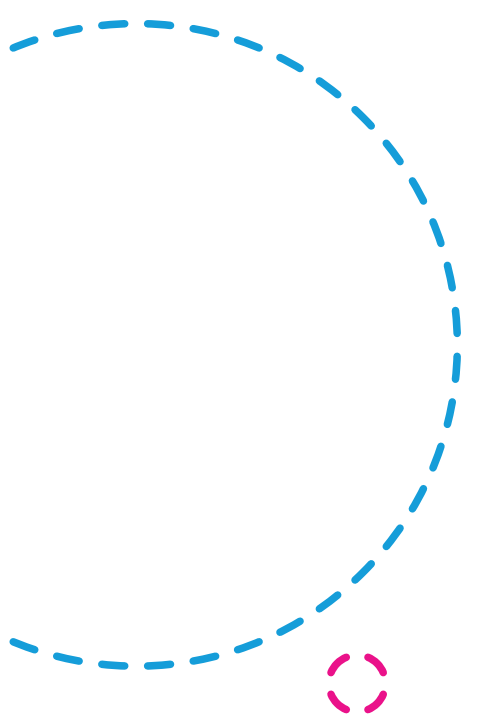
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee 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:

How the audit was considered capable of detecting irregularities including fraud.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with trustees and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations in both the UK and overseas, which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the Charities Act 2011, the Companies Act 2006, data protection legislation, anti-bribery, employment, safeguarding principles, health and safety legislation;
- we considered the impact of the international nature of the charitable company's operations on its compliance with laws and regulations;
- the charitable company utilises local auditors to audit the financial information in each of countries in which it operates. We communicated our perception of material risk in respect of irregularities to the local auditors and obtained details of the work that they carried out in response to this;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team and the team remained alert to instances of non-compliance throughout the audit.



We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- used data analytics to investigate the rationale behind any significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of management and those charged with governance;
- obtaining details of work carried out by local auditors in connection with compliance with local laws and regulations;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing any available correspondence with HMRC and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance

with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. 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.



Hugh Swainson (Senior Statutory Auditor)
Signed for and on behalf of Buzzacott LLP, Statutory Auditor
130 Wood Street
London
EC2V 6DL
Date: 15 September 2022

Statement of financial activities

(incorporating an income and expenditure account)

For the year ended 31 March 2022

				Year to 31 March 2022			Year to 31 March 2021
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Notes	£	£	£	£	£	£
Income From:							
Grants and Donations	2	117,706	170,419	288,125	74,039	380,284	454,323
Charitable Activities	3	589,156	-	589,156	470,850	-	470,850
Other trading activities	4	81,215	-	81,215	25,500	-	25,500
Other sources		-	-	-	31,075	-	31,075
Total income		788,077	170,419	958,496	601,464	380,284	981,748
Expenditure on:							
Charitable activities	5	704,096	207,234	911,330	342,904	398,613	741,517
Cost of raising funds		53,978	-	53,978	44,794	-	44,794
Total expenditure		758,074	207,234	965,308	387,698	398,613	786,311
Net income (expenditure) and net movement in funds	6	30,003	(36,815)	(6,812)	213,766	(18,329)	195,437
Reconciliation of funds:							
Total funds brought forward		257,759	36,815	294,574	43,993	55,144	99,137
Total funds carried forward		287,762	-	287,762	257,759	36,815	294,574

Balance sheet at 31 March 2022

		2022	2021
	Notes	£	£
Fixed assets:			
Investments	15	-	8,500
Current assets:			
Debtors	12	121,722	115,662
Cash at bank and in hand		586,130	535,860
		707,852	651,522
Liabilities:			
Creditors: amount falling due within one year	13	(420,090)	(365,448)
Net current assets		287,762	286,074
Net assets		287,762	294,574
The funds of the charity:			
Restricted income funds	17	-	36,815
Unrestricted income funds:			
General funds		287,762	257,759
Total charity funds:			
		287,762	294,574

Approved by the trustees on 12 July 2022 and signed on their behalf by:


Helen Humphries
 Chair


Rebecca McGowan
 Treasurer

Working Families Registered Charity No. 1099808 (England & Wales)
 and SC045339 (Scotland) Registered Company (No. 04727690).

Statement of cash flows

For the year ended 31 March 2022

	Note	2022 £	2021 £
Net cash provided by / (used in) operating activities	a	41,770	299,026
Net cash provided by / (used in) investing activities		8,500	-
Change in cash and cash equivalents at the beginning of the year		50,270	299,026
Cash and cash equivalents at the beginning of the year		535,860	236,834
Cash and cash equivalents at the end of the year	b	586,130	535,860

Note a			
Net income / (expenditure) for the reporting period (as per the statement of financial activities)		(6,812)	195,437
(Increase)/decrease in debtors		(6,060)	99,532
(Decrease)/increase in creditors		54,642	4,057
Net cash provided by / (used in) operating activities		41,770	299,026

Note b			
Analysis of cash and cash equivalents.	At 1st April 2021 (£)	Cash Flows (£)	At 31st March 2022 (£)
Cash in hand and at bank	535,860	50,270	586,130
Total cash and cash equivalents	535,860	50,270	586,130

Notes to the financial statements

For the year ended 31 March 2022

1. Accounting policies

Basis of preparation

These financial statements have been prepared for the year to 31 March 2022. Comparative information reflects the year to 31 March 2021.

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) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are presented in sterling and are rounded to the nearest pound.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Critical accounting estimates and areas of judgement

Preparation of the accounts requires the trustees and senior management to make significant judgements and estimates over the allocation of overheads and governance costs between charitable expenditure categories and fundraising costs. There are no other significant estimates or judgements.

Fund accounting

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements. Statutory grants which are given as contributions towards the charity's core services are treated as unrestricted.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service or the delivery of other performance conditions, is deferred until the criteria for income recognition are met.

Income from memberships is recognised over the period of the membership

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure on charitable activities includes the costs of undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of support costs

Expenditure is allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned based on an estimate of staff time attributable to each activity.

Fund accounting

Unrestricted general funds represent those monies which are freely available for application towards achieving any charitable purpose that falls within the charitable company's charitable objects.

The restricted funds are monies raised for, and their use restricted to, a specific purpose, or donations subject to donor imposed conditions.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aims and use of each designated fund is set out in the note to the financial statements.

Investments

Investments comprise funds provided to an associated charity, Child Concern Consortium.. This investment is held at cost less impairment.

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.

Cash at bank and in hand

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

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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 at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Pension

The charity is part of an occupational pension scheme, which is a defined contribution scheme. The cost of contributions payable by the charity to the scheme is charged to the income and expenditure account as incurred.

