



**family
lives**



We're here for families

Our achievements 2014/15

***“Family Lives saved my life.
If I hadn’t had your helpline
to call, I’d have been feeling
the same isolation as others do.”***

***We believe that families are the foundation
of society. All families should have access
to active support and understanding.***

We are a charity and rely on your support to provide the services to families who need our help to improve outcomes for children and their families across the UK.

Please visit **www.familylives.org.uk/support-us/donate/** to donate online or send your donation to us at:

Family Lives
15-17 The Broadway
Hatfield
Hertfordshire
AL9 5HZ

Donate from your mobile:

You can make a single donation via text

Text FMLY01 £5 to 70070



Foreword

We are here for families. We work to improve outcomes for children and their families across the UK, whether they grow up in care, in a one-parent family or are raised by grandparents. We know that family life is complicated, and we support families every step of the way. Whatever a family is experiencing, from teenage aggression, bullying, mental health issues, imprisonment or divorce, we provide a wide range of services to suit. Life is complicated and so are we.

Over the last year, against a continuing background of financial constraints across society, we have maintained our services and gained more, such as our outreach service in Westminster for families with children aged 0-5, delivering the Offenders' Families Helpline and our merger with Action for Prisoners' and Offenders' Families.

However, going forward into the next year we have seen a cut of approximately 50 per cent to the funding for our vital helpline and online services despite an increase in demand for the service and overachieving our targets. As a result we have had to redesign how we deliver the helpline, drawing more on the vital support of our volunteers. Our volunteers, who

provide befriending to families and vital support on our helpline, are an essential part of what we do and how we do it and we thank them for their dedication and support, especially during difficult times.

We continue to seek new opportunities to support families and now work across many sectors of society such as children's centres, health, the criminal justice system and education with contracts from the Department for Education, Department of Health, the Ministry of Justice and the Department for Work and Pensions, as well as many local authorities.

We are unique in our broad range of services and pride ourselves on being a

***“Everything was helpful,
it has given me confidence
in dealing with my daughter.
I now feel there is hope”***

one stop shop for families, whatever they are going through, and our ability to provide this approach offering value for money, professionalism and over 30 years of expertise. In this Annual Review we wanted to give you a snapshot of the different ways we support families across the UK, the often harsh realities of daily life for some and the impact our work can have.

We couldn't achieve this without the work of our staff, volunteers, funders and support from the public.

We hope we can count on your continuing support for families across the UK.



Jeremy Todd
Chief Executive



2,030,740 website visits

119,291 helpline calls

53% of helpline callers
are single parents

58% of children use **live chat** to access support

37% of helpline callers
have combined annual
income of **below £15,000**



Why we do what we do

Life is full of surprises, things happen out of the blue and our family situation can change overnight. Family life and relationships are the most important things in our lives and yet they are strongly affected by the circumstances we find ourselves in.

We recognise that everyone can need support at some point in their life, and that's why we pride ourselves on providing such a diverse range of support services. Whether that's offering befriending to someone who has been diagnosed with psychosis to cope with the day to day family tasks and build their confidence, or helping a parent whose child has special educational needs, or providing much needed advice to a mother whose partner has just been sent to prison and doesn't know what to tell her children.

Improving children's lives

At the core of all of our work is the focus on improving the lives of children, ensuring their families can provide the support they need and helping to reduce the impact of those unpredictable life events. Many of the families we support are those who may be more vulnerable than others, such as single-parent families, or families with an income of below £15,000 a year.

This year we have started providing more services aimed at families with young children. Firstly our outreach services in the London Borough of Westminster, supporting families through outreach as well as emergency packs for those with vulnerable housing situations. In addition, our new partnership with the charity HENRY works with families with young children to tackle obesity.

Family life is complicated

Family Lives is a unique charity in that we have many areas of expertise. We currently run services providing specialist support around issues including imprisonment, psychosis, divorce, special educational needs, sexual bullying, troubled families, obesity, kinship care and much more.

We believe this makes us great value for money to the Government departments and other funders who support our work and a valuable resource for all families. We have a flexible and skilled workforce and an award-winning volunteer programme.

We're here for families

New things this year

Despite the difficult economic times that we are all facing at the moment, especially in the charity sector, we have continued to expand our current services, win new contracts and support more families across new areas of the UK.

We have extended our support for families to include those affected by imprisonment or a community sentence. These families face a multitude of issues and disadvantages and we recognise the impact parental imprisonment can have on a child's wellbeing, their relationship with their parent, their education and, for boys in particular, their future risk of offending.

We began operating the National Offenders' Families Helpline in August 2014 which is commissioned by the National Offender Management Service (under the Ministry of Justice) and provides a vital source of information and advice for many families.

In October 2014, Action for Prisoners' and Offenders' Families became part of Family Lives, building on our support for the professionals who work with families and continuing the strong programme of training and advocacy for the needs and experiences of prisoners' and offenders' families.

