

# FAMILY FRIENDS (WREXHAM)

England & Wales · Charity number 1160655

## Details

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**Other names** FAMILY FRIENDS FOR FIVES TO ELEVENS, FAMILY FRIENDS

**Status** Registered

**Legal form** CIO

**Registered** 2015-02-26

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** The Salvation Army Premises  
Garden Road  
Wrexham  
LL11 2NU

**Phone** 01978366115

**Email** [familyfriendswrexham@gmail.com](mailto:familyfriendswrexham@gmail.com)

**Website** <http://www.family-friends.co.uk/>

## Activities

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**Objects:** The objects of the CIO are to promote the relief of parents of children from prenatal to fourteen years experiencing stress and/or anxiety relating to the upbringing of their children. To advance the education and promote good parenting skills in all aspects relating to the care and upbringing of children with the exception and addition for all adults having the ability to access any of our well being programmes to improve community provision in the administrative area of Wrexham County Borough (hereinafter called "the Area of Benefit").

**Activities:** To provide emotional or/and practical support to disadvantaged families with children from pre-natal to 14years old in Wrexham

## Classification

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- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, People With Disabilities

## Geography

- Wrexham

## Finances

| Period end | Income   | Expenditure | Assets | Employees |
|------------|----------|-------------|--------|-----------|
| 2025-03-31 | £180,197 | £205,648    | -      | -         |
| 2024-03-31 | £224,301 | £197,912    | -      | -         |
| 2023-03-31 | £248,004 | £234,732    | -      | -         |
| 2022-03-31 | £214,618 | £190,483    | -      | -         |
| 2021-03-31 | £185,607 | £158,357    | -      | -         |

## Trustees

| Name                 | Role  | Appointed  |
|----------------------|-------|------------|
| <b>MARGARET PEET</b> | Chair | 2015-07-29 |
| Andrea Watson        |       | 2020-12-10 |
| BERYL BLACKMORE      |       | 2025-10-30 |
| BEULAH GRIFFITHS     |       | 2013-07-01 |
| Cass Jones           |       | 2025-10-30 |
| Mary Roblin          |       | 2025-10-30 |
| Melanie Williams     |       | 2018-07-03 |
| RUTH WOODCOCK        |       | 1998-09-09 |
| WENDY WILLIAMS       |       | 2015-07-29 |

**FAMILY FRIENDS (WREXHAM)**

England & Wales - Charity number 1160655

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# Accounts

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# Annual Report

Adorddiad  
Blynyddol

24  
25



**FAMILY FRIENDS**

Registered  
Charity number 1160655

**To support families with a child aged between 0 –14 living within  
the County Borough of Wrexham.**

**I gefnogi teuluoedd gyda phlant rhwng 0 a 14 yn byw yn ardal  
Cyngor Bwrdeistref  
Wrexham**



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## Chair's Foreword

I would like to welcome you to our 2024/2025 AGM. Thank you all for taking the time to join us to hear what has been happening within the charity over the past twelve months.

It has been a year of positive change and real progress for our charity. I am delighted to report that the transition to our new Manager, Jo, has gone extremely well. Her leadership, along with the dedication of the whole team, has brought fresh energy and new systems that are already making a real difference.

We are now capturing data more effectively and have stronger systems in place to ensure our programmes are managed with care and impact. This means we can clearly see the difference our work is making in the lives of families, and we can confidently share that story with supporters and funders.

I am incredibly proud of our staff and volunteers. Their passion, commitment, and tireless efforts have allowed us to achieve so much this year. Every achievement reflects their hard work and the heart they bring to supporting families.

We remain committed to supporting our staff with ongoing training and development, so they can continue to grow in confidence and skills. This not only benefits them personally but also strengthens our charity and the families we serve.

As we look ahead, I feel very hopeful. With the strong foundations now in place, I believe the coming year will be even more fruitful. We will continue to build on our successes, nurture our people, and reach even more families with the support they need.

Finally, I want to express our heartfelt thanks to all our funders and supporters. Your belief in us makes everything we do possible, and we are deeply grateful for your continued trust and generosity.

Together, we are making a real difference – and together, we look forward to another year of growth, impact, and hope.

**Margaret Peet**  
**Chair of Trustees**



## Manager's Reflection

This year as Manager of Family Friends has been a privilege and a joy. I have loved stepping into this role, and I feel immensely proud to lead such a dedicated, supportive, and hard-working team. Together, we have continued to strengthen the focus of our work through our clear strategic vision: "Making connections: Building resilience." This vision has become the lens through which we filter everything we do — striving to bring people with lived experience together in ways that build peer support, reduce isolation, creating lasting networks of resilience for the future.

There have been many highlights along the way. Our team away day on the barge was a chance to rest, recharge, and reconnect, reminding us of the importance of taking time to invest in one another. Our annual volunteer meal was another highlight, celebrating the incredible people who freely give their time to walk alongside families in Wrexham. I am also deeply grateful for the funding successes we've seen this year, which have allowed us to breathe more easily in these turbulent economic times.

We are especially thankful to our main funders — Steve Morgan Foundation, Masons, Garfield Weston, Henry Smith, Mother's Union, Moondance Foundation, Comic Relief, HD Community Fund, Kelly Family Trust, Families First, People's Postcode Lottery, and Awards for All. Their investment has been vital in enabling us to continue delivering our mission. We are also deeply appreciative of the many other trusts, foundations, and community supporters who have partnered with us this year — every contribution, large or small, helps us make a lasting difference.

Alongside this, we have taken important steps to future-proof the charity. By partnering with the brilliant IT consultancy firm Bits IT Solutions, we now have on-call support every day. Thanks to Comic Relief funding, we have also been able to upgrade our systems and build our very own database. This tool collects real impact data across every element of the charity, giving us deeper insight into who we work with and what is making the biggest difference. We believe this system will strengthen our future bids, as well as enable us to report back to our funders with even greater transparency and detail about our impact.

On a personal level, this year has been challenging in the very best of ways. The demands of the role have stretched me and reminded me of a mantra I've carried throughout the year: ***'You are capable of so much more than you think You are'***. The steep learning curve of managing this wonderful charity has asked me to dig deep, to grow in skills I never imagined I could master, and to find new confidence in leading. That personal journey has only deepened my passion for our mission — because what I've experienced mirrors what we encourage families to discover: that even in the face of life's hardest challenges, we can dig deep, develop new strengths, and find ways not just to survive, but to thrive.

## Looking Ahead

Moving into the next year, we are excited to deepen our experience and expression of our new strategic vision: “Making Connections: Building Resilience.” This vision is inviting us to explore new ways of working and different approaches, and it has already been an exciting and steep learning curve for all of us. What inspires us most is seeing the relationships that are forming between supported families — friendships that are deepening and providing vital emotional and social support. These connections are already showing real impact, and we believe the true magic will be in their ability to continue long after our direct support has ended.

Alongside this, we have paired our new vision with a fresh rebrand, and we are now ready to update our website and materials with our new logo and strapline. The future feels fresh and full of possibility.

As we step forward, we do so with hope and determination. Family Friends has always been about walking alongside families, helping them discover their own strengths, and building communities of care. With our renewed vision, strong partnerships, and the unwavering dedication of our team, volunteers, trustees, funders, and families, we are confident that the year ahead will bring even more opportunities to make a lasting difference in Wrexham. Together, we will continue to weave connections, strengthen resilience, and help families not just to cope, but to truly thrive.

With deep gratitude for all we have achieved together and excitement for what lies ahead.

Jo Hughes  
Senior Manager



## Treasurer's Report

The financial year has been one of both change and exciting progress for Family Friends. In May 2024, our three-year grant from the Henry Smith Charity came to an end, but we were fortunate to receive a one-year award from Moondance, while still doing great work through our second 3 year grant still running for Henry Smith, due to run until May 2025.

Our manager, Jo, worked tirelessly throughout the year to secure ongoing and future funding. Thanks to her efforts, we benefitted from a series of one-year grants, as well as smaller awards that allowed us to deliver group work, activities, and events for families. As the year drew to a close, we were delighted to receive the first instalment of a three-year grant from the Masonic Charitable Foundation. Even more encouraging, we received confirmation of two new grants to begin early in the new financial year: a three-year commitment from the Steve Morgan Foundation and a one-year grant from Comic Relief. These represent significant milestones in strengthening our financial base for the years ahead.

In preparing the end-of-year accounts, I have designated a shortfall contingency to protect us against any temporary funding gaps while bids are in progress. These monies have been carefully allocated from fundraising and reserves, with our closure contingency reduced to three months in line with good practice.

Our reserves, held in a charity investment account, generated increased interest in the first half of the year before easing back later; overall, we still earned £70.07 more interest than the previous year. Every additional contribution, however modest, helps us continue to serve families in Wrexham.

I am pleased to present the accounts for the year ending 31st March 2025. The Receipts and Payments Account demonstrates how funds have been used to deliver services, while the Assets and Liabilities statement shows where funds are held and highlights monies designated for specific purposes.

On behalf of the trustees, I extend heartfelt thanks to all our funders, donors, and supporters. Your generosity enables Family Friends to continue providing vital support to families in our community, building resilience and reducing isolation.

Wendy E Williams  
Treasurer  
Charity Number 1160655



**REGISTERED CHARITY NUMBER: 1160655**

**REPORT OF THE TRUSTEES AND  
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025  
FOR  
FAMILY FRIENDS (WREXHAM)**

**Guy Walmsley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY**

**FAMILY FRIENDS (WREXHAM)**  
**REFERENCE AND ADMINISTRATIVE DETAILS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

|                                  |  |
|----------------------------------|--|
| <b>TRUSTEES</b>                  | W Williams<br>R Woodcock<br>B Griffiths<br>M Peet<br>M Williams<br>Andrea Watson<br>B Blackmore (appointed 21/03/2024) |
| <b>PRINCIPAL ADDRESS</b>         | The Salvation Army Premises<br>Garden Road<br>Wrexham<br>LL11 2NU  |
| <b>REGISTERED CHARITY NUMBER</b> | 1160655  |
| <b>INDEPENDENT EXAMINER</b>      | Guy Walmsley Limited<br>Chartered Accountants<br>3 Grove Road<br>Wrexham<br>LL11 1DY                                   |

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
FAMILY FRIENDS (WREXHAM)**

**Independent examiner's report to the trustees of Family Friends (Wrexham)**

I report to the charity trustees on my examination of the accounts of Family Friends (Wrexham) (the Trust) for the year ended 31 March 2025.

**Responsibilities and basis of report**

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Nigel Wynne  
FCCA  
Guy Walmsley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

Date: .....

23/0/25

**FAMILY FRIENDS (WREXHAM)**  
**CHARITY NUMBER : 1160655**  
**FOR THE YEAR ENDED 31ST MARCH 2025**  
**RECEIPTS AND PAYMENTS ACCOUNTS**

**NOTES**

**Basis of preparation**

These accounts have been prepared on a receipts and payments basis.

|  | 2025        |   | 2024       |   |
|--|-------------|---|------------|---|
|  | £           | £ | £          | £ |
| <b>RECEIPTS</b>  |             |   |            |   |
| <b>Statutory Funding and Slippage</b>                  |             |   |            |   |
| WCBC Families First                                    | 21,975.00   |   | 44,729.24  |   |
| ESOL   |             |   | 23,998.40  |   |
| <b>Grants and Funding</b>                              |             |   |            |   |
| Community Foundation Wales                             |             |   | 10,100.00  |   |
| Moondance  | 23,329.00   |   | -          |   |
| Henry Smith  | 39,600.00   |   | 95,500.00  |   |
| Postcode Lottery                                       | 25,000.00   |   | 25,000.00  |   |
| Police Commissioner                                    | -           |   | 19,212.00  |   |
| Police Commissioner 2                                  | 3,735.00    |   | -          |   |
| Masons Grant   | 10,000.00   |   | -          |   |
| Masonic Charitable Foundation                          | 5,000.00    |   | -          |   |
| Hafren Community Fund                                  | 9,830.00    |   | -          |   |
| Garfield Weston  | 15,000.00   |   | -          |   |
| Mothers Union  | 1,000.00    |   | -          |   |
| Awards for All   | 19,106.00   |   | -          |   |
| Admiral  | 500.00      |   | -          |   |
| New Com Foundation                                     | 1,000.00    |   | -          |   |
| <b>Generated Income</b>                                |             |   |            |   |
| Bank & COIF Charity Fund Interest                      |             |   | 3,738.71   |   |
| Fundraising/Donations                                  | 5,121.89    |   | 2,022.99   |   |
| <b>TOTAL RECEIPTS</b>                                  | 180,196.89  |   | 224,301.34 |   |
| <b>PAYMENTS</b>  |             |   |            |   |
| Costs - Befriending                                    |             |   | 278.50     |   |
| Rent   | 13,518.91   |   | 11,963.90  |   |
| Staff Travel   | 4,576.46    |   | 2,279.32   |   |
| Office Stationery, photocopier and telephone costs     | 3,365.37    |   | 4,792.61   |   |
| Computer and Software                                  | 722.94      |   | -          |   |
| Equipment  | 103.97      |   | 5,911.10   |   |
| Resources  | 2,956.33    |   | 4,674.80   |   |
| Refreshments   | 1,667.35    |   | 1,716.98   |   |
| Sundry Expenses  | 1,071.78    |   | 714.00     |   |
| Staff Salaries   | 148,044.66  |   | 120,587.79 |   |
| Sessional/Playworker                                   | -           |   | 289.95     |   |
| Pension Costs  | 27,090.18   |   | 28,480.48  |   |
| Payroll Charges  | -           |   | 988.39     |   |
| Staff Training Costs                                   | 1,964.30    |   | 1,943.07   |   |
| CORE   | -           |   | 13,290.89  |   |
| Bank Charges   | 65.46       |   | -          |   |
| <b>TOTAL PAYMENTS</b>                                  | 205,647.71  |   | 197,911.78 |   |
| <b>NET OF RECEIPTS/ (PAYMENTS)</b>                     | - 25,450.82 |   | 26,389.56  |   |
| <b>Cash funds last year end</b>                        | 192,147.47  |   | 165,757.91 |   |
| <b>Cash &amp; Bank funds at 31st March 2025 : 2024</b> | 166,696.65  |   | 192,147.47 |   |

**FAMILY FRIENDS**  
**Registered Charity Number: 1160655**  
**STATEMENT OF ASSETS & LIABILITIES**  
**AT 31ST MARCH 2025**

|   | <b>2025</b>              | <b>2024</b>              |
|---|--------------------------|--------------------------|
|   | <b>£</b>                 | <b>£</b>                 |
| <b>CASH FUNDS</b>                                 |                          |                          |
| Petty Cash  | 140.89                   | 76.55                    |
| Bank Deposits                                     | 87,963.76                | 113,478.92               |
| COIF Charity Fund Account                         | 78,592.00                | 78,592.00                |
| <b>Total Cash Funds</b>                           | <b><u>166,696.65</u></b> | <b><u>192,147.47</u></b> |
| <br><b>LIABILITIES</b>                            |                          |                          |
| Independent Examiners Fee                         | 370.00                   | 370.00                   |
| Owing March 2024 PAYE                             | 2,488.66                 | 1,915.15                 |
|   | <b><u>2,858.66</u></b>   | <b><u>2,285.15</u></b>   |
| <br><b>MONETARY ASSETS REPRESENTED BY:</b>        |                          |                          |
| <b>Designated Funds</b>                           |                          |                          |
| Staff Redundancy                                  | 15,318.00                | 8,740.00                 |
| Minimum Closedown Cost (3 months) [2024 4 months] | 52,382.26                | 70,234.98                |
| Independent Examiners Fee                         | 370.00                   | 370.00                   |
| <br><b>Restricted Monies</b>                      |                          |                          |
| ESOL  | -                        | 1,553.53                 |
| Moondance Foundation                              | 5,097.98                 | -                        |
| Postcode Community Fund                           | 14,761.01                | 23,263.17                |
| Henry Smith Charity                               | -                        | 20,733.66                |
| Henry Smith Charity 2                             | 8,654.62                 | 23,185.19                |
| Police Commissioner                               | -                        | 900.00                   |
| Community Foundation                              | -                        | 5,445.01                 |
| Families First                                    | 11,513.37                | 10,443.33                |
| Sustain Service Delivery                          | -                        | 22,000.00                |
| A.V.O.W MAD Grant                                 | 500.00                   | -                        |
| Awards for All                                    | 6,536.25                 | -                        |
| Hafren C.F  | 8,410.05                 | -                        |
| Garfield Weston                                   | 13,368.78                | -                        |
| Masons Grant                                      | 5,875.46                 | -                        |
| Masonic Charitable Fund                           | 5,000.00                 | -                        |
| Mothers Union                                     | 900.00                   | -                        |
| Shortfall Contingency for 25-26                   | 17,521.74                | -                        |
| <br><b>Un Restricted Funds</b>                    |                          |                          |
| Fundraising and Bank Interest                     | 346.24                   | 5,278.60                 |
|   | <b><u>166,555.76</u></b> | <b><u>192,147.47</u></b> |
| <br><b>Free Monies</b>                            |                          |                          |
|   | <b><u>140.89</u></b>     | <b><u>0.00</u></b>       |

The financial statements were approved by the Board of Trustees on 23.10.2025 and were signed on its behalf by:

mpast

Mrs M Peet

w.e. Williams

Mrs W Williams

**FAMILY FRIENDS (WREXHAM)  
REFERENCE AND ADMINISTRATIVE DETAILS  
FOR THE YEAR ENDED 31 MARCH 2025**

**TRUSTEES**

**W Williams**

**R Woodcock**

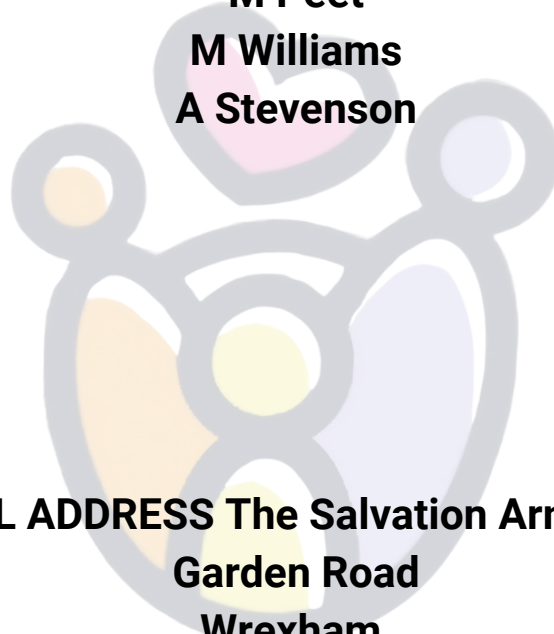
**B Blackmore**

**B Griffiths**

**M Peet**

**M Williams**

**A Stevenson**



**PRINCIPAL ADDRESS The Salvation Army Premises  
Garden Road  
Wrexham  
LL11 2NU**

**REGISTERED CHARITY 1160655  
NUMBER**

**INDEPENDENT EXAMINER Guy Walmsley  
Limited Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY**

# **FAMILY FRIENDS**

## **Management Committee 2025/26**

### **Trustees (voting members)**

**Chairperson Margaret Peet**

**Vice Chair Mel Williams**

**Treasurer Wendy Williams**

**Secretary Beulah Griffiths**

### **Individual Volunteer members**

**Ruth Woodcock**

**Andrea Stevenson**

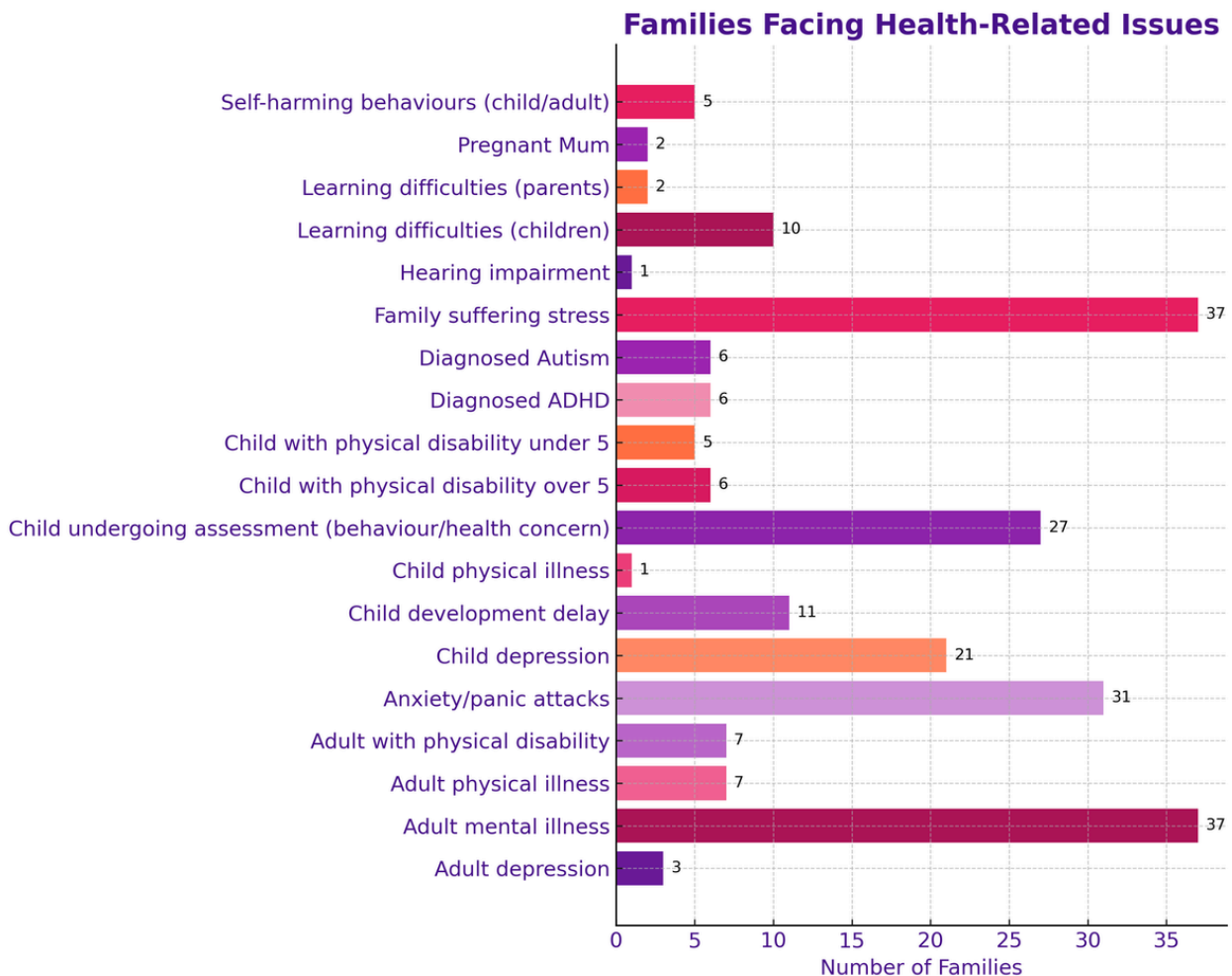
**Mayoress Beryl Blackmore**

**Representation on the Management Committee in an advisory capacity**

**Prevention & Inclusion Service Julie Williams – Ty Ni Family Centre**

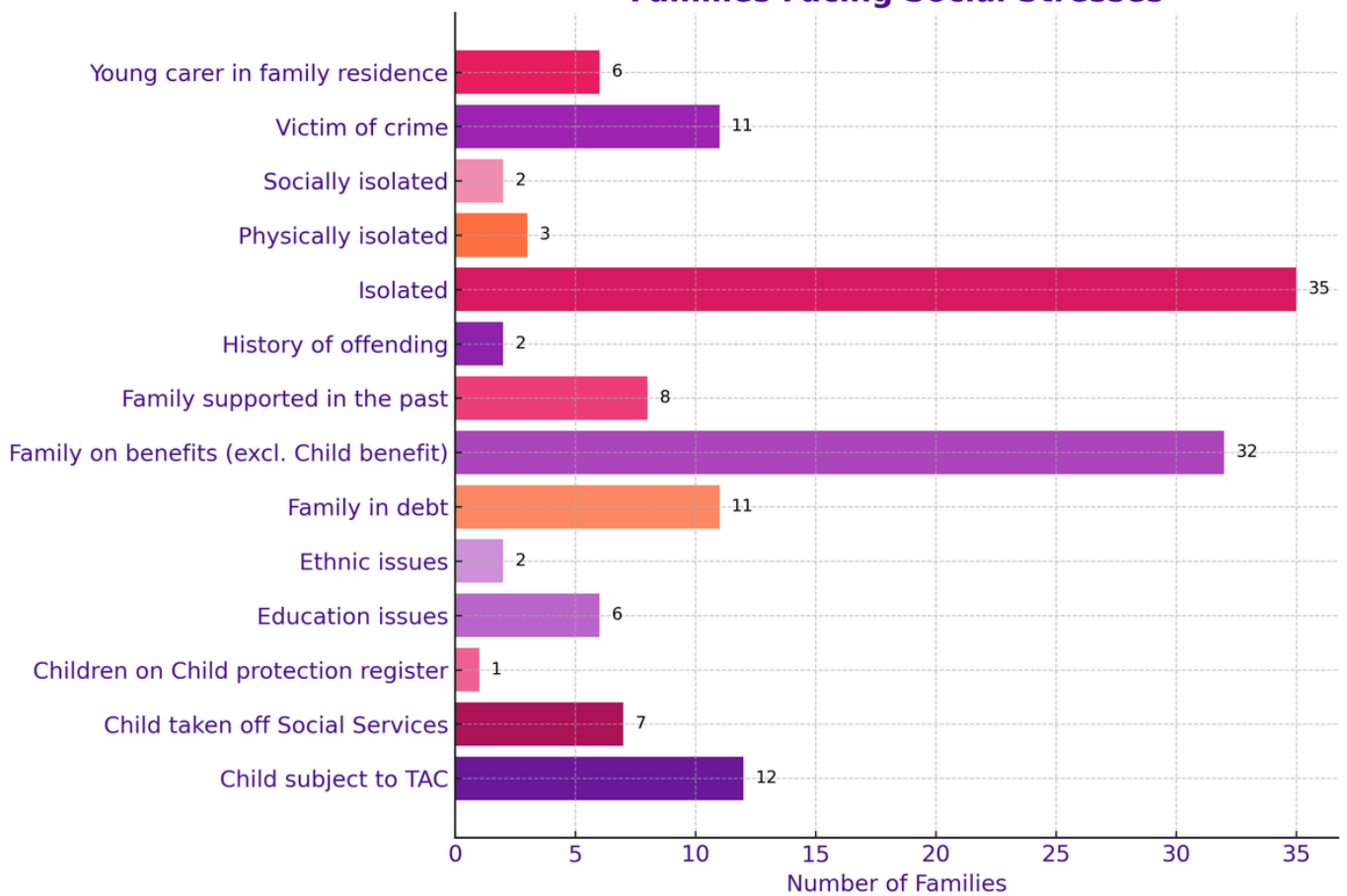
## Who have we been working with? (Health and Social Stresses breakdown)

Family Friends works with a wide variety of issues and continues to grow in skills and expertise to meet and alleviate the individual issues our families face. Below is a breakdown of the kinds of health related issues we have worked with this year. As you can see mental health and stress are the biggest stressors that families are facing this year and we have adapted and developed our service to meet these needs by offering more therapeutic modalities, offering more peer support through Pop Up groups and ensuring a good array of positive, relaxing family activities are available all year round.



Protecting children and supporting families most at risk is something we care passionately about here at Family Friends. Below is a table that breaks down the types of social stresses families we work with have been facing over the last year. As you can see the list is very varied and presents some real challenges to the skills of our committed staff team. We have seen a massive increase in people expressing they are feeling socially or physically isolated which is something our new strategic vision aims to alleviate. These trends are real confirmation that the emphasis on making connections to build stronger social networks is on the right track.

