

Family Lives
Financial statements for year ending 31 March 2012

FAMILYLIVES

ANNUAL REPORT AND ACCOUNTS

For the year ended 31 March 2012

CAN Mezzanine, 49-51 Old Street, London, N1 6AH
Charity Number 1077722
Company Number 3817762
Registered in England and Wales

Family Lives
Financial statements for year ending 31 March 2012

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Legal and administrative information

Status

FamilyLives 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
S Bayliss	
W Jones	Treasurer
S Hayman	re-appointed 18/10/11
D Marden	
A Montgomery	Vice Chair
J Thoburn	re-appointed 18/10/11
S Vahid	
S White	re-appointed 18/10/11

Trustee Members of Policy & Finance Sub-Committee:

W Jones, S Bayliss, D Marden

President

Rt Hon Lord Justice Thorpe

Chief Executive and Company Secretary

J Todd

Registered Office

CAN Mezzanine, 49-51 East Road, London N1 6AH

Auditors

Hillier Hopkins LLP, 64 Clarendon Road, Watford, Hertfordshire WD17 1DA

Solicitors

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

A Word From Our Chair

In what has been another tough financial year, for everyone at Family Lives it's been a period of finding the resources to maintain the level of services which families need. This achievement has been significant because as we all know when times get tough, family difficulties get worse. To the immense credit of Family Lives, the high quality of services which we have developed such a strong reputation for, has been maintained. Whilst money is certainly much tighter for the organisation, one of the strongest indicators of the fundamental importance of our work has been the securing of central funding. In this round of ever deeper cuts, Family Lives secured public funds not by luck, but because the services we provide are recognised by consecutive governments of all political persuasions, as invaluable.

These vital services span our national and local area activities, supporting parents across their lives throughout the country. Time and again the families who contact us say how great a difference it makes talking to someone, face-to-face or over the phone or via live chat, trained to deal with their problems in a sensitive and non-judgemental way that crucially, helps them to work towards a solution for themselves. The work that we as Trustees have seen in action across the organisation, over the last year, has very clearly brought to life why and how Family Lives is so valued by users.

Added to the already extensive range of the organisation's work, we now also have Bullying UK and Teen Boundaries under our umbrella. These areas of activity not only enhance Family Lives' existing services, but also demonstrate the way in which Family Lives is responsive to issues of increasing prominence for families. Broadening our activity is of course also very much part of broadening our funding as we develop Family Lives for the future. New ways of working, forging new partnerships and developing new models are all absolutely central to current strategies for shoring up tomorrow's work.

Drawing on a strength always at the heart of the organisation, Family Lives is also leading the way on volunteering, including as part of the Department for Education's 'Instructions Not Included' project, and the Department of Health's 'Focussed on Families' programme of getting volunteers working with struggling families and a range of health, education and frontline professionals.

In short, against the odds Family Lives has achieved a tremendous amount this year. And because the odds against families have risen, these achievements are especially crucial. So finally I would like to thank each staff member on behalf of the board for all your hard work and commitment to the organisation: we know that it hasn't been easy for you and that in many instances it's been a slog at best, and a real struggle at worst. But, once again, hearing from the families that your work has supported, the way that it has improved, even transformed their lives, confirms that all your efforts are making a real difference to real lives right across the country.

Anastasia de Waal, Chair, Family Lives

Chief Executive's Overview

It has been a very challenging year for Family Lives and the Third Sector more broadly, but it has also been a period of innovation, partnership and growth. We have seen resources significantly reduced from government, and for the first time we have run a small deficit, based on the need to protect our email and Live Chat team for a three month period between funding rounds.

It is evident that reverting back to our legal name of Family Lives has been a success as we have secured more national media coverage than ever before, alongside engagement with government, decision makers and Number 10 on a broad range of family policy matters. The name change has also seen us better able to demonstrate our commitment to all family members, and provided some new partnership opportunities and a merger.

Teenboundaries merged with Family Lives in September 2011 and has allowed us to further develop our commitment to working with young people in discrete settings. We were aware of the significant issues of bullying that impact on young people, through BullyingUK which merged with Family Lives in 2010/11, and of the worrying trend for bullying to take on a sexualised nature. Teenboundaries has allowed us to address these issues through the provision of workshops within schools and youth clubs looking at early sexualisation, gender stereotypes and issues of aggression.