Our reach

Demand for our services has continued to grow over the last year and we now work across even more areas of the country. We have seen over 2 million visits to our website, an increase of 58% on the previous year, where people can get advice on a wide range of issues with articles on teenagers, babies and toddlers, divorce and separation, bullying, online safety, special educational needs, and much much more. From

June our website became even more accessible on mobile phones as we ensured our support is available wherever and whenever it is needed.

Our helpline has seen a similar increase in demand receiving just over 119,000 calls last year, up 18% and the number of live chats increasing by 21% on the previous year. To date we do not have funding to continue our live chat service but we are hoping to find a new funder as soon as possible as we recognise that this is a vital source of support, particularly for children and young people who are more likely to contact us using live chat.

We are also proud of our presence on social media, reaching out to a diverse audience to over 200,000 people across Twitter, Facebook, and Google+ which enables us to share new advice and information, raise awareness of our services and keep in contact with people about the issues affecting them. We also have active forums on our website with over 84,000 visitor sessions over the last year. We regularly feature in the national and local press speaking about the wide range of issues affecting families.

Funding climate

Like most charities, it has been a difficult year to secure the levels of funding to provide the services families need. This is frustrating, especially when the demand continues to increase and we know that families value the support we offer.

However, we have taken steps to reduce our outgoings, seeking new sources of funding and being innovative in the way we deliver the helpline, our biggest service, so that we can continue to support as many families as we can. But we know that there are more families who need our help and we will always continue to seek ways of expanding our reach.



Our services

Supporting young people

Bullying

We support young people experiencing bullying through our online advice which covers all aspects of bullying and keeps parents informed of the latest issues and how to support their child.

Every year we increase our anti-bullying activities in the run up to anti-bullying week, getting schools and young people involved by providing resources such as videos, wristbands, posters and presentations for schools to use.

We aim to encourage all schools to raise awareness of the impact of bullying and how to prevent it. Last year we supported adults and children with bullying issues through our helpline and live chat service and our bullying advice on our website continues to be among the most visited content.

Teenagers

We support teenagers through our TeenBoundaries programme of workshops delivered in schools for 11 to 18 year olds. TeenBoundaries aims to prevent sexual bullying, peer on peer sexual exploitation and promotes positive gender

relationships by challenging attitudes and promoting tolerance, understanding and cohesion between young people. Our interactive programme gives young people the skills they need to manage relationships, clarify attitudes and values and maintain boundaries, raising awareness about the effects of pornography, gang culture, homophobia, cyberbullying and social media.

In Essex we offered TeenBoundaries to local schools including a group of young adults with special educational needs at the local sixth form college. We also had requests to provide individual sessions to four vulnerable teenagers referred to us by the police, social services and a school nurse.

In Cornwall we are training youth workers who will then go on to deliver our TeenBoundaries programme to young people in the area. 31 youth workers have received training so far and have gained greatly from it and agreed that it provided new skills and information that has a direct impact on their practice.

- 391 young people received TeenBoundaries in Cornwall
- 31 youth workers trained to deliver TeenBoundaries in Cornwall

“Having someone who really understands what you’re going through made the difference. Someone who can empathise as opposed to sympathise.”

This shift in attitudes and understanding reflected in the evaluation of TeenBoundaries workshops demonstrates the capacity of the curriculum to connect, engage and resonate with them on issues around sexualized bullying and the damage it can cause.

Videos for young people

Providing information for teenagers can be difficult, but this year we worked with young people directly to find out what they wanted to know about issues such as consent, pornography, relationships and sex and how they wanted to find out. Thanks to funding from the Esmée Fairbairn Foundation we have produced six videos for teens and their parents which feature teens talking about the issues to give teens a safe place to find out information, and to offer parents a starting point for what can feel like an awkward conversation.

Reducing obesity in families with children age 0-5

This year we started working in partnership with HENRY (Health, Exercise, Nutrition for the Really Young) to support families in three London Boroughs, Ealing, Hackney and Haringey with the aim of reducing obesity in families with children age 0-5 years. We are training over 200

volunteers in each Borough every year to support 210 families through one to one support for those with young children. HENRY is an award-winning charity giving babies and young children a healthy start in life and working to prevent child obesity. HENRY supports parents and children in the early years as research evidence strongly indicates the need for early intervention to prevent obesity.

Special educational needs

We continue to provide support to families with children with special educational needs (SEN) and disabilities through our independent supporter projects which help parents and young people to transfer from a statement of SEN or learning difficulty assessment to an education health and care plan or to apply for one. The service also helps to build resilience in families by offering a range of time-limited support such as liaison across different agencies and information about personal budgets. The level and nature of that support will be tailored to the particular needs of individual families using a person centred approach.



