

**Family Lives Annual
Report and Accounts
2019/20**



**We build better family
lives together**

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Welcome from our Chair and Chief Executive

As we write this in the middle of the Covid-19 lockdown, we are pleased that all of our services remain open to support families through the difficulties they face. We have been able to achieve this through the dedication, commitment and innovation of our staff and volunteers. They have worked tirelessly to continue to put vulnerable and lower-income families first, to ensure there is always someone to talk to during this challenging time of lockdown and social distancing.

Our helpline is now managed as a virtual call centre as all staff and volunteers have been moved to working from home; this was achieved in a two-week period and in a way that had minimal impact on our service capacity. In addition, all other staff are working and collaborating using Microsoft Teams and can run video calls with families that include play and interaction, as well as emotional and practical support that many vulnerable families need at this time.

Poverty is starkly expressed through the environments in which we live and whether we have access to technology to help us stay in touch, order food or home school our children. Emotional fractures are also made worse at a time like this. We have seen an increase in verbal aggression and violence in the home from children to their parents, and additional problems for many separated couples as issues of access becomes much harder, or contact is denied.

Our focus over this next period is to increase capacity in our service provision and to stay in touch with the many tens of thousands of people who contact us. We are increasing the resources on our helpline and providing some call back services, as well as re-introducing online chat to sit alongside our existing services. All of our face to face provision is now being delivered through screen time and phone calls and we will continue to work with funders to find the most innovative ways to support those who are vulnerable.

All of the above is testament to our amazing staff and volunteers who have found ways to deliver services, whilst juggling many of the same issues as those they are supporting.

Our focus over these next three years will be to continue to provide early intervention. We are developing further resources for preventing escalation and verbal abuse, linked to violence in the home, and through our digital project, we will continue to consult our service users to optimise how we work with them to provide the best resources we can develop.

We look forward to working with you to make this a success.

Anastasia de Waal, Chair and
Jeremy Todd, Chief Executive

Summary of achievements and plans for the future



**Over 2.2 million
website users**



**53% of helpline
callers are single
parents**





**Over 32,000
calls
answered
on our
helpline**



**13% of helpline
callers have
a disability**

**36% of helpline
callers have a
combined annual
household income of
below £15,000**



Demographic and satisfaction data is gathered from representative samples of caller and website information, with differing sample sizes for each question due to the availability of data.

What we do

Family Lives was formed over forty years ago by volunteers, with the aim of ensuring that all parents had somewhere to turn before they reached crisis point. We know that the right support at the right time makes all the difference, and that has been made all the more vital as a result of the crisis we are currently living through.

Family Lives provides targeted early intervention and crisis support to families who are struggling. The issues we support families with include family breakdown, challenging relationships and behaviour, debt, and emotional and mental wellbeing.

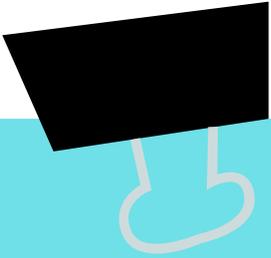
We know the difference being able to access appropriate, timely support can make to families in crisis, knowing there is someone at the end of the phone who will listen to them. And we know the longerterm impact of early intervention with families, such as through the ParentChild+ programme, which supports the home-learning environment, and our family befriending programmes.

The expertise of our staff and volunteers is at the heart of everything we do, and we work together with them to support families through our range of services. We have always been a volunteer-led organisation and we simply could not do it without our

300+ volunteers, who work alongside our dedicated staff team. Many of our volunteers began their relationship with us as service users but have stayed to support others on their journey – a testament to the support they themselves received.

Our crisis support, provided for over 40 years through our helpline, has always been at the heart of what we do. Over the last year, demand has continued to outstrip our ability to help as many families as we want to. We have built up long-standing programmes in the areas we work in across England, providing support to thousands of families through our befriending services. In 2018 we introduced ParentChild+ which we are now trialling, delivering and testing the programme through a Randomised Controlled Trial in South Yorkshire.

Last year alone we answered 32,000 calls to our helpline, over 2.2 million people used our website, and 6,690 adults and young people were supported through community services. But there are many more who need our services.



Our Strategic Plan 2019-2021

Vision - Families should have access to active support and understanding.

Mission - We build better family lives together

Our strategic aims are:

1. Provide targeted early intervention and crisis support for more parents and carers who are struggling and in need
2. Work together with volunteers to support more families
3. Make sure families can access help in the way they need at the right time (through digital innovation)



We value being:

- Collaborative
- Compassionate
- Trustworthy

Our finances 2019-20: summary

Source of income (£'000): 2020

£2,623



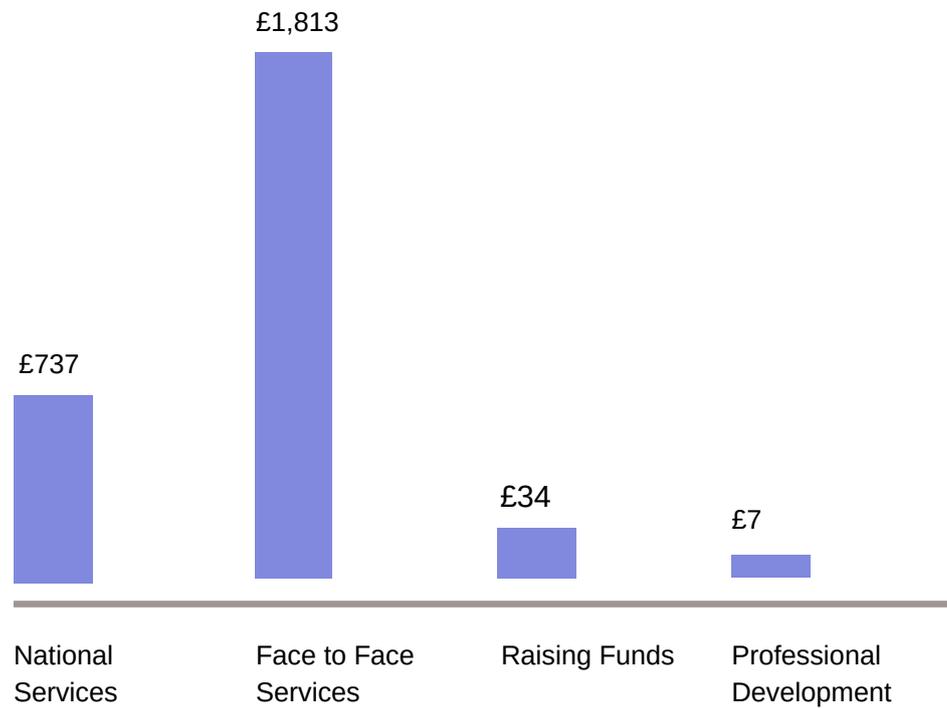
Source of income (£'000): 2019

£2,395



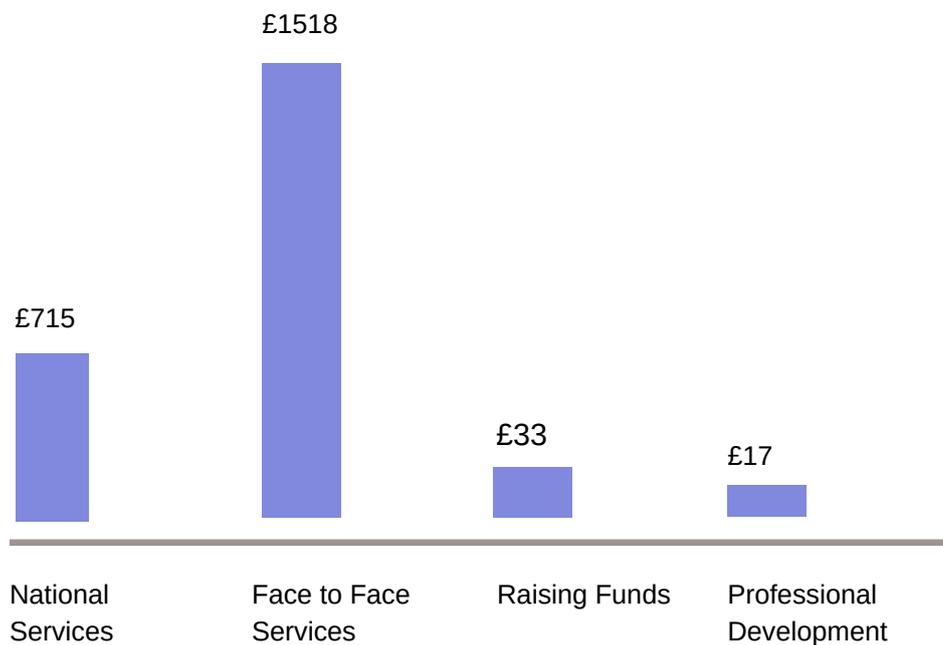
Summary of expenditure (£'000): 2020

£2,591

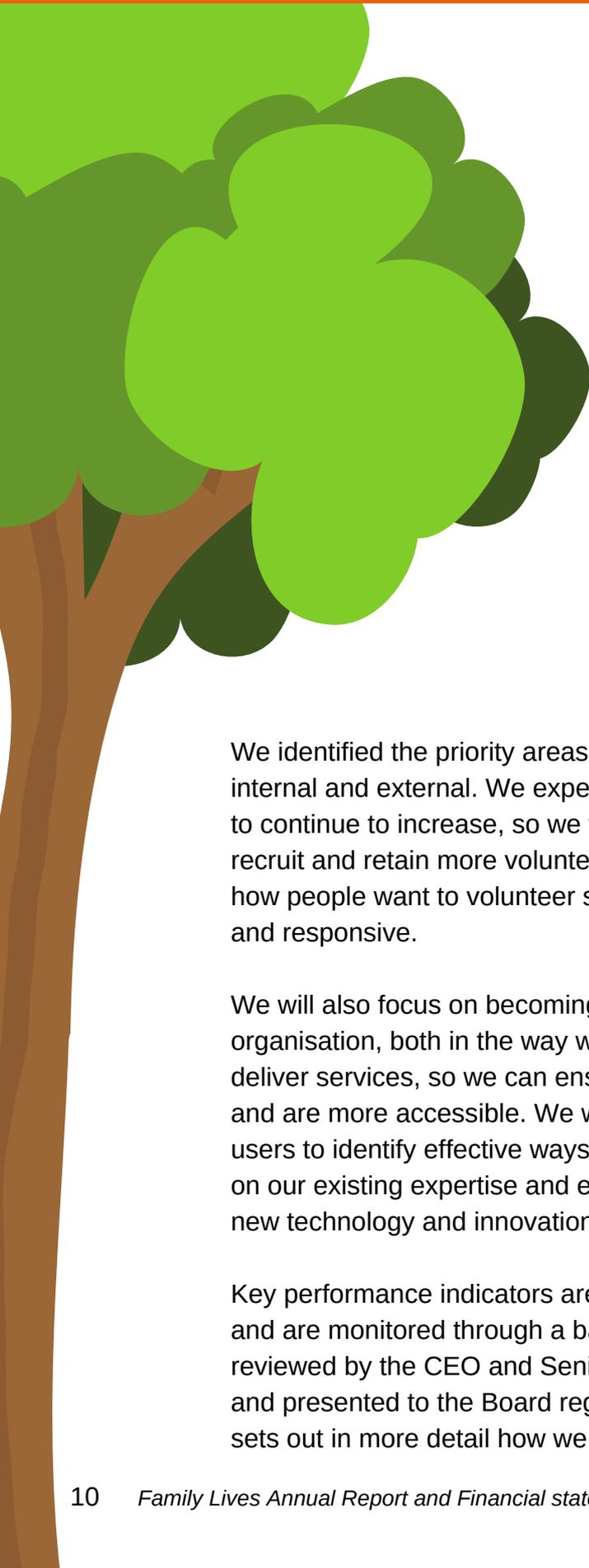


Summary of expenditure (£'000): 2019

£2,283



How we are reaching our strategic aims



Family Lives' aims for 2019-2021 are to:

- Provide targeted early intervention and crisis support for more parents and carers who are struggling and are in need
- Work together with volunteers to support more families
- Make sure families can access help in the way that they need it at the right time (through digital development)

We want to be there for more families and our aims set out how we are going to do this.

We identified the priority areas we need to focus on, both internal and external. We expect demand for our services to continue to increase, so we will focus on ensuring we can recruit and retain more volunteers and understand better how people want to volunteer so we can be more flexible and responsive.

We will also focus on becoming a more digitally engaged organisation, both in the way we work and in the way we deliver services, so we can ensure we reach more families and are more accessible. We will work with funders and service users to identify effective ways of providing support, building on our existing expertise and exploiting opportunities from new technology and innovation.

Key performance indicators are set against the business plan and are monitored through a balanced scorecard which is reviewed by the CEO and Senior Leadership Team each month and presented to the Board regularly. The following section sets out in more detail how we are reaching our aims.