### Families Facing Social Stresses





## IMPACT DATA FROM 24/25

What percentage of families improved and in what area as a result of working with us?...

Managing Children's behaviour

100%

Being involved in children's learning/development

100%

Coping with physical health

82%

Coping with mental health

88%

Coping with feeling isolated

94%

Improving parent's self esteem

94%

Coping with Child's physical health

100%

Coping with Child's mental health

100%

Coping with the day to day running of the home

100%

**Wow!**

## IMPACT DATA FROM 24/25 Continued...

Improvements  
in stress  
caused by  
conflict in the  
family

**79%**

Coping with  
educational  
issues

**83%**

Confidence to  
access other  
services

**100%**

Coping with  
family  
Relationships

**100%**

Managing  
household  
budget

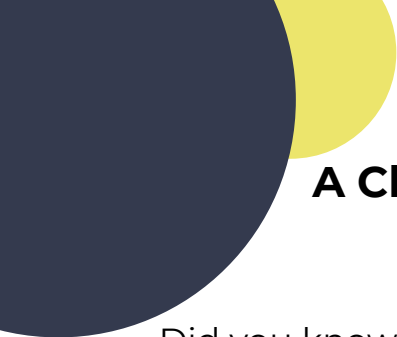
**89%**

Other - Inc.  
Domestic  
violence,  
substance use  
and crime

**94%**

This impact data demonstrates clearly the real difference Family Friends is making in the lives of those we support. Our team are skilled, committed and more than that the families we support are amazing - willing to do the work and as a result are seeing positive changes in their lives as a result of their own bravery!





## A Closer Look at Our Amazing Counselling Service:

Did you know our counselling service has been running for 6 years now?

It all began with a clear mission: to offer person-centred counselling to both adults and children.

### What does that mean?

It means we:

- Listen with empathy
- Create a safe, non-judgemental space
- Let you take the lead in your healing journey

And that approach still sits at the heart of everything we do.  
Growth, Demand & A New Opportunity

As word spread, our 2 amazing counsellors were quickly booked up. The waiting list kept growing — and we knew we had to do something.

So, our lead counsellor trained in clinical supervision and we partnered with universities to offer placements for trainee counsellors.

- ✓ More counsellors
- ✓ More sessions
- ✓ More support for adults, young people, and children

Now, with student counsellors onboard and strong supervision in place, we've been able to really expand what we offer.

However, over time, we came to recognise something important: While our person-centred roots are powerful, they're not always enough — especially when:

- Clients face ongoing anxiety, OCD, or intrusive thoughts
  - There's deep trauma from abuse or neglect
  - Children struggle to express themselves through words alone
- We realised we needed more tools in our therapy toolbox.



## A Closer Look at Our Amazing Counselling Service Cont..



So What Did We Do?

Our lead counsellor trained in:

✚ CBT (Cognitive Behavioural Therapy)

Practical and focused

Helps people recognise and shift unhelpful thoughts and behaviours

Great for anxiety, depression, and emotional regulation

☀ EMDR (Eye Movement Desensitisation and Reprocessing)

Sounds fancy — but it's a powerful therapy for processing trauma

Helps people heal from painful memories (without needing to talk through every detail). This works for adults and children alike

### Why This Matters

These new approaches have made a huge difference for the people we support.

✓ A more personalised approach

We match the therapy to the person — not the other way around.

✓ Better trauma support

EMDR helps those who've been through abuse, neglect, and life-changing events start to heal.

✓ Faster help

We no longer have to refer people elsewhere and wait for months — we can help them right here, right now.

✓ Real results

CBT and EMDR both have strong evidence behind them, especially for PTSD, anxiety, and childhood trauma.

### What's Next?

We're always growing, learning, and responding to what our community needs.

**New Initiative:** A Men's Counselling Service

We've seen more and more men reaching out for support — which is fantastic.

One-to-one counselling sessions tailored to men's mental health needs

This is just the beginning — and we can't wait to see where it goes.

We're proud of how far we've come — but even more excited about where we're heading. Everything we do is about creating a space where people feel:

Heard, Supported and Empowered to grow

**Thanks for being a part  
of the journey!**

## **Making a Measurable Difference**

At Family Friends, we believe that no parent should feel alone and no child should miss out on the chance to thrive. Every day, we walk alongside families with children aged 0–14, helping them to build resilience, strengthen relationships, and feel connected to their community.

### **The difference we make is clear:**

- ☀️ Isolation reduced: Parents who once felt cut off now have peer support groups and trusted networks they can lean on.
- ☀️ Confidence boosted: Families tell us they feel more able to cope, attend meetings with professionals, and advocate for their children.
- ☀️ Better mental health: Counselling, walk-and-talks, and one-to-one support help parents recover from trauma, manage anxiety, and reduce stress.
- ☀️ Brighter futures for children: With parents supported, children benefit from more stable, resilient home lives — leading to improved attendance and engagement at school.
- ☀️ Sustainable community support: Our “pop-up” peer-led groups are creating lasting connections that carry on beyond our direct involvement.

### **Numbers that speak volumes:**

181 families supported this year through one-to-one work, groups, and counselling.

Dozens of parents moving from crisis to stability — with many going on to study, work, or volunteer.

As one parent told us:

*“Family Friends gave me the confidence to believe in myself again. I’m studying for a degree, working at the hospital, and I want to give something back.”*

# How many people have we supported?



## **Our reputation is growing**

As we have grown over the years we have established ourselves as a reliable service to refer to from other agencies. As testimony to our reputation and successful partnership working in the community as a useful organisation in families' lives, this year we received referrals from 31 different referring agencies with the top four being:

WFIS-Wrexham Family Information service were first with 28 referrals  
Statutory Services were a close second with 23  
TAC were third place with 20 referrals received

## **Finding a place in the heart of the community.**

This year we had 25 as opposed to last years 16 self referrals. This is increasing each year which is showing our new emphasis on building our presence on social media is impacting the reach across Wrexham and giving those not currently supported by any other agency a way in to the right support at the right time.

This demonstrates that the community know who we are, what we do and that we have been approachable and easy to access throughout all the challenges we have faced over the last few years, but it continues to worry us that many families are in need but maybe not engaged with other agencies. The referrals are for a wide range of help.

## **What have we been doing this year?**

Throughout the year we have delivered a wide variety of sessions that cover many issues and offer bespoke support and care to families who need it most. Here is the breakdown of some of the activities/support we have achieved this year:

## **Respite Group**

We have seen 23 families finding rest, friendship and support in our weekly parent and child respite sessions this year so far.



## **Steps**

We have run three fully booked steps programmes this year. This course really is supporting people to reach their potential by learning how to master their thoughts!



## Counselling

Our counselling service has reached 65 individuals. 30 adults and 35 children. We have invested in our lead counsellor becoming clinical supervisor resulting in being able to run student counsellor placements. - broadening our capacity.

We have supported our Lead Counsellor to train in both CBT and EMDR allowing for deeper and more healing offers of support for free to those who need it most.



## Wellbeing Group

Wellbeing Group has gone from strength to strength this year. Every week they gather to support each other and have fun!

**Freedom Programme**

We have run 3 Freedom Programmes, creating a safe space for women to make sense of domestic abuse, build support networks with other survivors and rebuild their lives.



**Walk and Talk**

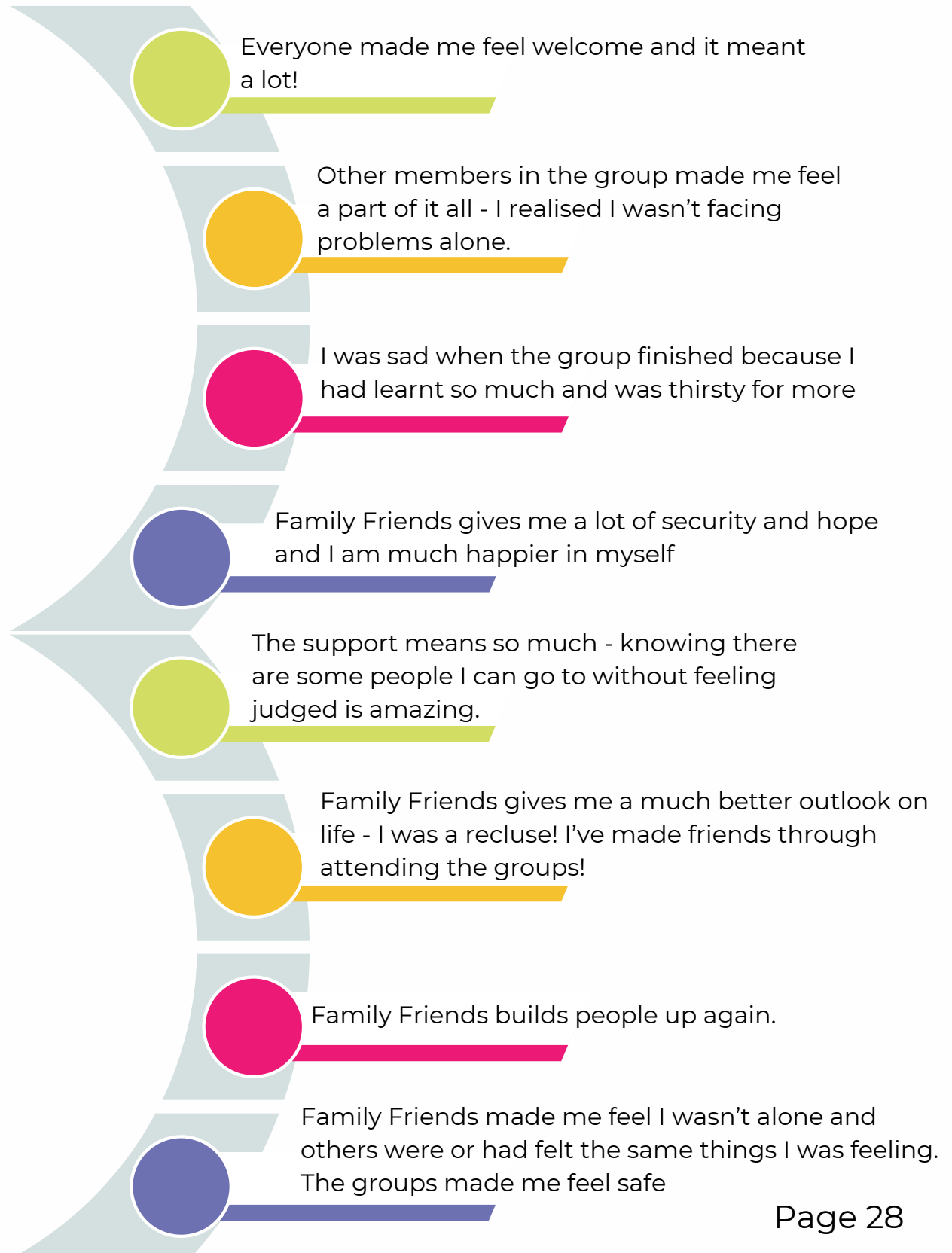
The whole family, volunteers, staff and supported families have been enjoying monthly walks out in the countryside. This is helping to form new friendships, increase health and positively impact wellbeing.

## **1-2-1 Support**

We still have 1-2-1 family support as a core service. Our team are skilled and compassionate. Families have described this support as a 'Life Line' in their time of need.



## This is what some of our supported families have said about us at the end of their support:



# POPUP! GROUPS

**At last year's AGM we launched our new Strategic Vision: Making Connections, Building Resilience.**

Part of this vision was introducing Pop-Up Groups — flexible, peer-support sessions that connect families with others who share similar experiences. The aim? To build real, lasting networks of support beyond professional intervention.

This past year we piloted the approach and have already seen remarkable results for families in Wrexham. In the next section, you'll hear from both professionals and participants about the difference it's making.

## **Reflection on the impact, challenges and opportunities of the new Pop-Up strategy**

Over the past year, we have introduced the idea of pop-up groups, a hybrid of 1-1 and peer focused support. We saw the opportunity to bring together families in very similar situations, searching for a similar type of support – and so two groups were created focusing on an overwhelmingly prevalent topic that we see in referrals – challenging behaviour in children.

Initially the first group was going to be focused on ADHD, but it became apparent upon speaking with referred families that the group would benefit supporting those experiencing various types of challenging behaviour – from additional needs to environmental circumstances to trauma-based behaviours. But the key difference with this pop up was that it was not just about the child's behaviour which is so regularly focused on, but the enormous mental impact of the parents and carers trying to live through the challenges day to day.

The Pop-Ups combine the benefits of group support and 1-1 family support work. Although the supported families attend a 'group', they also have a dedicated family support worker whilst they attend. This means that while the families will get most of their support from peers, their family support worker is there if they should need extra support. Through this approach over the last year, we have seen that families may take up the offer of the extra support in times of real need and turn to peers in group sessions for most of the support.

## Pop Up Cont...

Of course, along this new road we have come across challenges along the way. We have been working on the right structure in how pop ups are created, set up and run. We have used pilot groups to experiment with group length and content. We have recognised that some factors such as distance and anxiety can impact on engagement, and we are working through feedback with current attendees to try and find a way to support these.

### Have a read of what the families have said about the pilot Pop Ups this year:

What do you feel are the differences between peer support in a pop-up group vs. 1-1 family support?

**"I want to hear other people who are in a similar situation to me, so that's why the peer support helps. It's good to share problems, issues thoughts and feelings."**

How would you rate the environment for your pop-up group?

**"So comfy and makes you feel like you are in someone's home."**

How would you describe the group to someone new who is thinking of attending but might be nervous?

**"Just do it, it's a safe space, supportive and caring."**

What do you feel are the drawbacks of a pop-up group?

**"Not long enough, I wish it could go on forever."**

What impact do you feel the group has had on you?

**"I feel like I have people who understand me and experience the same issues as me. I feel supported."**

Did you feel that you were able to open up and share any personal experiences within the group? Did you feel supported by the group to do so?

**"I made great friends, and they supported me through everything."**



Nicola's  
Story

A DAY IN THE LIFE OF A

# POPUPI!

Nicola was feeling very depressed, things were very stressful at home due to a court case with her ex-partner. She experienced emotional abuse which manifested into an abundance of negative self-talk. The words of her ex-partner allowed her to believe that she was not a good mum, and she found it hard to see the good in anything.

Her son's challenging behaviour escalated due to the breakup with dad. The stress of the situation made his behaviour worse.

Nicola decided to take the brave first step of contacting Wrexham family information service in search of support. She realised that she had lost a sense of who she was. Her support at Family Friends started with the Freedom programme which she found very eye opening. A turning point was being brave enough to come to the first session; she decided that she needed to be brave and do something positive.

Over the last 9 months Nicola has been part of the challenging behaviour pop up group. In her own words:

***"I love the pop-up group; it's just an amazing idea! Everyone's in the same boat, everyone's lives are different, but it makes you feel not alone."***

***"You can share information with likeminded people; you can vent and get it out. It's like therapy! Let's you speak freely and there is no judgement."***

Family friends' services have had a great impact on Nicola. Her big win is that her self-confidence has gone up, allowing her to take what her ex-partner says with a 'pinch of salt'.

***"I feel confident, and I feel happier. I feel calmer and not angry inside."***

## **Walking out of Horror and into Hope!**

### **Background**

L. was referred to Family Friends after multiple concerns were raised about her child's hospital attendances. She lived alone with her daughter in temporary accommodation and faced significant challenges, including:

- Isolation and poor mental health due to childhood trauma
- Housing issues and difficult neighbours
- History of domestic abuse and ongoing safeguarding concerns
- Child placed on the Child Protection Register

### **Intervention**

Family Friends provided one-to-one support, walk-and-talk sessions, and counselling. Her support worker attended key meetings, helping L. to feel empowered and confident when working with professionals. This approach ensured her voice was heard and led to her child being removed from the Child Protection Register.

### **Outcomes**

Through Family Friends' support, L. achieved significant milestones:

- Built confidence and reduced isolation
- Successfully completed her first year of a degree in Mental Health
- Gained employment in the local hospital
- Registered to become a Family Friends volunteer (June 2025)

### **In L.'s Own Words**

"My support worker believed I could do it. She has been my network of support to me and my daughter, helping me in meetings and encouraging me every step of the way."

### **Impact**

L.'s story demonstrates how Family Friends helps families to reduce isolation, improve confidence and mental health, and build brighter futures.



**One of the most amazing parts of the service here at Family Friends is hearing the stories of transformation from the families that we support. It's why we do what we do. The following are stories from some of the families we have supported this year.**

### **Rebuilding Confidence Through Family Support**

Adele -aged 35

#### **Background:**

This client came to the service during a particularly low point in her life. She was experiencing poor mental health linked to unresolved childhood trauma, a recent relationship breakdown, and the inability to maintain daily routines or her housing conditions. She felt completely isolated from her family and friends and was struggling to manage her children's behaviour. At the time, her children were receiving support through the CASP social services pathway.

#### **Presenting Needs:**

Poor mental health and emotional wellbeing  
Overwhelming housing conditions  
Parenting challenges  
Social isolation  
Children on a social care plan

#### **Support Accessed:**

The client accessed one-to-one family support, with a core focus on housing stability, mental health and wellbeing, parenting, and re-engagement with the community. The support also included help attending appointments and taking practical steps to improve daily life.

**Read on to find out what happened!!**

## Rebuilding Confidence Through Family Support Cont...

### Key Moments in the Journey:

One of the pivotal moments was the temporary move to a different property while her council home was being repaired. This change provided both a physical and emotional reset. She described the move as a turning point, giving her the opportunity to "declutter her belongings but also her mind," and realise she had been holding onto things that had no real value but were making her feel more overwhelmed.

Throughout the intervention, the support worker provided a non-judgemental, compassionate presence. The client said this made all the difference and helped her begin to "open her eyes to her surroundings" and see her own potential.

### Outcomes:

Improved self-awareness and ability to recognise early signs of mental health decline  
Developed healthy coping strategies (e.g. getting outside, walking the dog)  
Increased confidence and self-esteem  
Greater emotional resilience in managing trauma and parenting challenges  
Reconnected with family and friends  
Joined a local peer support group to build a lasting support network

### Client Reflections:

*"The service has made me feel like I am no longer alone. I am in a better place mentally, and my self-esteem has improved. I can now notice when my mental health starts to dip, and I use strategies to stop myself spiralling—whereas before I would lock myself in the house and internalise everything. Although I still revisit my past trauma and my child still displays challenging behaviours, I am able to cope much better than I was before."*

*"One of the main things for me was that there was no judgement at all. My support worker helped me to realise my own potential. I've now reached out to family and friends again, and I've joined a peer support group in the hope of building a stronger network. I feel more confident as a parent and more able to look at things in a different way."*

### Impact:

This case highlights how personalised, non-judgemental family support can create long-term change by empowering individuals to rebuild their confidence, manage their mental health, and strengthen their relationships both at home and in the wider community.





# MEN'S GROUP

## 'BECAUSE MATES MATTER'

Starting 30<sup>th</sup> August, then last Saturday of every month.

Light breakfast and good company provided. Come as you are - no pressure, no prep. This is a casual space for men to gather, chat, reflect and share whatever's on their mind. Whether it's current events, life stuff or just the best way to make toast! Every voice is welcome.

**Please get in touch for venue details and to book your place on**  
**kay@family-friends.co.uk:**

**Tel 07985 270014**

[www.family-friends.co.uk](http://www.family-friends.co.uk)



## We have a fabulous team of volunteers!!



Each of our volunteers brings their own unique talents, experiences, and insights, making Family Friends' services richer and more impactful. They represent a wonderful cross-section of the community—spanning all ages and backgrounds, including retired teachers, business owners, and parents eager to make a difference. And perhaps most inspiring are those volunteers who were once recipients of our support. To see individuals who have personally benefited from Family Friends now stepping forward to give back is a powerful reminder of the lasting impact our services can have.

However, the need continues to grow. Our waiting list of families urgently seeking support is ever-increasing. We would love for you to consider joining us and bringing your own strengths to our team. With guidance from a caring and experienced volunteer coordinator, you'll find a rewarding place here to make a real difference. If you'd like to begin a meaningful new chapter in the new year, please reach out to join our free training course!



## HAZELS VOLUNTEER STORY

September 2025 and, as I look back on 8 years of volunteering with Family Friends, I still feel that strong sense of excitement and self-worth that has always been part of my journey with them.

In October 2017 I was pleased to receive my Certificate from Family Friends showing that I had completed the Preparation Course for Volunteers. However, when I made the decision to apply to join the course, I had no idea and could not have envisaged all the fun, laughter, learning, knowledge, sharing, empathy, self-worth, respect and friendships that would grow both during and after the course. I was initially introduced to Family Friends by a friend who often talked about how she enjoyed volunteering with Family Friends and suggested I might enjoy it too. As volunteers, without, of course, divulging confidential information, it is good to share our stories of all the different ways we can help others and grow ourselves. Within FF, Kay has created a brilliant opportunity, through monthly Volunteer Coffee Mornings, to regularly share our stories with each other or sometimes have professional speakers thus extending our knowledge, giving us support and building confidence and friendship between volunteers.

However, no matter how much training and knowledge we acquire, I can remember that feeling of “nervous anticipation” the first time I drove to my family I was going to support. But, from the training I had done and the ongoing support and encouragement I was receiving from FF, there was also a great sense of excitement and assurance that FF believed in me. Whilst helping and supporting my family I found that I personally grew in my own empathy, understanding and experience of what makes family life for others and how, by listening and talking together, as well as being of practical help, a very special relationship develops.



Cont... ..

I have also enjoyed helping with homework club, Fun Club, Holiday Club, Christmas Parties, Event Days – the list of how FF supports families is constantly growing and evolving through evaluating and addressing families current needs. I find FF amazing in their adaptable ability to provide all this support in such a loving, caring, professional network of staff, volunteers and supported families. It is testimony to their success that members of supported families have gone on to become volunteers themselves.

I am a retired primary school teacher and, along with my husband, Mike, enjoy a busy, active lifestyle. FF is very much a part of this, where staff and volunteers often get together to share new learning, social events or fun days out together. I remember even during lockdown Volunteers felt encouraged, valued and connected, sharing online courses, zooming or quizzing together. We all have skills to share and I felt mine as a retired primary teacher really helped when I supported Asylum seeker families with learning our language. Helping these families to become familiar with our culture, to access various services in Wrexham, find school or nursery places for their children, fill in various forms etc., attend appointments, whilst enjoying hearing about their experiences, was very special for me and also for Mike as I could draw on his personal experience and knowledge of different cultural expectations and experiences.

I decided earlier this year to semi-retire as a “family visiting” volunteer but did tell my wonderful Volunteer Support Worker, Kay, that I would be more than happy to help out with other aspects of FF. There has now been two new FF ventures for me – one has been talking to Kay about setting up a Men’s Group and the second has been helping Kay run a new Volunteers’ Preparation Course. I was delighted when I spoke to a friend of mine, who has experience of running Men’s Groups, and he met up with Jo and Kay and this new Group is now up and running. And, Volunteer’s Prep Course – what a privilege. I started eight years ago being one of those new volunteers and now, full circle, have the pleasure of helping Kay to train new volunteers and, from week to week, watching them grow in their understanding of how this great Organisation can support the positive development of both families and themselves.





# VOLUNTEER WITH US

## JOIN THE TEAM

Family Friends has been Supporting families in crisis for over 25 years in Wrexham. We will match your skills to your role so you can join in making a difference in the lives of those who need it most.

We offer free Training, first aid and lots of fun social activities throughout the year!

*"No act of kindness, no matter how small, is ever wasted"*

**Please get in touch if you want to find  
new friends and make a big difference  
in your local community**

Call: 07985270014

Or email:

[kay.familyfriends@gmail.com](mailto:kay.familyfriends@gmail.com)

[www.family-friends.co.uk](http://www.family-friends.co.uk)



# MEET THE TEAM



## **Meet Beth – Our extraordinary Finance and Admin Assistant!**

I'm Beth, 26, and you'll usually find me immersed in spreadsheets, databases, or answering I.T. questions—often in a colour-coordinated outfit. It's my first role like this, but I've proudly become a spreadsheet nerd, loving how I can support Family Friends' amazing work. Outside work, I enjoy family time, walking, cooking, music, and caring for my cat, Pingu. Every day here is different, exciting, and a privilege alongside such generous, caring colleagues.



## **Meet Lisa – Our Wonderful Clinical Counsellor!**

With 12+ years at Family Friends, I'm Lead Counsellor and Clinical Supervisor, specialising in CBT and newly qualified in EMDR. I'm passionate about providing free counselling for children and adults. A lifelong learner and proud mum of three, I'm often found outdoors—or with my cardigan fastened wrong!



## **Meet Vicky – Our Wonderful Family Support Worker!**

With degrees in Psychology and Counselling, Vicky combines academic knowledge with personal experience to offer compassionate support. She began as a volunteer, drawn to Family Friends' ethos, and now helps families from diverse backgrounds. Creative at heart, she loves art, music, and new experiences, bringing warmth, empathy, and colour to our team.



## **Meet Kay – Our Passionate Volunteer Coordinator & Family Support Worker!**

A former Detective with North Wales Police, Kay brings expertise in safeguarding, crisis management, and leadership. She supports volunteers with training and guidance while helping families build resilience. Known for her humour and dedication, Kay also organises community events, secures funding, and ensures Family Friends provides safe, supportive, and impactful services.

# MEET THE TEAM



## **Meet Sarah – Domestic Abuse Lead Support Worker**

I'm proud to support families through running courses for women survivors of domestic abuse. I'm also an NVQ assessor, EFT practitioner, and Reiki Master. Outside work, I enjoy the gym, my dog, my two children, and karaoke! With my sparky ADHD flair, I thrive in Family Friends' supportive, fun team, where we share the goal of helping as many families as possible.



## **Meet Laura – Lead Family Support Worker**

My passion for supporting families began during my English degree, leading me to complete a Master's in Psychology. I've since worked as a Family Support Worker, Nursery Practitioner, and Mental Health Rehabilitation Worker. At Family Friends, I love the variety each day brings. Outside work, I enjoy walks, reading, and time with my husband and two young sons.



## **Meet Tanith – Our Fabulous Family Support Worker!**

With a BA (Hons) in Working with Children and their Families, Tanith has dedicated her career to supporting children, young people, and adults with additional needs. She's also a proud mum of four boys and dog mum to Rocco. Passionate, grounded, and full of humour, Tanith brings warmth and heart to everything she does at Family Friends.



## **Meet Our Incredible Manager – Jo Hughes!**

A qualified teacher, life coach, and author, Jo has over 25 years in the social care sector. From teaching English and fostering to managing services with the British Red Cross, her journey reflects dedication to helping others thrive. Now leading Family Friends, Jo brings passion, humour, and heart. Outside work, she enjoys walking, nature, and even chatting with her plants!



All that remains to be said is a massive thank you to everyone who has played a part in making this year so successful.

Firstly thank you to the Trustees for guiding and supporting the organisation through a time of change with real wisdom and care.

Thank you to our funders for the essential support you offer to help us sustain the desperately needed service here in the heart of Wrexham.



Thank you to each and every volunteer for the hard work you do every week supporting people in crisis. You constantly amaze us with your compassion and care.

## Thank you to our Incredible team!

To the Family Friends team – you are truly remarkable. Your kindness, resilience and determination shine through in everything you do. Every day, you bring hope, encouragement and compassion to the families we support, and you do it with such generosity of spirit. You go above and beyond, not only for the people of Wrexham, but also for each other, creating a place where care and connection thrive.

Your dedication is the reason Family Friends continues to grow and touch lives in such a meaningful way. Please remember – the impact you make is bigger than you'll ever know.