Operating Leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

2. Income from grants and donations

	Unrestricted	Restricted	2022 Total	Unrestricted	Restricted	2021 Total
	£	£	£	£	£	£
Trusts and Foundations	58,200	170,419	228,619	33,298	380,284	413,582
Donations	59,506	-	59,506	40,741	-	40,741
	117,706	170,419	288,125	74,039	380,284	454,323

3. Income from charitable activities

	Unrestricted	Restricted	2022 Total	Unrestricted	Restricted	2021 Total
	£	£	£	£	£	£
Employer membership	478,296	-	478,296	426,904	-	426,904
Consultancy and Training	109,781	-	109,781	38,360	-	38,360
Other income	1,079	-	1,079	5,586	-	5,586
	589,156	-	589,156	470,850	-	470,850

4. Income from other trading activities

	Unrestricted	Restricted	2022 Total	Unrestricted	Restricted	2021 Total
	£	£	£	£	£	£
Sponsorships	81,215	-	81,215	25,500	-	25,500
	81,215	-	81,215	25,500	-	25,500

5. Analysis of expenditure

Current Year	Staff Costs	Other direct costs	Support costs	Total 2022
	£	£	£	£
Charitable activities				
Services for employers	278,964	68,049	63,740	410,753
Legal advice service	246,750	29,185	62,895	338,830
Policy and research	105,590	27,064	29,093	161,747
Fundraising	42,095	2,708	9,175	53,978
Totals	673,399	127,006	164,903	965,308
Support costs	58,473	106,430	(164,903)	-
Total expenditure	731,872	233,436	-	965,308

Prior Year	Staff Costs	Other direct costs	Support costs	Total 2021
	£	£	£	£
Charitable activities				
Services for employers	187,757	47,399	52,263	287,419
Legal advice service	185,334	66,881	51,589	303,804
Policy and research	112,654	6,282	31,358	150,294
Fundraising	29,072	7,630	8,092	44,794
Expenditure on charitable activities and fundraising	514,817	128,192	143,302	786,311
Support costs	54,510	88,792	(143,302)	-
Total expenditure	569,327	216,984	-	786,311

Support costs comprise:	Total 2022	Total 2021
Staff costs	58,473	54,510
Other staff costs	5,382	3,049
Marketing and Comms	36,262	20,051
IT costs	5,358	7,142
Premises costs	1,095	3,607
Finance, office and admin costs	50,688	47,377
Governance - audit fee	7,645	7,566
Total support costs	164,903	143,302

6. Net income for the year

This is stated after charging	2022	2021
	£	£
Staff costs	731,872	569,327
Operating lease costs	-	38,487
Audit	6,800	6,566

7. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:	2022	2021
	£	£
Salaries and wages	653,059	503,994
Social security costs	40,426	36,683
Pension contributions	38,387	28,650
Other costs	-	-
	731,872	569,327

One employee earned (excluding employer pension) between £60,000 and £70,000 during the year (2021: One employee earned (excluding employer pension) between £60,000 and £70,000).

The key management personnel comprise the Chief Executive. The total employee benefits including employer pension contributions and employer national insurance contributions of the key management personnel was £75,999 (2021: £71,076).

The amounts paid to the Chief Executive Officer were:	2022	2021
	£	£
Gross salary	65,000	60,667
Employer's NIC	7,749	7,159
Employer's pension	3,250	3,250
	75,999	71,076

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2021: £nil).

During the year, two trustees were reimbursed £128 for costs incurred in relation to their role as trustee (2021: none)

8. Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

The amounts paid to the Chief Executive Officer were:	2022	2021
Charitable Activity	20.8	17.8
Fundraising	1.9	0.5
Support	2.8	1.2
Governance	0.1	0.1
	25.6	19.6

9. Related party transactions

During the year ended 31 March 2022 a donation of £37,200 (Year ended 31 March 2021: £7,500) was received from Child Concern Consortium - an associated charity.

Aggregate donations of £2,290 (2021 : £1,185) were received from trustees and key management personnel during the year ended 31 March 2022.

There are no other related party transactions including donations from related parties which are outside the normal course of business.

10. Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The subsidiary, Working Families Trading Limited, donates all its taxable profits to Working Families, and therefore pays no corporation tax.

11. Investment in Child Concern Consortium (CCC)

Until 31 March 2022 Working Families was a member and investor in the 'Child Concern Consortium' (Registered charity number 1103052). The decision was made to close the consortium effective from 31 March 2022, therefore the value of the investment in the consortium has been written down to nil as at 31 March 2022. The value of the investment at 31 March 2021 was £8,500.

12. Debtors

	2022	2021
	£	£
Trade debtors	98,562	111,927
Prepayments	5,960	3,735
Accrued income	17,200	-
	121,722	115,662

14. Creditors: amounts falling due within one

	2022	2021
	£	£
Trade creditors	39,217	14,094
Deferred income	316,203	273,134
VAT creditor	37,831	56,260
Accruals	10,770	10,266
Other creditors	16,069	11,694
	420,090	365,448

15. Deferred income

Deferred income comprises membership fees paid in advance.	2022	2021
	£	£
Balance at the beginning of the period	273,134	284,702
Amount released to income in the period	(273,134)	(284,702)
Amount deferred in the period	316,203	273,134
Balance at the end of the year/period	316,203	273,134

16. Trading subsidiary

In the previous year the charity had one wholly owned subsidiary which was incorporated in the United Kingdom; Working Families Trading Limited, Company Registration number 02590219 (England and Wales).

The charity owned 100% of the company's 2 issued £1 ordinary shares. The trading subsidiary was dissolved on 23 March 2021.

17. Analysis of net assets between funds

As at 31 March 2022	Unrestricted	Restricted	Total funds
	£	£	£
Net current assets	287,762	-	287,762
Net group assets at the end of the year	287,762	-	282,762

As at 31 March 2021	General unrestricted	Restricted	Total funds
	£	£	£
Fixed assets	8,500	-	8,500
Net current assets	249,259	36,815	286,074
Net assets at the end of the year	257,759	36,815	294,574

18. Movements in funds 2022

Restricted funds:	At the start of the period	Income	Expenditure	At the end of the period
	£	£	£	£
Legal Advice Service	25,000	55,150	(80,150)	-
Trust for London	11,815	33,500	(45,315)	-
Policy & Research	-	81,769	(81,769)	-
Total restricted funds	36,815	170,419	(207,234)	-

Unrestricted funds:				
General funds	257,759	788,077	(758,074)	287,762
Designated funds	-	-	-	-
Total unrestricted funds	257,759	788,077	(758,074)	287,762
Total funds	294,574	958,496	(965,308)	287,762

Legal Advice Service

Grants and donation funding to provide free legal advice to parents and carers on their rights at work.

Trust for London

Funding to support Working Families work across the Legal advice service and policy work.

Policy and Research Fund

Funding towards the Research and Policy Manager role.

Movements in funds 2021

Restricted funds:	At the start of the year	Income	Expenditure	At the end of the year
	£	£	£	£
Legal Advice Service	21,394	294,584	(290,978)	25,000
Trust for London	33,750	51,500	(73,435)	11,815
Anonymous Funder	-	15,000	(15,000)	-
The Sisters Trust	-	19,200	(19,200)	-
Total restricted funds	55,144	380,284	(398,613)	36,815

Unrestricted funds:				
General Funds	43,993	601,464	(387,698)	257,759
Total unrestricted funds	43,993	601,464	(387,698)	257,759
Total funds	99,137	981,748	(786,311)	294,574

Ultimate control

The charitable company is controlled by its trustees.



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★ workingfamilies.org.uk



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@workingfamUK



WorkingFamiliesUK



company/working-families

For more information on our work and mission, please visit

workingfamilies.org.uk

WORKING FAMILIES

England & Wales - Charity number 1099808

Accounts



Working Families: Our Impact

Annual Report & Accounts
2020-2021





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This document forms the Trustees Annual Report & the Audited Accounts for the financial year 2020 – 2021.

By the Numbers

This last year has been especially tough on working parents and carers. Our legal advice service has directly empowered hundreds of thousands of working parents and carers, while our support for employer members has also led to huge numbers of working parents being able to access better support from their employer. Here is a snapshot of our work in numbers:



1.6 million

Over the year, over 1.6 million working parents and carers accessed legal advice through our website



3,000

Our legal advice service gave personalised advice to over 3,000 people



83%

83% of advice enquiries over the pandemic were from women



61%

61% of advice enquiries over the pandemic were from people on low incomes



96%

96% of people who used our email advice service said they better understand their rights and options after receiving our advice, and 88% intend to act on it.