Aim 1: Provide targeted early intervention and crisis support for more parents and carers who are struggling and are in need

In 2018 we introduced the ParentChild+ programme from the United States to the UK. ParentChild+ supports the home-learning environment through home visits – modelling with the parent how to support children to learn and play. ParentChild+ is an evidence-based programme and children who go through the programme enter school 10 months ahead of their chronological age and have a 30% higher education graduation rate than their peers.

A core part of our work is to provide a range of befriending programmes; these offer practical and emotional support to individuals and families, who are often isolated and may need support with their mental health, debt, school attendance, employment or issues around anti-social behaviour.

We firmly believe in the benefits of providing early support to families who are struggling, both in the outcomes for that family and the cost savings for society later on. We want to provide more families with the benefit of early support, whether that's through a befriender, one to one support or a ParentChild+ home visitor.

We aim to ensure that no parent faces a crisis without somewhere to turn to. We recognise that any family can find themselves struggling and need somewhere to turn to for support.

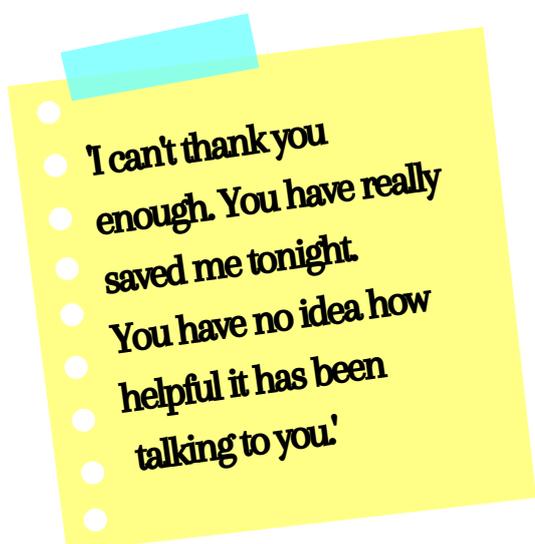
Family support helpline and email service (universal services)

Our helpline continues to support as many parents as possible, thanks to the contribution and commitment of our dedicated volunteers who donated over 15,000 hours of their time answering calls, and almost 200 hours undertaking associated administrative tasks.

Parents and family members call Family Lives' helpline at times when they are most in need of support and information, often in highly distressing situations. Our call takers use a guided process to enable the caller to open up and explore the reasons for their own or their child's difficulties and consider further actions they could take to improve their situation.

This year we answered just over 32,000 calls to our family support helpline and responded to over 4,300 messages to our email service. We continue to meet our funder targets but are actively looking for ways to meet the rising demand for support from vulnerable families. At the end of March 2020, we had 125 trained volunteer call takers, and had trained 76 new volunteers since January.

Our helpline continues to support all members of the family: 45% of our callers are mothers and 31% are fathers. 29% of callers are on a household income of below £15,599 per annum, 53% are single parents and 16% have a disability. Our helpline is an accessible and confidential service, complemented by online advice and



resources as well as our community services.

Family Lives offers a range of confidential services for parenting support, under the proviso that if we believe an adult or child is at risk of significant harm we will break confidentiality and involve statutory services. Very often there is no breach of confidentiality, but disclosure or reporting with consent. 3.8% of our calls over the last year were identified as presenting a risk of harm; emotional abuse is the most frequently reported risk of harm.

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

- Over 99% of callers were satisfied with the service they received with just over 78% saying that they were very satisfied.
- 79% said they felt more confident to deal with their situation as a result of calling.



Online advice and support

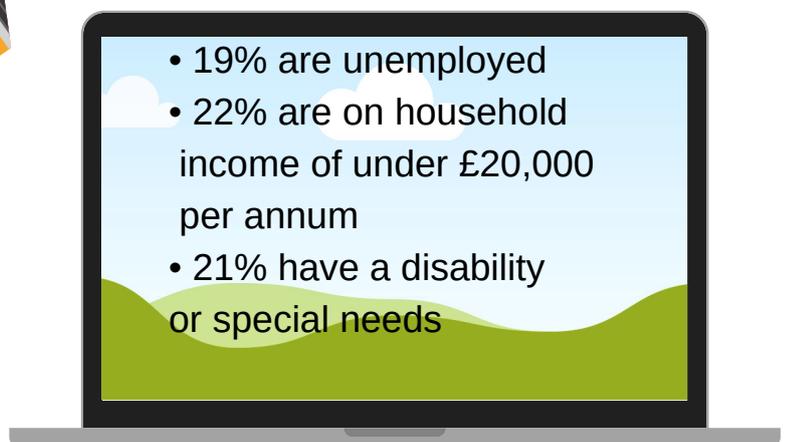
Our website provides hundreds of pages of support for families covering a wide range of issues such as aggression from teenagers, singing with your baby, coping with the ups and downs of family life, and what to do if you are thinking about getting divorced or separating from a partner. We support all members of the family from mums and dads, to grandparents and aunts, as well as the wider family.

We received over 2.2 million users to our website, with over 5 million page views. In the last month we have added several new articles, specifically for families looking for help during the Covid-19 lockdown; and we have provided specialist articles around supporting the mental wellbeing of teenagers, provided by one of our trustees who is an expert in this area. We are continually updating our content and resources to reflect the needs of the families who seek support and advice online.

In addition, our online forum is going from strength to strength, and we are pleased to see it being used by parents to support each other with a whole range of issues, all overseen by our staff and a volunteer forum moderator.

Feedback shows that 75% would use the website again and 24% of visitors said that using the website meant they no longer needed to contact another service.

Our website users also represent diverse demographics:



Community services

London and the South East

Westminster Outreach and Volunteer Befriending

The Outreach Service in Westminster is an essential early intervention project running mainly within the children centres and family hubs. Our target group is hard-to-reach families who find it easier to engage initially with our team rather than statutory services.

The team provides parenting support and advice, home visiting, help with a benefits check, housing support and signposting, as well as engaging hard-to-reach families to connect with other services and parents in the area. Additionally, our Outreach Service is proactive in reducing isolation and increasing community engagement and participation.

A huge asset for the team is that the Outreach Workers speak community languages and have a diverse pool of volunteers who utilise their interpreting skills when needed. Those we work with are supported to become independent service users and successfully move forward in life.

How many people did we help?

This service supported 1,994 families and 2,008 children.

Westminster Befriending for Families with Children Age 5-18

The befriending helps support families with children aged 5-18 years old who are vulnerable and going through difficult times. Our trained volunteers are matched with families to provide regular face-to-face support.

Each volunteer is given relevant training, mentoring and support so that they are equipped to help with parenting and family issues. Our volunteers offer practical and emotional support and are able to sign-post to relevant agencies and groups as needed. Using the Outcomes Star measurement tool and professional

networks, even a limited intervention of just two or three meetings shows a noticeable improvement in parental outlook and wellbeing.

How many people did we help?

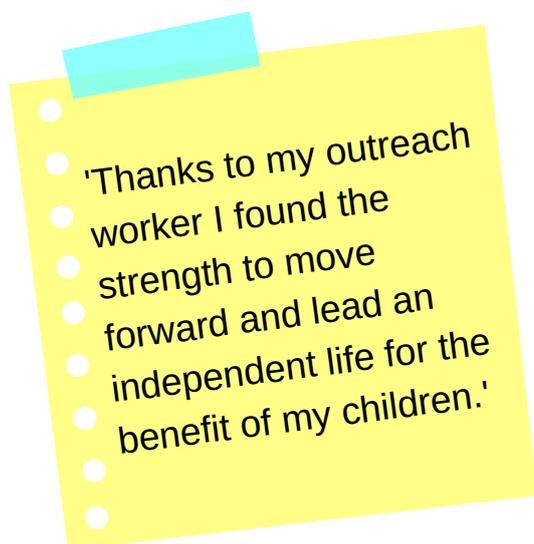
We supported 18 families through this service; this family cohort tend to have larger families so supported over 30 children in this age range.

Westminster – Family Learning and Support

The Family Learning and Support project offers high-quality activities and learning opportunities for families with primary school aged children living in the Church Street area. It is funded by the National Lottery Community Fund and is a partnership project between One Westminster and Family Lives.

We offer parents a Befriending Service for up to two hours a week of support in the home or at a community venue to help with overcoming isolation and other challenges. Befrienders also help families to access learning activities, workshops and trips for families.

The service supports the education of primary age children and improves educational attainment through encouraging parental engagement in their children's learning. It also addresses a gap in services and support for families with children aged 4-11.

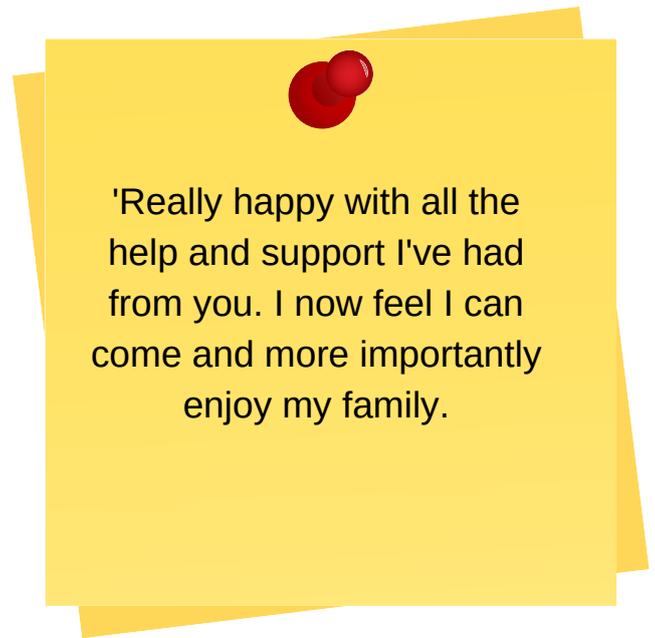


The project has had a significant impact on marginalised families, encouraging them to overcome barriers and step into community-based venues to access a range of fun family learning activities and meet other families in a supportive environment.

There is a wider need to reduce isolation and address emotional well-being among the families we work with on this project. Many of the parents who attend weekly sessions have expressed feeling more integrated when they attend and more confident in supporting their child's learning activities. For example, one parent in our cooking club commented that she really loved coming to the session as she felt comfortable with her children there and did not feel judged when they were not behaving.

How many people did we help?

26 families were supported through this project.



Case study

We supported a very positive, caring mum who faced lots of difficulties due to her own health issues. She hated not being able to do things for herself and her children, and was very reliant on her own mother to help. Gradually we were able to offer her the befriending service which matched her with someone to talk to outside of the family, and someone who she could get out of her flat with just to go for a coffee or a walk around the local area.

We helped mum gain the confidence to ask for her physical health needs to be met through her GP, and she now feels less isolated and depressed knowing that she has support around her. Both of her children are also involved in the activities provided by this service and mum is also getting support to see if she can find more suitable accommodation for her family.

Westminster – Early Help Befriending

Our early help befriending support lasts four months for each family, and we have supported 40 families during this period who are referred on to us after 'stepping down' from an early help team.

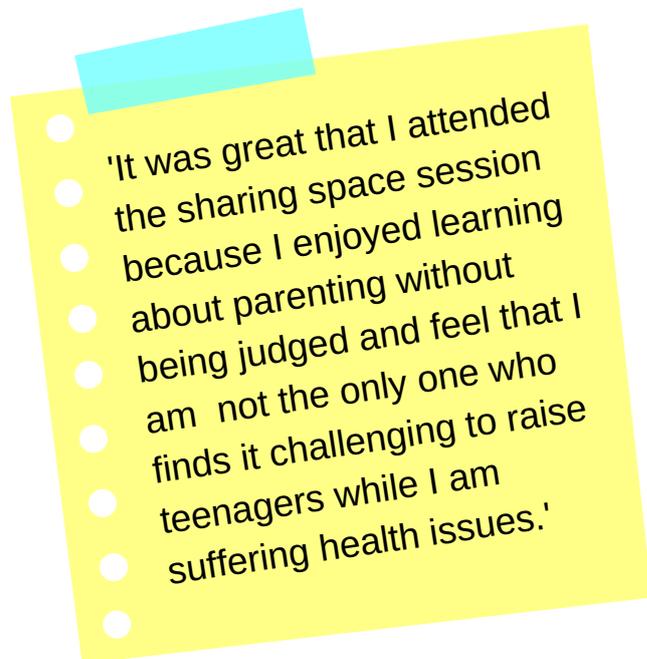
We match families with suitable volunteers, which the families find to be beneficial as they are able to communicate well, especially if there is a language barrier.

Families have found the project approachable and have felt comfortable. They are able to be open and discuss everything they want to with the volunteer, finding it easier to communicate and trust a volunteer. Parents made good progress and improvement. Some were so impressed with the support that they got, that they were keen to start volunteering with Family Lives as a befriender themselves.