In addition new partnerships have emerged with the children's palliative care sector and more direct work with dads' based organisations. We recognise that the future is about improving outcomes for families through better partnerships, which is why we are also collaborating with some well-established children and young people's charities, as well as maintaining our on-going commitment to the importance of relationship support through our continuing relationship with Marriage Care. Key to Family Lives' vision is recognition that families need services in a joined-up way.

This next year will remain challenging, which is why we have invested considerable time and resources into evaluations of our work, to demonstrate the clear financial value of early intervention family-based services. The evidence of need can be seen through the million families that engage with us each year, which is why we are delighted that our Patron Deidre Sanders has championed our One Million Families campaign through *The Sun* newspaper (<http://familylives.org.uk/one-million-families>)

I remain grateful to my staff team and Board of Trustees for their support over this last year, alongside their vision and insight for the year ahead.

Jeremy Todd, Chief Executive, Family Lives

Report of the Board of Trustees for the year ended 31 March 2012

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 problems and 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.

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 3. 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 2012 was nine.

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 organisation's 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. All offices have now achieved wheelchair accessibility.

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Board Annual Review

The Board has been Chaired by Anastasia de Waal since 1st November 2009. Anastasia de Waal is Director and Director of Family and Education at Civitas. A social policy analyst, she is a qualified primary school teacher, trained specifically for teaching in the inner city. Anastasia's particular interest is in the design and implementation of policy which supports parents and families practically, in fostering the best life chances for their children. Author of books including *Second Thoughts on the Family*, she is a regular contributor to print and broadcast media, panellist for *The Observer* and board member of Women's Parliamentary Radio.

Anastasia works with the Board of Trustees, the Chief Executive, volunteers and staff 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.

Family Lives' Companies

Sibling Ltd [formerly Parents Direct Ltd], Family Lives' trading company, did not trade during the year.

Family Lives acquired Bullying UK on 4 November 2010 whose activities were transferred to Family Lives and the shell company was closed on 11/10/2011.

Family Lives acquired Teen Boundaries on 15 September 2011. The activities were transferred to Family Lives and the shell company has ceased to trade since 15 September 2011.

Senior Management

The Senior Management Team (SMT) meets 11 times a year and addresses cross-organisational issues. To ensure that all relevant staff are involved in key decisions the SMT has been expanded to include the Heads of Teams: these are Fundraising, Information Technology, Digital Media, Training and Development. However, the Directors still hold principal responsibility for the budget and key strategic decisions. All Senior Managers work across the whole organisation and are accountable to the Board of Trustees via the Chief Executive.

Trustees' Responsibilities Statement

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

Company Law requires the Trustees to prepare financial statements for each financial year, which 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 the year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in operation.

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

In so far as the Trustees are aware:

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

Review of Activities

1. National Services

What does Family Lives offer to parents?

Family Lives continues to offer a range of flexible, national and local services which parents and carers can access how and when they want to, supporting parents and family members to improve the outcomes of the children for whom they care. Our free helpline, email and live chat services enable families to access confidential professional advice, information and emotional support on the issues that are impacting on their lives. Parents value our services which transform their lives.

"I feel I can walk away rather than shouting or feeling aggression – I don't rise to an argument – I'll wait till I'm calm then speak when I am ready to deal with the issue or behaviour. No shouting has made things so much better. I am surprised at how well things are now, being calmer and less reactive – I didn't expect such instant results from the advice."

A parent supported by our National Helpline

"Thank you for the good advice. I felt better after reading your email and glad that you feel I handled this situation the best way possible. It also helped to hear from someone else that I do not have to call the police [...]. It has been almost a week now."

A parent supported by our Email Support service

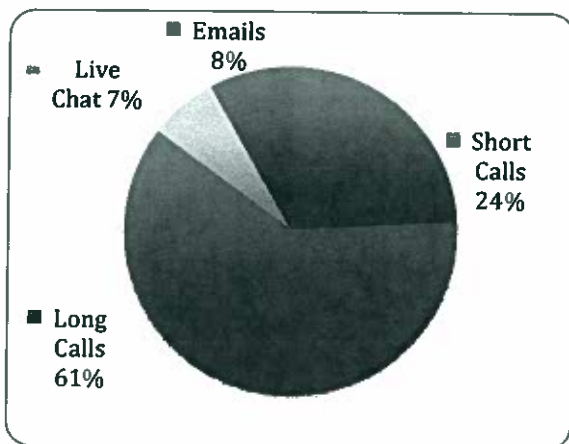
"So, thank you... that enlightened me, very much. Thank you so much for that. You really are a great help...thanks for all your support... I really am enlightened... more power to you... till next time... THANK YOU VERY MUCH. Thank you and I'm lucky I found you... I've been searching for answers to all my questions but nobody did actually suggest that. Thank you..."