**"It's not how much we give, but how much love we put into giving." – Mother Teresa**



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**FAMILY FRIENDS (WREXHAM)**

England & Wales - Charity number 1160655

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# Accounts

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# Annual Report

# 23 24



**FAMILY FRIENDS**

**To support families with a child aged between 0 –14 living within  
the County Borough of Wrexham.**

**I gefnogi teuluoedd gyda phlant rhwng 0 a 14 yn byw yn ardal  
Cyngor Bwrdeistref  
Wrexham**



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## Chair's Foreword

I would like to welcome you to our 2023- 2025 AGM. Thank you all for taking the time to join us. A special warm welcome to our Mayor, Cllr Beryl Blackmore.

Once again it has been a very eventful year. We said a sad farewell to our long serving, much loved Manager, Mary Roblin. Mary led the charity through some very difficult times and she worked tirelessly to help make Family Friends what it is today. We wish her all the very best in her retirement.

On a happy note, we welcomed Jo Hughes back into the team. Jo was our Deputy Manager but has now returned to take up the role of Manager. She has come on board with such enthusiasm and full of ideas. Her vision of where she would like to lead the charity in the future is very exciting. We wish her well on her journey.

As Trustees we are so proud of our team, each one highly qualified and dedicated to helping to meet the complex needs of the families who we come into contact with. We also are thankful for the loyal group of volunteers who help in this crucial work. The needs of our community are ever changing and Family Friends are always evolving to meet those needs.

I would like to thank all of the funders who are supporting us at this time. Throughout the next year we will be actively applying for more funding to enable us to not only sustain what we are doing at present but also to be able to explore new avenues. We are confident that Family Friends will go from strength to strength next year and it will continue to be a valued part of the 3rd Sector.

**Margaret Peet**

**Chair of Trustees.**



## Manager's Reflection

It is with immense pride and deep gratitude that I write this manager's reflection for Family Friends. The journey that brought me back to this wonderful organisation has been both unexpected and incredibly fulfilling. When I first joined as Deputy Manager in 2018, I quickly fell in love with the mission and heart of Family Friends. Yet, if you had asked me back then if I ever saw myself leading the charity, I would have said no—feeling the weight of responsibility was too great for me to bear.

In fact, when Mary, our beloved former manager, announced her retirement, I was certain someone else would be better suited to carry her legacy forward. I even took a year away, hoping to make space for a new leader. But Mary, with her keen insight and unwavering belief in people, saw something in me that I hadn't yet seen in myself. Thanks to her gentle persuasion (and a rigorous interview process!), I had the honour of being chosen as the new manager in April 2024.

Since then, I have been overwhelmed by the warmth, encouragement, and support from our incredible staff, trustees, volunteers, and the families we serve. You welcomed me with open arms, and it's your faith in me that continues to fuel my passion for Family Friends.

This past year has marked the beginning of a new chapter, not just for me, but for the entire organisation. With Mary's remarkable 15-year leadership coming to a close, we've embraced this period of transition as an opportunity to celebrate our successes and chart a bold new course for the future.

It has indeed been an exciting year filled with change, growth, and the occasional challenge. Perhaps the most significant shift was Mary's retirement after 15 years of extraordinary service. Under her leadership, Family Friends transformed into the dynamic, holistic organisation it is today—one that provides wraparound support to entire families. As we step into this new era, we've taken the time to celebrate those achievements while also thoughtfully considering where we're headed next.

This period of transition also brought financial changes, as some of our major funding streams came to an end. While this initially posed a challenge, it also opened the door to new opportunities for creativity and reflection. We used this as a moment to reassess how we can make the deepest and most lasting impact in the lives of those we support. Our team worked diligently to distil what truly matters—how we can help people not just survive, but thrive.

One key insight we gained through this process was the profound effect that isolation has on the families we serve. As a result, we developed a clear new strategic direction: "Making Connections: Building Resilience." This vision places a greater emphasis on fostering connections between people with shared lived experiences. By bringing individuals together, we aim to create networks of support that empower them to face current and future challenges more confidently.

The flexibility provided by our current funding structure has allowed us to experiment with this approach. We're now focusing on building strong support systems around vulnerable individuals, offering tools and strategies to help them navigate life's difficulties. Our ultimate goal is to reduce their dependence on professional services, lowering the need for re-referrals in the future. This strategic shift is still in its early stages, but we are already seeing the importance of connection and community take root in the lives of those we support. As we move forward, I invite you to watch as this vision evolves—one that underscores the power of friendship, belonging, and resilience as essential elements of a fulfilling life.

Of course, turning this vision into a reality requires fresh funding, and I'm pleased to share that several key partners have already come on board. Awards for All has embraced our vision and is helping to bring it to life. The Postcode Lottery has been instrumental as well, offering unrestricted funding that gives us the freedom to pilot new ideas and push the boundaries of what's possible. WCBC is supporting some of our groups and courses, which focus not just on skill-building, but on fostering meaningful connections. And Moondance has been invaluable in supporting our volunteers, ensuring that they too have opportunities to connect and build resilience as they support others. Henry Smith is in its final year of supporting us to offer free counselling to the community, a resource that would have been out of reach without the belief of this funder in our vision. I'd like to extend a heartfelt thank you to each of these partners, as well as to our volunteers. Without your generosity and dedication, none of this would be possible. I would also like to say a big thank you for our smaller but no less significant funders who have come on board to help us sustain some of our groups and activities: South Wales Police, Community Foundation, Mason's and Mother's Union,

One of the most exciting developments this year is our rebranding effort, which will officially launch our new strategic direction. The rebrand will refresh Family Friends' image, projecting a warm, modern, and welcoming face to the world. This will help us attract new volunteers and funders, ensuring that we remain vibrant and relevant in the years to come.

As we stand at the dawn of this new era, we recognise that the world is rapidly changing, with new challenges emerging every day. The rising cost of living is a burden felt by many, but Family Friends is committed to standing beside those we serve. We will continue to support individuals and families, helping them reconnect with themselves, their communities, and build lasting resilience. Our aim is to ensure that they are equipped to navigate whatever lies ahead with confidence and strength.

As we move forward, I am filled with a profound sense of optimism and purpose. The past year has reminded me that, at its core, Family Friends is not just an organisation—it is a community built on trust, compassion, and the shared belief that together, we can create lasting change. The challenges we've faced have only strengthened our resolve, and the new directions we're exploring have infused us with a fresh sense of possibility. I am incredibly proud of what we have achieved so far and even more excited for what lies ahead. With the continued support of our staff, volunteers, funders, and the families we serve, I believe we are not just responding to the challenges of today, but actively shaping a brighter, more connected future for everyone involved. Thank you for being part of this journey, and I look forward to walking this path together as we build a stronger, more resilient community.

Your dedicated and grateful Manager - Jo



## Treasurer's Report

This year the Parenting funding from Families First was not renewed under a new 3 year tender but due to late notification we were given extra monies to wind support down. We did however receive funding for our Steps and Freedom training groups. We also received a 1 year grant from the Community Foundation Wales for our respite group.

The substantial increase in interest on restricted reserves held in a Charity Investment Account which I reported last year continued resulting in a yearly total £3738.71. This level of interest is currently being maintained and hopefully will continue.

We moved forward into a new financial year preparing to say farewell to our manager Mary who was retiring and welcome back Jo as manager, having previously worked for us in a deputy manager role. As some staggered funding comes to an end, Jo will apply for further grants with monies from fundraising allocated to help sustain service delivery while this process is ongoing.

I present to you the accounts for the year ending 31st March 2024. The Receipts and Payments account shows how monies have been spent. The Assets and Liabilities shows where funds are deposited and summarises the designated monies for which we are liable.

On behalf of the Trustees, I thank our funders and donors for their support and the recognition of the much valued service Family Friends provides to the community of Wrexham.

Wendy E Williams

Treasurer

REGISTERED CHARITY NUMBER: 1160655



**REPORT OF THE TRUSTEES AND  
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024  
FOR  
FAMILY FRIENDS (WREXHAM)**

Guy Walmsley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

**FAMILY FRIENDS (WREXHAM)**

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

**TRUSTEES**

W Williams  
R Woodcock  
B Griffiths  
M Peet  
M Williams  
Andrea Watson  
B Blackmore (appointed 21/03/2024)

**PRINCIPAL ADDRESS**

The Salvation Army Premises  
Garden Road  
Wrexham  
LL11 2NU

**REGISTERED CHARITY  
NUMBER**

1160655

**INDEPENDENT EXAMINER**

Guy Walmsley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
FAMILY FRIENDS (WREXHAM)**

**Independent examiner's report to the trustees of Family Friends (Wrexham)**

I report to the charity trustees on my examination of the accounts of Family Friends (Wrexham) (the Trust) for the year ended 31 March 2024.

**Responsibilities and basis of report**

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Nigel Wynne  
FCCA  
Guy Walmsley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

Date: .....7/11/24.....

**FAMILY FRIENDS (WREXHAM)**  
**CHARITY NUMBER : 1160655**  
**FOR THE YEAR ENDED 31ST MARCH 2024**  
**RECEIPTS AND PAYMENTS ACCOUNTS**

**NOTES**

**Basis of preparation**

These accounts have been prepared on a receipts and payments basis.

|  | 2024       |   | 2023       |   |
|--|------------|---|------------|---|
|  | £          | £ | £          | £ |
| <b>RECEIPTS</b>  |            |   |            |   |
| <b>Statutory Funding and Slippage</b>                  |            |   |            |   |
| WCBC Family First                                      | 44,729.24  |   | -          |   |
| ESOL   | 23,998.40  |   | 15,719.80  |   |
| <b>Grants and Funding</b>                              |            |   |            |   |
| Community Foundation Wales                             | 10,100.00  |   | -          |   |
| Moondance  | -          |   | 20,000.00  |   |
| Steps Training & Monthly Groups                        | -          |   | 3,744.97   |   |
| Steve Morgan Foundation                                | -          |   | 19,690.00  |   |
| Henry Smith  | 95,500.00  |   | 92,600.00  |   |
| Postcode Lottery                                       | 25,000.00  |   | 25,000.00  |   |
| Unpaid Carer's   | -          |   | 1,500.00   |   |
| Police Commissioner                                    | 19,212.00  |   | 2,266.00   |   |
| FF Parenting   | -          |   | 50,480.13  |   |
| FF Disability  | -          |   | 4,599.48   |   |
| Monthly  | -          |   | 777.66     |   |
| Summer of Fun  | -          |   | 6,298.00   |   |
| <b>Generated Income</b>                                |            |   |            |   |
| Bank & COIF Charity Fund Interest                      | 3,738.71   |   | 938.57     |   |
| Fundraising/Donations                                  | 2,022.99   |   | 4,389.83   |   |
| <b>TOTAL RECEIPTS</b>                                  | 224,301.34 |   | 248,004.44 |   |
| <b>PAYMENTS</b>  |            |   |            |   |
| Costs - Befriending                                    | 278.50     |   | 1,021.83   |   |
| Costs - VOL  | -          |   | 2,792.55   |   |
| Costs - SPA  | -          |   | 1,228.38   |   |
| Rent   | 11,963.90  |   | 9,429.15   |   |
| Staff Travel   | 2,279.32   |   | 3,980.01   |   |
| Postage and Carriage                                   | -          |   | 1,268.15   |   |
| Office Stationery, photocopier and telephone costs     | 4,792.61   |   | 2,457.51   |   |
| Equipment  | 5,911.10   |   | -          |   |
| Resources  | 4,674.80   |   | 1,643.72   |   |
| Refreshments   | 1,716.98   |   | 658.63     |   |
| Sundry Expenses  | 714.00     |   | -          |   |
| Staff Salaries   | 120,587.79 |   | 171,262.29 |   |
| Sessional/Playworker                                   | 289.95     |   | 2,765.40   |   |
| Pension Costs  | 28,480.48  |   | 27,172.56  |   |
| Payroll Charges  | 988.39     |   | 899.50     |   |
| Staff Training Costs                                   | 1,943.07   |   | 2,272.81   |   |
| Room Hire  | -          |   | 717.50     |   |
| CORE   | 13,290.89  |   | 2,264.07   |   |
| Trip Event Costs                                       | -          |   | 2,897.64   |   |
| <b>TOTAL PAYMENTS</b>                                  | 197,911.78 |   | 234,731.70 |   |
| <b>NET OF RECEIPTS/ (PAYMENTS)</b>                     | 26,389.56  |   | 13,272.74  |   |
| <b>Cash funds last year end</b>                        | 165,757.91 |   | 152,485.17 |   |
| <b>Cash &amp; Bank funds at 31st March 2024 : 2023</b> | 192,147.47 |   | 165,757.91 |   |

**FAMILY FRIENDS**  
**Registered Charity Number: 1160655**  
**STATEMENT OF ASSETS & LIABILITIES**  
**AT 31ST MARCH 2024**

|   | 2024                     | 2023                     |
|---|--------------------------|--------------------------|
|   | £                        | £                        |
| <b>CASH FUNDS</b>                                 |                          |                          |
| Petty Cash  | 76.55                    | 235.10                   |
| Bank Deposits                                     | 113,478.92               | 86,930.81                |
| COIF Charity Fund Account                         | 78,592.00                | 78,592.00                |
| <b>Total Cash Funds</b>                           | <u><u>192,147.47</u></u> | <u><u>165,757.91</u></u> |
| <br><b>LIABILITIES</b>                            |                          |                          |
| Independent Examiners Fee                         | 370.00                   | 350.00                   |
| Owing March 2024 PAYE                             | 1,915.15                 | 2,839.58                 |
|   | <u><u>2,285.15</u></u>   | <u><u>3,189.58</u></u>   |
| <br><b>MONETARY ASSETS REPRESENTED BY:</b>        |                          |                          |
| <b>Designated Funds</b>                           |                          |                          |
| Staff Redundancy                                  | 8,740.00                 | 17,326.61                |
| Minimum Closedown Cost (4 months) [2023 4 months] | 70,234.98                | 60,895.26                |
| Independent Examiners Fee                         | 370.00                   | 370.00                   |
| <br><b>Restricted Monies</b>                      |                          |                          |
| ESOL  | 1,553.53                 | 5,554.77                 |
| Moondance Foundation                              | -                        | 587.09                   |
| Pear Foundation                                   | -                        | 4,833.11                 |
| Unpaid Carers (WCBC)                              | -                        | 2,184.25                 |
| Postcode Community Fund                           | 23,263.17                | 25,000.00                |
| Henry Smith Charity                               | 20,733.66                | 13,684.71                |
| Henry Smith Charity 2                             | 23,185.19                | 12,050.18                |
| Families First - Parenting                        | -                        | 2,317.94                 |
| Staff Roles, Training & Development               | -                        | 9,982.00                 |
| STEPS   | -                        | 997.73                   |
| Police Commissioner                               | 900.00                   | 1,769.80                 |
| Community Foundation                              | 5,445.01                 | -                        |
| Families First                                    | 10,443.33                | -                        |
| Sustain Service Delivery                          | 22,000.00                | -                        |
| <br><b>Un Restricted Funds</b>                    | <br>5,278.60             | <br>8,105.58             |
| Fundraising and Bank Interest                     | <u><u>192,147.47</u></u> | <u><u>165,659.03</u></u> |
| <br><b>Free Monies</b>                            | <br><u><u>0.00</u></u>   | <br><u><u>98.88</u></u>  |

The financial statements were approved by the Board of Trustees on 7<sup>th</sup> November 2024 and were signed on its behalf by:

M Peet

Mrs M Peet

W. E. Williams

Mrs W Williams

**FAMILY FRIENDS (WREXHAM)  
REFERENCE AND ADMINISTRATIVE DETAILS  
FOR THE YEAR ENDED 31 MARCH 2024**

**TRUSTEES**

**W Williams**

**R Woodcock**

**B Blackmore**

**B Griffiths**

**M Peet**

**M Williams**

**Andrea Watson**



**PRINCIPAL ADDRESS The Salvation Army Premises  
Garden Road  
Wrexham  
LL11 2NU**

**REGISTERED CHARITY 1160655  
NUMBER**

**INDEPENDENT EXAMINER Guy Walmsley  
Limited Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY**

# **FAMILY FRIENDS**

## **Management Committee 2023/2024**

### **Trustees (voting members)**

**Chairperson Margaret Peet**

**Vice Chair Mel Williams**

**Treasurer Wendy Williams**

**Secretary Beulah Griffiths**

### **Individual Volunteer members**

**Ruth Woodcock**

**Andrea Stevenson**

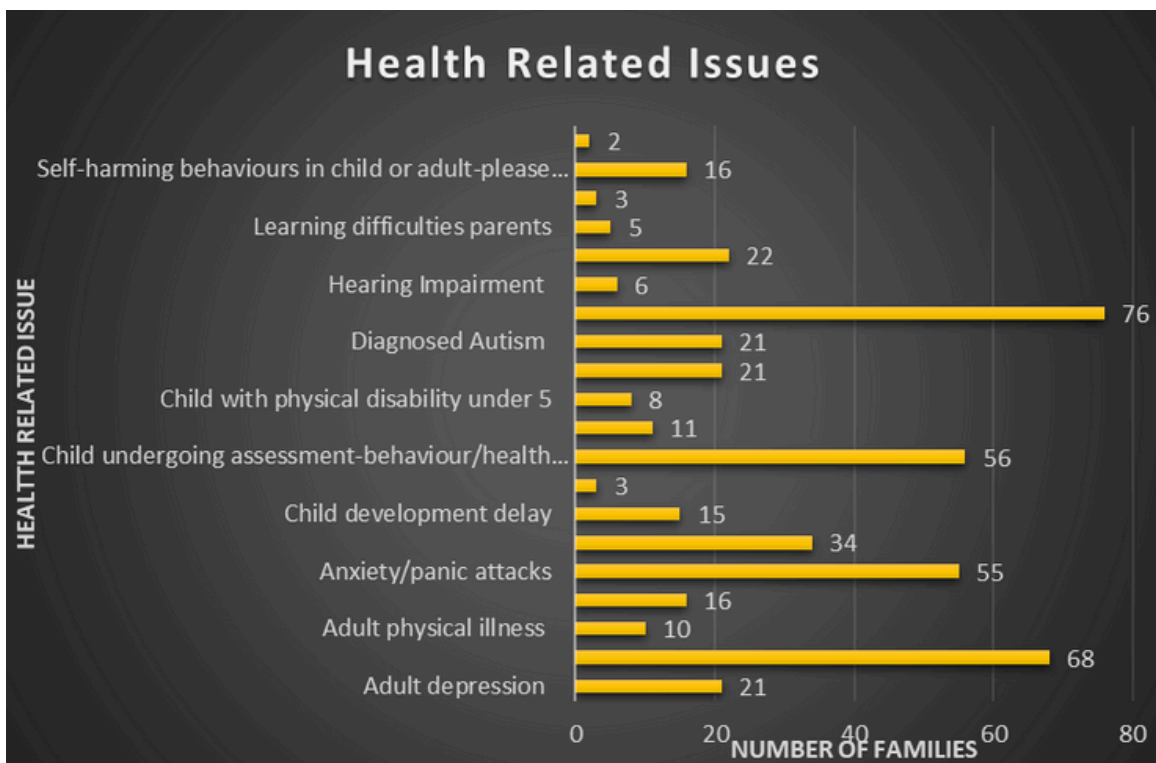
**Mayoress Beryl Blackmore**

### **Representation on the Management Committee in an advisory capacity**

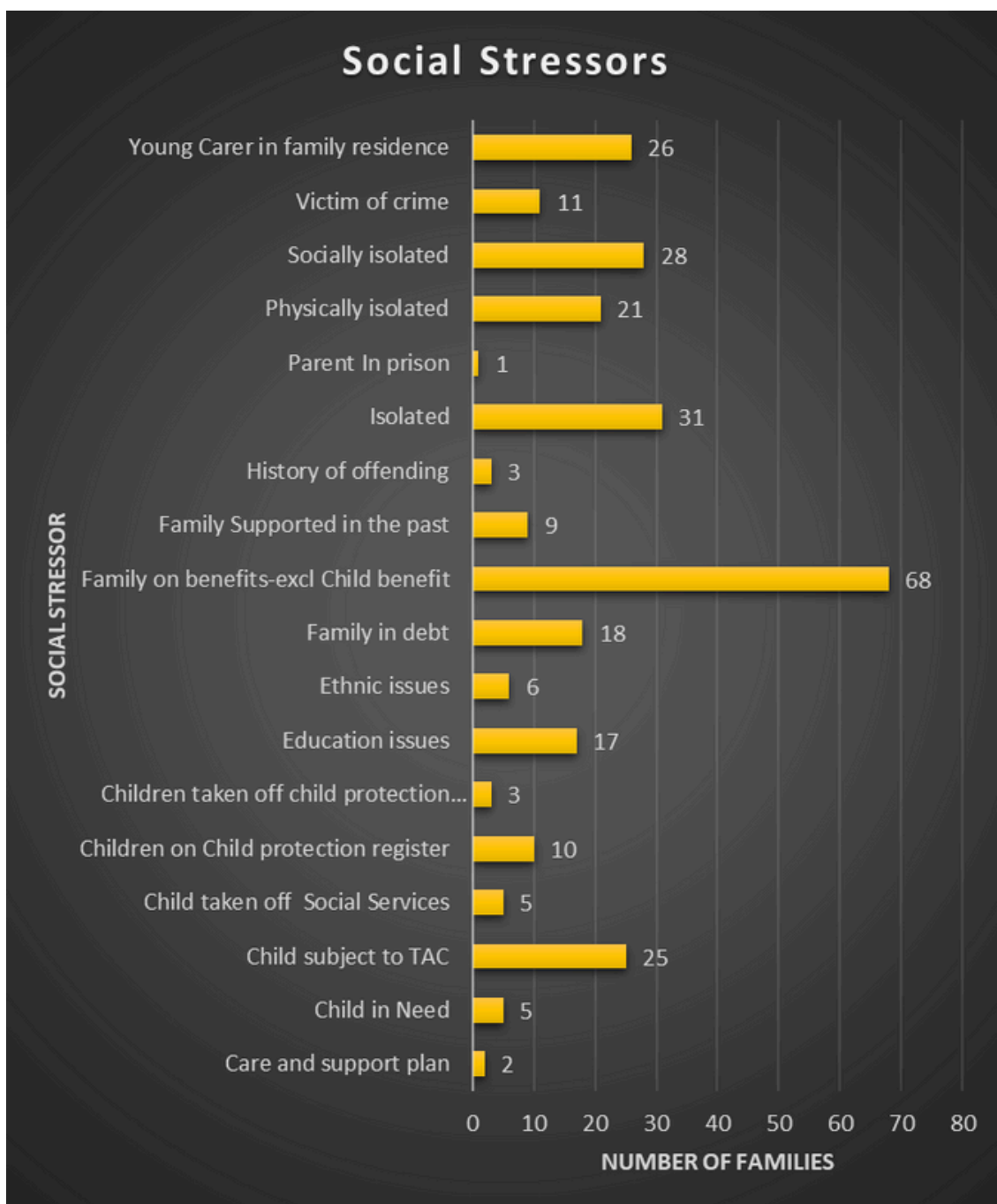
**Prevention & Inclusion Service Julie Williams – Ty Ni Family Centre**

## Who have we been working with? (health and social Stresses breakdown)

Family Friends works with a wide variety of issues and continue to grow in skills and expertise to meet and alleviate the individual issues our families face. Below is a breakdown of the kinds of health related issues we have worked with this year:



Protecting children and supporting families most at risk is something we care passionately about here at Family Friends. Below is a table that breaks down the types of social stresses families we work with have been facing over the last year. As you can see the list is very varied and presents some real challenges to the skills of our committed staff team. We have been able to do some key work with families most at risk to stop things escalating and helping to prevent a family breakdown.



This year has been one of our  
busiest years!



## **Our reputation is growing**

As we have grown over the years we have established ourselves as a reliable service to refer to from other agencies. As testimony to our reputation and successful partnership working in the community as a useful organisation in families' lives, this year we received referrals from 28 different referring agencies with the top four being:

WFIS-Wrexham Family Information service were first with 28 referrals  
Statutory Services were a close second with 23  
TAC were third place with 20 referrals received

## **Finding a place in the heart of the community.**

This year we had 16 self referrals. This is increasing each year, which questions whether: -

- Are there are enough agencies networking together?
- Is it families are more empowered to seek help themselves?
- Is it still the after effects of the pandemic with some agencies still not easily accessible?

This demonstrates that the community know who we are, what we do and that we have been approachable and easy to access throughout all the challenges we have faced over the last few years, but it continues to worry us that many families are in need but maybe not engaged with other agencies. The referrals are for a wide range of help:

## **What have we been doing this year?**

Throughout the year we have delivered a wide variety of sessions that cover many issues and offer bespoke support and care to families who need it most. Here is the breakdown of some of the activities/support we have achieved this year:

## Respite Group

We have seen 17 families finding rest, friendship and support in our weekly parent and child respite sessions this year so far.



## Steps

We have run three fully booked steps programmes last year. This course really is supporting people to reach their potential by learning how to master their thoughts!



## Counselling

Our counselling service has reached 62 individuals. 33 adults and 29 children. We have invested in our lead counsellor becoming clinical supervisor resulting in being able to run student counsellor placements. - broadening our capacity.



## Wellbeing Group

Wellbeing Group has gone from strength to strength this year. Every week they gather to support each other and have fun!

## Freedom Programme

We have run 3 Freedom Programmes, creating a safe space for women to make sense of domestic abuse, build support networks with other survivors and rebuild their lives.

Stop Domestic Violence

## Walk and Talk

The whole family, volunteers, staff and supported families have been enjoying monthly walks out in the country side. This is helping to form new friendships, increase health and positively impact wellbeing.



## 1-2-1 Support

We still have 1-2-1 family support as a core service. Our team are skilled and compassionate.





**One of the most amazing parts of the service here at Family Friends is hearing the stories of transformation from the families that we support. It's why we do what we do. The following are stories from some of the families we have supported this year.**

### **Family Story - Nicola**

When I first came to Family Friends I was someone who had no hope, no dreams and a very dark view of the future. I was a shell of my former self and thought nothing in life would get any better. I needed a friend.

I knew I had been through a lot but didn't have the tools to cope with anything.

My referral to family friends for counselling and then later, the steps programme, was my lifeline. I felt someone had picked me up off my knees and offered me a warm hug. (Along with a coffee and plenty of snacks!) This was something I never knew I needed.

The steps course, counselling and making new friends brought back my confidence, a belief in myself but most importantly, my smile.

A year later I opened a letter I'd wrote myself and had managed to achieve everything I'd wrote in it that I'd wanted to for the year. I managed to find happiness within myself, for me and my children. They had their mum back and I wasn't allowing anything to take that away again. I felt whole!

The power that family friends has to change lives is so strong, I knew I had to be a part of it and so I enrolled on the volunteer course to hopefully give back some of what I'd received.

A few months later, I was allocated a family who was in a very similar state to myself just a year and a half ago. I walked in and felt humbled to know I could possibly change this person's life for the better. I was nervous and excited to go on this journey, now as a volunteer; the one offering the warm hug.

Roll on a few months and the family is now flourishing. I hear the children in the home giggling, I see the person I work alongside smile and laugh, baking and going out to socialise and attending our wellbeing group every Wednesday. This person who was feeling suicidal, helpless and unworthy had turned themselves around with myself standing beside them. They needed a friend who believed in them just like I did.

To see a family go from breaking point to thriving is a gift no money can buy. We now both have a purpose, and we both know whatever tries to beat us down, won't last because having a friend and safe space to talk is all anyone ever needs.

Family friends IS that warm hug during a moment of crisis. They're a life line and I can't think of any better way to thank them than choosing to volunteer for them. They are the super glue that puts broken families back together and I'm forever grateful they found me when they did.

Thank you  
Nicola x



## Sian and Amelia's Story

Sian - A year ago we were introduced to family friends through action for children with our daughter. She has been coming to the respite since and throughly enjoys it. In March this year I found myself in, what I can only call, a black hole after suffering a break down. Not only were family friends there for our daughter but they helped me out of the black hole. I can honestly say that if I had not known about them, if I had not gone on the steps course and if I had not gone to the wellbeing groups, there would have been a much different outcome to what there has been.