Supporting parents and carers

Volunteer befriending

In Nottingham we are delivering a volunteer befriending service for families, funded by Nottingham City Council and have supported 123 parents. We respond to individual needs and our service includes telephone support, volunteer befriending and parenting workshops. We provide advice, signpost to local services, support parents to improve confidence and personal skills and to reduce isolation by building their own support networks.

Our highest density of referrals are from Bulwell where over one third of residents are unskilled, semi-skilled, on state benefit or unemployed. Our work shows us first hand the common issues which are directly related to these figures – mental, physical and emotional health problems, poverty, low confidence and aspirations, lack of knowledge about how to improve situations, chaotic family lives, domestic violence and loneliness. We are noting an increasing number of referrals with more complex issues and currently have a waiting list.

In Leicester and Waltham Forest we support Muslim couples who are separating as part of the pilot Department for Work and Pensions Innovation Fund 'Working It Out' Befriending Project, in partnership with the Barefoot Institute. Family breakdown is high across the whole of the UK with over 40 per cent of couples separating by the time children are teenagers and this is often higher in Muslim communities. Leicester has the fifth highest divorce rate in the UK. This is a new and innovative service which help couples through communication difficulties, encourages co-operation and negotiation with spouses and focuses on the wellbeing of the children, without incurring solicitors' costs. Since the project started in 2014, we have seen a steady increase in demand as we build momentum and become recognised as a tried and respected service.

Kinship carers

We support kinship carers through our Relative Experience project in three areas in the North East. After a successful pilot, we secured funding through the Big Lottery's Silver Dreams fund to scale up our work, enabling many more kinship carers to be supported. It is estimated that there are around 200,000 to 300,000 children being looked after by kinship carers in the UK. Many kinship carers struggle on very low incomes and face additional concerns around inadequate housing and caring for a child with a disability. Many are also coping with their own health issues.

We work in partnership with Grandparents Plus and the Family and Childcare Trust to provide one to one befriending support, or telephone befriending if there aren't any volunteers in a rural area where a carer needs support. Many kinship carers are looking after children who have complex behavioural issues as a result of their early life experiences, often being similar to those of children in care. Carers can often face hostility from birth parents and other family members which can be isolating and result in low self-esteem and lack of confidence. The kinship carers we support told us they wished to meet with others in a similar situation and we addressed this by supporting the development of new kinship care

- 101 kinship carers matched with 28 volunteer befrienders
- 42 volunteer befrienders recruited



groups in different local authority areas. And our carers and volunteers have been supported to speak out at a variety of events about the challenging experiences of kinship carers, including speaking to newly qualifying social workers in Northumbria University.

Armed forces and ex-service personnel

Gloucestershire has several army bases as well as a large number of ex-service personnel who have recently been made redundant. Increased

uncertainty, insecurity and economic difficulty often leaves families vulnerable. Our services offer support around adjusting to change, managing loss, building new lives after relocation and coping with being away from family.

Working in partnership with GP Consortia, Health and Well-being Boards and Service Family Welfare Support teams we continued to support vulnerable families of armed services personnel in Gloucestershire. The project aimed to help reduce stress and improve emotional well-being, as well as support parents to feel more confident and better able to build close relationships with their children.

Case study

We worked with a family who had been with the army for 14 years. They were looking forward to leaving and starting a new life near their extended family. The family had a lot to arrange and there have been many uncertainties to cope with, and information to find. The parents have ongoing health problems, including post-traumatic stress disorder, as well as specific issues for their three children. The family were making decisions about housing, schools and college for the children and work for the parents. Where possible they involved the children in discussions about the changes and taking account of their views.

Their contact with Family Lives started with a parenting workshop on camp. Both parents had worked together to tackle some issues that were causing them great concern. They were extremely worried about their relationship with their 16 year old son, and there were concerns that his behaviour was getting him into trouble at home, school and potentially with the law.

In the Family Lives sessions, discussion centred around how the parents could support each other and decide on an effective joint strategy for managing their son's behaviour. We looked at how to notice and build on the positives. We tried to understand the challenges their son was facing as well as all the normal changes that accompany teenage years. We explored the stresses the parents were experiencing.

They were willing to modify, change or strengthen their approach as necessary, often with gratifying results. Because of work commitments, sessions have taken place irregularly over a 6 month period. This gave time to try out some of the ideas discussed and see the results, which despite ups and downs, have been very encouraging. Gradually the family saw some improvement and their son began to show the good grounding he had received from his parents in earlier years, and his behaviour became more responsible and focussed. The parents and their son began to reconnect with each other and everyone has felt more relaxed.

At the present time he is recognising the need to work hard to get the grades he requires to go on a catering course at college; he has shown he can work hard at a local weekend job, and is saving money for his future. He and his sister have found a common interest too and their relationship has improved. His parents report that he seems much happier in himself, although his anxiety still surfaces at times. They are learning to read the behaviour and look for the underlying trigger, and help him manage that.