We also provide parents with 'sharing space' sessions in which various topics are discussed, with us providing support to empower them in their ability to support their own children and being part of a community.

Befrienders have a good relationship with their matched families; families are able to be open with them, and the befrienders are therefore able to fully explore their feelings and issues. Their issues can include highly sensitive issues such as domestic abuse, and the fact that we are able to break down language barriers is very helpful. Parents were comfortable to express their needs and get further support while they were attending the sessions. Volunteers have been very supportive with the families during the Covid-19 pandemic, providing emotional support through regular phone calls.

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



Westminster – Supporting Young Carers

This project supports young carers by first engaging with their parents. We supported 26 parents with one to one support, by visiting them regularly and building a strong relationship with the children and their parents. This helps parents understand their children's needs even if they have physical or mental health issues.

We also supported parents to engage with other services, to help them to build their confidence in parenting. This has included inviting them to 'sharing space' sessions, and including them on trips, while ensuring they understand that the trips are for the children to enjoy some free time.

The parents we are working with are all engaging well now and have found the service to be a good link between them and their children. They are feeling more confident now about understanding their children's needs. The service has helped to narrow the gap between the children and their parents and to increase parents' confidence in their parenting skills. They are better able to support their children in developing resilience, achieving well at school, building life outside the home and feeling less lonely and isolated.

How many people did we help?
26 parents of young carers

Westminster Volunteer Befriending

Volunteer befriending provides emotional and practical support to parents with pre-school children to encourage parents to positively interact with their children and access services. We also advertise our helpline and other resources that are on the website.

Referrals to this project are due to a parent being isolated; when we explore this further it's often the child's behaviour which has stopped the parent from going out to children centres, shops and parks. Delivering our parenting modules with the allocated volunteer helps the parent to see the behaviour, think about their feelings and move to what the child may be needing from them, as opposed to the parent becoming distressed and isolating themselves.

Between our family support worker and the volunteer we help parents to build a positive working relationship with drop-in staff in their local children's centre. This helps parents to continue getting the support they need once we have finished working with them. This has really enhanced the community feeling in the areas as parents communicate and arrange play dates. This positive approach helps reduce isolation, and encourages parents to build on their support network.

How many have we helped?

47 out of 50 families referred to this service chose to take up volunteer support.

Bexley Family Support

In Bexley we are about to embark on the second year of our two-year service rollover providing a 'mobile play' team, befriending services and parenting workshops.

Our team has worked particularly hard to recruit more volunteers and trained a further 17 volunteers to support referred families. Our team of volunteers has a wide and varied skill set and this contributes to the positive results that we achieve with families.

We have worked with locality managers to look at how we can deliver a more integrated service to

benefit Bexley families. Our volunteers have also had the opportunity to work in Children's Centre groups and to undertake administrative work. This has been a great success with two volunteers gaining employment opportunities directly as a result.

We look forward to strengthening our position in Bexley further this year. The service continues to be busy and we will be focusing this year on identifying areas of opportunity for future funding, building on our success and securing our future in Bexley.

How many people did we help?

- 11 parenting workshops delivered across the three children's centres.
- 31 families supported with targeted volunteer support in their own homes or in the community for a period of 12 visits of 4 hours.
- Our Play Team delivered 3,296 hours of play work across the three children's centres.

"The volunteer was a listening ear and someone to reassure me that I was doing a good job."



Lewisham Family Support

Our services in Lewisham support some of the most vulnerable families to improve the life chances of children and young people, seeking to support a positive and harmonious home environment for all the family.

The support is targeted to families who have a 'child in need', or 'child protection' plan and also from the referral and assessment team. Both projects aim to achieve specific outcomes with each young person and their families.

Trained volunteers meet with the family and support them through challenges they face to assist in building positive relationships in the home, to enable each child feel happy, healthy and safe. In particular the volunteers provide practical support to help change home environments and to keep the home clean. They help establish routines for younger children and age appropriate boundaries and discipline instead of parents using physical chastisement.

The service has supported parents in improving attendance at school, college and children's centres, as well as improving communication between teenage children and their parents.

By befriending and providing a listening ear to parents who suffer from anxiety, parents are more able to cope with the stresses of parenting and other social and economic challenges. Providing support to access and apply for benefits, and address debts and budgeting has meant that families are able keep a roof over their heads and provide adequate food for their children to thrive.

Where appropriate and if requested volunteers will attend core meetings where relationships have broken down, this has helped parents understand social care concerns and work with the professional team and other resources to de-escalate plans. The service in Lewisham is seen as an extra resource to complement the work of the social work team. Some of the positive changes families have made has meant that their children remain with them at home.

Volunteer service

Social workers see the service as an invaluable resource to support families to maintain the changes made. Families are keen to work with us to make the changes required, they are happy to be able to have an additional service to call on in times of difficulty. Even when our involvement comes to an end, they see the service as part of their support network. Volunteers from the local community have benefitted from the experience of supporting others, have acquired knowledge of issues affecting families at risk and in some cases, gained a better understanding of the type of careers they would like to pursue.

How many people did we help?

46 adults were befriended

8 parents received individual support

Tackling Child to Parent Aggression

Trained staff and volunteers have assisted parents to make the changes that will continue to move them towards managing their children's behaviour. This project has helped parents understand their children's needs at each stage of their life and therefore how to support them better.

The project has helped parents understand children's feelings, including anger and how to respond to them in a positive way; by supporting parents to practice negotiating with their children and ways of reaching amicable agreement, this has helped in promoting positive communication and respect of each other in the home.

At the end of our involvement parents feel more in control of their home and children, and have gained invaluable skills to manage children's challenging behaviours. This has helped in children returning home and staying home. Some of the parents feel less stressed and therefore able to manage their home and children without constant reliance on substances.

How many people did we help?

13 adults befriended

3 parents received individual support

Ealing Family Coaching Service

In Ealing, we deliver family coaching services on behalf of the local authority. It is part of the wider Think Family service, supporting complex families or as a step down service from intensive support. It provides one-to-one, befriending and parenting group services.

We support families with their parenting when they are facing complex needs and challenges, such as domestic abuse, mental health issues, relationship support issues, special needs and isolation. The aim of the support to these families is to improve children's potential and the life chances and outcomes for the whole family.

Our work with families focusses on implementing strategies to help understand and manage their children's behaviour, particularly on the needs of children with additional needs, and those with or awaiting a diagnosis for ASD or ADHD.

How many people did we help?

119 families were referred to the service, providing 135 individual support visits and 62 befriending sessions



Ealing – Energise Families

Now in its second year, Energise Families in Ealing provides befriending support for families, with an additional aim of getting families to be more active. Many families are reluctant to incorporate exercise into their daily life and the additional support enables us to remove barriers to an active life, especially by finding fun activities where formal exercise is too daunting. We provide equipment and ideas for families who do not have access to these and have watched families enjoy the new activities and games as a family unit.

Provision of group activities encourages friends and families to join in and motivate each other to become active. Hula hoop classes and yoga are two of the classes we have set up and we are now looking into accessing virtual classes as the lockdown continues in one form or another. Training will be provided for family members who would like to organise their own activities and we support all our service users to do this.

How many people did we help?

23 beneficiaries were supported (adults and children)

10 families attended 'light touch' activities



Ealing – Afghan Families

This project aims support families to overcome their isolation and marginalisation to create more stable, happier families that are more likely to stay together. The project works in conjunction with the Afghan Academy International to deliver the outcomes and outputs.

During the first year the project coordinator recruited a diverse group of volunteers from the following backgrounds: Afghan, Pakistani, Indian, and Tamil with language skills in English, Dari, Pashto, Farsi, Urdu, Punjabi, Hindi, Tamil, Kannada (Bengali dialect).

The coordinator built on her experience of working in Ealing and has recruited most volunteers through a large network of professionals across Ealing, including health, social services and education. Afghan Academy International have recruited two families and work alongside Family Lives.

We facilitate monthly social groups of up to eight parents in each and an additional five families who join social groups along with befriended parents.

How many people did we help?

27 families were supported

Reducing Parental Conflict

We work in work in several London boroughs as well as Hertfordshire and Cambridgeshire to support parents to reduce parental conflict; this includes couples still together and those separated. The project is funded by the Department for Work and Pensions and also aims to improve the evidence base around the effectiveness of reducing parental conflict, or resolving conflict in the inter-parental relationship by supporting parents. We work alongside Tavistock Relationships to deliver this project.

How many people did we help?

Referrals are managed centrally by local authorities and the Department for Work and Pensions. It has been challenging generating referrals; we provided support to 13 individuals.

RAF Northolt – Forces Families

The project is designed to support families and for each parent the project reaches there is a subsequent impact on their children and on other family members with whom they share their learning and increased confidence. This could be grandparents, partners, wives and husbands, siblings and friends. The influence of a less stressed and more conciliatory and capable family member also impacts positively on family members, improving the atmosphere within the family and modelling a calmer and more appropriate approach.

Signposting is a significant part of the project and information is routinely provided in partnership with support workers at the base. This could be information about schools, support for specialist matters such as ASD, debt management, activities or the school holidays, and an introduction to the area. This increases the impact on family and friends, since parents become less isolated and better informed and supported. We now have a strong relationship with the community team at the base at RAF Northolt and have recently developed partnerships with local schools to encourage military families to engage and take the first step towards asking for support.

How many people did we help?

20 families were supported

Hertfordshire – Families Living in Recovery

This project is delivered in partnership with The Living Room and Relate. Our family support worker provides parenting support to partners and family members of clients in recovery from addictions, as well as direct support to the clients themselves who are undertaking the 7-step recovery programme.

We support parents through individual face to face and telephone sessions and group work. Our focus is on parenting skills, mood and stress management skills and approaches to 'coping' so that parents living with addiction have the capacity to become better parents and for the family to function more effectively. The groups run on a rolling basis with 8 to 10 attendees each week. Since Covid-19, group and individual sessions take place through an online forum. Self-isolation for some of our clients is particularly stressful where there are partners in recovery: "The lockdown is straining our relationship, I am so scared he will revert back to drinking, so grateful you are still there for us."

Alongside counsellors from The Living Room, our practitioners have also delivered themed practice development groups to 25 Family Lives helpline volunteers on recognising addictive behaviours and the support need of families who may access our helpline as part of this project.

How many people did we help?

The response to our service has been overwhelming and we've exceeded our targets of supporting 20 families. 42 parents and family members supported through individual support and 72 via our group work.



"I've felt really supported by you, as you understand Borderline Personality Disorder to a high level, which meant I did not need to keep clarifying what I go through with my daughter. This has helped me a lot. You have never been patronising – which is what I've been used to – and you have respected my difficulties and let me talk... You've also sign-posted me to other agencies, which will be helpful once this support ends. I am also grateful to Family Lives for letting me do the couple of extra sessions."

Case study

A father of 3 children was referred to our services as he was recently bereaved. His wife had mental health issues and had recently taken her own life. There was little family support available and the father had given up his job to care for the children so there was an additional loss of family security and stability, which was an important part of his identity and purpose.

The children weren't told about the circumstances of their mother's death. The father wanted to get back onto an even keel. Individual support sessions for dad provided an opportunity for him to think about how and when to tell the children about their mother, as he was concerned they may find out from another source. With our support, he was able to tell the children and answer their questions. His confidence and self-belief grew as a parent over the weeks and he then decided he wanted to become a volunteer.

Bedford Volunteering Service

The Bedford Volunteering Service aimed to provide befriending support and parenting groups to parents and carers with children 0-19-years-old who had an Early Help Single Assessment or were already involved with Social Care. Working closely with Bedford Borough Children's Services, the support was provided by a Family Support Coordinator and a team of befriending volunteers for between 6 to 12 weeks.

Our role was to assess needs and provide families with appropriate information and advice on accessing local sources of support. Our family support worker and befrienders also offered practical and emotional support to enhance families' ability to care for their children and provide a safe, nurturing home in which children could thrive. As part of our offer, we delivered parenting groups as part of the parent's exit from the service with support from two volunteers. We identified a high number of children presenting

with special educational needs and set up specific groups for these parents to receive extra support in helping them manage the behaviours associated with hyperactivity and impulsivity.

34 parents engaged with the service with 22 receiving individual support either through our worker or volunteer befriending sessions. Many of the cases referred to us presented with high complex needs, often families had been 'stuck' in the social care system for some time. For many families exiting our service, their circumstances had changed very little, but they had felt heard and understood and for many it was for the first time.

How many people did we help?

22 received individual support and befriending from volunteers

21 additional parents were supported through the parenting groups

Herts Targeted Parenting Support

This service provides parenting programmes for parents of children with special educational needs, (specifically ASD and ADHD) and parents of pre-teens/teens who are exhibiting challenging and risky behaviour. We generate parent referrals into the programme via intensive networking with professional agencies working across the county. Responding to family support needs, particularly for those with children with ADHD/ASD has a positive impact on parental stress, increasing emotional and social well-being and improving family outcomes.