The steps course boosted my confidence, made me realise more about self-thinking and looking in depth into the way I feel, the way I see myself and the way I choose to live my life. During the course of steps, I left a degrading job after 15 years, I saw myself in a different light, I got back up and secured a new job. I genuinely think without family friends I would not have had the confidence to do all of what I have done. They have helped so much with our daughter through one to one counselling and respite. The team are amazing, caring and I want to thank each and every one of them for everything they do for everyone.

Amelia, Sian's daughter says: - I really liked seeing Lisa every Thursday and I am upset that I no longer see her. I love playclub (respite) and it really makes my Wednesday days even better when I go. I really like the crafting cupboard and the table football. I have so much fun at family friends and I love everyone.



## Case Study from our Freedom Programme

|   |  |
|---|--|
| Project /service name:  | Freedom Programme  |
| Background  | <p>Client self-referred to our service after seeing a poster about our Freedom Programme in her GP surgery.</p> <p>Client has a young child and has separated from her husband due to abuse. Police were involved at the time, investigating her case.</p>   |
| What actions were identified as part of the planning including what mattered to the family: | <p>I replied to the client's initial email, making sure to contact her when it was safe. Client was able to join the course as we provided a crèche facility. Without this she wouldn't have been able to attend. Client's first language is not English and she was not born in the UK. She does not have any local support.</p>  |
| What outcomes have been achieved with the family  | <p>Client has shared that she feels validated and believed by learning what she has during the course. Client has built connections with other group participants and they have set up an whatsapp group to keep in touch.</p>   |
| Have there been any specific challenges faced by the family, and how were they overcome?    | <p>The police investigation was unfortunately NFA'd. Client was extremely upset with this outcome and didn't feel safe for her and her child. We were able to refer her to DV Assist to help her apply for a Non – Mol and Pro Hib Steps order.</p>  |
| What is the participant's situation now?  | <p>A Non-Molestation Order and Prohibited Steps Order are now in place. Client feels much safer and protected. Client has built relationships with other group members and feels supported and valued. Client has been able to go back to work and move her child to new a new childcare setting to feel safer.</p>  |
| Any Quotes / feedback   | <p>"Receiving your support made me remind me to keep strong. Also, the fact that sometimes we need to "knock in many different doors" till we finally be listened. I am so happy that, by the announcement I saw in my GP border, I was able to "knock on your door" and receive a warm welcome, with a true hug and a cozy "cup of tea". Please, care on what you are doing. You really makes the difference in other people's life!"</p> |

## This is what some of our supported families have said about us at the end of their support:



# We ♥ Volunteers

## **We have a fabulous team of volunteers!!**

Each of our volunteers brings their own unique talents, experiences, and insights, making Family Friends' services richer and more impactful. They represent a wonderful cross-section of the community—spanning all ages and backgrounds, including retired teachers, business owners, and parents eager to make a difference. And perhaps most inspiring are those volunteers who were once recipients of our support. To see individuals who have personally benefited from Family Friends now stepping forward to give back is a powerful reminder of the lasting impact our services can have.

However, the need continues to grow. Our waiting list of families urgently seeking support is ever-increasing. We would love for you to consider joining us and bringing your own strengths to our team. With guidance from a caring and experienced volunteer coordinator, you'll find a rewarding place here to make a real difference. If you'd like to begin a meaningful new chapter in the new year, please reach out to join our free training course!



Look what has happened since last year....

One of our supported families featured in last year's AGM Report has been working hard and we are happy to announce he is now a fully fledged volunteer in our organisation! Andrew can be found most days lifting tables, cuddling sleeping infants, running around playing football and cleaning up spills and just generally being amazing in our centre here at Family Friends. Here are few words from Andrew:

**October 2024**  
**Volunteer Story - Andrew**

Earlier this year I attended the Volunteer prep course. I really enjoyed the course, I found the information interesting and most of all it gave me the belief that I had the ability to volunteer for Family Friends!

I currently help with the weekly Respite groups, Wellbeing group, the walk and talks and have also been helping out with the crèche. I really enjoy the company, and just having a smile off a child or a conversation with another adult really lightens my day!

The role has really helped broaden my own perspectives, I have gained a real sense of belonging and it feels like my safe space. From being amongst others I am able to reflect more and it helps my own mind-set. I am so happy I am now able to give back to Family Friends as I am forever grateful of the help I had as a supported family.



# THANK YOU

All that remains to be said is a massive thank you to everyone who has played a part in making this year so successful.

Firstly thank you to the Trustees for guiding and supporting the organisation through a time of change with real wisdom and care.

Thank you to our funders for the essential support you offer to help us sustain the desperately needed service here in the heart of Wrexham.



Thank you to each and every volunteer for the hard work you do every week supporting people in crisis. You constantly amaze us with your compassion and care.



## Thank you to our amazing team!

Last but not least - a huge thank you to the team at Family Friends. You are a group of strong and passionate people who model love, positivity and growth to everyone you work with. You are the heart of the place. Thank you for all the hard work you have done this year. You face challenges every day with a smile and the love you have for each other spreads and results in a deeply caring and committed service of support to the people of Wrexham.

NEVER UNDERESTIMATE THE DIFFERENCE YOU MAKE



Guy Walmisley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

**REPORT OF THE TRUSTEES AND  
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024  
FOR  
FAMILY FRIENDS (WREXHAM)**

**FAMILY FRIENDS (WREXHAM)  
REFERENCE AND ADMINISTRATIVE DETAILS  
FOR THE YEAR ENDED 31 MARCH 2024**

**TRUSTEES**

W Williams  
R Woodcock

B Griffiths

M Peet

M Williams

Andrea Watson

B Blackmore (appointed 21/03/2024)

**PRINCIPAL ADDRESS**

The Salvation Army Premises  
Garden Road  
Wrexham  
LL11 2NU

**REGISTERED CHARITY  
NUMBER**

1160655

**INDEPENDENT EXAMINER**

Guy Walmsley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
FAMILY FRIENDS (WREXHAM)**

**Independent examiner's report to the trustees of Family Friends (Wrexham)**  
I report to the charity trustees on my examination of the accounts of Family Friends (Wrexham) (the Trust) for the year ended 31 March 2024.

**Responsibilities and basis of report**  
As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (the Act).

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**  
I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Nigel Wynne  
FCCA  
Guy Walmsley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

Date: 7/11/24



**FAMILY FRIENDS**  
Registered Charity Number: 1160655  
**STATEMENT OF ASSETS & LIABILITIES**  
**AT 31ST MARCH 2024**

|   | 2024                     | 2023                     |
|---|--------------------------|--------------------------|
| <b>CASH FUNDS</b>                                 |                          |                          |
| Petty Cash  | 76.55                    | 235.10                   |
| Bank Deposits                                     | 113,478.92               | 86,930.81                |
| COIF Charity Fund Account                         | 78,592.00                | 78,592.00                |
| <b>Total Cash Funds</b>                           | <u><u>192,147.47</u></u> | <u><u>165,757.91</u></u> |
| <b>LIABILITIES</b>                                |                          |                          |
| Independent Examiners Fee                         | 370.00                   | 350.00                   |
| Owing March 2024 PAYE                             | 1,915.15                 | 2,839.58                 |
| <b>Designated Funds</b>                           |                          |                          |
| Staff Redundancy                                  | 8,740.00                 | 17,326.61                |
| Minimum Closedown Cost (4 months) [2023 4 months] | 70,234.98                | 60,895.26                |
| Independent Examiners Fee                         | 370.00                   | 370.00                   |
| <b>Restricted Monies</b>                          |                          |                          |
| ESOL  | 1,553.53                 | 5,554.77                 |
| Moondance Foundation                              | -                        | 587.09                   |
| Pear Foundation                                   | -                        | 4,833.11                 |
| Unpaid Carers (WCBC)                              | -                        | 2,184.25                 |
| Postcode Community Fund                           | 23,263.17                | 25,000.00                |
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| Henry Smith Charity 2                             | 23,185.19                | 12,050.18                |
| Families First - Parenting                        | -                        | 2,317.94                 |
| Staff Roles, Training & Development               | -                        | 9,982.00                 |
| STEPS   | -                        | 997.73                   |
| Police Commissioner                               | 900.00                   | 1,769.80                 |
| Community Foundation                              | 5,445.01                 | -                        |
| Families First                                    | 10,443.33                | -                        |
| Sustain Service Delivery                          | 22,000.00                | -                        |
| <b>Un Restricted Funds</b>                        |                          |                          |
| Fundraising and Bank Interest                     | 5,278.60                 | 8,105.58                 |
|   | <u><u>192,147.47</u></u> | <u><u>165,659.03</u></u> |
|   | <u><u>0.00</u></u>       | <u><u>98.88</u></u>      |

The financial statements were approved by the Board of Trustees on The November 2024 and were signed on its behalf by:

Mrs W Williams

W. S. Williams

Mrs M Peet

mpet

Guy Walmesley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

**REPORT OF THE TRUSTEES AND  
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024  
FOR  
FAMILY FRIENDS (WREXHAM)**

**FAMILY FRIENDS (WREXHAM)  
REFERENCE AND ADMINISTRATIVE DETAILS  
FOR THE YEAR ENDED 31 MARCH 2024**

**TRUSTEES**

W Williams  
R Woodcock  
B Griffiths  
M Peet  
M Williams  
Andrea Watson  
B Blackmore (appointed 21/03/2024)

**PRINCIPAL ADDRESS**

The Salvation Army Premises  
Garden Road  
Wrexham  
LL11 2NU

**REGISTERED CHARITY  
NUMBER**

1160655

**INDEPENDENT EXAMINER**

Guy Walmsley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
FAMILY FRIENDS (WREXHAM)**

Independent examiner's report to the trustees of Family Friends (Wrexham) (the Trust) for the year ended 31 March 2024.

**Responsibilities and basis of report**  
As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (the Act).

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**  
I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Nigel Wynne  
FCCA  
Guy Walmsley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

Date: 7/11/24



**FAMILY FRIENDS**  
Registered Charity Number: 1160655  
**STATEMENT OF ASSETS & LIABILITIES**  
**AT 31ST MARCH 2024**

|   | 2024              | 2023              |
|---|-------------------|-------------------|
| <b>CASH FUNDS</b>                                 |                   |                   |
| Petty Cash  | 76.55             | 235.10            |
| Bank Deposits                                     | 113,478.92        | 86,930.81         |
| COIF Charity Fund Account                         | 78,592.00         | 78,592.00         |
| <b>Total Cash Funds</b>                           | <b>192,147.47</b> | <b>165,757.91</b> |
| <b>LIABILITIES</b>                                |                   |                   |
| Independent Examiners Fee                         | 370.00            | 350.00            |
| Owing March 2024 PAYE                             | 1,915.15          | 2,839.58          |
| <b>Designated Funds</b>                           |                   |                   |
| Staff Redundancy                                  | 8,740.00          | 17,326.61         |
| Minimum Closedown Cost (4 months) [2023 4 months] | 70,234.98         | 60,895.26         |
| Independent Examiners Fee                         | 370.00            | 370.00            |
| <b>Restricted Monies</b>                          |                   |                   |
| ESOL  | 1,553.53          | 5,554.77          |
| Moondance Foundation                              | -                 | 587.09            |
| Pear Foundation                                   | -                 | 4,833.11          |
| Unpaid Carers (WCBC)                              | -                 | 2,184.25          |
| Postcode Community Fund                           | 23,263.17         | 25,000.00         |
| Henry Smith Charity                               | 20,733.66         | 13,684.71         |
| Henry Smith Charity 2                             | 23,185.19         | 12,050.18         |
| Families First - Parenting                        | -                 | 2,317.94          |
| Staff Roles, Training & Development               | -                 | 9,982.00          |
| STEPS   | -                 | 997.73            |
| Police Commissioner                               | 900.00            | 1,769.80          |
| Community Foundation                              | 5,445.01          | -                 |
| Families First                                    | 10,443.33         | -                 |
| Sustain Service Delivery                          | 22,000.00         | -                 |
| <b>Un Restricted Funds</b>                        |                   |                   |
| Fundraising and Bank Interest                     | 5,278.60          | 8,105.58          |
|   | <b>192,147.47</b> | <b>165,659.03</b> |
|   | <b>0.00</b>       | <b>98.88</b>      |

The financial statements were approved by the Board of Trustees on 7th November 2024 and were signed on its behalf by:

Mrs W Williams

*W. S. Williams*

Mrs M Peet

*M Peet*

**FAMILY FRIENDS (WREXHAM)**

England & Wales - Charity number 1160655

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# Accounts

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# Annual Report

Adorddiad Blynyddol

2022 –2023

Registered Charity number 1160655

Rhif Elusen Cofrestredig 1160655



To support families with a child aged between 0 –14 living within the County Borough of Wrexham.

I gefnogi teuluoedd gyda phlant rhwng 0 a 14 yn byw yn ardal Cyngor Bwrdeistref Wrexham

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| Thank You                                       | 27          |

## Chair's Foreword

A warm welcome to everyone and thank you for joining us for our 2022-23 AGM.

Once again, we have experienced difficult times this year with so many new referrals and funding becoming harder to secure. However, the team we have are dedicated to making a difference in the community and we all strive to change people's lives for the better.

I have to say a big thank you to Mary, who steers the ship and ensures all the team work tirelessly together to deliver the professional service Family Friends is recognised for today. We are now supporting more families than ever and Family Friends continues to think of strategies to evolve and grow while delivering a bespoke service in Wrexham.

I am proud to say that Family Friends has been running for over a quarter of a century and we continue to grow as an integral part of the 3<sup>rd</sup> sector in Wrexham building positive relationships with all sectors working with families in need.

Our staff and volunteers are highly qualified and the organisation recognises the value for continuous staff development to meet the ever changing needs of the community. This ensures that each strand of our service is robust, professional and compliments the service delivery as [AGM report 23.docx](#) a whole. Building staff skills and offering several other forms of support to the family such as counselling or domestic abuse programmes, offers fluidity and helps the family improve their circumstances faster, this hopefully helps reduce statutory workloads and reduces risk to our organisation.

I want to thank our Funders who have stood by us and had faith in us to evolve through the difficulties of the ongoing effects of the pandemic which will continue for years to come. We are going into our second year of Postcode lottery funding which is unrestricted and they have been so amenable to changes during the year as we have needed them.

As we move forward, I feel very optimistic at what we will achieve in the future. We have a fantastic workforce and dedicated Trustees, plus with the continued support of our funders I am confident that we will be helping to support even more families in the year ahead and we will continue to search for funding to meet the ever growing demand in our Wrexham community.



Margaret Peet  
Chair of Trustee

Page 1

### **Manager's Reflection**

What a busy year we have had yet again, we lost some staff and gained some more, we have introduced a 9 month maximum support package for families to ensure we can still reach the families who are waiting.

Our fluidity of service ensures the best possible support package is delivered for each family we support. This in turn reduces re referral, builds independence and helps reduce statutory workloads.

In 2022-23 we received 173 referrals and we supported 187 families as some carried over from the previous year. Our referrals increase each year and we continue to look at ways we can reach more families on the limited funding we secure.

Big thanks go to all our funders but I would especially like to thank Post Code Lottery, they are so amenable to the ever changing needs of the organisation. This is so much better for us and the families we support and we hope that in the future more funders will understand that sometimes change is needed during the lifetime of a grant.

Ideally, we need more funding, bigger premises, more staff and more volunteers, I'm not sure that we will ever meet demand but we do what we can to reduce needs in the community and all our staff, volunteers and Trustees are so passionate about empowering individuals and making a difference to everyone, I know FF will continue to grow as a valued and recognised good service in Wrexham. We have positive feedback and recognition which is testament to this, our passion to build confidence and skills in our staff, volunteers and families will continue as this is key to development and moving forward in life.

The future looks very busy for Family Friends, my plan is to retire but I am confident that Family Friends will continue to work hard, supporting families in Wrexham to ensure that they reach the best possible outcomes and make positive choices in their lives going forward.

I would like to thank everyone who plays a part in making Family Friends what it is today from the funders who continue to have faith in us, the Trustees and advisors for the support they have given me and the organisation over the last year, the volunteers who all bring skills and experience to the organisation. Lastly I want to give thanks to the staff team, without whom I could not do my job, they are the cogs that make the organisation so successful in its delivery. It just leaves me to say a huge THANK- YOU to you all 😊

Thank-you

Mary Roblin, Manager

Page 2





## Treasurer's Report 2022-2023

This year we received three new funding grants. In May from the Henry Smith Foundation and in December from the Peoples Postcode Lottery, both of these are for three years. In January we received a grant from the Police Commissioner's Fund until the end of March 2024. Funders' monies are paid either yearly, six monthly or three monthly at different times during the year. Family Friends has an ongoing staggered funding strategy with monies crossing over two financial years. The amounts carried forward for 2023-2024 are listed against each funder's name under 'Restricted Monies' in the Statement of Assets and Liabilities.

The interest earned on the restricted reserves held in a Charity Investment Account has steadily increased over the year to £938.57 compared to £69.98 the previous year. Further increases continued and currently are averaging over £300 per month with these monies transferred to our HSBC current account and added to the fundraising total.

I present to you the accounts for the year ending 31<sup>st</sup> March 2023. The receipts and Payment Account shows how monies have been spent. The Statement of Assets and Liabilities shows where our funds are deposited and summarises the designated monies for which we are liable.

On behalf of the trustees I thank all our funders and donors for their support enabling Family Friends to provide its much valued service to families in Wrexham.

Wendy E Williams

Wendy E. Williams

Treasurer

REGISTERED CHARITY NUMBER: 1160655

REGISTERED CHARITY NUMBER: 1160655

**REPORT OF THE TRUSTEES AND  
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023  
FOR  
FAMILY FRIENDS (WREXHAM)**

Guy Walmsley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

**FAMILY FRIENDS (WREXHAM)**  
**REFERENCE AND ADMINISTRATIVE DETAILS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

|                                      |  |
|--------------------------------------|--|
| <b>TRUSTEES</b>                      | W Williams<br>R Woodcock<br>B Griffiths<br>M Peet<br>M Williams<br>Andrea Watson     |
| <b>PRINCIPAL ADDRESS</b>             | The Salvation Army Premises<br>Garden Road<br>Wrexham<br>LL11 2NU                    |
| <b>REGISTERED CHARITY<br/>NUMBER</b> | 1160655  |
| <b>INDEPENDENT EXAMINER</b>          | Guy Walmsley Limited<br>Chartered Accountants<br>3 Grove Road<br>Wrexham<br>LL11 1DY |

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
FAMILY FRIENDS (WREXHAM)**

**Independent examiner's report to the trustees of Family Friends (Wrexham)**

I report to the charity trustees on my examination of the accounts of Family Friends (Wrexham) (the Trust) for the year ended 31 March 2023.

**Responsibilities and basis of report**

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Nigel Wynne  
FCCA  
Guy Walmsley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

Date: 16/10/23

**FAMILY FRIENDS (WREXHAM)**  
**CHARITY NUMBER : 1160655**  
**FOR THE YEAR ENDED 31ST MARCH 2023**  
**RECEIPTS AND PAYMENTS ACCOUNTS**

**NOTES**

**Basis of preparation**

These accounts have been prepared on a receipts and payments basis.

|  | 2023       |   | 2022       |   |
|--|------------|---|------------|---|
|  | £          | £ | £          | £ |
| <b>RECEIPTS</b>  |            |   |            |   |
| <b>Statutory Funding and Slippage</b>                  |            |   |            |   |
| WCBC Families First                                    | -          |   | 51,938.27  |   |
| ESOL   | 15,719.80  |   | 18,863.76  |   |
| <b>Grants and Funding</b>                              |            |   |            |   |
| Moondance  | 20,000.00  |   | -          |   |
| Steps Training & Monthly Groups                        | 3,744.97   |   | 9,190.99   |   |
| Steve Morgan Foundation                                | 19,690.00  |   | 24,230.00  |   |
| Henry Smith  | 92,600.00  |   | 54,100.00  |   |
| Postcode Lottery                                       | 25,000.00  |   | 20,000.00  |   |
| Pear Foundation  | -          |   | 10,000.00  |   |
| Unpaid Carer's   | 1,500.00   |   | 20,234.00  |   |
| Police Commissioner                                    | 2,266.00   |   | -          |   |
| FF Parenting   | 50,480.13  |   | -          |   |
| FF Disability  | 4,599.48   |   | -          |   |
| Monthly  | 777.66     |   | -          |   |
| Summer of Fun  | 6,298.00   |   | -          |   |
| <b>Generated Income</b>                                |            |   |            |   |
| Bank & COIF Charity Fund Interest                      | 938.57     |   | -          |   |
| Fundraising/Donations                                  | 4,389.83   |   | 6,061.82   |   |
| <b>TOTAL RECEIPTS</b>                                  | 248,004.44 |   | 214,618.84 |   |
| <b>PAYMENTS</b>  |            |   |            |   |
| Costs - Befriending                                    | 1,021.83   |   | 399.80     |   |
| Costs - Events/Trips                                   | -          |   | 2,778.26   |   |
| Costs - VOL  | 2,792.55   |   | -          |   |
| Costs - SPA  | 1,228.38   |   | -          |   |
| Rent   | 9,429.15   |   | 4,454.44   |   |
| Staff Travel   | 3,980.01   |   | 4,636.76   |   |
| Postage and Carriage                                   | 1,268.15   |   | -          |   |
| Office Stationery, photocopier and telephone costs     | 2,457.51   |   | -          |   |
| Equipment  | -          |   | 79.99      |   |
| Resources  | 1,643.72   |   | 4,948.94   |   |
| Refreshments   | 658.63     |   | -          |   |
| Staff Salaries   | 171,262.29 |   | 140,535.02 |   |
| Sessional/Playworker                                   | 2,765.40   |   | 1,235.10   |   |
| Pension Costs  | 27,172.56  |   | 22,781.01  |   |
| Payroll Charges  | 899.50     |   | -          |   |
| Staff Training Costs                                   | 2,272.81   |   | 4,211.14   |   |
| Room Hire  | 717.50     |   | -          |   |
| CORE   | 2,264.07   |   | 4,076.70   |   |
| Bank Charges   | -          |   | 24.08      |   |
| Technology   | -          |   | 322.69     |   |
| Trip Event Costs                                       | 2,897.64   |   | -          |   |
| <b>TOTAL PAYMENTS</b>                                  | 234,731.70 |   | 190,483.93 |   |
| <b>NET OF RECEIPTS/ (PAYMENTS)</b>                     | 13,273     |   | 24,135     |   |
| <b>Cash funds last year end</b>                        | 152,485.17 |   | 128,350.26 |   |
| <b>Cash &amp; Bank funds at 31st March 2023 : 2022</b> | 165,757.91 |   | 152,485.17 |   |

**FAMILY FRIENDS**  
**Registered Charity Number: 1160655**  
**STATEMENT OF ASSETS & LIABILITIES**  
**AT 31ST MARCH 2023**

|   | 2023                     | 2022                     |
|---|--------------------------|--------------------------|
|   | £                        | £                        |
| <b>CASH FUNDS</b>                                 |                          |                          |
| Petty Cash  | 235.10                   | 283.70                   |
| Bank Deposits                                     | 86,930.81                | 73,609.47                |
| COIF Charity Fund Account                         | 78,592.00                | 78,592.00                |
| <b>Total Cash Funds</b>                           | <u><b>165,757.91</b></u> | <u><b>152,485.17</b></u> |
| <b>OTHER MONETARY ASSETS</b>                      |                          |                          |
| Insurance Payment                                 | <u>0.00</u>              | <u>0.00</u>              |
| <b>LIABILITIES</b>                                |                          |                          |
| Independent Examiners Fee                         | 350.00                   | 350.00                   |
| Owing March 2022 PAYE                             | <u>2,839.58</u>          | <u>2,526.07</u>          |
|   | <u><b>3,189.58</b></u>   | <u><b>2,876.07</b></u>   |
| <b>MONETARY ASSETS REPRESENTED BY:</b>            |                          |                          |
| <b>Designated Funds</b>                           |                          |                          |
| Staff Redundancy                                  | 17,326.61                | 22,122.61                |
| Photocopier lease o/s                             | 0.00                     | 500.00                   |
| Minimum Closedown Cost (4 months) [2022 3 months] | 60,895.26                | 48,852.70                |
| Peninsular  | 0.00                     | 1,521.36                 |
| Independent Examiners Fee                         | 370.00                   | 350.00                   |
| <b>Restricted Monies</b>                          |                          |                          |
| ESOL  | 5,554.77                 | 8,342.88                 |
| Steve Morgan Foundation                           | 0.00                     | 1,594.01                 |
| Moondance Foundation                              | 587.09                   | 0.00                     |
| Pear Foundation                                   | 4,833.11                 | 10,000.00                |
| Unpaid Carers (WCBC)                              | 2,184.25                 | 20,234.00                |
| Postcode Community Fund                           | 25,000.00                | 7,145.99                 |
| Henry Smith Charity                               | 13,684.71                | 9,101.78                 |
| Henry Smith Charity 2                             | 12,050.18                | 0.00                     |
| Families First Parenting                          | 2,317.94                 | 22.91                    |
| Staff Roles, Training & Development               | 9,982.00                 | 14,000.00                |
| Backdated Payrise 01/04/2020 - 31/03/2021         | 0.00                     | 3,071.89                 |
| STEPS   | 997.73                   | 0.00                     |
| Police Commissioner                               | 1,769.80                 | 0.00                     |
| <b>Un Restricted Funds</b>                        |                          |                          |
| Fundraising and Bank Interest                     | <u>8,105.58</u>          | <u>3,451.60</u>          |
|   | <u><b>165,659.03</b></u> | <u><b>150,311.73</b></u> |
| <b>Free Monies</b>                                |                          |                          |
|   | <u><b>98.88</b></u>      | <u><b>2,173.44</b></u>   |

The financial statements were approved by the Board of Trustees on 16/10/23 and were signed on its behalf by:

mpeet

Mrs M Peet

w.e. Williams

Mrs W Williams

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**FAMILY FRIENDS (WREXHAM)**  
**REFERENCE AND ADMINISTRATIVE DETAILS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**TRUSTEES**