Leaving the army will not be without ongoing challenges for the family, but it is a tribute to their hard work, and willingness to be open about their difficulties, that they have been able to build on existing skills and approaches and are stronger as a family.



Families of prisoners and offenders

In August 2014 we acquired the contract for the National Offenders' Families Helpline which supports families in England and Wales who have a loved one serving a sentence either in prison or in the community. The helpline supports families with issues around contacting their family member, visiting a prison, what happens on release and what to tell their children. Since August the helpline has helped just over 7,000 unique callers.

In addition Action for Prisoners' Families merged with Family Lives in October 2014 (renamed to Action for Prisoners' and Offenders' Families) expanding our support for professionals by focussing specifically on those working with families of prisoners and offenders. This work raises awareness of the needs of families by providing training to professionals, sharing best practice and learning, and advocating the issues affecting families among the wider sector.

Part of this work over the last year has been supporting the Department of Health as a Strategic Partner to ensure the health and care needs of families of offenders are understood and looking at issues such as older prisoners, women offenders, and engaging with families when a prisoner has mental health problems.



Action for Prisoners' and Offenders' Families also has a wide range of successful training programmes which help professionals to understand the impact of imprisonment on a family, how the justice system works, and issues around stigma, visiting, and release. We have delivered training across the country and to a range of professionals including prison and probation staff, schools, local authorities and health professionals.

We have also been developing a new training programme around families of sex offenders as there has been a significant rise in the number of prisoners convicted of sexual offences.

Vulnerable families and families with complex needs

Working with troubled families

We work with families who meet the troubled families criteria in Hampshire, Ealing, Bristol, Gloucestershire, and Southwark. In Hampshire we are part of a consortium supporting families who meet two of the three troubled families criteria.

Many of the families supported have had negative experiences of interventions in the past, a large part of the work in the beginning is about gaining trust and working in a partnership with the families.

Once engaged into the service, families report that having one worker co-ordinating and advocating for the family makes a huge difference. In addition each member of the family signs up to the overall family plan so that children and adults together can see improvement, progression and change.

The impact of intensive family support work has included improved school attendance for children, increased confidence and self-esteem in children and adults such as parents volunteering, gaining paid employment or attending courses and training.

- 212 families supported in Hampshire
- 192 support sessions in Bristol
- 40 support sessions in Gloucestershire
- 207 support sessions in Southwark
- 61 parents supported in Ealing

Supporting families with psychosis

We provide volunteer-led services in Gloucester and Stroud providing befriending to individuals with a diagnosis of psychotic illness providing weekly and fortnightly support for up to 6 months.

'Families in Mind' supports their recovery through improving self-management and coping skills and increasing their connectedness to community, family and friends. In doing so we are able to reduce isolation and prevent relapse.

We aim to also achieve wider outcomes, including reduced reliance on acute mental health services, volunteer buddies develop increased understanding of mental health conditions, leading to improved self-confidence and communication skills when supporting this group.

"I wanted to thank you so much for your service and for sending such a wonderful lady to my home.

I found her mindfulness and her quality of thoughtfulness easy and comfortable real joy.

I was at first apprehensive about having someone I did not know in my home"

Vulnerable families

This year we successfully won a contract to deliver the outreach service in Westminster to improve the health and wellbeing of vulnerable families with children aged 0-5 years. Outreach services in Westminster are well established and act as a bridge to accessing vital support services families need.

We focus on integrated outreach services through home visiting, supporting fathers and their roles, providing long term befriending support and access to emergency packs for the vulnerably housed. Over the last six months we have supported 4,261 parents/carers, linking them to vital services which helps to increase their emotional and physical wellbeing and general

healthy lifestyle changes, community engagement, improves mental health and parenting capacity and also their family finances and readiness for work.



Case Study

Issy* was referred to us less than 8 weeks before her first baby was due. She was living in temporary accommodation outside Westminster but expecting to move back in. Issy is 19, originally from Estonia and moved to London from Manchester where she lived with her boyfriend. She came to the UK when she was 10 years old and grew up in care.

Her family tried to force her to marry someone else. She broke her spine and her leg after jumping from a building as a result of domestic abuse from her family and spent 3 months in hospital. She is no longer in contact with her family and her boyfriend left her when she became pregnant. She is currently living in a hostel with no cooking equipment and is unprepared for the birth of her baby, although she has been attending antenatal classes.

Issy currently has about £7 a day to live on including food, toiletries and travel costs. We have been helping to get her equipment for the baby and access to Healthy Start vitamins and vouchers, and to sort out other income from different grants and allowances available but the processes are long and the outcomes could take weeks or months.