157

We supported 157 employer members to create flexible, family friendly workplaces, benefiting over 1 million employees



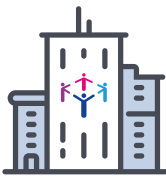
11

11 law firms are actively volunteering with our Legal Advice Team



50,000

Over 50,000 people accessed our employer guidance online



#FlexTheUK

Our new campaign #FlexTheUK reached over a million people in summer 2020



272

272 pieces of media coverage featured the work of Working Families

**1,000
parents
surveyed**

The views of over a 1,000 working parents and carers about their experiences of work during lockdowns, and their plans and aspirations for flexible working after the pandemic informed our research and policy publications.





Our purpose and impact in 2020 - 2021: a message from our Chair & CEO

2020-21 is a year that will live long in the memory of all of us. As we started this financial year, newly in lockdown, none of us could have predicted how deep and long-lasting the impact of coronavirus would be: and what a huge impact it would have on our views of work and home life.

One thing that is absolutely clear from our experience of the last year is just how vital our work is for working parents and carers. As the pandemic took hold, our legal advice service came under unprecedented demand. At the peak of the national lockdowns, with schools closed and parents struggling to manage work and caring responsibilities, demand for our advice service increased sixfold. Over 1.6 million parents and carers visited our online advice and information – that's more than 1 in 9 working parents in the UK. The most common topics we were asked about were COVID-related queries (such as furlough, shielding advice and working from home), benefits entitlements, rights and protections during pregnancy and maternity leave, childcare, and queries on how to request flexible working and emergency leave.

Our work with employers continued at pace through the pandemic. As they scrambled to reconfigure their operating models and support their staff teams, we adapted our resources and guidance to help them make sure their employees were able to get the best possible balance between work and home. We moved our events programme entirely online and by the end of the year had delivered 15 webinars, attracting over 2,000 registrations.

Our voice was needed on a national stage too, as we kept the experiences of parents and carers centre stage and worked to lead conversations about flexible working. We saw success in our efforts engaging officials at the Treasury to introduce greater flexibility to the Jobs Retention Scheme and for the Government to encourage employers to furlough parents for childcare reasons. With many families experiencing financial hardship, we campaigned for payments to self-isolate and the maintenance of the universal credit uplift, which was extended during the financial year. Our Flexistability report, launched in Autumn 2020, captured the experiences of our service users and made the case for seven policy changes to ensure that parents and carers are fully able to take part in the post-covid recovery while balancing their work and family commitments. We also launched a brand new campaign - #FlexTheUK – in summer 2020 to help keep the benefits of flexible working (for both individuals and business) high on the news agenda. 25 media outlets covered it, and our campaigning message reached over a million people on social media.



Our own staff team had to work incredibly hard to meet this hugely increased demand, while dealing with their own family lives: their achievements in our view are staggering and deserve celebration. Through a time when many charities were struggling to survive, we made sure that Working Families was able to weather a testing time. With the active support of the Board, and benefitting from the Jobs Retention Scheme, we made sure that Working Families was able to weather this testing time. We have also been able to find time to focus on our values and set a bold, achievable three year strategy that will guide all our work as we emerge from the pandemic.

While the last year has been extremely challenging, we are confident that it has also served as a wake-up call around some of the unhealthy practices that characterised pre-pandemic working life for too many of us. As we ended the year we were starting to see a notable increase in the number of enquiries about shared parental leave and flexible working for dads and partners. We know that 9 in 10 working parents want to keep elements of flexible working when the pandemic is over. We want to make sure we capitalise on this moment to make the strongest possible case for widespread adoption of genuinely flexible working policies. We can't do that alone. We hope you will join with us to make sure we really do 'build back better' and make sure the lasting legacy of this pandemic is a positive one.

Tim Oliver
Chair,
Working Families

Jane van Zyl
CEO,
Working Families

"I felt a bit embarrassed about asking for help and I have also been extremely worried about my situation and being unable to get the help I need. However, the advice [our advisor] gave was extremely helpful. I now understand there are lots of options for me – and it was delivered in a very friendly way and I didn't feel judged at all for needing support. Thank you so much."

**Legal Advice
Service user**



Snapshot from our Legal Advice Service

Anna* contacted us during the pandemic when she was pregnant, and unexpectedly facing having her first child alone. She works in a nursery, and as such was not in a COVID secure workplace: as she explained, social distancing is not possible with two year olds.

Her employer had refused to furlough her or suspend her on health and safety grounds, and continued to insist she attend work despite the very real risk to her pregnancy. Before she got in touch with us, she had had several verbal and written requests refused, breaching a number of laws around health and safety in pregnancy.

Our legal advice service helped her draft and raise a grievance in writing to give to her employer. We helped her prepare for the initial meeting with her manager, as well as the appeal against her employers' refusal to put her on furlough.

As a result of our support, Anna won her appeal, and was successful in being furloughed and paid for the remainder of her pregnancy until she went on maternity leave to have her baby.

After an incredibly difficult and stressful few months, Anna said 'I was over the moon with the feeling that I had won. Thank you for all your help.'

**Names have been changed to protect the identity of our case studies*



Looking beyond COVID: a future of flexistability

Families have been in the eye of the storm throughout this pandemic. At the height of the first lockdown one in seven workers were affected by school and childcare closures, leaving millions of families to grapple with how to balance keeping their jobs with caring for their children. We have long said that the UK's 13 million working parents are a crucial part of our economy and ensuring that they can manage work and care should be at the heart of our employment strategy. Now, over a year after that first lockdown was announced, we are all familiar with the call from all sides of the political spectrum to 'build back better'. We agree: it's a once in a generation chance to transform how we view work as we head towards the final restrictions easing.

A major stream of our work continues to be making the case for government to put in place a series of reforms that would allow millions more families to get a better balance between home and work life

Employer responses

It was clear from day one of the UK-wide lockdown measures that those parents and carers working for flexible employers were in a far better position to adapt quickly and smoothly than those who weren't. Prior to the pandemic, top-level corporate commitments to flexible working did not always translate into the lived experience of employees. Working Families employer members told us that the rapid wholesale move to homeworking has helped them to overcome some pockets of resistance to flexible working within their organisations.

Of the 45% of parents who weren't working flexibly prior to the pandemic, nearly four out of five said that the reason was because managers had told them that flexible working wasn't possible. Many parents feel their employer's cultural resistance to working flexibly and/or remotely has been broken down by the pandemic. Where employers embraced real flexibility, they have seen business benefits that have, in turn, helped them get through the pandemic: the majority we asked reported that productivity had been the same as usual or better than usual during lockdown.



“COVID 19 forced companies to allow staff to work from home. My experience is that we have had the technology and policy for many years, but middle management did not support it and put barriers up to prevent staff working from home. Now they have no reason to object.”

**Respondent to
Working Families
survey, August 2020**



The experiences of parents

This is not to suggest that the increased embracing of remote working has meant this year has been plain sailing for parents. The experience of needing to juggle work with childcare and home-schooling has put a huge strain on many parents. And while there has understandably been much focus on the opportunities and challenges of homeworking during the pandemic, flexible working is about much more than the location where work is carried out. As schools and childcare settings closed their doors in successive lockdowns, parents sought our help because the nature of their role or childcare pressures meant they couldn't work from home. The last lockdown, begun in January 2021, saw a particular peak in enquiries to our advice service and in online searches for our information and guidance, as parents found their situations increasingly unsustainable.