W Williams  
R Woodcock  
B Griffiths  
M Peet  
M Williams  
Andrea Watson

**PRINCIPAL ADDRESS**

The Salvation Army Premises  
Garden Road  
Wrexham  
LL11 2NU

**REGISTERED CHARITY  
NUMBER**

1160655

**INDEPENDENT EXAMINER**

Guy Walmsley



Representation on the Management Committee in an advisory capacity

Prevention & Inclusion Service

Julie Williams – Ty Ni Family Centre

## Who have we been working with? (health and social Stresses breakdown)

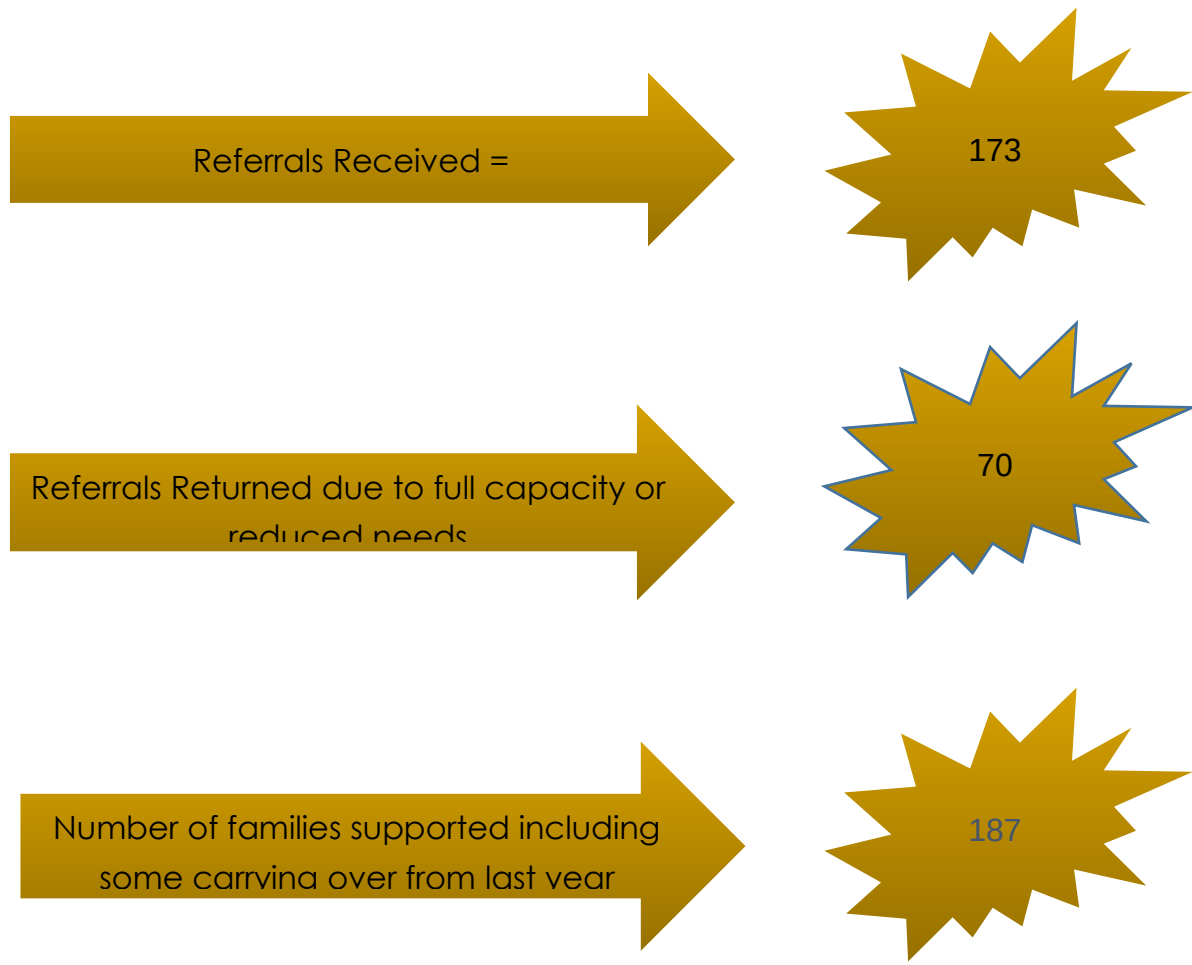
Family Friends works with a wide variety of issues and continue to grow in skills and expertise to meet and alleviate the individual issues our families face. Below is a breakdown of the kinds of health related issues we have worked with this year:

| <b>AGM Health Related Issues</b>                          |                           |
|---|---------------------------|
| <b>Health Related Issue</b>                               | <b>Number of Families</b> |
| Adult depression  | 45                        |
| Adult mental illness                                      | 89                        |
| Adult physical illness                                    | 11                        |
| Adult with physical disability                            | 28                        |
| Anxiety/panic attacks                                     | 60                        |
| Child depression  | 38                        |
| Child development delay                                   | 20                        |
| Child physical illness                                    | 6                         |
| Child undergoing assessment-behaviour/health concern      | 56                        |
| Child with physical disability over 5                     | 31                        |
| Child with physical disability under 5                    | 6                         |
| Diagnosed ADHD  | 15                        |
| Diagnosed Autism  | 20                        |
| Family Suffering stress                                   | 84                        |
| Hearing Impairment  | 11                        |
| Learning difficulties children                            | 27                        |
| Learning difficulties parents                             | 9                         |
| Pregnant Mum  | 7                         |
| Self harming behaviour                                    | 1                         |
| Self-harming behaviours in child or adult-please indicate | 20                        |
| Sight Impairment  | 4                         |

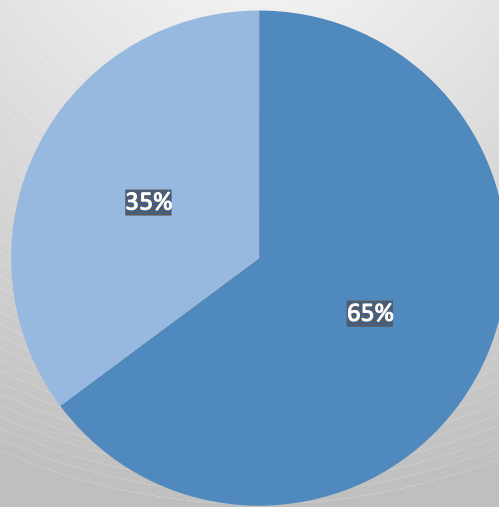
Protecting children and supporting families most at risk is something we care passionately about here at Family Friends. Below is a table that breaks down the types of social stresses families we work with have been facing over the last year. As you can see the list is very varied and presents some real challenges to the skills of our committed staff team. We have been able to do some key work with families most at risk to stop things escalating and helping to prevent a family breakdown.

| <b>AGM Social Stresses</b>                             |                           |
|--|---------------------------|
| <b>Social Stresses</b>                                 | <b>Number of Families</b> |
| History of involvement with statutory service          | 82                        |
| Child in Need  | 6                         |
| Child subject to TAC                                   | 27                        |
| Child taken off care & support                         | 2                         |
| Children on Child protection register                  | 16                        |
| Children taken off child protection register this year | 5                         |
| Education issues                                       | 17                        |
| Ethnic issues  | 7                         |
| Family in debt   | 24                        |
| Family on benefits-excl Child benefit                  | 62                        |
| Family Supported in the past                           | 8                         |
| History of offending                                   | 7                         |
| Isolated   | 1                         |
| Parent In prison                                       | 2                         |
| Physically isolated                                    | 38                        |
| Socially isolated                                      | 61                        |
| Victim of crime  | 12                        |
| Young Carer in family residence                        | 21                        |

Facts & Figures 2022-2023-What a busy Year!!



**How many have we supported?  
269 children, 146 adults in the last 12 months.**



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### Our reputation is growing

As we have grown over the years we have established ourselves as a reliable service to refer to from other agencies. As testimony to our reputation and successful partnership working in the community as a useful organisation in families' lives, this year we received referrals from 27 different referring agencies with the top four being:

Statutory services being the top with 70 referrals received

WFIS-Wrexham Family Information service were second with 28 referrals

TAC were third place with 27 referrals received

### Finding a place in the heart of the community

This year we had 10 self referrals, which questions whether: -

- Are there are enough agencies networking together?
- Is it families are more empowered to seek help themselves?
- Is it still the after effects of the pandemic with some agencies still not easily accessible?

Although the self referrals are less than last year, this demonstrates that the community know who we are, what we do and that we have been

approachable and easy to access throughout all the challenges we have faced over the last few years, but it continues to worry us that many families are in need but maybe not engaged with other agencies. The referrals are for a wide range of help:

Page 14

Page 15

### **What have we been doing this year?**

Throughout the year we have delivered a wide variety of sessions that cover many issues and offer bespoke support and care to families who need it most. Here is the breakdown of some of the activities/support we have achieved this year:



1 of our Volunteer activities :-)



Weekly ESOL sessions



Walk & Talks



Xmas party



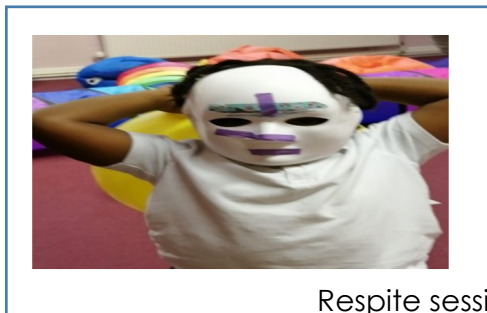
Volunteer meal



4 Freedom programmes



3 Steps Programmes



Respite sessions

Below are some of the things our families have said about us over the year in their end of support evaluations. Take a look:

|                                     |  |
|-------------------------------------|--|
| 92/21 22 <sup>nd</sup><br>Aug 2022  | Re: Trip to Greenwood. Fantastic day, loved it all.  |
| 03/22 22 <sup>nd</sup><br>Aug 2022  | Re: Trip to Greenwood. Thank you do much for a lovely day! The kids and us have really enjoyed it ☺  |
| 139/21 22 <sup>nd</sup><br>Aug 2022 | Re: Trip to Greenwood. Myself and my 8yr old daughter had a lovely time and would like to thank the organiser. The only negative was the coach driver! We have made some lovely memories for the future, thanks again. |

Extracted feedback from our evaluation forms:

Case studies feedback -2023

Thank you so much for everything you have helped me with. I'm really grateful and I'll miss our sessions.

Thought you'd like to know also, XXX moved in with his mum last Monday and I've absolutely smashed my first week on my own. My house is tidy. I've stripped a few walls in the dining room. And the council provided a skip to clear the garden. Despite the snow, XXX came round on Sunday to help me clear the rubbish. Things are looking up. I am feeling really positive that me and the kids will be ok. Again, Im pretty sure it's thanks to talking things through with you that's given me this confidence that I can do things on my own. That I'll be ok. And I don't have to put up with rubbish anymore.

Wow, just wow, what a service!

**Completed Example of our End of Support Evaluation form:**

Below is just some of the support given to one of our families

Name: \_\_\_Fsw XXXX\_ Date: \_\_\_\_\_ Fam No: XXXX

**Types of Support Given to Families**

|                                   |   |                               |   |
|-----------------------------------|---|-------------------------------|---|
| Advice and Information            | x | Activities home based         |   |
| Signposted to a service           | x | Family fun club               | x |
| Transition from social services   | x | Trips                         | x |
| Practical support                 |   | Friendship/trust              | x |
| Transport                         |   | Reassurance                   | x |
| Advocacy                          | x | Respite all children          |   |
| Crisis Support e.g. DAF, Foodbank |   | Respite some children         |   |
| Child focused support             |   | Activities away from home     |   |
| Emotional support                 | x | Training/ events session      |   |
| Listening                         | x | Steps                         |   |
| Motivation                        |   | Freedom(started not finished) | x |
| Encourage                         |   | Freedom Forever               |   |
| Other – Please specify            |   |                               |   |

**Range of Issues Supported**

|                              |   |                  |   |
|------------------------------|---|------------------|---|
| Accessing health services    |   | Budgeting        |   |
| Exercise                     |   | Legal issues     | x |
| Healthy eating               |   | Benefits         |   |
| Hygiene and information      |   | Bereavement      | x |
| Home conditions/improvements |   | Form filling     | x |
| Financial                    |   | Transport        |   |
| Relationships                | x | Isolation        |   |
| Education                    |   | Lone parent      |   |
| Basic skills - adult         |   | Substance misuse |   |

|                         |   |                       |   |
|-------------------------|---|-----------------------|---|
| Basic skills - Children |   | Domestic abuse        | x |
| Employment              |   | Mental health         | x |
| Self-image              |   | Learning disabilities |   |
| Confidence building     |   | Self-harming          |   |
| 11+ issues              |   | Depression            | x |
| Routine                 |   | Ethnic issues         |   |
| Housing                 | x | Disability            |   |
| Homework                |   | School attendance     |   |
| Household chores        |   | Care and support plan |   |
| IT Support              |   | Child protection      | x |
| Other – Please specify  |   |                       |   |

## Volunteer Benefit

|                        |  |                        |  |
|------------------------|--|------------------------|--|
| Socialising            |  | Self esteem            |  |
| Confidence             |  | Friendship             |  |
| Employability          |  | Attended training      |  |
| Improved Knowledge     |  | Qualification Achieved |  |
| Feel valued            |  | Scheme involvement     |  |
| Other – Please specify |  |                        |  |

## End of Involvement Form for Supported Families

Family Name and Number: \_\_\_XXXX 28.21\_\_\_\_\_ (Optional)



Please help Family Friends to ensure a quality service, make improvements and develop aspects of our service by completing this evaluation form. Your opinions and comments are important to us. Rate on a scale of 1 – 5. (1 being poor; 5 being good)

| Please tick the services you have accessed | Family Support Work | Steps Prog. | Freedom Prog. | Disability Play support | Family Education | Fun Club | Other (please specify) |
|--|---------------------|-------------|---------------|-------------------------|------------------|----------|------------------------|
|  | X                   | X           |               | X                       |                  |          |                        |

| Please answer the following questions as honestly as you can: <i>(please write N/A in comment box if not applicable to the serviced you accessed)</i> | 1 | 2 | 3 | 4 | 5 | Comments |
|---|---|---|---|---|---|----------|
| How useful and informative did you find your first visit from your coordinator and or Family Support Worker?  |   |   |   |   | X |          |
| How useful have you found your ongoing contact with your coordinator and or Family Support Worker?  |   |   |   |   | X |          |
| How well matched were you to your volunteer or family support worker?   |   |   |   |   | X |          |
| How well did you feel treated by the staff and volunteers in  |   |   |   |   | X |          |



As part of good practice, we carry out a monthly check on how families are finding support with Family Friends-this ensures the match or the support is working and to gather real feedback from the families we support.

In our recent audit we have heard from many of our families about how the support they are receiving right now today is making a difference in their lives. Here are what our families have been saying about their Family Friends support workers:

*"Reliable, kind and she listens, can't thank her enough"*

*'Someone to vent off to!'*

*I'm over the moon with her. I can talk openly and she is on the ball with everything"*

*"It's going great. She is lovely. I really appreciate her as well. She gives me the best possible advice. It's like we have a really good connection"*

*'Group can be a bit quiet but the Playworkers make sure everyone is welcome and happy'*

*'I am not judged at Family friends and they have helped me turn my life around'*

*'I may not be here now, if it wasn't for Family Friends'*

*'Steps course helped me change myself inside, Lisa & Mary were great'*

*Family friends is the best service I have ever had and there have been a few!*

*Thank you to Family Friends for helping to change the way I was, I didn't realise I needed too until my life got better.*

We are so proud of our family support team, the work we do and the different

aspects of our service delivery. We feel each part of our service compliments the whole support with fluidity which promotes a fast forward action to overall wellbeing for the family. Monthly audit checks enable us to ensure support is working and to hear first-hand how much of a difference our team are making in the lives of the people they support. Family Support is a challenging and demanding role. Often time is pressed and stress is high so to consistently have our supported families reporting that they feel their family support worker or trained volunteer is there for them is testimony to how caring and active they are in their roles.

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### **Supported Family Story**

Andrew-Supported family-This is his story:-

I was in a really bad place when Family friends turned up but I put a front on as I don't like to be seen as weak or needy. I am bringing up my 6 year old grandson by myself and I am recovering from a stroke. Obviously these are life changing events which I was struggling with, Laura and Mary recognised that I was lonely and needed a bit of help to improve things.

Laura started visiting once a week and supported me to put routine and boundaries in place with my grandson, which really helped, slowly I built up trust and confidence to access the other bits of service Family Friends had to offer. I went on their Walk & Talk to Erddig which was a bit strange with 15 women but it was very enjoyable!

I then started the STEPS course with Lisa & Mary, this course made me change my way of thinking from all my negative thoughts to realising being positive helps me feel much better about my life.

After completing the STEPS course, there was no stopping me and I signed up to attend the weekly Wellbeing group, this group has helped me make new friends and there is always someone to talk too, people who may or not be in a similar situation to me. The staff at FF are brilliant they give time to me when I want to talk, they listen and are very caring and kind.

My grandson loves the fortnightly respite group and is always eager to come back and asks when he can go again, it also gives me a chance to have a cuppa and chat to other parents.

I also went recently on their Therapy day, I have never had a facial in my life but everyone said my skin was glowing and it felt so smooth!

I do believe if FF hadn't got involved when they did, I would have been on a different path now and probably would have had a breakdown, FF is always on the end of the phone if I need them, plus I keep their pen handy as it has their number on it, so I can't forget it.

I do understand that I can't have support forever so my next step is to train to be a volunteer, that way I still stay with FF and can help others who may be in the place I once was. I have gained, *a better outlook in life & become a better person for it, along with meeting lots of lovely people. Thank you to everyone involved with FF*  
**Andrew**

### Supported Family Story

**Family Friends** are my rock- they are my safe haven who have helped me from out of the dark place I was in and have helped me to see the light! I always tell people you are welcomed into Family Friends as a friend and soon feel like family!

Before meeting Kay at Family friends I was extremely anxious because I didn't know what to expect and I had been let down by other services in the past. However, she put me at ease and I instantly felt safe and supported.

I had some Counselling sessions with Vicky for a few weeks- she was amazing she understood what I was going through and allowed me to express my feelings with no judgement. Later I had some help from a volunteer who provided emotional support and we met up for coffees in the local area.

Unfortunately, the volunteer was unable to continue supporting me but Kay came to the rescue and assured me that I wasn't going to be on my own! Kay invited me to the walk and talk which was the ice breaker- everyone made me feel welcome and I felt like I was amongst family. Tanith then started providing weekly family support – without her I wouldn't have been able to do half of what I have got done! Without, the emotional and practical support I don't think I would have been able to celebrate never mind have such a lovely Christmas with my family as it was a time I had been dreading!


I have been attending the Wellbeing group- Sarah was fantastic she made life fun and It made me want to go back to the group week after week. From attending the group, I have built up a good network of friends who I now have regular contact with, outside of the group sessions.

I am building my confidence and it's given me the spark to want to use my own life experiences to help other families- hopefully one day I can be a volunteer!

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It's a beautiful day to save lives.



Life is better with friends :)



---

**THERE ARE  
MOMENTS...MOMENTS THAT IN  
A SPLIT SECOND  
YOUR LIFE CHANGES FOREVER,  
AND BEFORE  
YOU KNOW IT...YOU'RE  
SOMEWHERE ELSE.**

---

- DEREK SHEPHERD



## Volunteer Development Strategy



Without our valued volunteers we would not be able to reach so many families that need us.

All our volunteers are a gifted, experienced and bring their own unique skills to enhance Family Friends service delivery. They are a fabulous bunch of all ages and from all walks of life! We have retired teachers, business owners, parents that want to help and the icing on the cake is we have volunteers who were once supported families themselves. One of the most moving things in volunteer recruitment is seeing some of the volunteers who were once our supported families, who have been helped in the past, wanting to get involved and give something back to the charity that made such a difference to their life.

We always need more! Our waiting list of families in desperate need of support and is always growing. There is a place for you to do something good and make a real difference with the support of a caring and friendly volunteer coordinator. Please do get in touch if you would like to add something special to your life in the new year and come along on our training course for free!



### Volunteer Story

Good morning,

My name is Ruth in July 2022 I retired from Nursing after 40 years with the last 11 years being a School Nurse, however I missed working with families and the challenges that the work brings, so I looked around to see if there was an organisation which would fit my skills, and I found Family Friends. I started volunteering in June 2023.

I enjoy volunteering with Family Friends, I am well supported and always know that I can access support either via the telephone or face to face if there is anything I need to ask about.

I currently support two families both have individual needs, drawing on my previous skills both practically and emotionally and building on my skills learnt during the Family Friends training, I can offer support and guidance weekly to these families, to make a difference to their family lives. The impact of this can be evidenced by the changes within the family environment and getting together has empowered them to make positive changes. Being able to utilise my experience and engaging with families on 1-1 support has inspired me to succeed in my role.

There are a lot of people, especially going through difficult situations and what life throws at them. Family Friends gives support in many areas and I feel privileged and fortunate to be part of the organisation.

Thank you

Ruth



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### Qualified Counselling offered for free to those in desperate need

Our Counselling project has gone from strength to strength and clearly compliments our current service delivery. Hopefully funding will allow for us to continue and grow to meet the need in the community. Services like this have high waiting lists county wide and our waiting list is growing, but we are proud to have been able to support 55 adults & 25 children in the last 12 months, although recognition of our valued service has increased along with extra counsellors, the referrals continue to rise. Currently we have 39 adults waiting for counselling and 42 children.

We wish we could support them all but the pressures of funding, targets and venues put added pressure on us and this service.

Counselling is delivered over the phone, virtually online and face to face to ensure those who need it can access it no matter what social restrictions we may be facing.



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It just leaves us to say a huge **THANK-YOU** to everyone who has been a part of Family Friends and made it what it is today. 26 years ago it started out with one coordinator and one admin and a couple of Volunteers supporting a few families. Today we have 8 contracted staff, 4 sessional staff and 26 volunteers who between them support an average of 68 families at any one time. We still have a growing number of families still waiting for support, demand is so high with 70 families waiting and approx. 70 waiting for counselling. But we have to recognise we have all made a difference to so many lives over the last 26 years. We will continue to thrive, meet growing needs and emerging trends, regardless of what may come our way and that is all down to everyone that plays a small or large part in FAMILY FRIENDS so....

---

*THANK-YOU*  
*to each and*  
*everyone of*  
*you* 😊

---

**FAMILY FRIENDS (WREXHAM)**  
**CHARITY NUMBER : 1160655**  
**FOR THE YEAR ENDED 31ST MARCH 2023**  
**RECEIPTS AND PAYMENTS ACCOUNTS**

**NOTES**

**Basis of preparation**

These accounts have been prepared on a receipts and payments basis.

|  | 2023       |   | 2022       |   |
|--|------------|---|------------|---|
|  | £          | £ | £          | £ |
| <b>RECEIPTS</b>  |            |   |            |   |
| <b>Statutory Funding and Slippage</b>                  |            |   |            |   |
| WCBC Families First                                    | -          |   | 51,938.27  |   |
| ESOL   | 15,719.80  |   | 18,863.76  |   |
| <b>Grants and Funding</b>                              |            |   |            |   |
| Moondance  | 20,000.00  |   | -          |   |
| Steps Training & Monthly Groups                        | 3,744.97   |   | 9,190.99   |   |
| Steve Morgan Foundation                                | 19,690.00  |   | 24,230.00  |   |
| Henry Smith  | 92,600.00  |   | 54,100.00  |   |
| Postcode Lottery                                       | 25,000.00  |   | 20,000.00  |   |
| Pear Foundation  | -          |   | 10,000.00  |   |
| Unpaid Carer's   | 1,500.00   |   | 20,234.00  |   |
| Police Commissioner                                    | 2,266.00   |   | -          |   |
| FF Parenting   | 50,480.13  |   | -          |   |
| FF Disability  | 4,599.48   |   | -          |   |
| Monthly  | 777.66     |   | -          |   |
| Summer of Fun  | 6,298.00   |   | -          |   |
| <b>Generated Income</b>                                |            |   |            |   |
| Bank & COIF Charity Fund Interest                      | 938.57     |   | -          |   |
| Fundraising/Donations                                  | 4,389.83   |   | 6,061.82   |   |
| <b>TOTAL RECEIPTS</b>                                  | 248,004.44 |   | 214,618.84 |   |
| <b>PAYMENTS</b>  |            |   |            |   |
| Costs - Befriending                                    | 1,021.83   |   | 399.80     |   |
| Costs - Events/Trips                                   | -          |   | 2,778.26   |   |
| Costs - VOL  | 2,792.55   |   | -          |   |
| Costs - SPA  | 1,228.38   |   | -          |   |
| Rent   | 9,429.15   |   | 4,454.44   |   |
| Staff Travel   | 3,980.01   |   | 4,636.76   |   |
| Postage and Carriage                                   | 1,268.15   |   | -          |   |
| Office Stationery, photocopier and telephone costs     | 2,457.51   |   | -          |   |
| Equipment  | -          |   | 79.99      |   |
| Resources  | 1,643.72   |   | 4,948.94   |   |
| Refreshments   | 658.63     |   | -          |   |
| Staff Salaries   | 171,262.29 |   | 140,535.02 |   |
| Sessional/Playworker                                   | 2,765.40   |   | 1,235.10   |   |
| Pension Costs  | 27,172.56  |   | 22,781.01  |   |
| Payroll Charges  | 899.50     |   | -          |   |
| Staff Training Costs                                   | 2,272.81   |   | 4,211.14   |   |
| Room Hire  | 717.50     |   | -          |   |
| CORE   | 2,264.07   |   | 4,076.70   |   |
| Bank Charges   | -          |   | 24.08      |   |
| Technology   | -          |   | 322.69     |   |
| Trip Event Costs                                       | 2,897.64   |   | -          |   |
| <b>TOTAL PAYMENTS</b>                                  | 234,731.70 |   | 190,483.93 |   |
| <b>NET OF RECEIPTS/ (PAYMENTS)</b>                     | 13,273     |   | 24,135     |   |
| <b>Cash funds last year end</b>                        | 152,485.17 |   | 128,350.26 |   |
| <b>Cash &amp; Bank funds at 31st March 2023 : 2022</b> | 165,757.91 |   | 152,485.17 |   |



**FAMILY FRIENDS (WREXHAM)**  
**CHARITY NUMBER : 1160655**  
**FOR THE YEAR ENDED 31ST MARCH 2023**  
**RECEIPTS AND PAYMENTS ACCOUNTS**

**NOTES**

**Basis of preparation**

These accounts have been prepared on a receipts and payments basis.

|  | 2023       |   | 2022       |   |
|--|------------|---|------------|---|
|  | £          | £ | £          | £ |
| <b>RECEIPTS</b>  |            |   |            |   |
| <b>Statutory Funding and Slippage</b>                  |            |   |            |   |
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| <b>Grants and Funding</b>                              |            |   |            |   |
| Moondance  | 20,000.00  |   | -          |   |
| Steps Training & Monthly Groups                        | 3,744.97   |   | 9,190.99   |   |
| Steve Morgan Foundation                                | 19,690.00  |   | 24,230.00  |   |
| Henry Smith  | 92,600.00  |   | 54,100.00  |   |
| Postcode Lottery                                       | 25,000.00  |   | 20,000.00  |   |
| Pear Foundation  | -          |   | 10,000.00  |   |
| Unpaid Carer's   | 1,500.00   |   | 20,234.00  |   |
| Police Commissioner                                    | 2,266.00   |   | -          |   |
| FF Parenting   | 50,480.13  |   | -          |   |
| FF Disability  | 4,599.48   |   | -          |   |
| Monthly  | 777.66     |   | -          |   |
| Summer of Fun  | 6,298.00   |   | -          |   |
| <b>Generated Income</b>                                |            |   |            |   |
| Bank & COIF Charity Fund Interest                      | 938.57     |   | -          |   |
| Fundraising/Donations                                  | 4,389.83   |   | 6,061.82   |   |
| <b>TOTAL RECEIPTS</b>                                  | 248,004.44 |   | 214,618.84 |   |
| <b>PAYMENTS</b>  |            |   |            |   |
| Costs - Befriending                                    | 1,021.83   |   | 399.80     |   |
| Costs - Events/Trips                                   | -          |   | 2,778.26   |   |
| Costs - VOL  | 2,792.55   |   | -          |   |
| Costs - SPA  | 1,228.38   |   | -          |   |
| Rent   | 9,429.15   |   | 4,454.44   |   |
| Staff Travel   | 3,980.01   |   | 4,636.76   |   |
| Postage and Carriage                                   | 1,268.15   |   | -          |   |
| Office Stationery, photocopier and telephone costs     | 2,457.51   |   | -          |   |
| Equipment  | -          |   | 79.99      |   |
| Resources  | 1,643.72   |   | 4,948.94   |   |
| Refreshments   | 658.63     |   | -          |   |
| Staff Salaries   | 171,262.29 |   | 140,535.02 |   |
| Sessional/Playworker                                   | 2,765.40   |   | 1,235.10   |   |
| Pension Costs  | 27,172.56  |   | 22,781.01  |   |
| Payroll Charges  | 899.50     |   | -          |   |
| Staff Training Costs                                   | 2,272.81   |   | 4,211.14   |   |
| Room Hire  | 717.50     |   | -          |   |
| CORE   | 2,264.07   |   | 4,076.70   |   |
| Bank Charges   | -          |   | 24.08      |   |
| Technology   | -          |   | 322.69     |   |
| Trip Event Costs                                       | 2,897.64   |   | -          |   |
| <b>TOTAL PAYMENTS</b>                                  | 234,731.70 |   | 190,483.93 |   |
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**FAMILY FRIENDS**  
**Registered Charity Number: 1160655**  
**STATEMENT OF ASSETS & LIABILITIES**  
**AT 31ST MARCH 2023**

|   | 2023                     | 2022                     |
|---|--------------------------|--------------------------|
|   | £                        | £                        |
| <b>CASH FUNDS</b>                                 |                          |                          |
| Petty Cash  | 235.10                   | 283.70                   |
| Bank Deposits                                     | 86,930.81                | 73,609.47                |
| COIF Charity Fund Account                         | 78,592.00                | 78,592.00                |
| <b>Total Cash Funds</b>                           | <u><u>165,757.91</u></u> | <u><u>152,485.17</u></u> |
| <b>OTHER MONETARY ASSETS</b>                      |                          |                          |
| Insurance Payment                                 | <u>0.00</u>              | <u>0.00</u>              |
| <b>LIABILITIES</b>                                |                          |                          |
| Independent Examiners Fee                         | 350.00                   | 350.00                   |
| Owing March 2022 PAYE                             | <u>2,839.58</u>          | <u>2,526.07</u>          |
|   | <u><u>3,189.58</u></u>   | <u><u>2,876.07</u></u>   |
| <b>MONETARY ASSETS REPRESENTED BY:</b>            |                          |                          |
| <b>Designated Funds</b>                           |                          |                          |
| Staff Redundancy                                  | 17,326.61                | 22,122.61                |
| Photocopier lease o/s                             | 0.00                     | 500.00                   |
| Minimum Closedown Cost (4 months) [2022 3 months] | 60,895.26                | 48,852.70                |
| Peninsular  | 0.00                     | 1,521.36                 |
| Independant Examiners Fee                         | 370.00                   | 350.00                   |
| <b>Restricted Monies</b>                          |                          |                          |
| ESOL  | 5,554.77                 | 8,342.88                 |
| Steve Morgan Foundation                           | 0.00                     | 1,594.01                 |
| Moondance Foundation                              | 587.09                   | 0.00                     |
| Pear Foundation                                   | 4,833.11                 | 10,000.00                |
| Unpaid Carers (WCBC)                              | 2,184.25                 | 20,234.00                |
| Postcode Community Fund                           | 25,000.00                | 7,145.99                 |
| Henry Smith Charity                               | 13,684.71                | 9,101.78                 |
| Henry Smith Charity 2                             | 12,050.18                | 0.00                     |
| Families First Parenting                          | 2,317.94                 | 22.91                    |
| Staff Roles, Training & Development               | 9,982.00                 | 14,000.00                |
| Backdated Payrise 01/04/2020 - 31/03/2021         | 0.00                     | 3,071.89                 |
| STEPS   | 997.73                   | 0.00                     |
| Police Commissioner                               | 1,769.80                 | 0.00                     |
| <b>Un Restricted Funds</b>                        |                          |                          |
| Fundraising and Bank Interest                     | <u>8,105.58</u>          | <u>3,451.60</u>          |
|   | <u><u>165,659.03</u></u> | <u><u>150,311.73</u></u> |
| <b>Free Monies</b>                                |                          |                          |
|   | <u><u>98.88</u></u>      | <u><u>2,173.44</u></u>   |

The financial statements were approved by the Board of Trustees on 16/10/23 and were signed on its behalf by:

mfest.