Parents' feedback also continues to demonstrate how much they benefit from meeting other parents, sharing experiences and ideas, reporting an increased confidence in their ability to access local support networks including health and social care. They also value learning new coping strategies and the positive affect these have on all relationships within their family, including their partners and siblings.

The groups are traditionally delivered face to face in venues across the community, however from mid-March delivery was transferred to using Microsoft Teams with increased phone contact to support parents unable to attend through this medium.

How many people did we help?

107 adults and 218 children

"I definitely have made some changes to how I respond to some of the behaviours. It's work in progress but I am more aware of what I'm doing. Have seen some differences in the children that they can see me doing things differently."

● "I have found the course very useful and informative. It has given me some practical tools to use which I was really in need of. I have been able to feed back to my husband and we are talking about different ways we can work together more again. The facilitators delivered the course in a really friendly and easy to understand way. I would be interested in more courses run by them. It made me look at and think about a lot of aspects of parenting children with SEN."

Hertfordshire – All4One John Lyons Project

This project brings together the skills and expertise of four Hertfordshire-based partner agencies including Sporting Inspirations, CDA Herts, The Pavilion School and Family Lives. It combines school-based mentoring, sporting activities and family support to help develop the skills and potential of young people attending the Pavilion pupil referral unit.

Our project aims to inspire positive change and achievement in young people, their families and wider communities, using a holistic curriculum of specifically designed activities, combined with family structures to minimise the socialisation of anti-social behaviours in young people. The project has adopted a non-traditional format, to provide young people and their families with the opportunity to come together; through the teaching of non-aggressive communication, and in identifying positive strategies that support family emotional and physical well-being and increases the life changes of these young students.

We have seen positive signs of engagement from young people and families, and support has continued to be offered to parents using Microsoft Teams during the current lockdown. We understand that some parents have been using our helpline during the last few months as a consequence of our marketing and promotion of the support that is available.

How many people did we help?

6 parents have accessed our helpline service and 3 have received individual support

Nottingham and the Midlands

Energise Families

This service is about helping families to increase their physical activity levels and share more fun activities together. Volunteers initially work with families who have a child aged 5-10 years, using a befriending approach and supporting them to become more active by going on short walks or playing outside and inside with their children. Volunteers come up with ideas to have fun together as a family and get fitter. A key element is the recognition that taking more exercise, however small or short, whether indoors or out improves both mental and physical wellbeing. The service also runs ad hoc activities for additional families in primary schools, and events. Hula hooping and yoga have been popular in Nottingham and appeal to those who wouldn't usually take exercise

How many people did we help?

17 families were supported through
66 befriending and activity sessions

"I love walking and talking - it helps me offload and exercise at the same time."

"The boys seem happier, they love going to the park where they can run around. I feel I can take them now."

Case study

C is a lone parent with 3 boys aged 5, 7, 9. She self-referred to the Energise Families service through our helpline as she was suffering with anxiety and depression and finding it difficult to leave the house. She described her children as frequently 'kicking off' if she takes them anywhere so they stay at home most of the time and the boys behaviour was becoming more challenging.

Our volunteer started to meet mum weekly and they often walked to a local nature reserve, giving mum a chance to 'offload' as they walked. Our volunteer supported C to make an action plan which included passing her driving test, increasing her activity level, taking the boys swimming and doing at least one family activity out of the house at weekends. Our volunteer met mum and the boys at local parks where they played rounders and football and found some free family swim sessions that she accompanied the family to.

After a few weeks mum became confident enough to take the boys swimming and to the park on her own. She walks for at least an hour twice a week while the boys are at school, has passed her driving test and has a car.

Support Service for New Mothers

In Barnsley Central Area we deliver a support service for new mothers to increase the resilience and the emotional wellbeing of those who are experiencing isolation and low level emotional wellbeing issues. We work closely with Midwifery, Health Visitors and the Family Support Service.

Volunteer befriending supports new mothers by offering a listening ear, helping them find their own strengths and solutions to build confidence, supporting mothers to access activities and signposting them to other sources of support. We offer help and guidance over the telephone and support mothers to link up with other new mothers and local groups.

How many people did we help?

9 mothers were supported through 54 befriending sessions.
20 parents received individual support through 60 support sessions.

"The people who help are lovely ladies who are helpful and have made me very happy. My family in Africa are so happy that this support is in place."

"The most important aspect is having someone who understands my situation."

How mums feel after receiving support



- More confident to deal with my situation
- More supported as a parent
- More informed about local services
- Less lonely or less isolated
- Less anxious or worried



ParentChild+ (previously called Parent-Child Home Programme)

ParentChild+ is our early learning programme for families with children aged 2-4 years. We support families to improve their home learning environment so children are more ready for school. Early Learning Home Visitors visit families for half an hour, twice a week. The programme lasts for 15 months with 92 visits providing 46 free toys and books to each family.

We work alongside parents and show how to increase verbal and non-verbal interactions, develop positive behaviours and encourage early literacy skills. Parents learn how to become their child's first teacher; children are more ready for school and do well in their education, which sets them up for positive futures.

Family Lives are the only licenced provider of the programme in the UK and are also the National Training Centre. We piloted the programme with volunteers from March 2018 to March 2020 in Ealing, Nottingham and Newcastle. The mid-way evaluation report of the pilot shows good initial results:

“Based on interviews with participating parents conducted midway through the ParentChild+ programme, these parents reported positive changes in their children in six areas: self-regulation, expressive language, receptive language, social skills, engagement in play and early learning. They also reported increased levels of positive parent-child interaction through reading and playing together more often. There were also generalisation effects reported: where there was another adult in the house (in all four cases, the father), this increased level of positive interaction also carried through to that relationship. In all seven cases where there were other children in the house, some generalisation of learning from the ParentChild+ sessions was also reported as having positively affected these relationships.” We then secured funding from the Education Endowment Foundation to deliver a Randomised Controlled Trial (RCT) in South Yorkshire with an evaluation team from University of York and Durham University which started in January 2019.

We also secured funding to deliver the programme as part of a Social Impact Bond in Westminster and Kensington & Chelsea. The coordinator manages three full time Early Years Home Visitors based at Queens Park & Portman Children's Centres and working remotely from two RBKC Children's Centres. The Coordinator liaises with Health Visitors and other key referrers and provides signposting/referrals for the families.

Home visitors visit families' homes twice a week for 30 minutes to deliver play activities with the child and parent. During one visit a new toy or book is used to model play activities to enhance their child's communication and social-emotional skills. The families keep each toy or book and use them to practise with during the week, then during the second visit the parent reports back on their progress.

"My son has changed a lot. He is very happy [with our home visitor] and his speech has changed a lot. He had just two or three words but now he is speaking much better. Now it is easy to communicate. I know what he wants. Also he is learning how to play with other people."

How many people did we support?

(Ealing, Nottingham and Newcastle pilot)

68 adults and 68 children were supported through 3,139 home visits

(South Yorkshire)

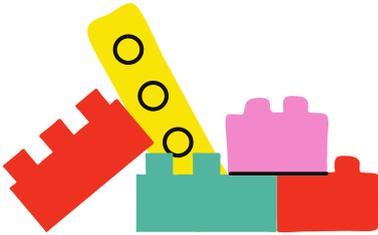
141 adults and 132 children supported through 2,036 sessions. There are currently 284 families enrolled in the Randomised Controlled Trial.

(Westminster SIB)

- 15 families actively receiving ParentChild+ in Westminster and Kensington & Chelsea, totalling 322 visits.
- 2 families are at mid-cycle point (received 46+ home visits) totaling 94 visits.
- 5 families are scheduled to be matched with an Early Years Home Visitor via video call.
- During the COVID-19 lockdown, a total of 21 families are receiving video or telephone home visits.

'It is very important. A year ago, [my son]'s communication was very poor and now his speaking is very good. He is reading all the books, he knows the alphabet, he counts, he knows all his colours. For a two year old, that is very good!'

'We see big changes in Z since home visits started; she is not hiding, tries talking to people out and about, wants to go to school when she takes her older sibling, she has more confidence and knows what is wrong and what is right.'

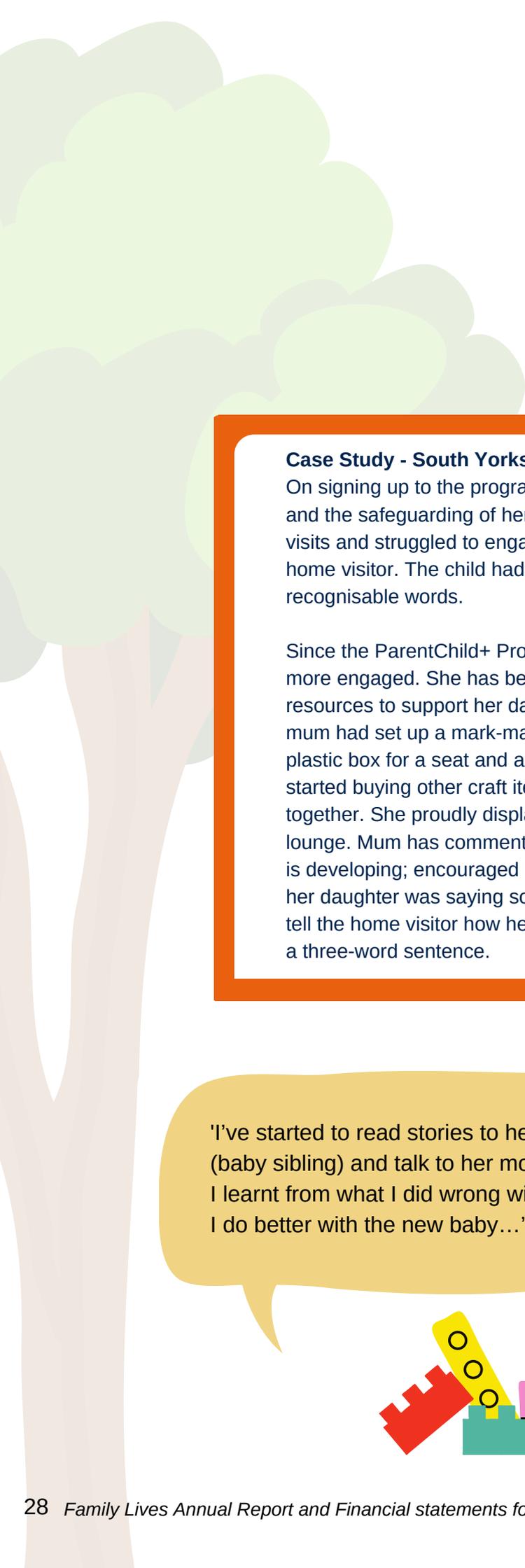


Case Study - Newcastle

Mum lives with her two children, aged one and two. The whole family including the father were on a Child Protection plan. The mother had unstable mental health and the children were delayed in their development. The mum's teenage son had recently died in a supported living home. To start with during ParentChild+ sessions, she would sit on the chair holding her younger child and would not engage. The older child did not seek her out for any engagement.

Mum is now consistent in her parenting, setting up her own activities to do during sessions. She started to use the positive behaviour techniques modelled by the home visitor and showed her children how to share and take turns. Her older child now seeks out mum for comfort and to engage in play and when she needs help.

The child is now speaking in sentences. As her understanding has improved, her frustration has reduced. The younger child was found to have a genetic condition causing his delay which provided the right support for the family. He took his first steps during PC+ session and can now make some sounds and identify his favourite books and toys.



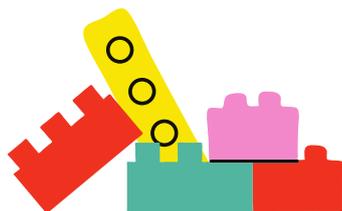
'Everything is amazing. I'm so happy I found the programme, I can't believe I just went into the Children's Centre because I was distressed about my housing...I have learnt how to play, after a tough childhood, I'm happy I've learnt how to play with my son.'