Polling that we undertook in summer 2020 found that one in five working parents (20%) felt they had been treated less fairly at work due to their childcare responsibilities since the pandemic began. This equates to 2.6 million people across the UK. This discrimination was more pronounced for working mothers (22%) than working fathers (17%) and for those working part time (29%) rather than full time (15%).

And it's not over yet. Our experience of advising working parents tells us that those employees who are less 'visible' at work are at increased risk of redundancy. We are deeply concerned that parents will be harder hit when the furlough scheme comes to an end simply because they were required to provide full time childcare and home-schooling.

Helping Families Bounce Back

With the pandemic having amplified the differences between who has access to flexible working and exacerbated social inequalities, it is vital that we place families at the heart of the government's plans to level-up and build back better.

Key to achieving this will be ensuring that parents have greater access to jobs which enable them to balance their aspirations in work with their caring responsibilities. Prior to the pandemic, the proportion of jobs advertised with flexible working - including part-time - options stood at just 14%, rising to 23% for salaries below £20,000 FTE (Full Time Equivalent). This is compared to 87%* of people wanting to work flexibly, and despite the pandemic having proved just how many jobs can be performed on a flexible basis, we are yet to see a significant increase in the number of jobs advertised as flexible.

In light of this fundamental problem of supply and demand, and our growing concerns around the employment and progression prospects of mothers, we are calling for employers and government to embed flexibility into job design and normalise flexible working as the default option. Progressive employers are leading the way on this already, and the Employment Bill, promised in 2019 and yet to be brought before Parliament, offers the perfect opportunity for government to signal that flexible working is not just offering hybrid working to those that can work from home, but that employers should be advertising all jobs as flexible unless they have a good business reason not to.

Another vital piece of the puzzle as we look to build back better is childcare. It is critical the government fixes the UK's broken childcare system, prioritising it as the crucial part of the UK's infrastructure it so clearly is. Investing in a system of high quality affordable and accessible childcare that ensures parents are better off working, and that bridges the gap in provision between the end of parental leave and a child turning three, will pay economic dividends as more parents are able to get back to work.

Being able to manage work and care should not be a luxury found only amongst leading employers or those able to afford high childcare costs. Without action from employers and government the UK's labour market will be split even more sharply into flexible working 'haves' and 'have nots'. The time is ripe to implement these measures to 'future proof' a resilient labour market and safeguard family livelihoods long after the pandemic has run its course.

*Timewise Flexible working: a talent imperative 2017



Snapshot from our Legal Advice Service

Keith* contacted our advice service when his employer refused to furlough him to allow him to care for his mother during the pandemic. His mum had just been diagnosed with cancer and, although previously healthy and very independent, now needed him to help her with personal care. The HR department of his employer told him – incorrectly – that as his mum was not living with him, he couldn't be furloughed for caring responsibilities. At a time of huge stress Keith said he didn't feel supported by his employer, as the family struggled to come to terms with the diagnosis.

Our advice team talked him through his options, and advised Keith to speak to his employer informally initially, and explain his situation clearly: that these circumstances have only come about because of COVID and be clear that the fact he lives separately from his mum does not exclude him from being eligible for furlough for caring responsibilities. We shared resources on the Working Families website with Keith that he could use in his conversations with his HR department.

After getting support and information from our team, Keith spoke to his HR department again, who agreed to furlough him so he could provide care to his mother. He said he was very relieved to be able to focus on caring for his mum, and thanked us for the advice we'd given him.

**Names have been changed to protect the identity of our case studies*

Driving forward family-friendly working during the pandemic

The Covid-19 pandemic forced an overnight transformation in the way we work. As swathes of workplaces closed and many roles became remote for the first time, we supported employers to embrace working differently and keep delivering great results despite the difficult circumstances.

Overnight flexible revolution

The pandemic presented huge challenges to employers with a flexible working experiment happening overnight. As employers were trying to keep their businesses afloat, they also had to figure out the technical challenges for those working remotely, as well as navigate huge communication, health and wellbeing issues.

Roles that traditionally were seen as inflexible and needing a permanent presence in the workplace suddenly had to be done differently. Employers - including frontline services - had to find ways to allow whole roles or elements of jobs to be done remotely, creating flexibility for the first time.

As schools and childcare settings closed, the team here at Working Families had to react quickly to provide support to employers.



“Working Families have been an incredibly useful resource in helping us review our policies to support our working parents – by giving specific feedback on the policies themselves, helping us understand what benchmark organisations are doing that we’re not, and by linking us in with contacts from other companies when we’re investigating possible enhancements.”

Nationwide Building Society

The caring challenge

For people with children and caring responsibilities, suddenly being expected to work from home was a huge upheaval for many. To meet unprecedented demand on the helpline and website from employers looking for guidance, we developed a set of resources which we made freely available for anyone to download.

This information for employers included home schooling guidance, how to manage a remote team, home working policies, team protocols and how employers could use the furlough scheme to help parents and carers who were struggling.

Many employers were unclear how they could best support their staff in this unique situation. We provided vital information and guidance in those chaotic first months of the pandemic. Since then, we’ve been sharing ideas and best practice to ensure employers can offer true flexibility in every sense to support parents and carers.

Removing core hours, giving parents and carers increased leave and personalising flexibility to meet the needs of individuals have all helped working parents and carers.

Supporting the health and wellbeing of the workforce

Working during a pandemic and juggling caring responsibilities inevitably had a major impact on the physical and emotional health of some employees. We’ve been so encouraged to see so many organisations we work closely with put the health and wellbeing of their staff at the centre of their planning through the pandemic.

With our help, employers have rallied to offer extra assistance including peer-to-peer support, access to counselling and helplines, agile working and employee forums.

Delivering support remotely

Before the pandemic, all Working Families’ events for employers were face-to-face. Reacting swiftly and bringing our events online has meant that thousands more have benefitted from this interactive way of providing support and guidance.

Bringing professionals together from across sectors to take part in webinars and roundtable events has meant employers can benefit from sharing ideas and best practice with others. Our speakers and participants have been open and honest about what has worked and what hasn’t, and focused events have covered how best to support parents and carers in the workplace. We’ve delivered 15 events online, widening the net of support to employers and staff with recorded sessions being made available to catch up on later.

The events for Network Chairs have proved vital, allowing volunteer staff to meet their counterparts from other organisations, learn from and support each other. As well as events, one-to-one support has been available to employers throughout the pandemic to help them with specific recommendations.



“I just wanted to pass on my thanks for such an interesting and thought-provoking session, I got so much out of it and have shared it with our Chief Executive as we are working out how to take our organisation forward post-Covid.”

Webinar attendee



“The practical advice and support we receive from our Relationship Manager is excellent, the Round Table and other events are well run and informative and the Benchmark exercise stimulates regular challenge and debate.”

DAC Beachcroft

Changing perceptions for the future

The longer the pandemic has gone on the more flexible working has become embedded in many sectors. There's an improved focus on outcomes and deliverables, rather than exactly where and when the work takes place.

Previously there were trust issues around remote working and flexibility. However, people have been delivering in the toughest of circumstances and the evidence that it works is clear.

This huge leap forward in flexibility means that if organisations try to go back to traditional ways of working, recruitment and retention issues are likely to occur. The pandemic has given employers the opportunity to think about the way they work and how it can be delivered. We at Working Families will be supporting employers to build a fairer working world fit for the future over the months and years to come.

Snapshot from our Legal Advice Service

Vicky* contacted us after having her flexible working request refused by her employer. As well as her role as primary carer for her young child, she had been suffering from anxiety to the extent that she was temporarily unable to work because of it.