In the meantime we have given her baby clothes and equipment donated to the centre, and made a referral to a local food bank. On one visit Issy explained she hadn't been to her last antenatal class because she had no money to get there so we are helping her with travel and helping her to apply for a Freedom Pass, but she needs to be permanently resident in the borough to apply.

Issy is very socially isolated because she doesn't have enough money and cannot walk long distances due to her disability and pregnancy. She does talk to her friend on the phone but staying in the hostel room is getting her down and she is desperate to find better housing before the baby arrives. Through our service Issy received the following support:

- Support in receiving material grants such as cot and pram for baby/ clothes
- Linked to local foodbank until welfare benefits were in payment
- Support in accessing appropriate welfare benefits
- Support in accessing key agencies for support e.g befriending, health and community support, Social worker in new borough
- Improved health and nutrition
- Improved awareness of her rights and more prepared for the birth of her baby.

* Names have been changed

Supporting professionals

Parenting UK continues to be the membership body for parenting professionals supporting people in their work with families through our newsletters, bulletins, events and best practice resources.

Over the last two years we were part of the consortium to develop the CANparent Quality Mark for universal parenting classes which we will now be delivering as part of the Parenting UK offer. The CANparent Quality Mark is the only quality standard that has been developed for the parenting sector, by the parenting sector.

It is flexible and can be applied for by all types of organisations, from charities and social enterprises to private sector and local family organisations. It is appropriate for organisations of all sizes, from those with one or a handful of employees, to large employers.

The CANparent Quality Mark is awarded to organisations who are developing or delivering universal parenting classes. Providers need to show that their class is based on sound evidence, with strong governance practices and procedures. Sitting within the universal prevention area of support, organisations must demonstrate that they have met indicators and provide robust evidence across four elements of quality. 32 organisations achieved the CANparent Quality Mark in 2014-15, resulting in 15,885 parents attending a quality-marked class.

To support the development of the Quality Mark we also undertook a year-long campaign of engaging parents and commissioners to improve the awareness of the many benefits of parenting classes. We also supported the parenting sector in the development of a sustainable market by providing a programme of business support activity which was hugely effective in supporting providers' business needs, such as marketing, pitching, or building an evidence base.

Our work as Parenting UK is now complimented by the addition of Action for Prisoners' and

Offenders' Families (APOF) to Family Lives, following the merger in October 2014. This expands our reach and continues the vital work of supporting families of prisoners and offenders. Families with a loved one in prison or serving a community sentence can face many issues including stigma, housing and finance issues, coping with parenting on their own, as well as understanding their way around the complex criminal justice system and prison rules around visiting.

APOF supports professionals through guidance and events, and our highly popular training programme Hidden Sentence which aims to help professionals understand the issues faced by families of prisoners and offenders so they can support families in the best way possible. We have been developing new training programmes to expand the reach of this work among different sectors, and to also focus on families of sex offenders as well as working with a number of sector bodies to embed training around the needs of families of offenders.

We also represent the needs of families through our advocacy work, attending the relevant All Party Parliamentary Groups and sitting on a number of working groups to ensure the voices of families are not forgotten.





Looking ahead

The work we do at Family Lives is vital because families are vital. For families to flourish, accessible and reliable support is imperative. Looking through the pages of our Annual Review you will have seen just how the work we do touches lives.

Over the years Family Lives has strived to normalise excellent support for those in a parenting role, to make sure that all families have access to support, be it in a crisis or in the event of an everyday dilemma.

Life is complicated and as an organisation we not only recognise this, we aim to ensure that we truly accommodate that complexity. We will always make sure that we offer support through diverse channels because one size simply doesn't fit all. Whatever the situation and whether we're accessed by telephone, online or through face-to-face services, we won't judge we will listen and help work things through.

This past year has been tough financially for the whole charity sector and Family Lives hasn't been an exception. However with determination, a stellar workforce and the steadfast commitment that has kept the organisation's strength going over the years, Family Lives has responded efficiently and effectively.

The development of new services and partnerships and the diversification of both contracts and funding have not only helped shore up the support we offer, but also demonstrate the way the organisation is able to innovate. From innovation in our training programmes to innovation in the technologies we use, Family Lives is pioneering ways of working that enable us to keep extending our services to those who need them.

This capacity to respond to change matters for the future as much as it does for the present: we have demonstrated that we are able to provide support even in the toughest economic climate, a time when families often need our support the most.

We look forward to continuing the work we are so proud of, improving and even transforming lives. Only with our highly skilled, dedicated and visionary workforce is this commitment made possible.