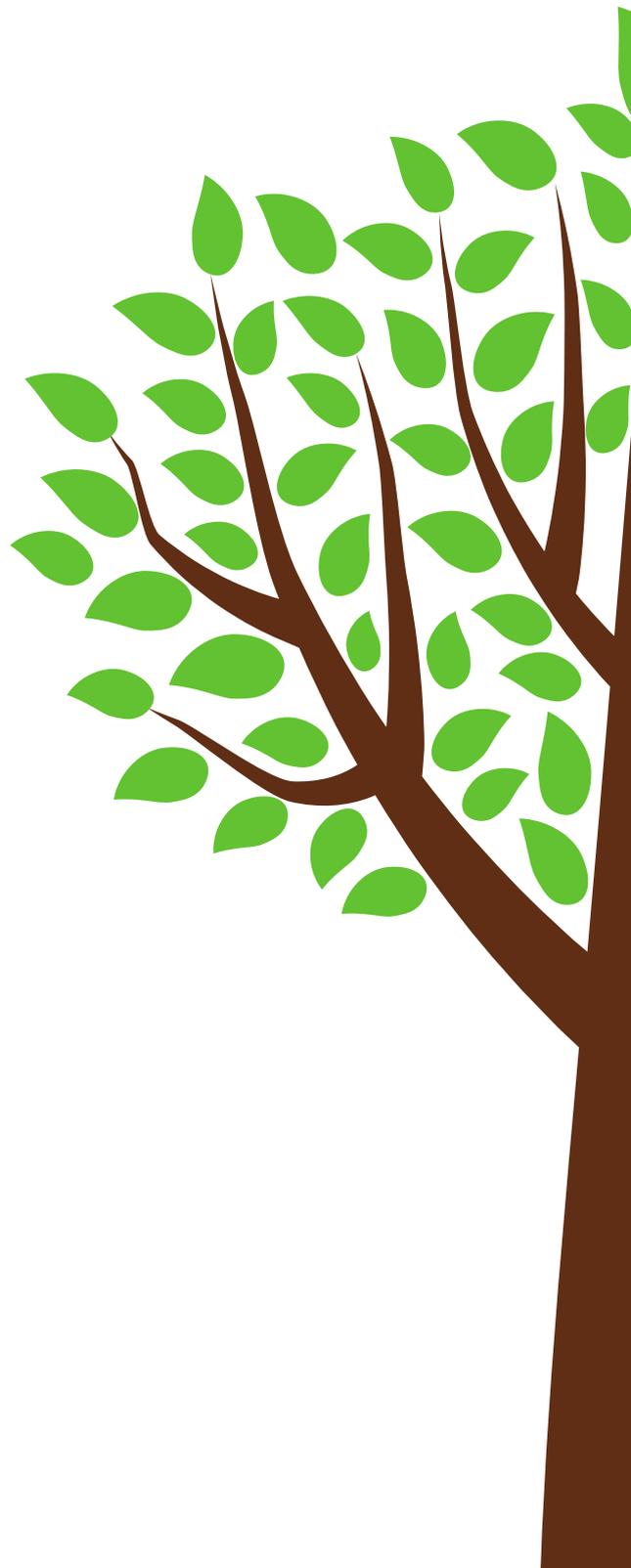
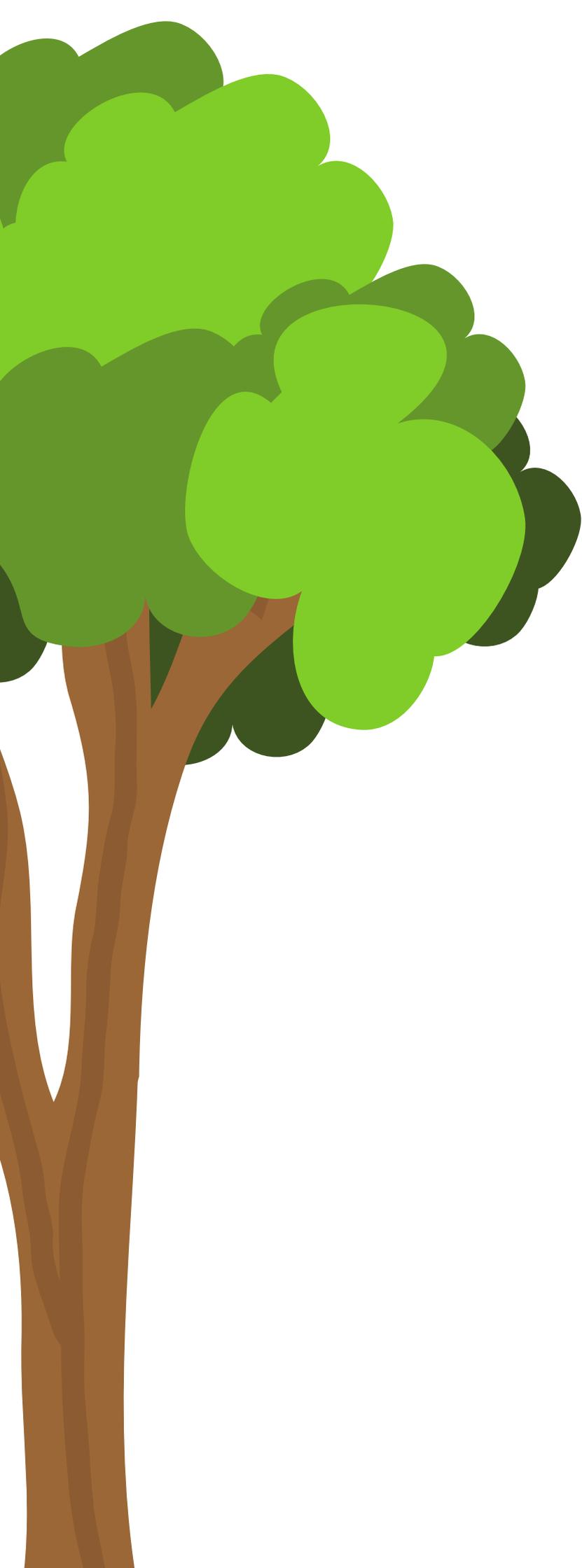
Case Study - South Yorkshire

On signing up to the programme, there were concerns around mum's parenting and the safeguarding of her children. Her daughter was undressed on initial visits and struggled to engage or focus on any of the resources brought by the home visitor. The child had very little speech and could say only two or three recognisable words.

Since the ParentChild+ Programme started, week by week mum has become more engaged. She has become attentive during sessions and has bought resources to support her daughter's developing interests. On arrival one week, mum had set up a mark-making area for her - a low table with a cloth, a plastic box for a seat and an Etch-A-Sketch which she had bought. She had started buying other craft items and talked about making and creating things together. She proudly displays all of the pieces that her daughter creates in the lounge. Mum has commented numerous times on how much her vocabulary is developing; encouraged by the home visitor she writes down new words her daughter was saying so she could see the progress. Mum was thrilled to tell the home visitor how her daughter is saying more single words and even a three-word sentence.

'I've started to read stories to her (baby sibling) and talk to her more. I learnt from what I did wrong with M, I do better with the new baby...'





Aim 2: Work together with volunteers to support more familiesd are in need

'I really enjoy working with Family Lives because I find it extremely rewarding to be part of a team who help people to find solutions to all types of family issues. Every call is different and at the end of a shift I feel I have contributed something and perhaps helped someone to better deal with the issue they are facing.' Susan

Our incredible volunteers play such an essential part in our work. And we're going to need their help even more over the next few years. Our aim is to actively inspire more people to volunteer with us, wherever they are and however they want to volunteer.

We will work harder to support them and help them develop their skills and passions ensuring that workforce development remains central to all existing and new volunteers. We are also working to gain the Investing in Volunteers quality standard for good practice in volunteer management.

Our volunteers are at the very centre of the services we provide to families, both in the community and through our helpline. Over the last year, our volunteers donated over 26,769 hours of support though the helpline and face to face services.

We have worked hard to build strong links with colleges and universities near our helpline hubs to offer volunteer placements to students, particularly those studying counselling or social care and this is working well.

We have also provided volunteers with opportunities to engage in the wider work of Family Lives, through involvement on the groups running and advising our digital innovation project. This is working well, allowing them to draw on both their expertise from the service they deliver as well as any relevant external expertise they have.

All volunteers receive substantial training before going on to support families. This is followed up with ongoing professional development and supervision. Our helpline call takers undertake a 30-hour training programme to ensure they are equipped to become skilled and effective call takers. They support callers with a wide range of issues with care and respect. Our volunteers often benefit just as much as the people they support, going on to higher education or to find employment. We are also now training volunteers online to ensure we can provide access to people who don't live in regions where we currently have a helpline office.

'I love working for Family Lives, as it gives me an opportunity to support people through really difficult times. To know that you have given them a chance to be listened to and receive that emotional support and to hear the relief they are feeling is the reason I volunteer.' Katie

We are also now training volunteers online to ensure we can provide access to people who don't live in regions where we currently have a helpline office.

Our most recent survey highlighted that:

- 100% of volunteers are proud of the work Family Lives does
- 100% of volunteers are proud to volunteer for Family Lives
- 98% of volunteers would recommend Family Lives as a good place to volunteer

'I volunteered for Family Lives because I feel that I have been fortunate in my life and want to pay back. Instead I find that I am the beneficiary. I find that I get a huge amount out of it myself – the support of staff and the friendship of fellow volunteers and the privilege of talking to the callers.' Linda

My Journey with Family Lives, by Shahra Saleem

I was first introduced to Family Lives as a parent attending a course when my youngest son was diagnosed with Autism. It was a time of transition for all of us as we had moved out of London and the older children were moving into secondary schooling. The family were still grappling with the impact of our youngest son's developmental and behavioral difficulties.

I first fell in love with Family Lives when I found the strategies learnt on the course were making a positive difference. I volunteered as a call taker as a means to give back for all the support I received. I found it helped me more as I found I become more familiar with the strategies and helping other parents going through the similar challenges we became better at managing the issues we faced as a family.

It was very gratifying to help both on the helpline and face to face and it acted as a reprieve from the children and made me a more confident parent. I felt a real joy in helping to make a difference in the lives of others. I loved working for the admin team where I felt nurtured and supported by the team especially as it was my first foray into work life after moving away from London and dealing with all the challenges of a child with special needs and husband who had just recovered from a life changing accident.

Today I am part of the central finance team making the most of my financial service background and it's given me a wonderful opportunity to continue to work for an organisation with ethos of making a positive change in the lives of families as it has done for myself.

Aim 3: Make sure families can access help in the way that they need it at the right time (digital development)

As part of our strategic review we recognised that in order to be cost-effective, efficient and to keep up with the changing needs of families, we needed to become a more digitally engaged organisation bringing digital solutions to the heart of the organisation.

We want to ensure that there are a number of access points for service users to gain support from Family Lives that are more effectively linked, enabling more choice for those who access our support. This will help us reach and support even more families in ways they want by being better equipped and more sustainable. We will make the best use of digital technology and communications in all aspects of our work to reach out to and support more families, and in our engagement with volunteers, donors and funders.

We officially started our digital innovation project in July 2019, funded by the National Lottery Community Fund. Almost a year on, we have some exciting ideas in our sights and we can't wait to start testing these out.

Of course we, like the rest of the charity sector, were thrown a curveball with the outbreak of Covid-19, but the aims of this project feel even more important and relevant as a result. And there will certainly be useful insights and learning from some of the changes in delivery that we and other charities have had to make that we can take into consideration as we move forward.

To date, we have completed our research into our helpline users to understand how we can try and answer more calls, and we are also busy gathering data and insights on our website, digital and community services. We have learnt a tremendous amount already, but we know there

is lots more to do and discover, and we're really excited about it. We'd like to thank all the individuals who volunteered to take part in our research – both those who use our services and the volunteers who help run them.

Other areas of work

Fundraising

Times are still difficult for charities. Competition for funding available from both government and trusts is becoming ever harder and undoubtedly there will be many changes ahead as society readjusts to the wider impact of Covid-19. We continually seek new grants to maintain our existing services, alongside developing work in new areas and engaging with an increasing number of issues that impact on family life.

Over the last year we have continued to seek ways to diversify our income sources by working with charitable trusts and raising income through donations as part of sales and promotions.

Our community fundraising activities remain popular with our Wear Blue fundraising day and anti-bullying wristbands now becoming a regular part of many schools' activities.

Supporting staff and wellbeing

Family Lives continues to focus on wellbeing. We hold the Investors in People kitemark and continue to be a Living Wage employer, ensuring that all staff are paid at least the Real Living Wage. This is a higher rate of base pay than the National Living/Minimum wage which attempts to meet

more realistic basic living costs.

Our most recent staff survey showed of those who responded:

- 96% of our staff would recommend Family Lives as a good place to work
- 97% of staff are proud of the work Family Lives does

As the impact of Covid-19 emerged and we all went into lockdown, we have worked hard to ensure we support our staff, recognising the different individual scenarios they are now having to work in, whether that's balancing work with home-schooling their children, financial worries due to a partner being furloughed or out of work, or worries about a vulnerable relative or key worker. We have offered flexibility in their working hours to help them balance this, as well as additional dependants' leave and annual leave to support everyone's wellbeing at this highly stressful time.

Supporting professionals

External Supervision

The service is delivered to external frontline practitioners in London and Hertfordshire to support their work with families, and offer them the opportunity to reflect in depth on issues affecting their practice; in order to develop personally and professionally towards achieving, sustaining and creatively developing a high quality of practice.