Our advice service gave her detailed advice on how to handle putting together her appeal, taking her through arguments she could make and making sure she was fully armed with knowledge on the procedure her employer should follow. We also gave her advice on possible claims she may have against her employer, and prepared her for what she could do in the event of her appeal being unsuccessful.

Luckily, that advice was never needed as Vicky got back in touch with us to let her know that her appeal was successful, and she was able to return to work on a part-time basis.

She said: “I wanted to say that I really appreciated your support...it was good to know that someone took my concerns seriously, and to have advice and information in a very confusing and stressful time.”

**Names have been changed to protect the identity of our case studies*



Our new strategy and values

This year has been so extraordinary that it has often felt difficult to lift our heads up above the parapet to look beyond immediate firefighting. However, we knew that's exactly what we needed to be doing if we are going to make sure that we build back better as we come out of the pandemic.

That's why this year we have put a lot of time, thought and energy in crafting our new three year strategy. It sets out how we're going to focus our work over the next three years to make the biggest impact possible for parents and carers. It's evolutionary, not revolutionary – we are building on all the hard work that has come before. There are three clear strands to how we view our work: empowering working parents and carers, supporting employers, and driving policy change.

Empowering working parents and carers: At the core of our work is a determination to empower parents and carers to understand and use their workplace rights. That means setting challenging new targets on how many people we reach – we want 1 in 10 working parents in the UK to be using our advice by 2024 (up from 1 in 13 in our last 'normal' year of operation). We are going to improve the accessibility of the information we have on and off-line and provide more bespoke advice to those parents who have least access to justice.

Supporting employers: We will continue to work with employers across all sectors, helping them to create and sustain family-friendly and flexible workplaces – directly improving the lives of hundreds of thousands of parents and carers.

Driving policy change: An Employment Bill is expected within the lifetime of this strategy. This is a real opportunity to shape the laws around flexible working so that employers make flexible work the default and employees rights are protected. We will use our national platform to make sure that the voices of parents and carers can be heard at the heart of government, and policymakers can learn the lessons of COVID-19 for future legislation.

Throughout these threads of work lie an ongoing commitment to co-creating content with parents and carers, employers and other organisations, as well as making full use of the data we hold to inform our work.

We are under no illusion about the scale of the challenge we face, but are hopeful and excited about the months and years ahead. We hope you will join with us in making these objectives reality, and improve the lives of millions of working parents and carers.

Values

As a charity working to improve the lives of working parents and carers, how we go about making change is just as important to us as what we achieve. We want to work in a way that reflects the values we consider to be important.

- **We are collaborative.** We are one team working in a connected and communicative way internally and externally to maximise achievement of our shared goals.
- **We are practical.** We see the whole picture and use this authoritative perspective to deliver tangible support to families and employers.
- **We are inclusive.** We nurture an open and safe culture that enables everyone to be themselves at work. We strive to ensure that our work reaches a full range of families and employers.
- **We are driven.** We leverage our collective knowledge, commitment, and skills to do an expert job for our beneficiaries, supporters, and colleagues.

“You have been a massive help. I felt like I was dealing with this on my own and you took a weight off my shoulders. Thank you so much.”

**Legal Advice
Service user**



Looking ahead to 2021-22

2021-22 is the first year of our new strategy, building the foundations of the change we want to see over the next three years. Here are some of the main pieces of work we will be focusing on in 2021-22.

Support employers to create and sustain successful flexible and family-friendly workplaces

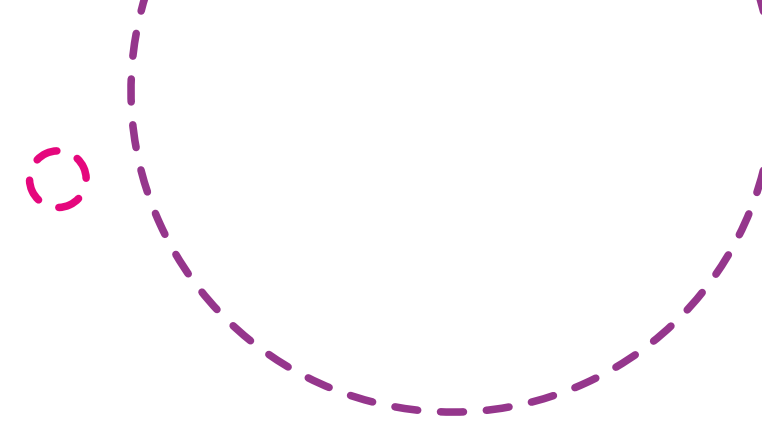
We will:

- Launch our new membership package for employers, helping them to improve their flexible and family friendly policies and practices and improving the lives of working parents in their teams
- Appoint employer voices to our Special Advisor Panel to co-create new products and services
- Research to find a new online offer for an SME audience, to help them develop family friendly, flexible workplaces

Empower parents and carers to understand and use their workplace rights

We will:

- Build on our popular online COVID response content, developing new content to engage users on the most asked questions
- With the Families & Work Group of allied charities, investigate which organisations would be most effective in reaching lower income families and other target groups with our advice service
- Increase our visibility to more parents and carers by running public facing campaigns like #FlexTheUK and National Work Life Week



Drive meaningful policy and legal changes to engender secure and flexible jobs as the norm, and advocate for a baseline of protection that delivers equality in the workplace

We will:

- Lobby Ministers and actively input into the BEIS Taskforce and Flexible Working consultation, and relevant working groups
- Build and support a Parent and Carers panel, including diverse lived experience, to help co-create and inform our work
- Relaunch our annual survey to capture detailed insight into the lives of working parents and carers, the Working Families Index

Build a strong organisation

- Refresh our tone of voice across all channels, based on our organisational values
- Identify current and future data needs and uses to ensure our data is better understood and readily accessible through improved processes and increased transparency
- Create & implement 3-year Fundraising Plan to include all possible fundraising streams





Thank you to our funders



“The response was very comprehensive. Unlike the other organisations I have emailed, the information in the response from Working Families was very individual and specific. I actually felt for the first time that someone is on my side. Thank you.”

**Legal Advice
Service user**

2020-21 has been a difficult year for many in the charity sector, at a time when our services have never been more needed. Over the year we managed to fully fund our expanded Legal Advice Service thanks to amazing support from trusts and foundations. We wouldn't have been able to mobilise the response we have without such generous support from our funders this financial year – thank you all.

Baker McKenzie LLP
Barclays Foundation
Capital Group
Community Justice Fund
Eleanor Rathbone Charitable Trust
Farrer & Co Charitable Trust
Garfield Weston Foundation
HM Government in partnership with the National Lottery Community Fund
Kingsley Napley LLP
Lloyd's Market Charity Awards 2020
London Community Response Fund
London Legal Support Trust
Simmons & Simmons Charitable Foundation
Trust for London

Award Sponsors:

Crown Prosecution Service
Independent Living Fund Scotland
Find Your Flex Group
Hill Dickinson LLP
Adactus Ltd

Our Annual Accounts

This section contains all the information we need to legally provide each year to show what our financial activity has been over the year 2020 – 2021. We are including it alongside our impact report because we want to be as transparent as possible, and we think that all our funders, supporters and people who use our services should be able to see how we are doing.

The trustees, who are directors of the company for the purposes of the Companies Act, present their report with the financial statements of Working Families (the “charity”) for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the principal accounting policies set out on pages 25 to 27 and comply with the requirements of the Companies Act 2006, the Charity's Memorandum and Articles of Association, applicable laws, and 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 United Kingdom and Republic of Ireland (FRS 102).