Anastasia De Waal, Family Lives Chair

An overview of finances 2014-15

For more information you can request a copy of Family Lives' audited Annual Report and Financial Statements 31 March 2015, or download it from <http://www.familylives.org.uk/about/annual-accounts-and-reports/>

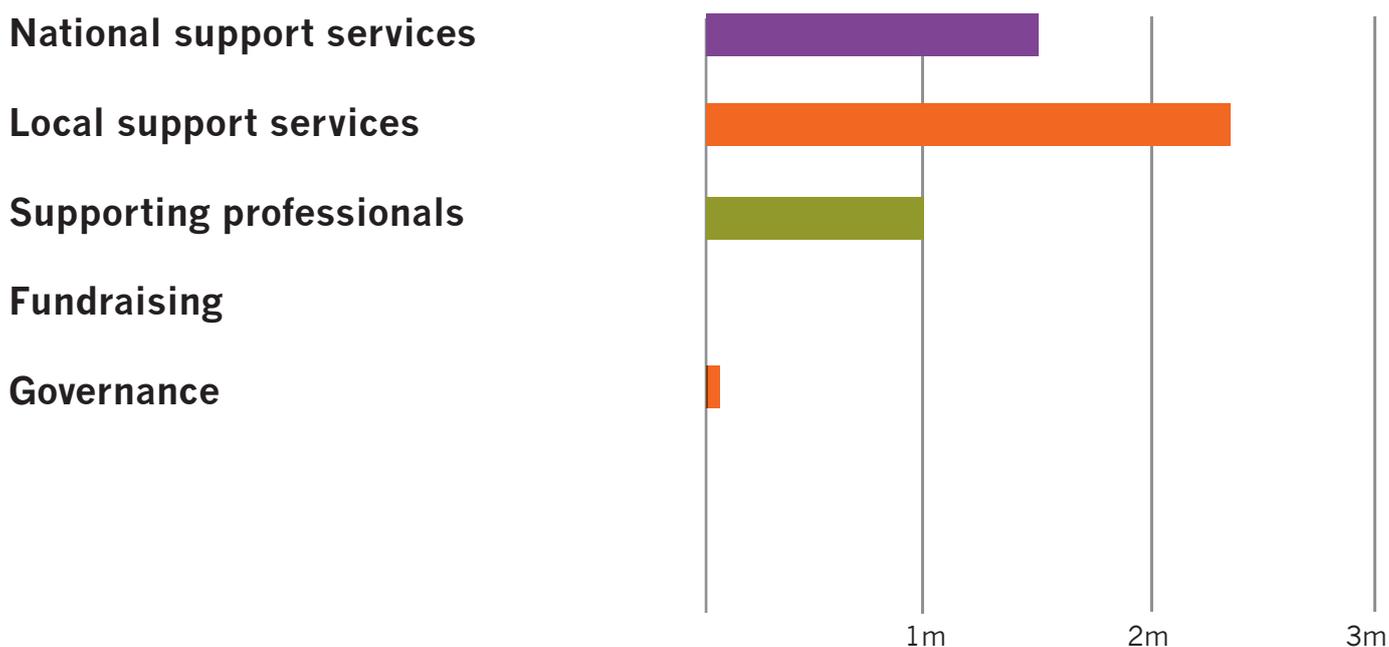
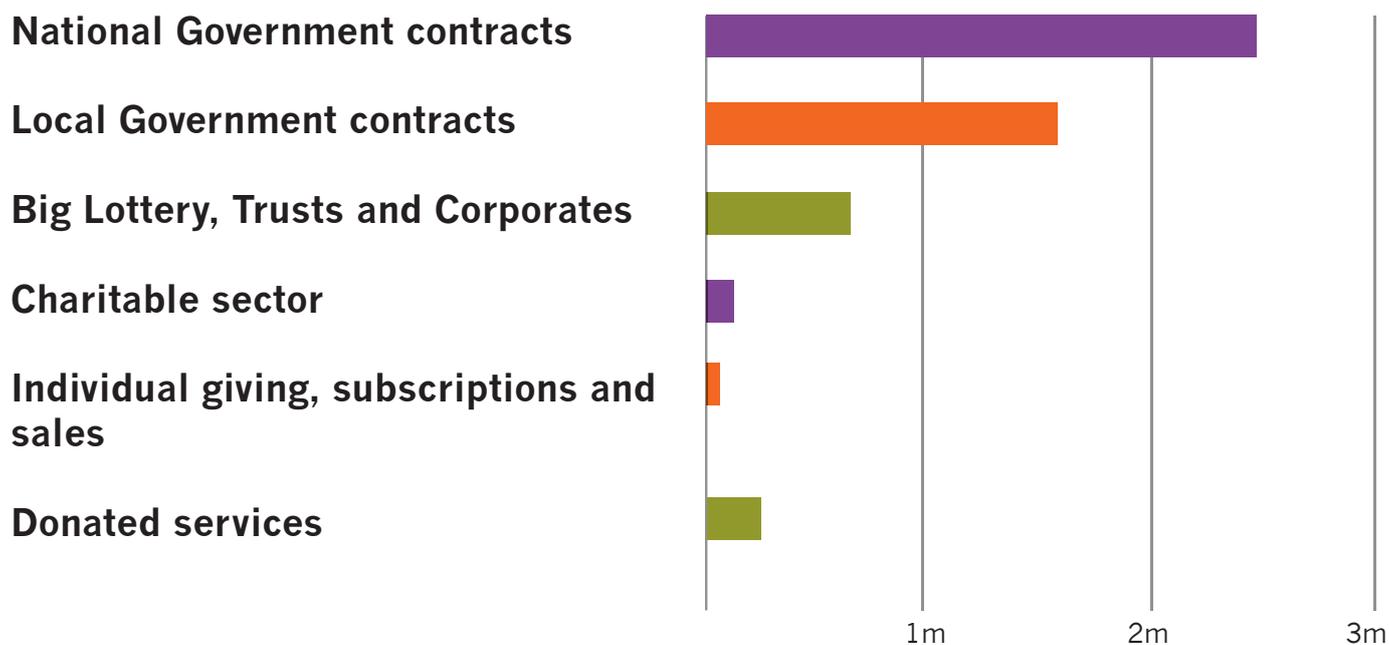
Total cost of providing services to families and family support sector