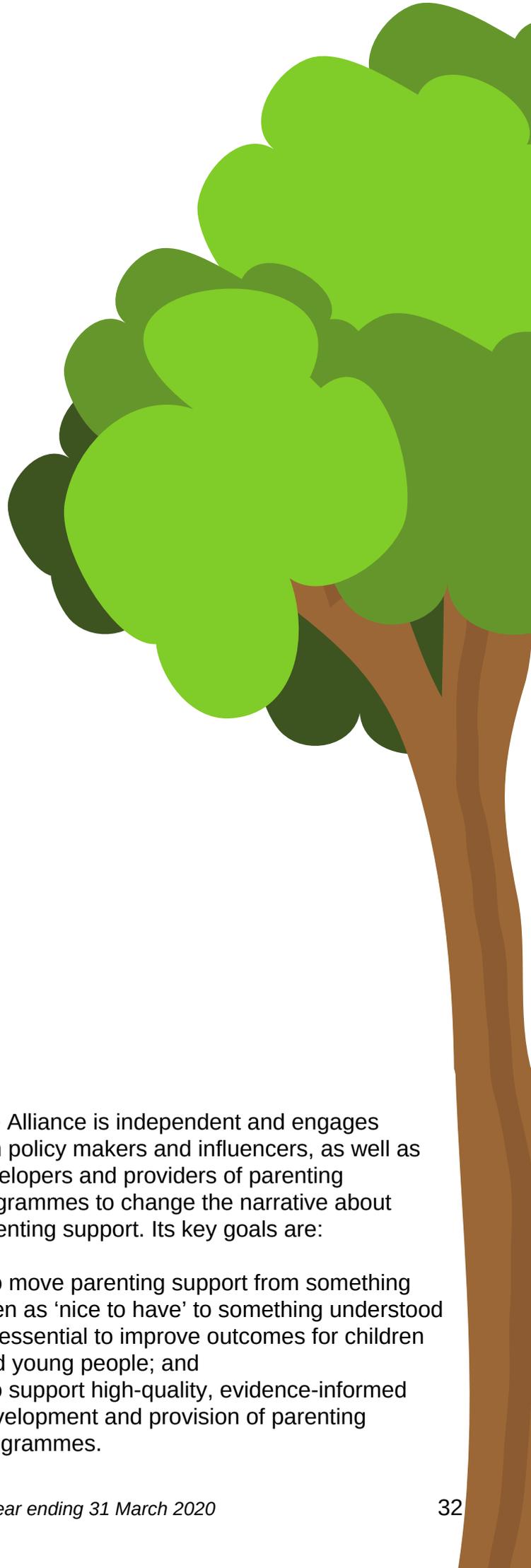
Parenting Programmes' Alliance

Part of our work in supporting professionals includes providing the secretariat for the Parenting Programmes' Alliance which was formed at the beginning of 2015 to provide a forum for programme developers' voices to be heard at national policy level.

The Alliance currently has membership who between them reach over 20,000 parents per year with evidence-informed parenting programmes. We know that the provision of high-quality parenting programmes is a vital part of providing support to parents and families, and key to improving life chances for children and young people.

The Alliance is independent and engages with policy makers and influencers, as well as developers and providers of parenting programmes to change the narrative about parenting support. Its key goals are:

- To move parenting support from something seen as 'nice to have' to something understood as essential to improve outcomes for children and young people; and
- To support high-quality, evidence-informed development and provision of parenting programmes.



Looking forward

We are writing this report in the midst of lockdown, while we are still working out ways to support more families at this time of national and global crisis. Although we are currently delivering all of our services in some form or another, while we still face the threat from this virus, how we will be able to deliver some of our face to face services going forward remains a concerning question.

We are particularly worried about the impact on the most vulnerable families we support, those where children were already falling behind in terms of their language and development, those families who we were starting to support to become more physically active. All of these things have been thrown into the air and we recognise that when we are able to visit families once more, they may need even more help than before.

There are also families who before this crisis were doing okay, but now may find themselves in much more vulnerable and stressful situations, whether that's due to the financial and employment impact of Covid-19, relationship or behavioural issues as a result of the pressure pot we have all been living in, or the impact of isolation on physical and mental wellbeing.

At the moment we are focussed on supporting as many families as possible by putting in extra staff onto our helpline, reintroducing our online chat service, as we know that it is more difficult to find the space for privacy, and finding solutions to keep in touch with those families we would have visited in person calls, video calls or online parenting groups.

But we are also thinking ahead to what families will need once society has hopefully returned to more normal circumstances, to seek to anticipate where the needs will be and what impact this will have had on families.

We also recognise that once more, funding is likely to be harder to come by, and so we are grateful to those organisations which have helped us to be here for families during this time, and are looking towards planning future funding so that we can keep supporting the families who need us most.

The Trustees have assessed the impact of Covid-19 on our finances and operations for the coming year. Cash flow forecast and budget projection have been reviewed.

Family Lives' services remain fully open and no staff member has been furloughed at the time of writing and there is no current anticipation that this will be the case.

Since the outbreak, services are being delivered remotely and through online platforms; group and individual sessions are continuing through online forums.

The charity is in discussions with funders to remodel delivery of some of the existing services. The charity has also managed to secure additional funding for 2020-21 to increase capacity for helpline and digital services.



This Year's Financial Results

Summary

During the year the charity raised £2,623k (2019: £2,395k) and spent £2,591k (2019: £2,283k).

After allocation of the appropriate expenditure in the year against restricted funds, a surplus of £44k (2019: surplus of £69k) was added to the free reserves in line with the charity's policy.

The free reserves of the charity, after allowing for fixed assets of £10k (2019: £3k) and designated funds of £0k (2019: £27k), stand at £906k (2019: £842k). These funds represent free reserves available to the charity, which can be used for any purpose within its charitable objects.

Unrestricted funds

The charity raised £1,569k (2019: £1,552k) of general or unrestricted income. Expenditure of £1,525k (2019: £1,483k) was set against this, leaving a surplus of £44k (2019: surplus of £69k). The general reserves carried forward were £916k (2019: £872k).

Designated funds

Last year the Trustees set aside £27k to be used for IT migration and local offices Show Case. These funds were not used and have been transferred back to general reserve.

Restricted funds

A total of £1,054k (2019: £843k) of restricted income was received in the year and there was a balance of £230k (2019: £187k) brought forward from the previous year. Expenditure of £1,066k (2019: £800k) was set against this leaving a balance of £218k (2019: £230k) to carry forward to fund restricted activities next year.

Sources of income

£767k (2019: £824k) was received from Central Government sources, £790k (2019: £1,060k) was from Local Authority sources, £748k (2019: £375k) was from Trusts and Foundations, £278k (2019: £55k) was from Big Lottery Fund and £40k (2019: £81k) from individuals, schools and corporate bodies.

Expenditure

Investment in National Services increased to £737k (2019: £715k) due to expansion of email services.

Investment in Face to Face services increased to £1,814k (2019: £1,518k). This was largely due to continuation and expansion of ParentChild+ Programme.

Investment in Professional Development decreased to 7k (2019: £17k) due to reduction in consultancy work of DWP Reducing Parental Conflict programme. Investment in fundraising remained unchanged at £33k (2019: £33k).

Reserves Policy

The Board of Trustees has agreed a reserves policy whereby the unrestricted funds not committed or invested in tangible fixed assets, ('the free reserves'), held by the charity should provide sufficient funds for an orderly wind down of the charity, if necessary at some future date. At 31 March 2020, this equates to £602k, leaving a buffer of £304k out of total free reserve of £906k.

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

Investment Policy

In the current climate of uncertainty, volatile equity markets and a recognition that the current reserves are not long term in nature, the Board of Trustees has decided to take a cautious approach to the investment of its liquid funds. Accordingly, these funds have been invested in a high interest COIF Deposit Fund account. The pooled assets of the Deposit Fund are placed on short-term money market deposits in accordance with a careful management policy. The Fund can make deposits only to rigorously selected financial institutions approved by the Fund's trustees. For each counterparty, there are agreed individual deposit limits. This ensures that the Fund's assets are well spread across a range of institutions: the credit status of these is monitored daily.

Fundraising Policy

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

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

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

Donors, funders and fundraisers

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

Alderton Junior School
Armed Forces Covenant Fund
Armitage CofE Primary School
Armithea Charitable Trust
Barnsley Metropolitan Borough Council
Barrow Cadbury Trust
BBC Children in Need
Bedford Borough Council
Bexley Women's Aid
Brickyard Barn Outdoor Learning
Brilliant Parents
British and Foreign School Society
Buckhurst Hill Community Primary School
Burghley Charitable Trust
Car Take Back
Catholic Women's League
Civitas
Croxteth Primary School
Curzon Crescent Children's Centre
Department for Education

Department for Work and Pensions
Education Endowment Foundation
Eltham College
Esmee Fairbairn Foundation
Fundraising - Alistair Totton
Fundraising - Amy Robbins
Greater London Authority
Hertfordshire County Council
Holybrush Primary School
Hyde Park Place Estate Charity
JN Derbyshire Charitable Trust
John Lyon's Charity
Kirk Smeaton CofE Primary School
London Borough of Bexley
London Borough of Ealing
London Borough of Lewisham
Manor Park Primary School
Mantra Jewellery (Jo Stroud)
Maricourt Catholic High School
Masonic Charitable Foundation
Mazars Charitable Trust
National Lottery Community Fund
NESTA
PIMCO Foundation
Pinewood Lodge
Priestmead Primary School
Royal Borough of Kensington of Chelsea
Simon Gibson Charitable Trust
Social Investment Business Foundation
Southfield School Hertfordshire
Sport England
St Giles-in-the-Fields & William Sheltons EC
The Brook Trust
The Cathedral & Abbey Church of St Alban
The Chetwode Foundation
The Dulverton Trust
The Herbert & Stefanie Strauss Trust
The High Sheriff of North Yorkshire
The Lady Hind Trust
The Monday Charitable Trust
The Rayne Foundation
The Seckford Foundation School
The Swire Charitable Trust
The Sylvia Adams Charitable Trust
The Thomas Farr Charitable Trust
The Unwin Charitable Trust
The Walcot Foundation
The Westminster Almshouses Foundation
Walsall College
Welwyn Garden City Schools Partnership
Westminster City Council
Westminster Foundation
Woodlawn Primary School

Legal and administrative information

Status

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

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

Trustee Board

The members of the Board during the year were:

A de Waal	Chair re-appointed 07/11/19
S Bayliss	re-appointed 07/11/19
J Coleman	
W Jones	Treasurer
S Hayman	
A Holt	
A Montgomery	
N Rupani	
K Summers	re-appointed 7/11/19
S Vahid	resigned 26/03/20

Sub-Committees:

Policy & Finance Sub-Committee:

A de Waal, W Jones, S Bayliss, A Montgomery, N Rupani

Remuneration Sub-Committee:

S Bayliss, A Montgomery, N Rupani

President:

Rt. Hon Lord Justice Thorpe

Chief Executive and Company Secretary:

J Todd

Registered Office

15-17 The Broadway, Hatfield, Herts, AL9 5HZ

Auditors

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

Solicitors

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

Objectives

The objectives of the Company are:

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

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

Public Benefit

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

Achievements and benefits to families, parents and children/or our service users are detailed on page 10.

Governance and Management

Board of Trustees

Members of the Trustee Board, who are directors for the purpose of Company Law and Trustees for the purpose of Charity Law, who served during the year and up to the date of this report, are set out on page 36. Members of the charitable company guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2020 was ten (2019: ten).

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

Diversity

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

The Board has been chaired by Anastasia de Waal since November 2009. Anastasia de Waal is Director of I Can Be, a charity working to help break down barriers to opportunity for disadvantaged children and young people.

In reference to the terms served by the current Chair, Treasurer and Vice-Chair, over the last three years, the Board has held minuted discussion at Board meetings and annual Away Days, as well as through the appraisal process, on term lengths for trustee and officer roles. Board discussion has drawn on guidance from Family Lives' auditors, as well as the Charity Governance Code, to ensure that the Board's approach to decision-making on trustee and officer terms is sufficiently robust, well-evidenced and transparent. Regular review of the Board's make-up and contribution to the organisation over the last three-year period,

has found an effective mix of expertise and background, alongside active engagement from Trustees. Over the course of the organisation's recent Strategic Review and implementation period for the ensuing Strategic Plan, the operational view has emphasised the benefit of Board stability. Now that Family Lives has succeeded in achieving a position of much greater financial stability, and the implementation of the Strategic Plan is on course, a Board succession planning subcommittee is being established. COVID-19 circumstances will inevitably impact on the sub-committee's timeframes, but the intention is to have the succession planning sub-committee underway by September, with the first report to the Board at the November Away Day.