Financial Review and Governance

Reference and administration details of the charity, its trustees and advisors

Trustees

Tim Oliver
Fiona Stark (retired 24 September 2020)
Helen Humphreys
Mary Starks
Gemma Rosenblatt (retired 23 April 2021)
Jennifer Thomas (retired 26 November 2020)
Clare Corbett
David Robson
Helen Tupper
Rebecca McGowan
Steve Toft
Paul Coulson (appointed 18 December 2020)
Tessa MacArthur (appointed 18 January 2021)

Officers

Tim Oliver (Chair)
Fiona Stark (Vice Chair) (retired 24 September 2020)
Helen Humphreys (Vice Chair)
Rebecca McGowan (Treasurer)

Registered office Buzzacott LLP 130 Wood Street London EC2V 6DL
Charity registration number (England and Wales) 1099808 Charity
registration number (Scotland) SC045339 Company registration number
04727690

Auditor Buzzacott LLP 130 Wood Street London EC2V 6DL
Bankers CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent
ME19 4JQ

Public benefit

The trustees confirm that they have referred to the Charity Commission's general guidance on Public Benefit when reviewing and shaping the charity's aims and objectives for the year and planning future activities. The charity works to ensure that its programmes are inclusive, accessible, and responsive to the needs of its beneficiaries.

Financial review

Results for the financial period

A summary of the results for the period can be found on page 16 of this report and accounts. During the year, total income amounted to £981,748 (2020: £1,070,977). Income from grants and donations amounted to £454,323 (2020: £451,411), income from charitable activities amounted to £470,850 (2020: £540,608), and income from other trading activities amounted to £25,500 (2020: £78,958). Other sources of income included income from the Coronavirus Job Retention Scheme of £31,075 (2020: £nil). Total expenditure for the year amounted to £786,311 (2020: £1,057,200). Expenditure on raising funds totalled £44,794 (2020: £58,251) and expenditure on charitable activities amounted to £741,517 (2020: £998,949). This results in a net income and net movement in funds during the year of £195,437 (2020: £13,777).

Financial position

In April 2020, Working Families was not expecting to end the year with an increase in unrestricted reserves. Demand for our legal advice service grew six-fold with the effects of the global pandemic on working parents and carers throughout the UK. 1.6 million people viewed our advice pages during the year. Funders (including Trusts and Foundations & the government) recognised charities were a vital part of society and provided additional funds. In our case, this restricted funding was to support our legal advice service. With this additional funding, we were able to provide additional resource for the team and ended the year with an increase both in the size of the team and the number of working parents we were able to support. The additional restricted funding allowed us to fully fund the larger legal advice service and allowed us to use earned income from our employer services to significantly increase our unrestricted reserves. As we start our new financial year in 2021, with the UK embracing different working environments, Working Families will continue to invest in our mission: to empower working parents and carers, to support employers and to drive positive policy change to ensure everyone benefits from flexible family-friendly working practices.



The balance sheet shows total funds of £294,574 (2020: £99,137). £36,815 (2020: £55,144) relates to the charity's restricted funds which comprise monies which must be applied for the specific project or purpose for which the funds were received. Further details are given on page 35. Unrestricted funds (including the investment in Child Concern Consortium of £8,500) are £257,759 (2020: £43,993). Therefore free reserves available to meet general expenditure, are £249,259 (2020: £35,491).

Reserves policy

The Trustees seek to hold reserves sufficient to ensure the financial security of the charity and our ongoing ability to meet our charitable objectives. The charity will hold minimum reserves sufficient to cover the costs of a winding up the charity and discharging our obligations to staff and creditors in full. At 31 March 2021 the Trustees assessed this minimum threshold to be £88,000, should reserves fall to less than 20% above this minimum threshold the Trustees will put in place a detailed monitoring and management plan. The charity will hold a maximum level of reserves sufficient to cover 6 months charity expenditure plus a reserve to cover the development of future opportunities to fulfil our charitable objectives. At 31 March 2021 the Trustees assessed this maximum threshold to be £455,000, should reserves rise above this threshold the Trustees will put in place an action plan to develop opportunities to use any surplus to fulfil our charitable objective. The reserves held at 31 March 2021 of £352,000 fell within the Trustees' agreed range.

Governance, structure, management, and relevant policies

Recruitment, appointment, and induction of new trustees

Working Families appoints trustees on the basis of the skills and experience they can bring to the custodianship and management of the business and its activities. All prospective trustees, who are also directors of the company, are recruited from a range of external sources and by public advertisement and are appointed or co-opted after a formal interview process. Recommendations from the interview panel are voted on at a Board meeting in accordance with our Articles of Association. Each new trustee is offered mentoring by an existing trustee, provided with full induction information, and offered relevant training. The trustees who served throughout the year are detailed on page 22.

Working Families Articles of Association were updated by special resolution on 30 September 2003, 1 September 2014 and 2 April 2020. The Objects of the charity remain unchanged, while the updates include amendments to remove the requirement for an Annual General Meeting and the inclusion of Members ability to meet via video conference or conference telephone or similar equipment. A copy of the Articles is available on the charity's website.

Statement of trustees' responsibilities

The trustees (who are also directors of Working Families for the purposes of company law) are responsible for preparing the trustees' report and 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 which give a true and fair view of the state of affairs of the charitable company and the group and of the income and expenditure of the charitable company and group for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in 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);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable United Kingdom Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 proper 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 the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. Each of the trustees confirms that:

- so far as the trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustee has taken all the steps that he/she ought to have taken as a trustee in order to make himself/herself aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of s418 of the Companies Act 2006. The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Risk management

In addition to the challenges faced because of the Covid-19 pandemic, the major risks to which the charity is exposed, as identified by the Trustees, have been reviewed and systems have been established to mitigate those risks.

In particular, the Trustees have built into the Business Plan for Working Families to be financially sound, well governed and a best practice employer. Key steps towards this have included:

- Tight budgetary control, including monthly meetings by the Finance and Risk Committee.

Working Families appointed JS2 as its accountants and appointed Buzzacott LLP as auditors in 2019 following a tender process.

Key management personnel

The charity is governed by a Board of Trustees. Day to day running of the charity is delegated to the Chief Executive and Senior Leadership Team. The charity is staffed by paid employees, supported by volunteers as well as by professionals giving their time and expertise pro bono. The salary for the key management personnel – the CEO – is reviewed annually by our People & Governance Committee (a committee of our board of trustees), taking into account industry standards. This Committee makes a recommendation to the Board.

Committees

The Finance and Risk Committee of the Board meets monthly to monitor financial performance and risk. The People and Governance Committee is responsible for the charity's governance and ensuring that Working Families is a best practice employer for its size and sector, and for settling any specific disciplinary or grievance issues which may arise during the year. It meets monthly or as required. The People & Governance Committee also manages the annual update of the Schedule of Delegation & Reserved Powers - a high level summary of responsibilities and delegated authorities for making key decisions between the trustees and the CEO. Where matters are delegated to the CEO, this empowers the CEO to delegate further to staff or volunteers (except where reserved). In these instances, the CEO stays accountable to the Board for exercise of the powers delegated. The Business Development & Fundraising Committee reviews the charity's business development and fundraising plans to support the charity's ability to meet its aims.