**Mrs M Peet**

w.e. Williams

**Mrs W Williams**

**FAMILY FRIENDS (WREXHAM)**

England & Wales - Charity number 1160655

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# Accounts

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# Annual Report

## Adorddiad Blynyddol 2021 -2022

Registered Charity number 1160655  
Rhif Elusen Cofrestredig 1160655



To support families with a child aged between 0 -14 living within the County Borough of Wrexham.

I gefnogi teuluoedd gyda phlant rhwng 0 a 14 yn byw yn ardal Cyngor Bwrdeistref Wrexham

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## **Chair's Foreword**

A warm welcome to everyone and thank you for joining us for our 2022 AGM.

Once again, we have experienced difficult times this year with so many new referrals and not enough staff, volunteers or funding to meet demand. However, we have been fortunate to employ a new volunteer coordinator using unrestricted monies kindly donated from the Pear foundation. I would like to welcome Kay who has this post and is working with volunteers who are matched to families in Wrexham. Kay also has a small cohort of families to support herself so she has a clear understanding of the needs of the families we work with.

I have to say a big thank you to Mary, Jo and our team of dedicated staff and valued volunteers, for the way they continue to pull together and demonstrate their ongoing passion to making a difference in the community we live in. We are now supporting more families than ever and Family Friends continues to think of strategies to evolve and grow while delivering a bespoke service in Wrexham.

I am proud to say that Family Friends has just celebrated its 25<sup>th</sup> anniversary and we continue to grow as an integral part of the 3<sup>rd</sup> sector in Wrexham building positive relationships with all sectors working with families in need.

Our staff and volunteers are highly qualified and the organisation recognises the value for continuous staff development to meet the ever changing needs of the community. This ensures that each strand of our service is robust, professional and compliments the service delivery as a whole. Building staff skills and offering several other forms of support to the family such as counselling or domestic abuse programmes, offers fluidity and helps the family improve their circumstances faster, this hopefully helps reduce statutory workloads and reduces risk to our organisation.

I want to thank our Funders who have stood by us and had faith in us to evolve through the difficulties of the ongoing consequences of the pandemic. We have just received news that we have secured 3 years of unrestricted funding from postcode lottery which is fantastic, this funding will be used wisely to meet any emerging trends that may arise.

As we move forward, I feel very optimistic at what we will achieve in the future. We have a fantastic workforce and dedicated Trustees, plus with the continued support of our funders I am confident that we will be helping to support even more families in the year ahead and the next 25 years!



Margaret Peet  
Chair of Trustees

## **Manager's Reflection**

Yet another year passes and the referrals continue to rise.

When a family refers to us, they may not know what we can help with. This is usually because they have several agencies involved, all trying to support the families when the need it most.

However, this can be a long and turbulent ride, so let's imagine we are all going on a FF journey and let's call it flight 15122022 - we don't know where or how long it will take but we have been reassured that it will be 'good value for money' an enjoyable experience and just what the kids need'. Family Friends doesn't actually use those words but we do promote positivity and are good at achieving positive outcomes. This journey is going to relate to a family going on a plane to a destination unknown....

Arrivals -check in- Family Friends, where a welcoming face is there to greet you. This is usually Lisa who explains our service asks a few questions and the excitement builds as it sounds that we (the family) are on their way. But then Lisa says 'sorry but we have a delay on your 'flight'(support)' due to extenuating circumstances which are out of our control, in this instance we are running at full capacity ...so the plane is full ... so the family waits...frustrations build.

Where possible we will signpost them to another flight/agency but usually they have full planes too.

Eventually, it's time to board, the excitement increases but so does the anxiety as their destination looms. The family have a family support worker or a trained Volunteer who will make everything right again- *wrong*- starting this journey does not guarantee the perfect destination.

Family and support worker fill out their 'destination' of hope, wherein this scenario is our initial assessment form- this looks at where the family are now and where they would like to be and using the flight analogy most would say far from Wrexham, somewhere sunny, children happy and everyone relaxed... problem solved. Only its not that easy, there is much turbulence along the way, which is upsetting, frightening quite often out of the family's control. Sometimes Family Friends or our stewards who provide the support along the way also have concerns, frustration and fear but we don't show it, all we do is, reassure the families during these turbulent times that we will get through it together and we will come out the other side but in the meantime we need to fasten up, listen to the advice given and soon the turbulence will lessen.

The family put their trust in the Family Friends service, the service or flight is long haul, very rarely a short hop to any destination. During this time the staff of FF get to know the families strengths and we work on those strengths to help solve some of the problems the families are facing. Quite often the window that the family look out of is small and narrow which often squeezes all the problems together. FF service breaks down the needs into smaller segments so the family's in sight becomes clearer and more manageable.

Sometimes, FF need to have connecting flights which are all the agencies we work with in Wrexham, this can be daunting to the family as they are already tired and do not want to explain their destination/issues again and again with other agencies. By assigning a staff or volunteer member to each family we act

as an advocate and carry a lot of the baggage for the family while still making sure we work together so when the family arrive at their destination or end of their journey/flight they can sustain and carry on, using the knowledge and skills to cope which have given them the confidence to carry on being the parent and family they want to be.

Not only do we have connecting flights but our support is 'fully inclusive' which provides fluidity and value for our families. We find that when the family boards the Family Friends flight, the journey is like no other. Our 1-1 support with a friendly face, to our 'programme of activities and events' are there for everyone and each and every person can access these extras, free of charge. This can include group support, kids club, family education, domestic abuse programmes, confidence building, walk and talks and so much more...all within the confines of our Friendly Family Friends fully inclusive package.

After the long haul flight and the families support package is due to end, the families and Family Friends reflect on their time with us, they are directed to the departure lounge where we have Jo our friendly steward checking all the bags/children are ok, reassuring words that their forward journey is going to be smoother as they have all built confidence and skills to make better choices in life if they want to. Departure lounge or when families go through passport control we ensure the families have the opportunity to feedback on their support and wellbeing.

Sadly I wish we could say the destination and time we have with our families is then over and everyone lives happily ever after but alas this is not the case. With increased needs, cost of living crises, mental health and referrals hitting an all-time high and funding becoming harder and harder to secure. We still cannot support all the families in need though we try our best and we are continually evolving and thinking of new ways to reach more families that are waiting to board Family Friends but we are limited due to size and increased costs.

In 2021 we had 160 referrals and we supported 161 as some carry over from the previous year. This year just from April to November we have received 131 referrals already, that is an increase of 23% and although we try to meet demand, demand outstrips our availability to support everyone. Ideally, we need more funding, bigger premises, more staff and more volunteers, I'm not sure that we will ever meet demand but we do what we can to reduce needs in the community and all our staff, volunteers and Trustees are so passionate about empowering individuals and making a difference to everyone, I know FF will continue to grow as a valued and recognised good service in Wrexham. We have positive feedback and recognition which is testament to this, our passion to build confidence and skills in our staff, volunteers and families will continue as this is key to moving forward in all aspects of life.

The future looks very busy for Family Friends, we promise we will continue to work hard, supporting families in Wrexham to ensure that they reach the best possible outcomes and make positive choices in their lives going forward.

I would like to thank everyone who plays a part in making Family Friends what it is today from the funders who continue to have faith in us, the Trustees and advisors for the support they have given me and the organisation over the last year, the volunteers who all bring skills and experience to the organisation and lastly the staff team without whom I could not do my job, they are the cogs that make the organisation so successful in its delivery. It just leaves me to say a huge THANK- YOU to you all 😊

Thank-you

Mary Roblin, Manager





## **Treasurer's Report 2021-2022**

We started the year still coping with Covid-19 and its variants causing an ever increasing number of referrals, putting our waiting lists to levels unprecedented in the 22 years I have been a Trustee for Family Friends.

Ongoing funding opportunities to alleviate the effects of the pandemic on the families were available and we obtained grants to continue with the increased service level for the rest of the year.

From November 2021 free banking was withdrawn for the charities, with a charge of £5 per month to run our bank account with additional charges for certain transactions. Good news came in January 2022 when we saw the interest on our charities Investment Account slowly increase from 79p per month to currently over £90 per month, this is due to us holding restricted reserves, hopefully this will continue.

I present to you the accounts for the financial year ending 31<sup>st</sup> of March 2022.

The Receipts and Payments Account shows how Family Friends' money has been spent. The Statement of Assets and Liabilities shows where our funds are deposited and summarises the designated funds for which we are liable.

On the behalf of the Trustees, I thank all our funders and donors for their support and recognition of the much needed and valued service we provide to the community of Wrexham.

Wendy E Williams

A handwritten signature in black ink that reads "Wendy E. Williams". The signature is written in a cursive style and is underlined.

Treasurer

REGISTERED CHARITY NUMBER: 1160655

**REPORT OF THE TRUSTEES AND  
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31<sup>st</sup>  
MARCH 2022**

**FOR**

**FAMILY FRIENDS (WREXHAM)**

Guy Walmsley  
Limited Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

**FAMILY FRIENDS (WREXHAM)**  
**REFERENCE AND ADMINISTRATIVE DETAILS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**TRUSTEES**                      M Roberts - Deceased 03/06/2021  
W Williams  
R Woodcock  
B Griffiths  
M Peet  
M Williams  
Andrea Watson

**PRINCIPAL ADDRESS**                      The Salvation Army Premises  
Garden Road  
Wrexham  
LL11 2NU

**REGISTERED CHARITY  
NUMBER**                                      1160655

**INDEPENDENT EXAMINER**                      Guy Walmsley  
Limited Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

**INDEPENDENT EXAMINER'S REPORT TO THE  
TRUSTEES OF  
FAMILY FRIENDS (WREXHAM)**

**Independent examiner's report to the trustees of Family Friends (Wrexham)**

I report to the charity trustees on my examination of the accounts of Family Friends (Wrexham) (the Trust) for the year ended 31 March 2022.

**Responsibilities and basis of report**

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Nigel Wynne  
FCCA  
Guy Walmsley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

Date: 14/11/22

**FAMILY FRIENDS (WREXHAM)**  
**CHARITY NUMBER: 1160655**  
**FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2022**  
**RECEIPTS AND PAYMENTS ACCOUNTS**

**NOTES**

**Basis of preparation**

These accounts have been prepared on a receipts payments basis.

|   | <b>2022</b> |                | <b>2021</b> |            |
|---|-------------|----------------|-------------|------------|
| <b>RECEIPTS</b>                         | £           | £              | £           | £          |
| <b>Statutory Funding &amp; Slippage</b> |             |                |             |            |
| WCBC Families First                     | 51,938.27   |                | 53,119.48   |            |
| ESOL                                    | 18,863.76   |                | 19,863.76   |            |
| <b>Grants and Funding</b>               |             |                |             |            |
| BBC Children in Need                    | -           |                | 13,003.00   |            |
| Community County Council Support        | -           |                | 4,975.00    |            |
| Community Foundation Wales              | -           |                | 12,907.00   |            |
| Lloyds Bank Foundation                  | -           |                | -           |            |
| Methodist Insurance                     | -           |                | 64.35       |            |
| Moondance                               | -           |                | 20,000.00   |            |
| National Lottery Community Fund         | -           |                | 10,000.00   |            |
| STEPS Training and Monthly Groups       | 9,190.99    |                | 8,788.00    |            |
| Steve Morgan Foundation                 | 24,230.00   |                | 27,833.37   |            |
| VSEF Small Grants                       | -           |                | 13,293.00   |            |
| WCBC – Rise and Shine Provision         | -           |                | 77.00       |            |
| Youth Led Grant                         | -           |                | 1,000.00    |            |
| Henry Smith                             | 54,100.00   |                | -           |            |
| Postcode Lottery                        | 20,000.00   |                | -           |            |
| Pear Foundation                         | 10,000.00   |                | -           |            |
| Unpaid Carer's                          | 20,234.00   |                | -           |            |
| <b>Generated Income</b>                 |             |                |             |            |
| Bank & COIF Charity Fund Interest       | -           |                | 69.98       |            |
| Other Income                            | -           |                | -           |            |
| Fundraising Donations                   | 6,061.82    |                | 623.30      |            |
| <b>TOTAL RECEIPTS</b>                   |             | 214,618.8<br>4 |             | 185,607.24 |

|   | <b>2022</b> |            | <b>2021</b> |            |
|---|-------------|------------|-------------|------------|
|   | £           | £          | £           | £          |
| <b>PAYMENTS</b>   |             |            |             |            |
| Costs – Befriending   | 399.80      |            | 1,329.59    |            |
| Costs – Play Support  | -           |            | -           |            |
| Costs – Family Fun Club   | -           |            | 2,736.62    |            |
| Costs – Care and Share  | -           |            | -           |            |
| Costs – Events/Trips  | 2,778.26    |            | 400.60      |            |
| Costs – ESOL  | -           |            | -           |            |
| Costs – Family Education  | -           |            | -           |            |
| Costs – STEPS   | -           |            | 212.35      |            |
| Costs – Freedom Programme/Domestic Abuse                        | -           |            | -           |            |
| Costs – Respite Support Group                                   | -           |            | 739.06      |            |
| Rent  | 4,454.44    |            | 4,895.25    |            |
| Travelling  | -           |            | 277.40      |            |
| Volunteer Travel  | -           |            | 136.54      |            |
| Volunteer/Family Training                                       | -           |            | 384.46      |            |
| Staff Travel  | 4,636.76    |            | 1,852.85    |            |
| Postage and Carriage  | -           |            | 108.46      |            |
| Office Stationery, Photocopier and Telephone Costs              | -           |            | 3,320.69    |            |
| Books etc   | -           |            | 20.49       |            |
| Computer and Software   | -           |            | 2880.10     |            |
| Equipment   | 79.99       |            | 291.30      |            |
| Resources   | 4948.94     |            | 1482.89     |            |
| Premises Expenses   | -           |            | -           |            |
| Insurance   | -           |            | 840.77      |            |
| Refreshments  | -           |            | 8.50        |            |
| Sundry Expenses   | -           |            | 165.49      |            |
| PPE & Cleaning  | -           |            | 372.85      |            |
| AGM Costs   | -           |            | -           |            |
| Staff Salaries  | 140,535.02  |            | 110,397.55  |            |
| Sessional/Playworker  | 1,235.10    |            | 1,560.86    |            |
| Pension Costs   | 22,781.01   |            | 14,843.22   |            |
| Audit Fees  | -           |            | 360.00      |            |
| Consultancy Fee   | -           |            | 1,272.80    |            |
| Payroll Charges   | -           |            | 679.00      |            |
| Staff Training Costs  | 4,211.14    |            | 3,155.27    |            |
| Room Hire   | -           |            | 552.61      |            |
| Fundraising Expenses  | -           |            | -           |            |
| WCBC Clawback   | -           |            | 3,070.20    |            |
| CORE  | 4,076.70    |            | -           |            |
| Bank Charges  | 24.08       |            | -           |            |
| Technology  | 322.69      |            | -           |            |
| <b>TOTAL PAYMENTS</b>   |             | 190,483.93 |             | 158,357.77 |
| <b>NET OF RECEIPTS AND PAYMENTS</b>                             |             | 24,135.00  |             | 27,249     |
| <b>Cash funds last year end</b>                                 |             | 128,350.26 |             | 101,100.79 |
| <b>Cash &amp; Bank funds at 31<sup>st</sup> March 2022:2021</b> |             | 152,485.17 |             | 128,350.26 |

**FAMILY FRIENDS (WREXHAM)**  
**CHARITY NUMBER: 1160655**  
**STATEMENT OF ASSETS AND LIABILITIES**  
**AT 31<sup>st</sup> MARCH 2022**

|   | <b>2022</b>       | <b>2021</b>       |
|---|-------------------|-------------------|
|   | £                 | £                 |
| <b>CASH FUNDS</b>                                 |                   |                   |
| Petty Cash  | 283.70            | 130.75            |
| Bank Deposits                                     | 73,609.47         | 49,627.51         |
| COIF Charity Fund Account                         | 78,592.00         | 78,592.00         |
| <b>Total Cash Funds</b>                           | <b>152,485.17</b> | <b>128,350.26</b> |
| <b>OTHER MONETARY ASSETS</b>                      |                   |                   |
| Insurance Payment                                 | 0.00              | 406.12            |
| <b>LIABILITIES</b>                                |                   |                   |
| Independent Examiners Fee                         | 350.00            | 350.00            |
| Owing for Photocopier                             | 0.00              | 37.69             |
| Owing March 2022 PAYE                             | 2,526.07          | 2,562.46          |
| Owing for Staff Expenses                          | 0.00              | 196.96            |
| Owing for Insurance                               | 0.00              | 433.43            |
| Owing for Telephone Charges                       | 0.00              | 10.03             |
| Owing for Room Hire                               | 0.00              | 0.00              |
|   | <b>2,876.07</b>   | <b>3,590.57</b>   |
| <b>MONETARY ASSETS REPRESENTED BY:</b>            |                   |                   |
| <b>Designated Funds</b>                           |                   |                   |
| Staff Redundancy                                  | 22,122.61         | 18,437.00         |
| Photocopier Lease o/s                             | 500.00            | 700.00            |
| Minimum Closedown Cost (3 months) [2021 5 months] | 48,852.70         | 59,542.36         |
| Peninsular  | 1,521.36          | 1,521.36          |
| Independent Examiners Fee                         | 350.00            | 350.00            |
| <b>Restricted Monies</b>                          |                   |                   |
| ESOL  | 8,342.88          | 0.00              |
| E.S. Pay  | 0.00              | 1,365.18          |
| FSW Post  | 0.00              | 2,234.70          |
| Steve Morgan Foundation                           | 1,594.01          | 2,326.68          |
| Tampon Tax  | 0.00              | 1,027.93          |
| Moondance Foundation                              | 0.00              | 20,000.00         |
| CFW   | 0.00              | 8,730.89          |
| YLG   | 0.00              | 650.02            |
| Student Reimbursement                             | 0.00              | 79.99             |
| Pear Foundation                                   | 10,000.00         | 0.00              |
| Unpaid Carer's (WCBC)                             | 20,234.00         | 0.00              |
| Postcode Community Fund                           | 7,145.99          | 0.00              |
| Henry Smith Charity                               | 9,101.78          | 0.00              |
| Families First Parenting                          | 22.91             | 0.00              |
| Staff Roles, Training & Development               | 14,000            | 0.00              |
| Backdated Payrise 01/04/2021 - 31/03/2022         | 3,071.89          | 0.00              |
| <b>Un Restricted Funds</b>                        |                   |                   |
| Fundraising and Bank interest                     | 3,451.60          | 10,210.38         |
|   | <b>150,311.73</b> | <b>127,176.49</b> |
| <b>Free Monies</b>                                | <b>2,173.44</b>   | <b>1,173.77</b>   |

These financial statements were approved by the Board of Trustees on 14/11/2022 and were signed on its behalf by:



Mrs M Peet



Mrs W Williams

## **FAMILY FRIENDS**

### **Management Committee 2021/2022**

Trustees (voting members)

|                              |                                   |
|------------------------------|-----------------------------------|
| Chairperson                  | Margaret Peet                     |
| Vice Chair                   | Mel Williams                      |
| Treasurer                    | Wendy Williams                    |
| Secretary                    | Beulah Griffiths                  |
| Individual Volunteer members | Ruth Woodcock<br>Andrea Stevenson |

Representation on the Management Committee in an advisory capacity

|                                |                                      |
|--------------------------------|--------------------------------------|
| Prevention & Inclusion Service | Julie Williams - Ty Ni Family Centre |
|--------------------------------|--------------------------------------|

## **Who have we been working with? (health and social Stresses breakdown)**

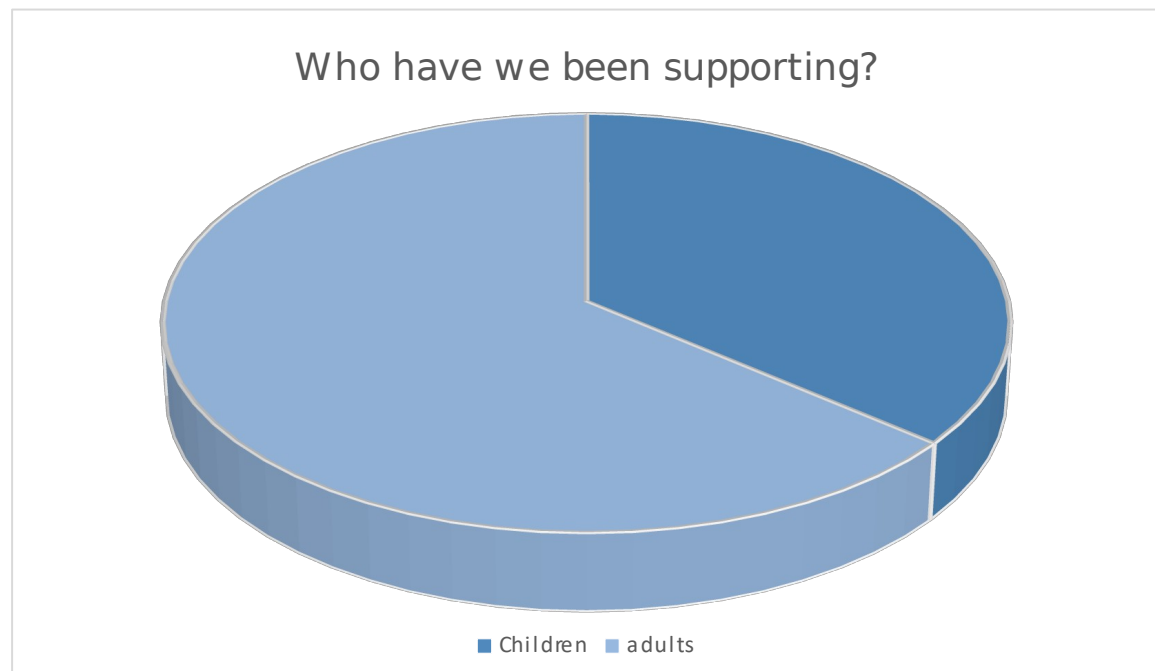
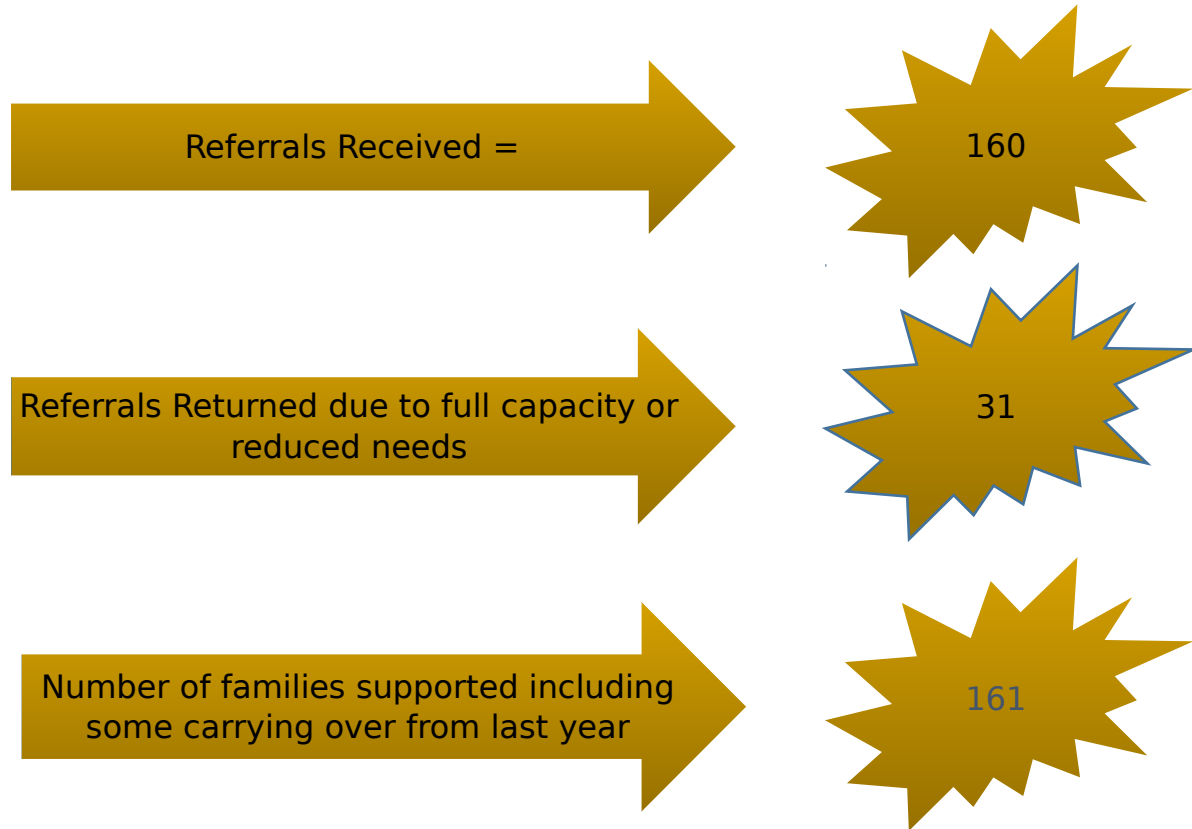
Family Friends works with a wide variety of issues and continue to grow in skills and expertise to meet and alleviate the individual issues our families face. Below is a breakdown of the kinds of health related issues we have worked with this year:

| <b>AGM Health Related Issues</b>                          |                           |
|---|---------------------------|
| <b>Health Related Issue</b>                               | <b>Number of Families</b> |
| Mental health issues due to abuse in child or adult       | 73                        |
| Adult depression  | 34                        |
| Adult mental illness                                      | 45                        |
| Adult physical illness                                    | 6                         |
| Adult with physical disability                            | 25                        |
| Anxiety/panic attacks                                     | 49                        |
| Child depression  | 18                        |
| Child development delay                                   | 16                        |
| Child physical illness                                    | 4                         |
| Child undergoing assessment-behaviour/health concern      | 35                        |
| Child with physical disability over 5                     | 13                        |
| Child with physical disability under 5                    | 5                         |
| Diagnosed ADHD  | 7                         |
| Diagnosed Autism  | 14                        |
| Family Suffering stress                                   | 54                        |
| Hearing Impairment  | 12                        |
| Learning difficulties children                            | 18                        |
| Learning difficulties parents                             | 6                         |
| Pregnant Mum  | 5                         |
| Self-harming behaviour                                    | 1                         |
| Self-harming behaviours in child or adult-please indicate | 15                        |
| Sight Impairment  | 7                         |

Protecting children and supporting families most at risk is something we care passionately about here at Family Friends. Below is a table that breaks down the types of social stresses families we work with have been facing over the last year. As you can see the list is very varied and presents some real challenges to the skills of our committed staff team. We have been able to do some key work with families most at risk to stop things escalating and helping to prevent a family breakdown.

| <b>AGM Social Stresses</b>                              |                           |
|---|---------------------------|
| <b>Social Stresses</b>                                  | <b>Number of Families</b> |
| Involved or history of involvement with Social Services | 81                        |
| Child in Need   | 6                         |
| Child subject to TAC                                    | 21                        |
| Child taken off Child In Need                           | 1                         |
| Children on Child protection register                   | 7                         |
| Children taken off child protection register this year  | 3                         |
| Education issues  | 13                        |
| Ethnic issues   | 6                         |
| Family in debt  | 20                        |
| Family on benefits-excl Child benefit                   | 45                        |
| Family Supported in the past                            | 8                         |
| History of offending                                    | 5                         |
| Parent In prison  | 2                         |
| Physically isolated                                     | 18                        |
| Socially isolated                                       | 41                        |
| Victim of crime   | 9                         |
| Young Carer in family residence                         | 15                        |

**Facts & Figures 2021-2022-What a busy Year!!**



**Our reputation is growing**

As we have grown over the years we have established ourselves as a reliable service to refer to from other agencies. As testimony to our reputation and successful partnership working in the community as a useful organisation in families' lives, this year we received referrals from 34 different referring agencies with the top four being:

WFIS- Wrexham family Information service-Most referrals

SS- Social Services/Children's Services-second highest

TAC - Together Achieve Change-Third

Self referrals=18 which equals 11% of referrals.