	2012-13	2013-14	2014-15
By cost type:			
Staff and volunteer costs	2,731,000	2,917,000	3,739,000
Project costs	240,000	802,000	758,000
Premises, infrastructure and administration	364,000	391,000	391,000
Total	3,335,000	4,110,000	4,888,000
By activity:			
National support services	1,378,000	1,499,000	1,495,000
Local support services	1,522,000	1,594,000	2,329,000
Professional/sector development	377,000	963,000	1,010,000
Fundraising	12,000	8,000	8,000
Governance	46,000	46,000	46,000
Total	3,335,000	4,110,000	4,888,000

How we funded our services

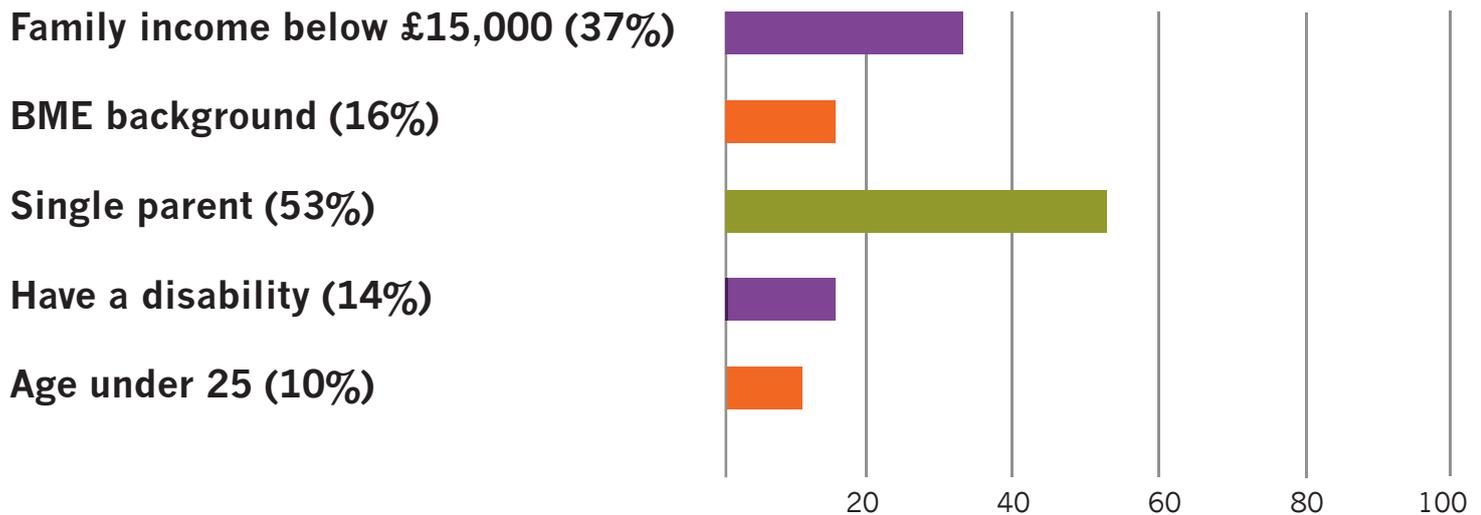
	2012-13	2013-14	2014-15
National Government	2,029,000	2,497,000	2,408,000
Local Government	459,000	857,000	1,568,000
Big Lottery, trusts and corporates	446,000	579,000	675,000
Charitable sector	449,000	18,000	95,000
Individual donations, subscriptions & sales	19,000	19,000	23,000
Donated services	214,000	212,000	215,000
Unrestricted reserves	-	-	-
Total	3,616,000	4,182,000	4,984,000