The Board of Trustees, the Chief Executive, volunteers and staff work to engage with existing service users, while exploring ways to attract and engage with hard to reach parents and adults, who find themselves in a parenting or carer role in the UK.

Board Recruitment

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

Board Induction and Training

An Induction Programme is in place for new Trustees. Any training needs may be identified for both new and established Trustees via the Individual Review programme.

Board Meetings

The Trustees meet as a full Board five times a year to include the Annual General Meeting. The Trustees hold an Annual Strategic Away Day which includes the Senior Management Team.

Board Sub-Committees

There are two Sub-Committees: Policy & Finance and Remuneration, which make recommendations to the Board for approval. In addition, there is an advisory Risk of Harm Committee which meets four times a year and has trustee representation.

Senior Leadership Team

The Senior Leadership Team (SLT) meets eleven

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

Remuneration

Pay and remuneration of Key Management Personnel (with the exception of the Chief Executive) is undertaken as an independent process by HR and two Directors. The process assesses current roles and activities against the existing job description and we have a 'marking system' for any additional responsibility. Once the independent process occurs HR send a letter to the employee informing them of any outcome. The Board Remuneration subcommittee meets once a year to discuss remuneration for a cost of living rise for all staff, including Chief Executive. This is a non-obligatory process and does not assume an award. The Chair of the subcommittee then reports back to the Board with a recommendation.

Trustees' Responsibilities Statement

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the

Charities FRS102 SORP;

- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

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

Risk

The Trustees reviewed the risks to which the charity could be exposed in 2020/21 and are satisfied that the charity has taken all reasonable steps to minimise risk, and that it has policies and procedures in place to manage risk effectively in all areas of the charity's work. The key risks were identified as follows:

Principal risks

Financial Solvency

Steps to mitigate risks:

- Ensure sufficient reserves to cover orderly wind down.
- Quarterly review of management accounts and forecasts.
- Plans in place for continued diversification of funding.
- Ongoing liaison with current and potential funders.

Failure to meet quality standards

Steps to mitigate risks:

- Accreditation for front line staff.
- THA Quality standard qualification maintained.
- Quality standards in line with CAN Parent quality mark.
- Risk of Harm Policy procedures implemented.
- All front-line staff and volunteers DBS checked.
- Complaints procedure in place.
- £10million Public Liability Insurance in place.
- £5k Professional Liability Insurance in place.

Organisational Risk

Steps to mitigate risks:

- Robust Human Resources policies & procedures in place.
- Robust Financial Management policies & procedures in place.
- IT infrastructure disaster recovery plan in place.
- Media policy in place.
- Periodic review of public benefit.

Impact of Covid-19

Steps to mitigate risks:

- Weekly Senior Leadership meetings to monitor and assess impact of Covid-19 on services and staff.
- Maintain regular contacts with funders, secure adjustments to delivery models and acceptable amendments to ensure fidelity of cited programmes.
- Set-up virtual call centres, enable staff and volunteers to work from home and on flexible hours.
- Deliver sessions via online platforms.
- Promote our work through local authorities, schools and press to maintain or increase take up of services.

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

Approved by the Board of Trustees on
16 July 2020 and signed on its behalf by:


Anastasia de Waal (Chair)


Warwick Jones (Treasurer)

Independent Auditor's Report to the Members of Family Lives

Opinion

We have audited the financial statements of Family Lives (the 'charitable company') for the year ended 31 March 2020 which comprises the Statement of Financial Activities, the balance sheet, statement of cashflow and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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

of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

small companies' exemption from the requirement to prepare a strategic report.

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

We communicate with those charged with governance regarding, among other matters,

the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

The use of our report

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



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

Date: 14 September 2020



Statement of Financial Activities (incorporating Income and Expenditure Account) for the year ended 31 March 2020

	note	General funds	Restricted funds	2020 Total	2019 Total
Income and endowments:		£'000	£'000	£'000	£'000
Income from:					
Donations and legacies	2	33	1,054	1,087	902
Charitable activities	3	1,522	-	1,522	1,472
Other trading activities	4	10	-	10	18
Investments	5	4	-	4	3
Total income		1,569	1,054	2,623	2,395
Expenditure on:					
Raising funds	6	34	-	34	33
Charitable activities:					
National services	7	659	78	737	715
Face to Face services	8	826	987	1,813	1,518
Professional development	9	7	-	7	17
Total expenditure		1,526	1,065	2,591	2,283
Net income/(expenditure)		43	(11)	32	112
Funds at 1 April 2019	25/27	872	230	1,102	990
Funds at 31 March 2020	25/27	915	219	1,134	1,102

The notes on pages 46 to 61 form part of these financial statements. The statement of financial activities include all gains and losses recognised during the year. All income and expenditure derive from continuing activities.

Balance Sheet at 31 March 2020

	note	2020		2019	
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible assets	17		10		3
Current assets					
Debtors	18	416		264	
Cash on deposit		600		600	
Cash at bank and in hand		842		588	
		<u>1,858</u>		<u>1,452</u>	
Creditors:					
amounts falling due within one year	19	<u>(619)</u>		<u>(334)</u>	
Net current assets			<u>1,239</u>		<u>1,118</u>
Total assets less current liabilities			<u>1,249</u>		<u>1,121</u>
Creditors: amount falling due after one year					
Social investment loan	20		(100)		-
Provision for liabilities	21		(15)		(19)
Total net assets			<u>1,134</u>		<u>1,102</u>
Unrestricted funds	24		915		872
Restricted funds	26		<u>219</u>		<u>230</u>
Total funds			<u>1,134</u>		<u>1,102</u>

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

The financial statements were approved by members of the Board on 16 July 2020 and signed on its behalf by:


Anastasia de Waal (Chair)


Warwick Jones (Treasurer)

Company Registration Number: 03817762

Statement of cash flow for the year ended 31 March 2020

	note	2020 £'000	2019 £'000
Cash flows from operating activities:			
Net cash provided by (used in) in operating activities:	a	165	41
Cash flows from investing activities:			
Dividends, interest and rents from investment		4	3
Purchase of property, plant and equipment		(15)	-
Net cash (used in) provided by investing activities		<u>(11)</u>	<u>3</u>
Cash flows from financing activities:			
Social investment loan		100	-
Change in cash in the reporting period		254	44
Cash at the beginning of the reporting period		<u>1,188</u>	<u>1,144</u>
Cash at the end of the reporting period	b	<u>1,442</u>	<u>1,188</u>

		2020 £'000	2019 £'000
a	Reconciliation of net income/(expenditure) to net cash inflow from operating activities		
	Net income as per the statement of financial activities	32	112
	Depreciation charges	8	3
	Dividends, interest and rents from investment	(4)	(3)
	(Increase)/decrease in debtors	(152)	(135)
	(Decrease)/increase in creditors	281	64
	Net cash provided by (used in) operating activities	<u>165</u>	<u>41</u>

	1 Apr 2019 £'000	Cash flow £'000	31 Mar 2020 £'000
b	Analysis of cash:		
	Cash at bank and in hand	588	842
	Cash at COIF deposit	600	600
	Total cash	<u>1,188</u>	<u>1,442</u>

	1 April 2019	Cash flows	Other non- cash	31 Mar 2020
Analysis of changes to net debt:				
Cash at bank and in hand	1,188	254	-	1,442
Debt:				
Social Investment loan due after one year	-	(100)	-	(100)
Total	<u>1,188</u>	<u>154</u>	<u>-</u>	<u>1,342</u>

1 Accounting policies

Family Lives is a charitable company limited by guarantee and is registered in England and Wales. The registered office is 15-17 The Broadway, Hatfield, Hertfordshire, AL9 5HZ.

Basis of preparation of financial statements

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

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

The Presentation currency used is British Pounds Sterling.

Going concern and Covid-19

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

Following the World Health Organisation's declaration of COVID-19 as an international pandemic in March 2020 and the subsequent restrictions imposed by the UK government, Family Lives has been affected in a number of ways and the following measures have been taken to date:

- Office closure: all staff continue to work from home since the lockdown. We acquired the services of an IT company to help with expanding home working set up and support with increased demand in IT requirements. Family Lives' services remain fully open and no staff member has been furloughed.

- Services to families: Family Lives continue to deliver services remotely and through online platforms; group and individual sessions are being delivered through online forums. Promoting services through local authorities, schools and press to maintain or increase take up of services

- Helpline and LiveChat services: no major impact on Helpline as the services are delivered online delivered by phone or email. Since the pandemic, staff and volunteers were enabled to continue working from home.

- Funding: Family Lives has secured additional funding to expand Helpline and re-introduce LiveChat services. The charity is in discussion with funders to remodel some of the existing services. The Trustees believe that the forecasted results and good level of cash flow of the charity together with the measures taken to date will enable the charity to continue as a going concern and, as a result, do not include any adjustments that would result if the charity was not able to continue as a going concern.

Tax status

The Company is a registered charity and no liability to UK corporation tax arose on ordinary activities for the year ended 31 March 2020.

Income

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

Grants are included in the Statement of Financial Activities when the entitlement to the grant is probable. Grants made for specific purposes are classified as restricted income. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor or funder has specified that the income is to be expended in a future accounting period.

Donations

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

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

Investment income

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

Expenditure

Expenditure is recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty. All expenditure is allocated to the particular activity where the cost relates directly to that activity. Irrecoverable VAT is included within expenditure items to which they relate.

Allocation of support costs

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

Operating lease agreements

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

Depreciation

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

Office fittings	Shorter of 7 years and remaining period of lease
Office furniture	5 years
Office equipment & software	3 years

Pensions

The charity operates a defined contribution pension scheme for employees. These assets of the scheme are held separately from those of the charity. The annual contributions payable are charged to the statement of financial activities.

The charity also makes contributions into individual's own personal pension arrangements.

Redundancy policy

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

Cash at bank and in hand

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

Debtors

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

Creditors and provisions

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

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

Fund Accounting

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

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

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

Financial instruments

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

- Fixed assets are measured at cost less depreciation.
- Social investment loan initially recognised and measured at the amount received, with the carrying amount adjusted in subsequent years to reflect repayments.

Critical accounting estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Critical accounting estimates and assumptions: The Trustees make estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

2a Donations and grants

	Unrestricted funds	Restricted funds	2020 Total
	£'000	£'000	£'000
General donations	33	-	33
Restricted grants:			
National services	-	151	151
Face to Face Services	-	903	903
Professional development	-	-	-
	<hr/>	<hr/>	<hr/>
Total	33	1,054	1,087

Funding from Central government was £41k (2019: £396k) and Local Governments £22k (2019: £26k). Funding conditions attached to the income have been met and objectives as set out on funding agreements have been achieved.

Funding from Central Government was for ParentChild+ pilot project to develop Early Intervention (School Readiness) programme for children from disadvantaged background. Pilot ended in 2019-20 and funding conditions attached to the income have been met and objectives as set out on funding agreements have been achieved.

2b Prior year - Donations and grants

	Unrestricted funds	Restricted funds	2020 Total
	£'000	£'000	£'000
General donations	59	-	59
Restricted grants:			
Helpline services	-	321	321
Face to Face Services	-	522	522
Professional development	-	-	-
	<hr/>	<hr/>	<hr/>
Total	59	843	902

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 26,037 hours spent (2019: 18,045 hours), this equates to £420,146 (2019: £267,988). The Financial statements do not include donated volunteers' hours and dedicated time of Trustees of the charity.

The charity has received donations in kind in the form of free meeting rooms and accommodation from organisations and individuals. Total benefit received equates to £2,230 (2019: £5,947). This amount has been included in the Statement of Financial Activities as donation and an equivalent amount has been charged to expenditure.

3 Income from charitable activities

	2020	2019
	Total	Total
	£'000	£'000
National services	661	381
Face to Face Services	853	1,073
Professional development	8	18
	<hr/>	<hr/>
Total	<u>1,522</u>	<u>1,472</u>

Income from charitable activities was unrestricted. Amount received from Central government was £726k (2019: £427k) and Local Governments £768k (2019: £1,034k). Funding conditions attached to the income have been met and objectives as set out on funding agreements have been achieved.

4 Income from trading activities

	2020	2019
	Total	Total
	£'000	£'000
Sales of wristbands	9	16
Other income	1	2
	<hr/>	<hr/>
Total	<u>10</u>	<u>18</u>

Income from other trading activities was unrestricted.

5 Investment income

	2020	2019
	Total	Total
	£'000	£'000
Bank interest receivable	4	3
	<hr/>	<hr/>
Total	<u>4</u>	<u>3</u>

Investment income is unrestricted.

6 Cost of raising funds

	2020	2019
	Total	Total
	£'000	£'000
Staff costs	23	20
Events and fundraising	5	7
Support cost (Note 10)	6	6
Total	34	33

Cost of raising funds was all unrestricted.