### **Finding a place in the heart of the community**

This year again we have a high record of self referrals, which questions whether:

-

- Are there are enough agencies networking together?
- is it families are more empowered to seek help themselves?
- is it still the after effects of the pandemic with some agencies still not easily accessible?

For 11% of families self referring to us demonstrates that the community know who we are, what we do and that we have been approachable and easy to access throughout all the challenges we have faced over the last few years, but it is also worrying that many families are in need but maybe not engaged with other agencies. The referrals are for a wide range of help:

### **What have we been doing this year?**

Throughout the year we have delivered a wide variety of sessions that cover many issues and offer bespoke support and care to families who need it most. Here is the breakdown of everything we have achieved this year:



34 Play support sessions



32 ESOL sessions



14 Care and share/Walk and Talk sessions



Summer of fun 12 sessions



Family Trip to Park Hall farm



4 Freedom and 2 Recovery Tool Kit groups



3 Steps Programmes



Self-funded Respite sessions  
23

**Below are some of the things our families have said about us over the year in their end of support evaluations. Take a look:**

|                    |                  |  |
|--------------------|------------------|--|
| 92/21<br>Aug 2022  | 22 <sup>nd</sup> | Re: Trip to Greenwood. Fantastic day, loved it all.  |
| 03/22<br>Aug 2022  | 22 <sup>nd</sup> | Re: Trip to Greenwood. Thank you do much for a lovely day! The kids and us have really enjoyed it 😊  |
| 139/21<br>Aug 2022 | 22 <sup>nd</sup> | Re: Trip to Greenwood. Myself and my 8yr old daughter had a lovely time and would like to thank the organiser. The only negative was the coach driver! We have made some lovely memories for the future, thanks again. |

**Extracted feedback from our evaluation forms:**

*"Jane explained everything to us"*

*"Jane takes time to know we understand"*

*"Jane helped when it was really bad"*

*"Helped me with the legal stuff and speaking to housing"*

*"Easy to talk to and knew a lot of things"*

*"Good I like her"*

*"Very good and friendly"*

*"Sorted out my benefits and DLA for me and got me beds for the children"*

*"I do want to do more and go back to work eventually and now stuff is more settled I can think about doing that"*

*"Helped me with benefits and furniture when I really couldn't cope"*

*"She listened to me and helped me access the other services I needed"*

*"Goes above and beyond"*

*"Initially unsure but we gelled really well when I got to know her"*

*"Very respectful - no judgement"*

*"Want to keep her, she has made me trust people again"*

*"Yes, she is a persistent pain in the arse!"*

*"Gave me hope, I can honestly say I don't think I would be here today if it wasn't for Family Friends"*

**Completed Example of our End of Support Evaluation form:**

| Please answer the | 1 | 2 | 3 | 4 | 5 | Comments |
|-------------------|---|---|---|---|---|----------|
|-------------------|---|---|---|---|---|----------|

| <b>following questions as honestly as you can:</b> <i>(please write N/A in comment box if not applicable to the serviced you accessed)</i> |     |  |    |  |   |
|--|-----|--|----|--|---|
| How useful and informative did you find your first visit from your coordinator and or Family Support Worker?                               |     |  |    |  | X<br>Mary explained the service to me clearly and how this had been adapted considering the pandemic.   |
| How useful have you found your ongoing contact with your coordinator and or Family Support Worker?   |     |  |    |  | X<br>My regular calls with Pip have helped me overcome many difficult situations along the way.   |
| How well matched were you to your volunteer or family support worker?  |     |  |    |  | X<br>I could not have wished to be better matched. Pip put me at ease from our first call, I never felt judged and she understood how I was feeling.  |
| How well did you feel treated by the staff and volunteers in Family Friends?   |     |  |    |  | X<br>Everyone I have come across at the organisation has been helpful.  |
| How useful was Family Friends to your family?  |     |  |    |  | X<br>This service has provided me with support tailored to our individual family, given me a more in depth understanding of my children and transformed my relationship with them.  |
| Has Family Friends helped you move towards your goals?   | Yes |  | No |  | I accept that this is a journey and we will continue to experience difficult times but the support I have received has given me confidence to believe in myself as a parent and to support my children in ways they need. |
| Has Family Friends made a positive difference to your life?  | Yes |  | No |  | Absolutely, I do not know how I would've coped with all the obstacles without this support.   |

**As part of good practice, we carry out a monthly check on how families are finding support with Family Friends-this ensures the match is working and to gather real feedback from the families we support.**

In our recent audit we have heard from many of our families about how the

support they are receiving right now today is making a difference in their lives. Here are what our families have been saying about their Family Friends support workers:

*“Absolutely brilliant, can’t thank her enough”*

*“I’m over the moon with her. I can talk openly and she is on the ball with everything”*

*“It’s going great. She is lovely. I really appreciate her as well. She gives me the best possible advice. It’s like we have a really good connection”*

*“Donna is great! My youngest adores her. I feel like I can talk to her and she is a fountain of knowledge”*

*“Going well, Jane’s marvellous. She has helped sort lots of things out specifically the disability badge”*

*“Laura is amazing! If it wasn’t for Laura I don’t know what I’d do! I was under social services and Laura has done everything for me, got things moving. She has done so much”*

*“Jane is brilliant! I couldn’t have asked for a better support worker. She has really been helping. She is helping me with absolutely everything! She is fighting for me as other professionals have let me down. She is the person who is truly on my side”*

*“Laura has helped me loads. I don’t know what I’d do without her. I know Laura is there for me”*

*“Jane does a lot on computers for us as we can’t work the internet”*

*“Laura has heled me build confidence to make phone calls and face paperwork”*

We are so proud of our family support team and the work they do. It is a pleasure to conduct the monthly audit and hear first-hand how much of a difference our team are making in the lives of the people they support. Family Support is a challenging and demanding role. Often time is pressed and stress is high so to consistently have our supported families reporting that they feel their family support worker or trained volunteer is there for them and has a good connection is testimony to how caring and active they are in their roles.

## **Supported Family Story**

This is the feedback from a strong and resilient young single mum who has completed two courses with us and is now a committed and active member in our brand new Departure Lounge group. She has written a list of what she feels she has gained from doing the courses with us.

**The Recovery Toolkit** - This course aims to help women make sense of what has happened to them after escaping a domestically abusive situation and how it has affected their sense of self, how they parent and how they turn up for themselves in the world after surviving domestic abuse. The course supports participants to build their self-worth and teaches skills to manage emotions and negative thought patterns to help survivors to put their life back together and recover fully from the experience of domestic abuse.

- Met new people who were going through the same situation
- Gained more awareness of domestic violence
- Took back control of me and my life
- Helped me at my lowest
- Met some great friends

**Steps** - This is an in depth and life changing course that helps participants to learn how their brain works, how their values are shaped and their identity is formed and then coaches them step by step to build new confidence and live life with an empowered understanding of how to overcome negative thinking and work towards more positive outcomes for their future.

- Gave me more confidence
- Now I can achieve things that are outside of my comfort zone
- Made some great friends

## **Supported Family Story**

*I would just like to say that Family Friends have helped me so much. When I lost my two sons within 24 hours of each other I didn't think I could carry on with life. However, I had my grandson to bring up and Family Friends have helped me come out of a dark hole that I thought I would never come out of.*

*Family Friends not only helped me with the loss of my sons. I have been mentally and physically abused since I was 19 years old by every man I've met. Since going to Jo's class I can now honestly say I will not let any man be like that with me anymore.*

*When I first came to Jo's class (the Steps course) I was very quiet. Now thanks to Jo and the lovely ladies I have met there, I feel more confident and I am trying very hard to like myself, which I have never done before.*

*I am getting there with the help of Family Friends, especially Jo and Lisa. I would like to thank all of Family Friends for all their help. You have helped me so much and I am trying to have a fresh start and I would not be able to do it without you.*



## **Supported Family Story**

*Here's my story...*

*I did not know what to expect on my journey to family friends. I have always been anxious around crowds & groups since I was a very young age. Jo immediately caught my attention with her warm welcome & friendliness as well as showing her skills in experiences with life. My gratitude does not even come close to how I feel for this amazing lady & the group I have settled in with. All the ladies I have met are all truly inspiring & I thought that I was alone, but I am not.*

*This group has given me so much laughter, tears & joy over time, getting to know each other. Knowing that we are all here together, supportive with one & another, so rare seeing this kind environment & empowering group. It has changed the way I see my life & perspective in every way.*

*I have suffered years of trauma, depression, anxiety, PTSD & more so after being diagnosed with fibromyalgia, BPD & ASD. This group has given me HOPE & I appreciate the opportunities that has given to me to go every week, I attend to continue going as long as I can & staying in touch with the lovely ladies in the group.*

*Not only have I gained some confidence, a better outlook in life & becoming a better version of myself. But I have also gained new friends too.*

*To anyone who is feeling alone & you feel like you don't fit in, you are not alone. Family friends can relate so much more than you know & more than you expect. Don't be afraid to stand up for yourself & start your new journey, I do not even know how to mention how humble I am to this amazing community we have. They have changed my life forever. Thank you truly from the bottom of my heart.*



## **Supported Family Story**

*I've achieved a lot from this group. (Steps Course and Departure Lounge)*

*When I first joined I was very low, I had no confidence and very few friends. Since then, I've learned I can trust people, I've made friends with everyone there and feel comfortable to open up to them and I'm more outgoing. I really enjoy and look forward to Wednesdays at the Departure Lounge because we've all opened up to each other and I know we're all in a similar position so I don't feel like I'm "the odd one out".*

*Jo, the session leader, has made me feel like I matter. She's helped me to see negative aspects of my life in a different light and I feel like she understands and doesn't judge myself or anyone else.*

*I don't know where I'd be now if I hadn't been referred. It's been invaluable and I hope it will continue for other people in my position.*

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**THERE ARE  
MOMENTS...MOMENTS THAT IN  
A SPLIT SECOND  
YOUR LIFE CHANGES FOREVER,  
AND BEFORE  
YOU KNOW IT...YOU'RE  
SOMEWHERE ELSE.**

---

- DEREK SHEPHERD

## **Supported Family Story**

*Prior to coming to Family Friends I had no clue how broken I was. I just knew I didn't want to be alive another day. I'd lost my marriage, my children and a place to call home.*

*I was living in a hotel room, wishing life wasn't so difficult. Vicky and Jo came along in the form of counselling and a Steps course and completely changed who I am for the better.*

*I began to realise my worth, the value of life and just what I have to offer the world.*

*I got a home to call my own, my children back, but most of all I found myself and an irreplaceable support network.*

*Without Family Friends I would not be here today and will be forever thankful for this painful and beautiful journey.*

*Thank you x*



## **Supported Family Story**

*Before starting Family Friends I was very low in myself. I found myself crying most days and felt like I lacked a lot of motivation to get on with things that I really wanted to do and not just every day housework.*

*I have four children (26, 22, 28 and 7) My youngest has learning difficulties with challenging behaviour.*

*I have struggled with losing my mum just after the 7 year old was born. My mum was such a lovely person who had helped me in every way she could. I think that through my life I will always miss her. I have also lost my Dad a couple of years ago who was also such a great loss to me. So, life has been extremely difficult the past 7 years.*

*Since joining Family Friends Jo my teacher and all the ladies have become really great friends and we have a great social group.*

*We firstly did the steps course which heled me in many ways to make me start feeling like I actually existed and that I am a person with my own needs and that I deserve to be happy.*

*I have learned to start training my brain that I can live without crying for my Mum and Dad. They will always be truly with me. I have also focused on doing crafting and decorating which I love. I have also been seeing a counsellor to help me as well.*

*Even though there will always be difficulties, I am learning how to manage them and not dwell on them.*

*Thank you to Family Friends for helping to change the way I was. I really look forward to the class each week and hope it continues in the future.*



## Volunteer Development Strategy



It has been a very busy year in volunteer recruitment here at Family Friends. We have run our volunteer preparation course: 'Do Something Good Today' twice this year and recruited 9 fabulous new volunteers.

We are gearing up for another course in the new year and already have a waiting list of 9 kind people willing to give their time to the community to make a difference.

This year our recruitment drive was face to face after a couple of years of virtual training due to Covid. Our training is an essential part of our safer recruitment policy and provides clear understanding to our volunteers about the expected commitment, boundaries and support they will have in Family Friends.

Our volunteers are a gifted and experienced bunch of all ages and from all walks of life! We have students of criminology, retired social workers, business owners and young people all willing to give and support families in crisis. This is great news for the charity and shows how much a part of the community Family Friends is. One of the most moving things in volunteer recruitment is seeing some of the volunteers who were once our supported families, who have been helped in the past, wanting to get involved and give something back to the charity that made such a difference to their life.

We always need more! Our waiting list of families in desperate need of support is always growing. There is a place for you to do something good and make a real difference with the support of a caring and friendly volunteer coordinator. Please do get in touch if you would like to add something special to your life in the new year and come along on our training course for free!



## **Volunteer Story**

*Good morning,*

*My name is Franca, and I have been with Family Friends since 2009,*

*I was a supported Family at that time, as I was isolated, no family and friends, and I struggled with 2 children, one who is in a wheelchair,*

*I was told about Family Friends, but I couldn't expect the fact that I needed help, but it wasn't only for me but most important for my children, I thought I would give it a try, I was given help on and off throughout the years, always knowing that a friendly voice was at the other end of the phone to speak with regardless if I was no longer being supported, I made a few friends and the children strived immensely, and this was all down to the people at Family friends, especially Mary Roblin.*

*Now over 5 years I have a role in volunteering. As I wanted to give back any support to other families who like myself are struggling and are too afraid to accept the fact that they need support, as I have been where they are now. There are a lot of people, especially through difficult situations and what life throws at them.*

*At the moment I am supporting a family who recently had an accident and was left paralysed from the waist down, a single mother with 3 children, 2 of which are under the age of 6. I find it very rewarding knowing that my help is giving back the confidence that she is lacking and putting her in the right direction as she is coming to terms with what life challenges her and her family.*

*Family Friends gives support in many areas, not only to the individuals, but also to the children and family who need support.*

*I am very fortunate to be part of this charity, as it not only has helped me through the years, but many other families like myself who needed support.*

*Thank you*



## **Qualified Counselling offered for free to those in desperate need**

Our Counselling project has gone from strength to strength and clearly compliments our current service delivery. Hopefully funding will allow for us to continue and grow to meet the need in the community. Services like this have high waiting lists county wide and our waiting list is growing, but we are proud to have been able to support 65 adults & 29 children in the last 12 months, although recognition of our valued service has increased our referrals for counselling and currently we have 36 adults waiting for counselling and 38 children.

We wish we could support them all but the pressures of funding, targets and venues put added pressure on us and this service.

Counselling is delivered over the phone, virtually online and face to face to ensure those who need it can access it no matter what social restrictions we may be facing.



It just leaves us to say a huge **THANK-YOU** to everyone who has been a part of Family Friends and made it what it is today. 25 years ago it started out with one coordinator and one admin and a couple of Volunteers supporting a few families.

Today we have 8 contracted staff, 4 sessional staff and 26 volunteers who between them support an average of 90 families at any one time. We still have a growing number of families still waiting for support, demand is so high with 76 families waiting (as of 17<sup>th</sup> November 2022). But we have to recognise we have all made a difference to so many lives over the last 25 years. We will continue to thrive, meet growing needs and emerging trends, regardless of what may come our way and that is all down to everyone that plays a small or large part in FAMILY FRIENDS so....

---

***THANK-YOU***

***to each and***

***everyone*** 😊

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**FAMILY FRIENDS (WREXHAM)**

England & Wales - Charity number 1160655

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# Accounts

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# Annual Report

## Adorddiad Blynyddol 2020 -2021

Registered Charity number 1160655  
Rhif Elusen Cofrestredig 1160655



To support families with a child aged between 0 -14 living within the County Borough of Wrexham.

I gefnogi teuluoedd gyda phlant rhwng 0 a 14 yn byw yn ardal Cyngor Bwrdeistref Wrexham

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## **Chair's Foreword**

A warm welcome to everyone and thank you for joining us for our 2021 AGM.

Once again, we have experienced difficult times this year with all the restrictions we have had to follow. It means that it has not been possible to deliver a complete service to our families. The main casualty of this has been our groups which I know a lot of families depend on. We have lost BBCCIN funding due to the pandemic, which had a huge impact on our families, especially through the summer holidays, but I am glad to say that our play support groups are now recommencing face to face.

I have to say a big thank you to Mary, Jo and our team of dedicated staff and valued volunteers, for the way they have pulled together to improvise and ensure that services have been delivered in a variety of ways. We are now supporting more families than we have ever done.

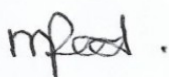
I also want to thank our Funders who have stood by us and had faith in us to evolve through the difficulties of the pandemic. I am thankful that there seems to be light at the end of the tunnel and normal services should hopefully be resumed in the near future.

I am proud to say that Family Friends is growing and we are an integral part of the 3<sup>rd</sup> sector in Wrexham. We have strong positive relationships with many networking agencies and we are receiving referrals from a wider range of agencies than ever before.

Our staff and volunteers are highly qualified and the organisation recognises the value for continuous staff development to meet the ever changing needs of the community. This ensures that each strand of our service is robust, professional and compliments the service delivery as a whole, so families have access to everything that could help them achieve improved life choices and better outcomes.

One area we have developed in is our ability to offer counselling for children and adults. We have 2 qualified counsellors at present who are providing this valuable service. Some of this work is face to face and some by telephone, as always the uncertainty of future funding throws a shadow over our service but we hope we will be able to continue and sustain current delivery.

As we move forward, I feel very optimistic at what we will achieve in the future. We have a fantastic workforce and dedicated Trustees, plus with the continued support of our funders I am confident that we will be helping to support even more families in the year ahead.



Margaret Peet  
Chair of Trustees

## **Manager's Reflection**

Another year has gone and the pandemic continues to cause disruption and chaos to our families, service delivery and uncertainty for future funding.

As a team, we have managed to work together to continue supporting families who need us. We have evolved and stood up to the threats of Covid and improvised our service by delivering home visiting via the garden, groups on line and spent hours on the phone, Zoom and WhatsApp. Although this has improved all our staff technology skills, we have had to postpone some of our volunteer support due to the risks involved by the pandemic. We have lost and gained some volunteers and some have chosen not to home visit anymore but are happy to provide phone or online support. This has had an impact on our organisation but it has also provided us with opportunities to utilise our volunteers in so many other ways, so they all still remain valued members of our team.

Let's just think for a moment, how well we have all done. Last year we supported 115 families with every one of them achieving an improvement in at least one of their identified needs. On October 7<sup>th</sup> 2021 -we reached our 1000<sup>th</sup> referral since we recorded referrals via using our database. From 2007-2011 there were only 86 referrals recorded, so for the next 10 years we received 914 referrals. This just shows how we have grown to what we are today, a valued effective service that helps so many families facing difficulties.

I feel, together we are a community of support who collectively strive for best outcomes for families who may not be as lucky as you or I.

Who knows what the future holds for us at Family Friends, we lost BBCCIN funding last year and this had a major impact on not only our delivery but more importantly it had a major impact on the families we support. Without us able to run fun clubs through the summer some children missed out playing with friends and enjoying a break from some of the issues they encounter every day. Due to uncertain funding and tightening of budgets, plus the ongoing pandemic we still have difficult times ahead, but we will carry on until we are 'the last men standing'! We need to focus on the positives, we strive to develop new skills in our staff and volunteers to meet the ever changing needs of the community as we know this helps make such a positive difference to many lives.

Sadly, we lost one of our valued volunteers and Trustees earlier this year-her name was Margaret Roberts and over the 20 years volunteering with us she supported over 50 families, she made such a difference to so many and imagine, if they had all attended her funeral-there would not have been enough seating room! At the funeral, it was a proud moment for me when her son made a speech saying how much Family Friends meant to her, he explained that anything her own family needed had to work around her visits of her supported family or the organisation! She will be sorely missed by all of us at Family Friends and I am sure she is still looking over us all with affection but a stern look on her face if she doesn't agree with something we are doing 😊

Finally, I would like to thank everyone from the funders who continue to have faith in us, the Trustees and advisories for the support they have given me and the organisation over the last year, the volunteers who all bring skills and experience to the organisation and lastly the staff team without whom I could not do my job, they are the cogs that make the organisation so successful in its delivery.

Thank-you

Mary Roblin, Manager





## **Treasurer's Report 2020-2021**

I present to you the accounts for the financial year ending 31<sup>st</sup> March 2021, which have been audited and found to be in order by an independent accountant.

The Receipts and Payments Account shows how Family Friends money has been spent. The Statement of Assets & Liabilities shows where our funds are deposited and summarises designated monies for which we are liable. We operate two bank accounts, a current account and a charities investment account for which we receive interest.

The pandemic has seriously affected our ability to hold fundraising events, but it gave us the opportunity to apply for special COVID 19 funding from various sources. This funding enabled us to supply activity packs, increase support, continue and increase our counselling service, with the receipt of further one year grants we are able to continue with these into the 2021/2022 financial year.

We operate an ongoing staggered funding plan and have been awarded a three year grant of £166,000 from The Henry Smith Charity starting 1<sup>st</sup> June 2021. Many thanks must go to the Chair and our dedicated staff team, who along with myself, took part in the appraisal process resulting in this tremendous recognition of Family Friends' work in our community.

On behalf of the Trustees, I thank all our funders and donors for their support, without which we would be unable to provide our much valued service.

Wendy E Williams

A handwritten signature in black ink that reads "Wendy E. Williams". The signature is written in a cursive style and is underlined.

Treasurer

REGISTERED CHARITY NUMBER:  
1160655

REPORT OF THE TRUSTEES AND UNAUDITED STATEMENTS  
FOR THE YEAR ENDED 31<sup>st</sup> MARCH 2021

FOR

FAMILY FRIENDS (WREXHAM)

Guy Walmsley  
Limited Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

**FAMILY FRIENDS (WREXHAM)**  
**REFERENCE AND ADMINISTRATIVE DETAILS**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2021**

**TRUSTEES**                      M Roberts  
W Williams  
R Woodcock  
B Griffiths  
M Peet  
M Williams  
Andrea Watson - appointed 10/12/2020

**PRINCIPAL ADDRESS**                      The Salvation Army Premises  
Garden Road  
Wrexham  
LL11 2NU

**REGISTERED CHARITY  
NUMBER**                                      1160655

**INDEPENDENT EXAMINER**                      Guy Walmsley  
Limited Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY

## INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FAMILY FRIENDS (WREXHAM)

### Independent examiner's report to the trustees of Family Friends (Wrexham)

I report to the charity trustees on my examination of the accounts of Family Friends (Wrexham) (the Trust) for the year ended 31 March 2021.

### Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

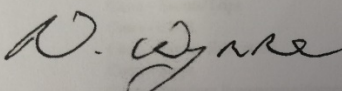
I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

### Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Nigel Wynne  
FCCA  
Guy Walmsley Limited  
Chartered Accountants  
3 Grove Road  
Wrexham  
LL11 1DY  
Date: .....4/3/21.....