Where the money comes from

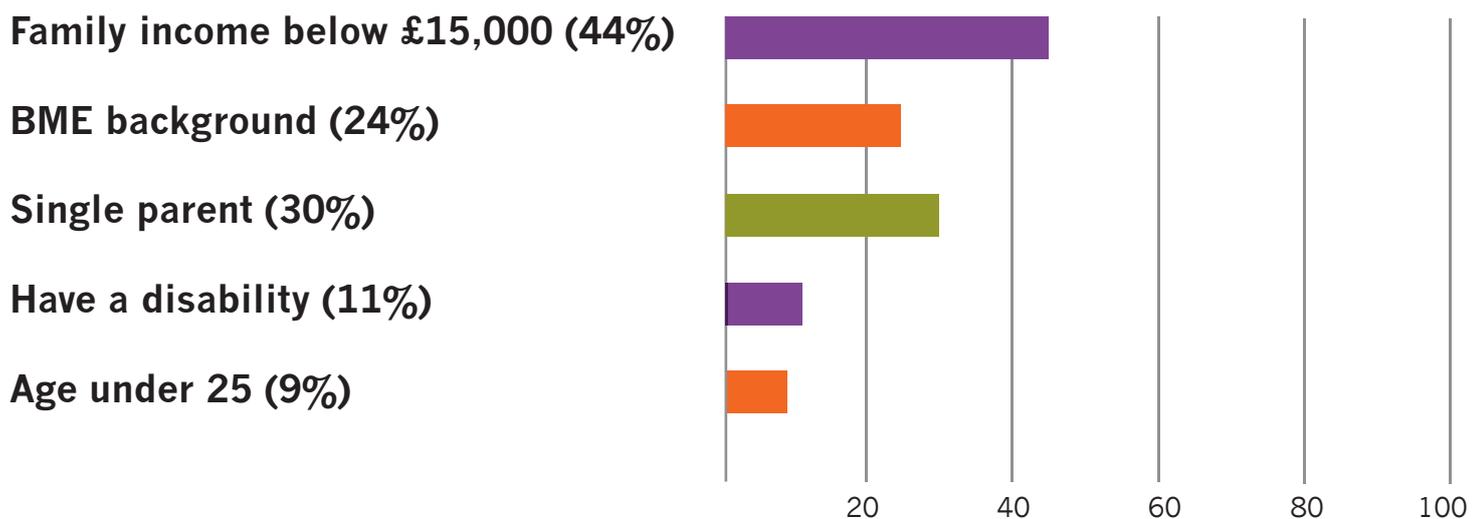


Who we help

Helpline caller demographics



Local service user demographics



Thank you!

Thank you to everyone who has supported Family Lives' work during 2014/15. With your support we've been able to make a real difference to children and families across the UK at a time they've needed us the most. Thank you to all the trusts and organisations that have so generously supported our work. We'd like to say a particular thank you to the following:

Action for Prisoners' Families
Adoption UK
Armithea Charitable Trust
Bank of England
Barrow Cadbury Trust
Basingstoke Voluntary Services
Big Lottery Fund
Bristol City Council
Brook Trust
CD Horton Charitable Trust
Charles Hayward Foundation
Comic Relief
Cotswolds District Council
Croydon Borough Council
Department for Education
Department of Health
Department of Work and Pensions
Esmée Fairbairn Foundation
Essex Community Foundation
Essex County Council
Fairlands Primary School and Nursery
Garfield Weston Foundation
Gloucester County Council
Gosport Borough Council
Hampshire County Council
Harpenden Building Society
Henry Smith Charitable Trust
Hertfordshire County Council
London Borough of Camden
London Borough of Ealing
Make Believe Ideas Ltd
Michael Palin
Milton Keynes Dons Support and Education Trust
Ministry of Justice
National Children's Bureau
Nottingham City Council
Southwark Council
St Alban's Cathedral

The Dulverton Trust
The Hanley Charitable Trust
The Living Room (Hertfordshire)
The Mercers' Company
The Peter Lang Trust
The Roger Vere Foundation
University of Bedfordshire
Walcott Foundation
Westminster City Council

Our volunteers

We couldn't do it without you.

We'd also like to say a big thank you to our volunteers who gave us thousands of hours of their time over the last year to support children and families through our helpline and befriending services.

Without our volunteers, many families would not receive the vital support they need and we wouldn't benefit from the wide range of skills and experience that volunteers bring to our work.

Thank you!



Family Lives is the UK's leading family support charity. We believe in improving child outcomes through family support and services.

www.familylives.org.uk
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AL9 5HZ

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Family Lives Annual Review 2014-15 covers the period 1 April 2014 to 31 March 2015. For fuller information you can request a copy of the Trustees' Annual Report and Accounts, or download it from www.familylives.org.uk

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