7a National services expenditure (current year)

	Unrestricted funds	Restricted funds	2020 Total
	£'000	£'000	£'000
Direct costs	552	67	619
Support costs (note 10)	107	11	118
Total	659	78	737

7b National services expenditure (prior year)

	Unrestricted funds	Restricted funds	2019 Total
	£'000	£'000	£'000
Direct costs	316	271	587
Support costs (note 10)	76	52	128
Total	392	323	715

8a Face to face services expenditure (current year)

	Unrestricted funds	Restricted funds	2020 Total
	£'000	£'000	£'000
Direct costs	648	873	1,521
Support costs (note 10)	178	114	292
Total	826	987	1,813

8b Face to face services expenditure (prior year)

	Unrestricted funds £'000	Restricted funds £'000	2019 Total £'000
Direct costs	833	413	1,246
Support costs (note 10)	208	64	272
Total	1,041	477	1,518

9 Professional Development expenditure

	2020 Unrestricted funds £'000	2019 Unrestricted funds £'000
Direct costs	6	14
Support costs (Note 10)	1	3
Total	7	17

10a Analysis of support costs (current year)

	Raising funds £'000	National services £'000	Face-to- face services £'000	Professional development £'000	2020 Total £'000
Management & admin	2	34	85	1	122
Human Resources	1	16	40	-	57
Finance	1	18	44	-	63
Information Technology	1	24	59	-	84
Governance (Note 12)	1	15	36	-	52
Depreciation	-	2	6	-	8
Premises, office & other costs	-	9	22	-	31
Total	6	118	292	1	417

10b Analysis of support costs (prior year)

	Raising funds	National services	Face-to-face services	Professional development	2019 Total
	£'000	£'000	£'000	£'000	£'000
Management & admin	2	38	81	1	122
Human Resources	1	18	37	-	56
Finance	1	24	50	1	76
Information Technology	1	23	49	1	74
Governance (Note 12)	1	18	39	-	58
Depreciation	-	1	2	-	3
Premises, office & other costs	-	6	14	-	20
Total	6	118	272	3	409

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

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

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

11 Net income for the year

	2020 £'000	2019 £'000
This is stated after charging:		
Deperciation	8	3
Operatng leases for land and buildings	54	51
Audit fee	12	12

12 Governance costs

	2020 £'000	2019 £'000
Governance costs are made up of:		
Staff salaries	25	24
Staff travel & meetings	3	11
Trustees' expenses	1	1
Audit fee	12	12
Insurance and professional fees	11	10
	<u>52</u>	<u>58</u>

13 Staff costs and numbers

	2020 £'000	2019 £'000
Staff costs were as follows:		
Salaries	1,899	1,660
Social security costs	153	134
Pension contributions	75	60
Redundancy payments	1	6
	<u>2,128</u>	<u>1,860</u>
The number of employees employed by the charity whose emoluments exceeded £60,000 were:	No	No
£70,001 - £80,000	1	1
£80,001 - £90,000	1	1
	<u>2</u>	<u>2</u>
Average weekly number of employees during the year, calculated based on full time equivalents:	No	No
Charitable activities	62	53
Governance	1	1
	<u>63</u>	<u>54</u>
Average number of staff employed during the year:	<u>115</u>	<u>115</u>

Staff cost increase has principally been around an increase in hours of part time and zero-hour employees. The number of leavers at the end of last year was roughly the same to the number of new recruits during the reporting year, therefore the average number of staff employed during the year was the same as prior year.

Total employee benefits received by key management personnel, including, pension and employer's national insurance contributions was £184,604 (2019: £180,100). Key management personnel include Trustees, Chief Executive and Deputy Chief Executive. No trustee received any remuneration during the year (2019: £nil).

14 Board of Trustees

Trustees expenses relate to travel expenses reimbursed for attendance at the charity's Trustees' meetings. Total reimbursed was £420 (2019: £638).

15 Related party transactions

There were no related party transactions that require disclosure.

16 Pensions

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

Total contributions for the year amounted to £75,462 (2019: £59,766).

Pensions payments outstanding at year end were £18,091 (2019: £10,524).

17 Tangible Assets

		Furniture and equipment £'000
Cost	At 1 April 2019	93
	Additions	15
	Cost of disposals	(32)
	At 31 March 2020	76
Depreciation	At 1 April 2019	87
	Charge for the year	8
	On disposals	(32)
	At 31 March 2020	66
Net book value	At 31 March 2020	10
Net book value	At 31 March 2019	3

18 Debtors

	2020 £'000	2019 £'000
Debts receivable within one year		
Trade debtors	292	109
Prepayments and accrued income	123	153
Other debtors	-	1
	415	263
Debts receivable after more than one year		
Rent deposit	1	1
	416	264

19 Creditors

	2020	2019
	£'000	(restated) £'000
Trade Creditors	55	77
Accruals	47	65
Deferred income (Note 22)	400	71
Taxation (inc VAT) and Social Security	117	125
	<u>619</u>	<u>338</u>

Last year's accruals of £80k included provision for dilapidation of £15k. This amount has been removed from accruals and stated separately in note 21.

20 Social Investment loan

The charity has received unsecured concessionary social investment loan of £100,000 from CAF bank to support upfront service delivery costs of multi-years ParentChild+ programme. Interest on capital drawdown and outstanding amount is charged at fixed rate of 6.5%. Capital amount is repayable on or before 30th April 2023.

21 Provision for liabilities

	At 1 Apr 2019	Provision for the year	Provision released	At 31 Mar 2020
	(restated) £'000	£'000	£'000	£'000
Dilapidation of premises	15	-	-	15
	<u>15</u>	<u>-</u>	<u>-</u>	<u>15</u>

Provision of dilapidation has been removed from accruals and reclassified as 'creditors falling due after one year'.

22 Movements in deferred income

Deferred income represents income received in advance in the year ending 31st March 2020 that relates to next financial year to fund Face to Face Services.

	2020	2019
	Total £'000	Total £'000
Balance at the beginning of the year	71	87
Resources deferred during the year	400	71
Amount released from previous year	(71)	(87)
Balance at the end of the year	<u>400</u>	<u>71</u>

23 Obligations under operating leases

	2020 £'000	2019 £'000
At 31 March, the Charity's future minimum lease payments under non-cancellable operating leases was:		
Operating leases expiring within 1 year	<u>41</u>	<u>57</u>
Total operating leases	<u><u>41</u></u>	<u><u>57</u></u>
The above leases relate to		
Land and buildings	41	55
Photocopiers	-	2
	<u><u>41</u></u>	<u><u>57</u></u>

24a Analysis of net assets between funds

	Unrestricted funds £'000	Restricted funds £'000	2020 Total £'000
Fixed assets	10	-	10
Current assets	1,539	319	1,858
Current liabilities	(619)	-	(619)
Long term liabilities	(15)	(100)	(115)
Total net assets	<u><u>915</u></u>	<u><u>219</u></u>	<u><u>1,134</u></u>

24b Analysis of net assets between funds (prior year)

	Unrestricted funds £'000	Restricted funds £'000	2019 Total £'000
Fixed assets	3	-	3
Current assets	1,222	230	1,452
Current liabilities	(338)	-	(338)
Long term liabilities	(15)	-	(15)
Total net assets	<u><u>872</u></u>	<u><u>230</u></u>	<u><u>1,102</u></u>

25a Movements in unrestricted funds (current year)

	At 1 Apr 2019	Income	Exp	Net Trfs	At 31 Mar 2020
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
General unrestricted funds	845	1,569	(1,526)	27	915
Designated fund	27	-	-	(27)	-
Total unrestricted funds	872	1,569	(1,526)	-	915

25b Movements in unrestricted funds (prior year)

	At 1 Apr 2018	Income	Exp	Net Trfs	At 31 Mar 2019
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
General unrestricted funds	803	1,552	(1,483)	27	845
Designated fund	-	-	-	(27)	27
Total unrestricted funds	803	1,552	(1,483)	-	872

26 Purpose of designated funds

In March 2019, the Trustees decided to set aside £27k for use in 2019-20 towards IT migration (£24k) and local offices Show Case (£3k). However, no designated funds were used during the year and £27k was transferred to general reserves.

27a Movements in restricted funds (current year)

Funder name		At 1 Apr 2019	Income	Exp	At 31 Mar 2020
National services	Purpose	£'000	£'000	£'000	£'000
The Brook Trust	Early Years intervention	30	-	30	-
National Lottery Community Fund	Digital Development	-	140	41	99
Simon Gibson and Mazars Charitable Trusts	Helpline training	3	11	7	7
sub-total		33	151	78	106
Face to face services					
Hyde Park Place Estate Charity, Portman ECC, Strand Parish Trust	Young Carers support	10	-	10	-
BBC Children in Need	Young Carers support	2	12	10	4
Masonic Charitable Foundation, Westminster Foundation	Befriending service	20	-	14	6
NESTA, The Dulverton Trust, The Swire Charitable Trust, The Thomas Farr Charity, Unwin Charitable Trust, The Chetwode Foundation, British & Foreign School Society	Early Years intervention	75	110	175	10
The British Legion/Covenant Fund	Supporting Forces Families	1	40	35	6
Walcott Foundation	Befriending service	2	-	-	2
Sport England	Active Families project	36	121	95	62
The Rayne Foundation	Young Carers support	7	8	11	4
National Lottery Community Fund	Family Learning & Support	15	83	80	18
National Lottery Community Fund	Afghan Families project	11	54	50	15
Education Endowment Foundation	Early Years intervention	10	409	360	59
The Greater London Authority	Early Years intervention	2	7	9	-
Westminster and Kensington & Chelsea SIB	Early Years intervention	(1)	14	108	(95)
The Monday Charitable Trust	Child to Parent aggression	-	20	11	9
Social Investment Business Foundation	Investment Readiness	7	-	7	-
John Lyon Trust- CDA	Individual and Group Support	-	8	3	5
St Giles-in-the-Fields & William Sheltons Educational Charity	Befriending service	-	10	2	8
Various small grants		-	7	7	-
sub-total		197	903	987	113
Total		230	1,054	1,065	219

In March 2019, we started a new multi-year project, Westminster and Kensington & Chelsea SIB, whose primary objective is to narrow the gap in school readiness for disadvantaged children. This is a low risk payment by results project. The deficit for the year is the result of timing difference between costs incurred and milestones reached to trigger income recognition. There is high level confidence milestones will be reached and eliminate the short term deficit created by the funding terms.

27b Movements in restricted funds (prior year)

Funder name		At 1 Apr 2018	Income	Exp	At 31 Mar 2019
National services	Purpose	£'000	£'000	£'000	£'000
Dept for Education	Helpline Service	-	276	276	-
The Brook Trust	Early Years intervention	24	24	18	30
The Froebel Trust	Singing with Baby project	11	15	26	-
Simon Gibson Charitable Trust and Mazars Charitable Trusts	Helpline training	-	6	3	3
sub-total		35	321	323	33
Face to face services					
Boots Charitable Trust, The Jones 1986 Charitable Trust, The Lady Hind Trust, The Noel Buxton Trust, The Gordon Trust	Befriending Service	7	-	7	-
The Brook Trust	Early Years intervention	-	11	11	-
The Morrisons Foundation	Health Eating project	2	-	2	-
Hyde Park Place Estate Charity, Portman ECC, Strand Parish Trust	Young Carers support	3	10	3	10
Winchester City Council	Parenting project	-	9	9	-
Sir James Knott Trust, The Barbour Foundation, Gwyneth Forrester Trust	Kinship Carers service	-	34	34	-
BBC Children in Need	Young Carers support	2	7	7	2
Masonic Charitable Foundation, Westminster Foundation	Befriending Service	18	27	25	20
NESTA, The Dulverton Trust, The Swire Charitable Trust, The Thomas Farr Charity, Unwin Charitable Trust, The Chetwode Foundation, British & Foreign School Society	Early Years intervention	69	196	190	75
Hampshire County Council - Rushmoor	Student Wellbeing support	14	9	23	-
The British Legion/Covenant Fund	Supporting Forces Families	24	16a	39	1
The Walcott Foundation	Befriending Services	-	25	23	2
The James Tudor Foundation, Barnwood Trust	Buddying project	6	-	6	-
Sport England	Active Families project	-	67	31	36
The Rayne Foundation	Young Carers support	-	9	2	7
National Lottery Community Fund	Family Learning and Support	-	14	3	11
National Lottery Community Fund	Afghan Families project	-	14	2	-
Education Endowment Foundation	Early Years intervention	-	19	9	10
The Greater London Authority	Early Years intervention	-	7	5	2
Westminster, Kensington & Chelsea SIB	Early Years intervention	-	-	1	(1)
Social Investment Business Foundation	Investment Readiness	-	13	6	7
Various small grants		7	8	15	-
sub-total		152	522	477	197
Total		187	843	800	230

Thank you to everyone who has supported the work of Family Lives during 2019/20. 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 most.

**We build better family
lives together**

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