Fundraising policy

The charity aims to achieve best practice in the way in which it communicates with donors and other supporters. The charity takes care with both the tone of its communications and the accuracy of its data to minimise the pressures on supporters. It applies best practice to protect supporters' data and never sells data, it never swaps data and ensures that communication preferences can be changed at any time. The charity manages its own fundraising activities and does not employ the services of professional fundraisers. The charity undertakes to react to and investigate any complaints regarding its fundraising activities and to learn from them and improve its service. During the year, the charity received no complaints about its fundraising activities.

Approved and authorised for issue by the Board of Trustees and signed on its behalf by:

Tim Oliver, Chair

Rebecca McGowan, Treasurer

Independent auditor's report to the members of Working Families

Opinion

We have audited the financial statements of Working Families (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, statement of cash flows, the principal accounting policies and the notes to the financial statements. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of the charitable company's 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's 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 trustees are responsible for the other information. The other information comprises the information included in the annual report and financial statements, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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 is also the directors' report 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 trustees' report, which is also the directors' report for the purposes of company law, 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 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 by the charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemptions 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's 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:

How the audit was considered capable of detecting irregularities including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with trustees and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations in both the UK and overseas, which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the Charities Act 2011, the Companies Act 2006, data protection legislation, anti-bribery, employment, safeguarding principles, health and safety legislation;
- we considered the impact of the international nature of the charitable company's operations on its compliance with laws and regulations;
- the charitable company utilises local auditors to audit the financial information in each of countries in which it operates. We communicated our perception of material risk in respect of irregularities to the local auditors and obtained details of the work that they carried out in response to this;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- used data analytics to investigate the rationale behind any significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of management and those charged with governance;
- obtaining details of work carried out by local auditors in connection with compliance with local laws and regulations;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing any available correspondence with HMRC and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. 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.



Hugh Swainson (Senior Statutory Auditor)
For and on behalf of Buzzacott LLP, Statutory Auditor
130 Wood Street
London
EC2V 6DL

Statement of financial activities

(incorporating an income and expenditure account)

For the year ended 31 March 2021

			Year to 31 March 2021			Year to 31 March 2020
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total Restated
	£	£	£	£	£	£
Income From:						
Grants and Donations	74,039	380,284	454,323	148,742	302,669	451,411
Charitable Activities	470,850	-	470,850	540,608	-	540,608
Other trading activities	25,500	-	25,500	78,958	-	78,958
Other sources	31,075	-	31,075	-	-	-
Total income	601,464	380,284	981,748	768,308	302,669	1,070,977
Expenditure on:						
Charitable activities	342,904	398,613	741,517	698,447	300,502	998,949
Cost of raising funds	44,794	-	44,794	58,251	-	58,251
Total expenditure	387,698	98,613	786,311	756,698	300,502	1,057,200
Net income (expenditure) and net movement in funds	213,766	(18,329)	195,437	11,610	2,167	13,777
Reconciliation of funds:						
Total funds brought forward	43,993	55,144	99,137	32,383	52,977	85,360
Total funds carried forward	257,759	36,815	294,574	43,993	55,144	99,137

Balance sheet at 31 March 2021

	2021	2020
	£	£
Fixed assets:		
Investments	8,500	8,502
Current assets:		
Debtors	115,662	215,194
Cash at bank and in hand	535,860	236,834
	651,522	452,028
Liabilities:		
Creditors: amount falling due within one year	(365,448)	(361,393)
Net current assets	286,074	90,635
Net assets	294,574	99,137
The funds of the charity:		
Restricted income funds	36,815	55,144
Unrestricted income funds:		
General funds	257,759	43,993
Total charity funds:		
	294,574	99,137

Approved by the trustees on July 29 2021 and signed on their behalf by:


Tim Oliver
Chair


Rebecca McGowan
Treasurer

Working Families Registered Charity No. 1099808 (England & Wales)
and SC045339 (Scotland) Registered Company (No. 04727690).

Statement of cash flows

For the year ended 31 March 2021

	Note	2021 £	2020 £
Net cash provided by / (used in) operating activities	a	299,026	75,865
Cash and cash equivalents at the beginning of the year		236,834	160,969
Cash and cash equivalents at the end of the year	b	535,860	236,834

Note a

Net income for the reporting period (as per the statement of financial activities)		195,437	13,777
Decrease (increase) in debtors		99,532	(25,605)
Increase in creditors		4,057	87,693
Net cash provided by operating activities		299,026	75,865

Note b

Total cash and cash equivalents		535,860	236,834
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Note c

		At 1 April 2020 £	Cash flows £	At 1 April 2021 £
Total cash and cash equivalents		236,834	299,026	535,860

Notes to the financial statements

For the year ended 31 March 2021

Accounting policies

Basis of preparation

These financial statements have been prepared for the year to 31 March 2021. Comparative information reflects the year to 31 March 2020.

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) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are presented in sterling and are rounded to the nearest pound.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Critical accounting estimates and areas of judgement

Preparation of the accounts requires the trustees and senior management to make significant judgements and estimates over the allocation of overheads and governance costs between charitable expenditure categories and fundraising costs. There are no other significant estimates or judgements.

Fund accounting

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements. Statutory grants which are given as contributions towards the charity's core services are treated as unrestricted.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service or the delivery of other performance conditions, is deferred until the criteria for income recognition are met.

Income from memberships is recognised over the period of the membership

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure on charitable activities includes the costs of undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of support costs

Expenditure is allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned based on an estimate of staff time attributable to each activity.

Fund accounting

Unrestricted general funds represent those monies which are freely available for application towards achieving any charitable purpose that falls within the charitable company's charitable objects.

The restricted funds are monies raised for, and their use restricted to, a specific purpose, or donations subject to donor imposed conditions.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aims and use of each designated fund is set out in the note to the financial statements.

Investments

Investments comprise funds provided to an associated charity, Child Concern Consortium.. This investment is held at cost less impairment.

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.

Cash at bank and in hand

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

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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 at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Pension

The charity is part of an occupational pension scheme, which is a defined contribution scheme. The cost of contributions payable by the charity to the scheme is charged to the income and expenditure account as incurred.

Operating Leases

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

Income from grants and donations

	Unrestricted	Restricted	2021 Total	Unrestricted	Restricted	2020 Total
	£	£	£	£	£	£
Trusts and Foundations	33,298	380,284	413,582	75,490	108,045	183,535
Statutory Grants	-	-	-	-	171,730	171,730
Donations	40,741	-	40,741	68,252	-	68,252
Corporate donations	-	-	-	5,000	22,894	27,894
	74,039	380,284	454,323	148,742	302,669	451,411

Income from charitable activities

	Unrestricted	Restricted	2021 Total	Unrestricted	Restricted	2020 Total
	£	£	£	£	£	£
Employer membership	426,904	-	426,904	375,326	-	375,326
Event ticket sales	-	-	-	8,036	-	8,036
Consultancy and Training	38,360	-	38,360	83,686	-	83,686
Other income	5,586	-	5,586	73,560	-	73,560
	470,850	-	470,850	540,608	-	540,608

Income from other trading activities

	Unrestricted	Restricted	2021 Total	Unrestricted	Restricted	2020 Total
	£	£	£	£	£	£
Sponsorships	25,500	-	25,500	78,958	-	78,958
	25,500	-	25,500	78,958	-	78,958

Income from other sources

	Unrestricted	Restricted	2021 Total	Unrestricted	Restricted	2020 Total
	£	£	£	£	£	£
Coronavirus Job Retention Scheme	31,075	-	31,075	-	-	-
	31,075	-	31,075	-	-	-