**FAMILY FRIENDS(WREXHAM)**  
**CHARITY NUMBER: 1160655**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2021**  
**RECEIPTS AND PAYMENTS**  
**ACCOUNTS**

NOTES

**Basis of preparation**

These accounts have been prepared on a receipts and payments basis

|  | 2021     |            | 2020      |            |
|--|----------|------------|-----------|------------|
|  | £        | £          | £         | £          |
| <b>RECEIPTS</b>                              |          |            |           |            |
| <b>Statutory Funding and Slippage</b>        |          |            |           |            |
| WCBC Families First                          | 53,119.4 |            | 58,850.15 |            |
|  | 8        |            |           |            |
| ESOL   | 19,863.7 |            | 19,081.24 |            |
| <b>Grants and Funding</b>                    | 6        |            |           |            |
| BBC Children in Need                         | 13,003.0 |            | 25,506.50 |            |
|  | 0        |            |           |            |
| Community County council support             | 4,975    |            | 200.00    |            |
|  | 00       |            |           |            |
| Community Foundation Wales                   | 12,907.0 |            | 10,000.00 |            |
|  | 0        |            |           |            |
| Lloyds Bank Foundation                       |          |            | 12,846.00 |            |
| Methodist insurance                          | 64.35    |            |           |            |
| Moondance                                    | 20,000.0 |            |           |            |
|  | 0        |            |           |            |
| National lottery community fund              | 10,000.  |            |           |            |
|  | 00       |            |           |            |
| Steps Training & Monthly Groups              | 8,778.   |            | 6 673.64  |            |
|  | 00       |            |           |            |
| Steve Morgan Foundation                      | 27,833.3 |            | 2,206.67  |            |
|  | 7        |            |           |            |
| VSEF small grants                            | 13,293.  |            |           |            |
|  | 00       |            |           |            |
| WCBC- rise and shine provision               | 77.0     |            |           |            |
|  | 0        |            |           |            |
| Youth lead grant                             | 1,000.0  |            |           |            |
| <b>Generated Income</b>                      | 0        |            |           |            |
| Bank & COIF Charity Fund Interest            |          |            | 420.16    |            |
|  | 69.98    |            |           |            |
| Other income                                 |          |            | 3.37      |            |
| Fundraising/Donations                        | 623.30   |            | 6,680.22  |            |
| <b>TOTAL RECEIPTS</b>                        |          | 185,607.24 |           | 142,467.95 |
| <b>PAYMENTS</b>                              |          |            |           |            |
| Costs -                                      | 1,329.5  |            | 1,088.92  |            |
| Befriending                                  | 9        |            | 318.1t    |            |
| Costs - Play                                 |          |            | 2,203.01  |            |
| Support                                      | 2,7366   |            |           |            |
|  | 2        |            |           |            |
| Costs - Family Fun Club                      |          |            | 124.51    |            |
| Costs - Care and Share                       |          |            | 3,335.22  |            |
| Costs - Events/Trips                         | 400.6    |            |           |            |
|  | 0        |            |           |            |
| Costs - ESOL                                 |          |            | 1,932.93  |            |
| Costs - Family Education                     |          |            | 40.04     |            |
| Costs - Steps                                | 212.3    |            | 712.07    |            |
|  | 5        |            |           |            |
| Costs - Freedom Programme/domestic abuse     |          |            | 803.55    |            |
| Costs - Respite Support Group                | 739.9    |            | 451.88    |            |
|  | 6        |            |           |            |
| Rent   | 4,895.2  |            | 4,871.00  |            |
|  | 5        |            |           |            |
| Travelling                                   | 2774     |            |           |            |
|  | 0        |            |           |            |
| Volunteer Travel                             | 136,5    |            | 1,636.83  |            |
|  | 4        |            |           |            |
| Volunteer/Family Training                    | 384.4    |            | 999.71    |            |
|  | 6        |            |           |            |
| Staff Travel                                 | 1,852.8  |            | 2,803.37  |            |
|  | 5        |            |           |            |
| Postage and Carriage                         | 108.4    |            | 547.15    |            |
|  | 6        |            |           |            |
| Office Stationery, photocopier and telephone | 3,320.6  |            | 4,763.46  |            |

|   |                   |                   |
|---|-------------------|-------------------|
| costs   | 9                 |                   |
| Book etc  | 20.49             | 93.87             |
| Computer and Software   | 2,880.10          | 1,651.70          |
| Equipment   | 291.30            | 3,139.69          |
| Resources   | 1,482.89          | 76.46             |
| Premises Expenses   |                   | 91.80             |
| Insurance   | 840.77            | 833.04            |
| Refreshments  | 18.50             | 451.04            |
| Sundry Expenses   | 165.49            | 168.40            |
| PPE and cleaning  | 372.85            |                   |
| AGM costs   |                   | 228.13            |
| Staff Salaries  | 110,397.55        | 90,737.52         |
| Sessional/Playworker  | 1,560.86          | 11,061.02         |
| Pension Costs   | 14,843.22         | 9,654.63          |
| Audit Fees  | 360.00            | 596.30            |
| Consultancy Fees  | 1,272.80          | 39.70             |
| Payroll Charges   | 679.00            | 554.50            |
| Staff Training Costs  | 3,155.27          | 943.00            |
| Room Hire   | 552.61            | 970.75            |
| Fundraising expenses WCBC claw back                               | 070.20            | 30.00             |
| <b>TOTAL PAYMENTS</b>   | <b>158,357.77</b> | <b>147,953.31</b> |
| <b>NET OF RECEIPTS/ (PAYMENTS)</b>                                | <b>27,249</b>     | <b>(5,485.36)</b> |
| <b>Cash funds last year end</b>                                   | <b>101,100.79</b> | <b>106,586.15</b> |
| <b>Cash &amp; Bank funds at 31<sup>st</sup> March 2021 : 2020</b> | <b>128,350.26</b> | <b>101,100.79</b> |

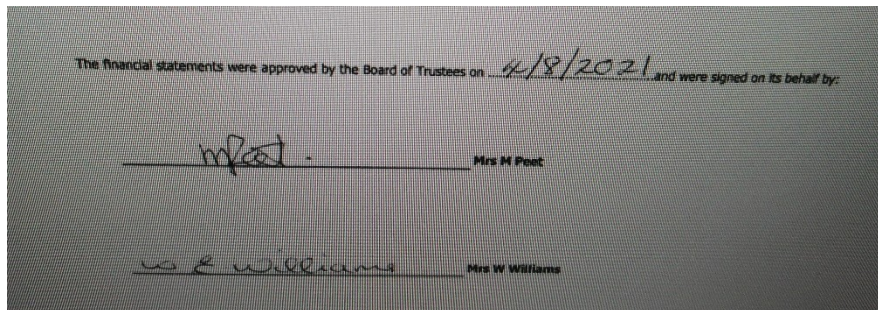
**FAMILY FRIENDS(WREXHAM)**  
**CHARITY NUMBER: 1160655**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2021**  
**STATEMENT OF ASSETS**

**AND LIABILITIES**  
**MARCH 2021**

**AT 31<sup>ST</sup>**

|  | <b>2021</b>              | <b>2020</b>              |
|--|--------------------------|--------------------------|
|  | £                        | £                        |
| <b>CASH FUNDS</b>                      |                          |                          |
| Petty cash                             | 130.75                   | 322.75                   |
| Bank Deposits                          | 49,627.51                | 42,778.04                |
| COIF Charity Fund Account              | -                        | <u>58,000.00</u>         |
|  | <u>78,592.00</u>         |                          |
| <b>Total cash Funds</b>                | <b><u>128,350.26</u></b> | <b><u>101,100.79</u></b> |
| <b>OTHER MONETARY ASSETS</b>           |                          |                          |
| Insurance prepayment                   | <u>406.12</u>            | <b>0.00</b>              |
| <b>LIABILITIES</b>                     |                          |                          |
| Independent Examiners Fee              | 350.00                   | 350.00                   |
| Owing for Photocopier                  | 37.69                    | 48.16                    |
| Owing for Room Hire                    | 0.00                     | 539.25                   |
| Owing March 2021 PAYE                  | 2,562.46                 | 0.00                     |
| Owing for staff expenses               | 196.96                   | 0.00                     |
| Owing for Insurance                    | 433.43                   | 0.00                     |
| Owing for telephone charges            | 10.03                    | 0.00                     |
|  | <u>3,590.57</u>          | <u>937.41</u>            |
| <b>MONETARY ASSETS REPRESENTED BY:</b> |                          |                          |
| <b>Designated Funds</b>                |                          |                          |
| Staff Redundancy                       | 18,437.00                | 13,641.00                |
| Photocopier lease o/s                  | 700.00                   | 1,000.00                 |

|   |                   |                   |
|---|-------------------|-------------------|
| Minimum Closedown Cost (5 months) [2020 4 months] | 59,542.36         | 48,606.05         |
| Peninsular  | 1,521.36          | 0.00              |
| Independent Examiners Fee                         | 350.00            | 350.00            |
| <b>Restricted Monies</b>                          |                   |                   |
| ESOL  | 0.00              | 1,975.72          |
| BBC Children In Need                              | 0.00              | 2,167.17          |
| E.S. Pay  | 1,365.18          | 816.00            |
| FSW Post  | 2,234.70          | 2,234.70          |
| Steve Morgan Foundation                           | 2,326.68          | 612.23            |
| Tampon Tax  | 1,027.93          | 9,665.27          |
| Family First Slippage Monies                      | 0.00              | 61.47             |
| COIF Transfer                                     | 0.00              | 5,247.05          |
| Moondance Foundation                              | 20,000.00         | 0.00              |
| CFW   | 8,730.89          | 0.00              |
| YLG   | 650.02            | 0.00              |
| student Re-imburement                             | 79.99             | 0.00              |
| <b>Un Restricted Funds</b>                        |                   |                   |
| Fundraising and Bank Interest                     | 10,210.38         | 14,578.02         |
|   | <b>127,176.49</b> | <b>100,954.68</b> |
| <b>Free Monies</b>                                |                   |                   |
|   | <b>1,173.77</b>   | <b>146.11</b>     |



## **FAMILY FRIENDS**

### **Management Committee 2020/2021**

#### **Trustees (voting members)**

|                    |                         |
|--------------------|-------------------------|
| <b>Chairperson</b> | <b>Margaret Peet</b>    |
| <b>Vice Chair</b>  | <b>Mel Williams</b>     |
| <b>Treasurer</b>   | <b>Wendy Williams</b>   |
| <b>Secretary</b>   | <b>Beulah Griffiths</b> |

#### **Individual Volunteer members**

**Ruth Woodock**  
**Andrea Stevenson**

## **Representation on the Management Committee in an advisory capacity**

**Prevention & Inclusion Service Julie Williams - Ty Ni Family Centre**

### **Retiring Trustees 2019-20**

**Margaret Roberts - deceased-3<sup>rd</sup> June 2021**

### **Who have we been working with? (health and social Stresses breakdown)**

Family Friends works with a wide variety of issues and is always growing in skills and expertise to meet families where they are in a way that helps to alleviate those needs. Below is a breakdown of the kinds of health related issues we have worked with this year:

| <b>AGM Health Related Issues</b>                     |                                  |
|--|----------------------------------|
| <b>Health Related Issue</b>                          | <b>AGM Health Related Issues</b> |
|  | <b>Number of Families</b>        |
| Adult depression                                     | 31                               |
| Adult mental illness                                 | 28                               |
| Adult physical illness                               | 6                                |
| Adult with physical disability                       | 12                               |
| Anxiety/panic attacks                                | 35                               |
| Child depression                                     | 6                                |
| Child development delay                              | 12                               |
| Child physical illness                               | 4                                |
| Child undergoing assessment-behaviour/health concern | 30                               |
| Child with physical disability over 5                | 7                                |

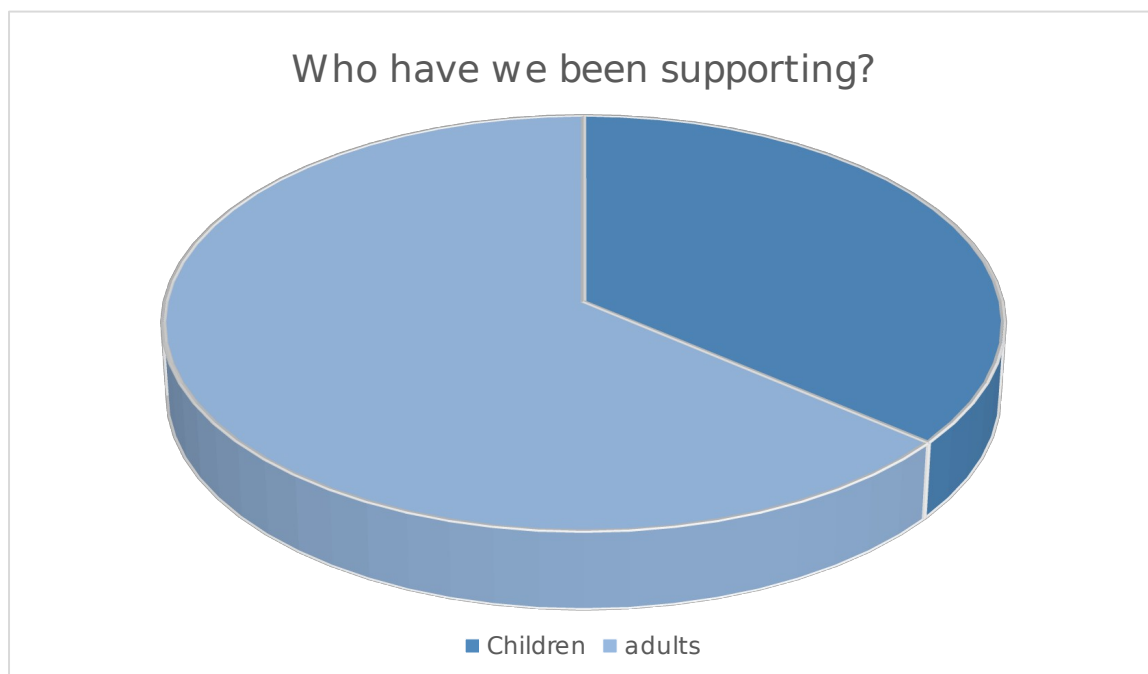
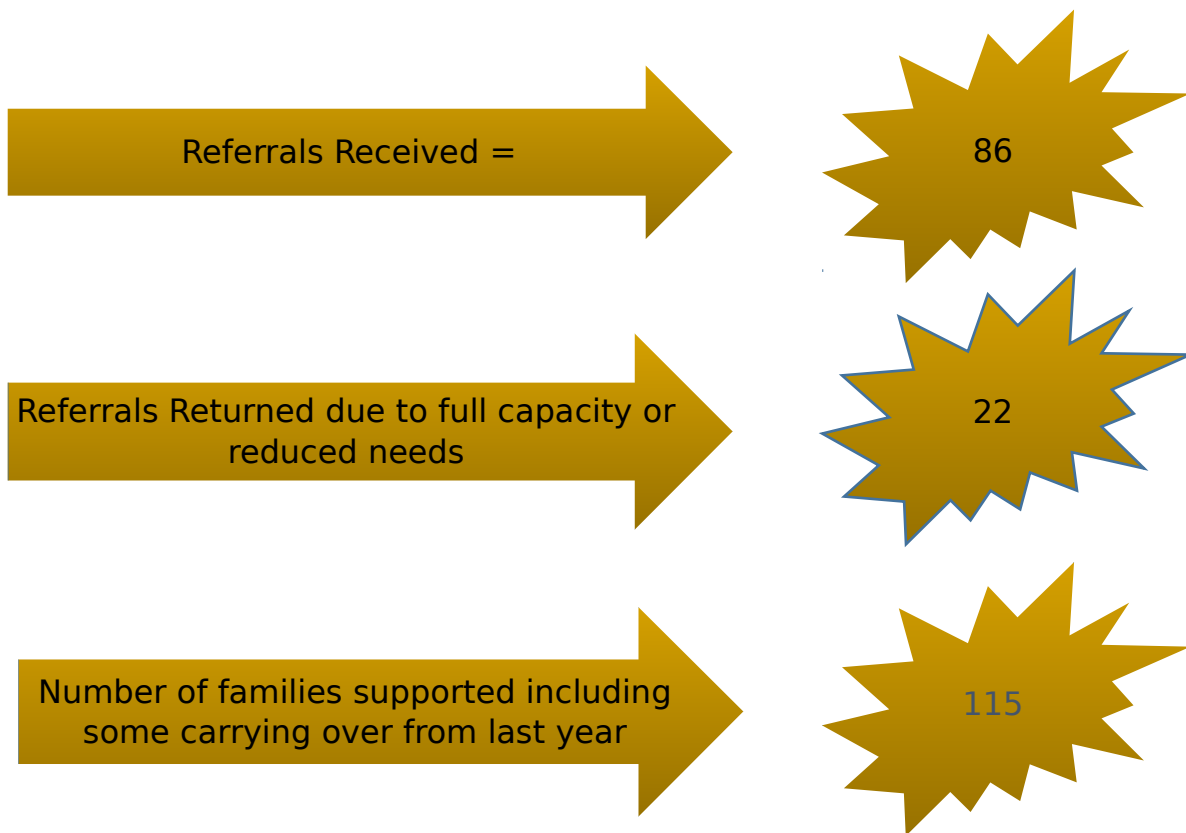
## AGM Health Related Issues

| Health Related Issue                   | AGM Health Related Issues |
|--|---------------------------|
| Child with physical disability under 5 | 2                         |
| Diagnosed ADHD                         | 6                         |
| Diagnosed Autism                       | 8                         |
| Family Suffering stress                | 41                        |
| Hearing Impairment                     | 9                         |
| Learning difficulties children         | 12                        |
| Learning difficulties parents          | 4                         |
| Pregnant Mum                           | 1                         |
| Self harming behaviour                 | 15                        |
| Isolation & anxiety due to pandemic    | 54                        |
| Sight Impairment                       | 5                         |

Protecting children and supporting families most at risk is something we care passionately about here at family friends. Below is a table that breaks down the types of social stresses families we work with have been facing over the last year. As you can see the list is very varied and presents some real challenges to the skills of our committed staff team. We have been able to do some key work with families most at risk to stop things escalating.

| <b>AGM Social Stresses</b>                             |                            |
|--|----------------------------|
| <b>Social Stresses</b>                                 | <b>AGM Social Stresses</b> |
|  | <b>Number of Families</b>  |
| Care & support   | 10                         |
| Child subject to TAC                                   | 16                         |
| Child taken off Child In Need                          | 3                          |
| Children on Child protection register                  | 7                          |
| Children taken off child protection register this year | 11                         |
| Education issues                                       | 15                         |
| Ethnic issues  | 14                         |
| Family in debt   | 28                         |
| Family on benefits-excl Child benefit                  | 31                         |
| Family Supported in the past                           | 11                         |
| History of offending                                   | 11                         |
| Parent In prison                                       | 20                         |
| Physically isolated                                    | 20                         |
| Socially isolated                                      | 16                         |
| Victim of crime  | 10                         |
| Young Carer in family residence                        | 6                          |

**Facts & Figures 2020-2021-What a busy Year!!**



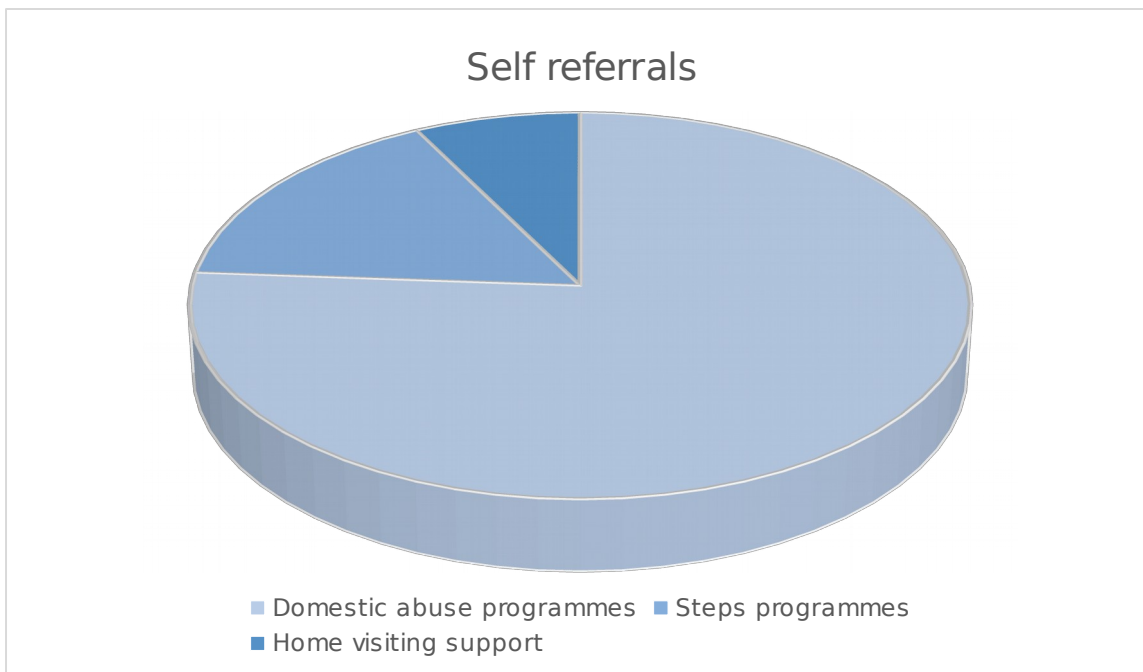
**Our reputation is growing**

As we have grown over the years we have established ourselves as a reliable service to refer to from other agencies. As testimony to our reputation and successful partnership working in the community as a useful organisation in families' lives, this year we received referrals from 21 different referring agencies with the top three being:

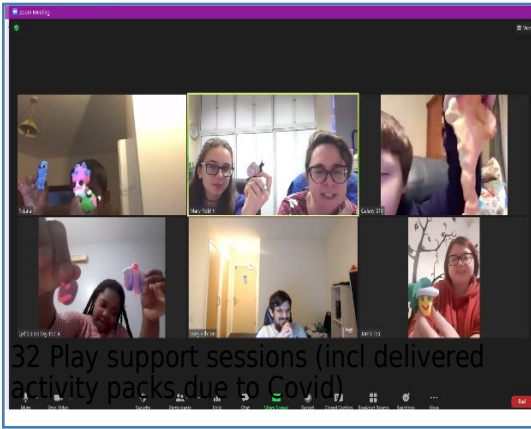
WFIS- Wrexham family Information service-Most referrals  
Self referrals & TAC- Together Achieve Change-equal second  
SS- Social Services/Children's Services-third highest

### **Finding a place in the heart of the community**

This year again we have a high record of self referrals with feedback of reasoning for this is families felt the pandemic left them isolated with many agencies unavailable to contact or drop in. This demonstrates that the community know who we are, what we do and that we have been approachable and easy to access. The referrals are for a wide range of help:



Throughout the year we have delivered a wide variety of sessions that cover many issues and offer bespoke support and care to families who need it most. Here is the breakdown of everything we have achieved this year:



32 ESOL sessions



14 Care and share/Walk and Talk sessions



1 Family Trip to park Hall farm



Family Fun Club Sessions



4 Freedom and Freedom plus groups



3 Steps Programmes



41 Respite sessions either face to face or Zoom

**Below are some of the things our families have said about us over the year. Take a look:**

- Listened
- Showed confidence in me
- Seemed to understand how I felt
- Helped me to laugh again
- Made me feel comfortable and relaxed
- Helped me realise I wasn't alone
- Shared experiences with me
- Boosted me when I needed it
- Helped me work out my feelings
- Accepted me for who I am, faults and all
- Showed me the choices I had
- Helped me look for the good as well as think about the bad
- Showed that I didn't have to cope and do it all on my own
- Was honest with me
- Wasn't shocked
- Was someone to talk to
- Became my friend

- Was a safety valve
- Sounded as if they cared
- Gave me encouragement
- Didn't judge me
- Asked the right questions
- Was on my side
- Gave me hope

In our recent audit we have heard from many of our families about how the support they are receiving right now today is making a difference in their lives. Family interviews reveal that:

“Going really well. Jane is helping me a lot with issues with child’s school”

“Helped me with neighbours next door. Without Jane I wouldn’t be where I am now”

“Fantastic I love her, she’s great. She has helped me out a lot financially and emotionally. She has supported me with kids with funding to get kids to do things. I couldn’t praise her enough.”

“Jane’s awesome she is in touch every week via phone or text she is always on hand to call. She brings things for the kids to do and is always thinking about the boys. She doesn’t do things for me but encourages me to do things for myself. She is so proud of what I have achieved”

“Young carers have been put in place by Laura which has been a great help. She is really lovely and is always there for me if anything is worrying me. She helps me deal with my social worker a lot if I am having any trouble”.

Mary is Brilliant. Massively helpful. I don’t think she realises what a massive help she is being to me. She has made me believe in myself and believe that I can be a lone parent”

“Going brilliantly with Vicky. She’s brilliant. She gets me out the house and she is just talking to me and gives me space to talk.”

“Donna is helping me a lot. She is on call to take my child to school and helps me do my shopping. She is also helpful to talk to.”

“My daughter is enjoying counselling with Lisa and says it the best day of week.”

“Lisa is Helping me with general house things and taking me out. Just support really. It’s going brilliant, it’s like I have made a good friend.”

### **Supported Family Story**

I was in a very dark place before Family Friends became a part of my life. I suffer from complex PTSD which effects my emotional stability and self-esteem immensely.

I was very lost and very much estranged from children. Due to my many traumas I learned to shut down and block out emotions etc suffering many panic attacks and flashbacks which were terrifying.

The support I have received from Family Friends has been invaluable to say the least. The straight talking, motivation and reassurance from Jo has lifted my barriers enormously.

The communication with my kids has radically changed for the better and they can see a huge difference in me.

I still suffer panic attacks and flashbacks but I have been given methods on how to manage them which has increased by emotional stability and self-esteem radically.

It's very difficult to put down in words what effects Family Friends has made to my life and how valuable Jo is in my life. I am extremely grateful for all they do and continue to do. I see Family Friends as a massive asset to the community and I cannot thank them enough.

This Family would like to remain anonymous

## **Volunteer Development Strategy**



This year our recruitment drive was again for training online as we know how essential they are to the impact Family Friends can have in our community. We revamped the volunteer Preparation course and despite lockdown we managed to run a course virtually recruiting 9 new volunteers!! We are currently delivering our first face to face preparation training course for 5 volunteers and we have 5 waiting who cannot do in the day but will start soon. This is great news for the charity and shows how much a part of the community Family Friends is becoming as some of the volunteers are families who have been helped in the past and want to get involved and give something back.

### **Hazel's Volunteer Story**

I was so pleased in October 2017 to receive my certificate from Family Friends showing that I had completed the Preparation Course for Volunteers. However, when I made the decision to apply to join the course, I had no idea and could not have envisaged all the fun, laughter, learning, knowledge, sharing, empathy, self-worth, respect and friendships that would grow both during and after the course.

I had a friend who I knew was a volunteer for FF; she often mentioned how much she enjoyed this work and suggested I might enjoy it and why didn't I give the Course for Volunteers a try. I can never thank this friend enough for introducing me to Family Friends.

I remember feeling "nervous anticipation" the first time I drove to the family I was going to support. However, from the training I had done and the support and encouragement I was receiving from FF, there was also a sense of excitement and assurance that FF believed in me. Whilst helping and supporting my family I found that I personally grew in my own understanding and experience of what makes family life for others and how, in listening and talking together, as well as being of practical help, a very special relationship develops.

I have also enjoyed helping with homework club at FF offices and fun club and holiday club, the list of how this organisation supports families seems endless. I find the staff of FF amazing in their ability to provide all this support in such a loving, caring, professional network of staff, volunteers and supported families. It is a testimony to their success that members of families who have been supported go on to become volunteers themselves.

I am a retired primary school teacher, married just over three years ago and enjoy a busy, active lifestyle. FF is very much part of this, where staff and volunteers often get together to share new learning or social events. Staff, volunteers and families are always ready to share a fun day out together. Even in these present times of lockdown volunteers feel valued as we are encouraged and laugh together, sharing things such as zooming and quizzing with other FF “friends”.



## **Qualified Counselling offered for free to those in desperate need**

Our Counselling project has gone from strength to strength and clearly compliments our current service delivery. Hopefully funding will allow for us to continue and grow to meet the need in the community. Services like this have high waiting lists county wide and our waiting list is growing, but we are proud to have been able to alleviate stress for 14 women, children and men throughout the very challenging times 2020 has brought our way. Counselling has been done over the phone, virtually and face to face to ensure those who need it can access it no matter what social restrictions we may be facing.





It just leaves us to say a huge **THANK-YOU** to everyone who has been a part of Family Friends and made it what it is today, you/we have all made a difference to so many lives and will continue to thrive, regardless of what may come our way!

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**THANK-YOU**

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