Analysis of expenditure

Current Year	Staff Costs	Other direct costs	Support costs	Total 2021
	£	£	£	£
Charitable activities				
Services for employers	187,757	47,399	52,263	287,419
Legal advice service	185,334	66,881	51,589	303,804
Policy and research	112,654	6,282	31,358	150,294
Fundraising	29,072	7,630	8,092	44,794
Expenditure on charitable activities and fundraising	514,817	128,192	143,302	786,311
Support costs	54,510	88,792	(143,302)	-
Total expenditure	569,327	216,984	-	786,311

Prior Year	Staff Costs	Other direct costs	Support costs	Total 2020
	£	£	£	£
Charitable activities				
Services for employers	373,874	171,501	83,399	628,774
Legal advice service	159,845	24,020	35,656	219,521
Policy and research	105,660	21,426	23,568	150,654
Fundraising	32,511	18,488	7,252	58,249
Expenditure on charitable activities and fundraising	671,890	235,435	149,875	1,057,198
Support costs	73,150	76,725	(149,875)	-
Total expenditure	745,040	312,160	-	1,057,198

Support costs comprise:	Total 2021	Total 2020
Staff costs	54,510	73,150
Other staff costs	3,049	2,299
Marketing and Comms	20,051	20,384
IT costs	7,142	477
Premises costs	3,607	5,464
Finance, office and admin costs	47,377	41,726
Governance - audit fee	7,566	6,375
Total support costs	143,302	149,875

Net income for the year

This is stated after charging	2021	2020
	£	£
Staff costs	569,327	745,040
Operating lease costs	38,487	62,437
Audit	6,566	6,375

Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:	2021	2020
	£	£
Salaries and wages	503,994	642,977
Social security costs	36,683	57,838
Pension contributions	28,650	31,675
Other costs	-	12,550
	569,327	745,040

One employee earned (excluding employer pension) between £60,000 and £70,000 during the year (2020: one employee earned (excluding employer pension) between £70,000 and £80,000).

The key management personnel comprise the Chief Executive, and up until November 2019, the Commercial Director. The total employee benefits including employer pension contributions and employer national insurance contributions of the key management personnel was £71,076 (2020: £125,406).

The amounts paid to the Chief Executive Officer were:	2021	2020
	£	£
Gross salary	60,667	65,000
Employer's NIC	7,159	7,778
Employer's pension contribution	3,250	3,250
	71,076	76,028

Due to the pandemic, the Chief Executive Office volunteered to reduce their gross salary.

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil).

No expenses were reimbursed to any trustees during the year (2020: none).

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

The amounts paid to the Chief Executive Officer were:	2021	2020
Charitable Activity	17.8	20.2
Fundraising	0.5	0.7
Support	1.2	2.0
Governance	0.1	0.1
	19.6	23.0

Related party transactions

During the year ended 31 March 2021 a donation of £7,500 (Year ended 31 March 2020: £13,500) was received from Child Concern Consortium - an associated charity.

Agregate donations of £1,185 (2020 : £600) were received from trustees and key mangement personnel during the year ended 31 March 2021

There are no other related party transactions including donations from related parties which are outside the normal course of business.

Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The subsidiary, Working Families Trading Limited, donates all its taxable profits to Working Families, and therefore pays no corporation tax.

Investment in Child Concern Consortium (CCC)

Child Concern Consortium is an associated charity in which Working Families invested £8,500, which was the money given to the CCC as the initial set up costs. The consortium attributes each year a donation to Working Families based on available funds in the year. A donation of £7,500 was received in the current year (2020: £13,500).

Debtors

	2021	2020
	£	£
Trade debtors	111,927	146,625
Other debtors	-	8,869
Prepayments	3,735	20,630
Accrued income	-	39,070
	115,662	215,194

Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	14,094	20,680
Deferred income	273,134	284,702
VAT creditor	56,260	29,895
Accruals	10,266	10,075
Other creditors	11,694	16,041
	365,448	361,393

Deferred income

Deferred income comprises membership fees paid in advance.	2021	2020
	£	£
Balance at the beginning of the period	284,702	196,414
Amount released to income in the period	(284,702)	(196,414)
Amount deferred in the period	273,134	284,702
Balance at the end of the year/period	273,134	284,702

Trading subsidiary

The charity has one wholly owned subsidiary which is incorporated in the United Kingdom; Working Families Trading Limited, Company Registration number 02590219 (England and Wales). The registered office of the company is Buzzacott LLP, 130 Wood Street, London EC2V 6DL

The charity owns 100% of the company’s 2 issued £1 ordinary shares. A summary of the results of the company for the year to 31 March 2020 are shown below:

	2021	2020
	£	£
Turnover	-	(900)
Cost of sales	-	-
Gross profit	-	(900)
Administrative expenses	-	(2,273)
Profit on ordinary activities	-	(3,173)
Gift aid to parent charitable company, Working Families	-	3,173
Profit	-	-

The trading subsidiary was dissolved on 23 March 2021.

Analysis of net assets between funds

As at 31 March 2021	Unrestricted	Restricted	Total funds
	£	£	£
Fixed Assets	8,500	-	8,500
Net current assets	249,259	36,815	286,074
Net group assets at the end of the year	257,759	36,815	294,574

As at 31 March 2020	General unrestricted	Restricted	Total funds
	£	£	£
Fixed assets	8,502	-	8,502
Net current assets	35,491	55,144	90,635
Net assets at the end of the year	43,993	55,144	99,137

Movements in funds 2021

Restricted funds:	At the start of the year	Income	Expenditure	At the end of the year
	£	£	£	£
Legal Advice Service	21,394	294,584	(290,978)	25,000
Trust for London	33,750	51,500	(73,435)	11,815
Philip King	-	15,000	(15,000)	-
The Sisters Trust	-	19,200	(19,200)	-
Total restricted funds	55,144	380,284	(398,613)	36,815
Unrestricted funds:				
Total unrestricted funds	43,993	601,464	(387,698)	257,759
Total funds	99,137	981,748	(786,311)	294,574

Legal Advice Service

Grants and donation funding to provide free legal advice to parents and carers on their rights at work.

Trust for London

Funding to support Working Families work across the Legal advice service and policy work.

Philip King

Funding to support the salaries of the Commercial Director and Head of Marketing and Communications for 3 years.

The Sisters Trust

Funding for one year to support the salary of the Research and Policy Manager.

Scotland - Employer Services

The Scotland office closed in March 2020.

Waving not Drowning

Project established in 1996 for parents of disabled children and carers of adults who want to combine paid work with their caring responsibilities

Movements in funds 2020

Restricted funds:	At the start of the period	Income	Expenditure	At the end of the period
	£	£	£	£
Legal Advice Service	14,727	69,939	(63,272)	21,394
Scotland - Employers services	4,500	171,730	(176,230)	-
Waving Not Drowning	-	1,000	(1,000)	-
Trust for London	33,750	45,000	(45,000)	33,750
Philip King	-	15,000	(15,000)	-
Total restricted funds	52,977	302,669	(300,502)	55,144
Unrestricted funds:				
General funds	32,383	768,308	(756,698)	43,993
Total unrestricted funds	32,383	768,308	(756,698)	43,993
Total funds	85,360	1,070,977	(1,057,200)	99,137

Leases

At 31 March 2020 the charity had annual commitments under operating leases, as set out below:

Operating leases	2021	2020
	£	£
Less than one year	-	59,072
One to two years	-	64,805
Net group assets at the end of the year	-	123,877

Ultimate control

The charitable company is controlled by its trustees.



working families

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WorkingFamiliesUK



[company/working-families](https://www.linkedin.com/company/working-families)



For more information on our work and mission, please visit

workingfamilies.org.uk