A parent supported by our Live Chat service

National helpline

The national Family Lives helpline, open 24 hours a day¹ remains a key Family Lives service offer, with 85% of our interactions with parents conducted over the phone. This year the helpline continued to deliver a quality service with Family Lives answering 87% of the callers who rang, 72% of these on the first attempt. The majority of calls to the helpline raise complex issues, which our trained call-takers engage in an active listening approach, to explore the reasons for the family, child or relationship difficulties; and consider further actions they could take to improve their situation. Where appropriate, callers are signposted to more specialist sources of advice and information, we also provide seamless 'warm transfer' direct referrals to Young Minds; Children's Legal Centre; Marriage Care; Turn2us and the Family Rights Group.

Between April 2011 and March 2012, our helpline staff and volunteers made 59,764 responses to our service users, the breakdown of which can be seen below.



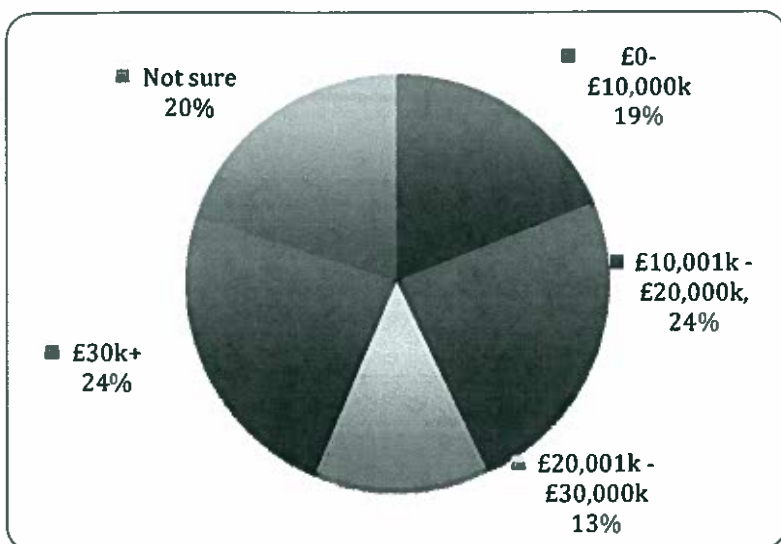
¹ Family Lives staff and volunteers take calls between 7am and 12am. At other times, calls will re-direct to the Samaritans.

The importance of volunteers to the national helpline

“Volunteering is central to the Family Lives approach with families and carers providing non-judgemental support to others on the issues that are affecting their lives. Volunteers have been working on our helpline for decades and provide an invaluable, cost-effective and quality assured service. To put it simply, our helpline wouldn’t function without them. Family Lives is expanding the role of volunteers on our national services by utilising those with excellent IT skills on our live chat service.”

Who calls our helpline?

- Mothers account for 70% of calls to the Family Lives helpline, with 70%, with father’s and grandparents 18%, while step parents and other carers make up the remainder.
- Single parents constitute the largest percentage of callers to Family Lives. If you combine single mother and single father together, single parents represent 50% of the family type using our helpline.
- The most challenging period for parents, when they most need our support is during the teenage years, with 35% of parents calling concerned about teenagers aged between 13 -18.
- 11% of callers have a disability and 13 % of callers, who answered the question, were from black or minority ethnic callers.
- This graph below shows that the helpline is reaching a large proportion of low income families and vulnerable families, as 40% of parents who declared an income said that they had a combined household income of less than £15,000 per annum which means that they are living in poverty.



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What issues do callers raise?

Callers to our helpline need support, information and advice on a wide range of issues that are affecting their lives. Overwhelmingly, the most common issue raised is emotional and mental health. Mental health and wellbeing issues make up over half (55%) of long calls to our helpline, and nearly a third (27%) of these calls are about children.

Key issues concerning children are:

- Emotional and Mental Health – 27% of calls
- Behaviour Issues - 18% of calls
- Conflict - 16% of calls
- Divorce and Separation -15% of calls
- School and Education Issues - 7% of calls
- Bullying - 5% of calls
- Development issues - 5% of calls
- Abuse - 3% of calls
- Sexual Behaviour -3% of calls

Key issues concerning adults are:

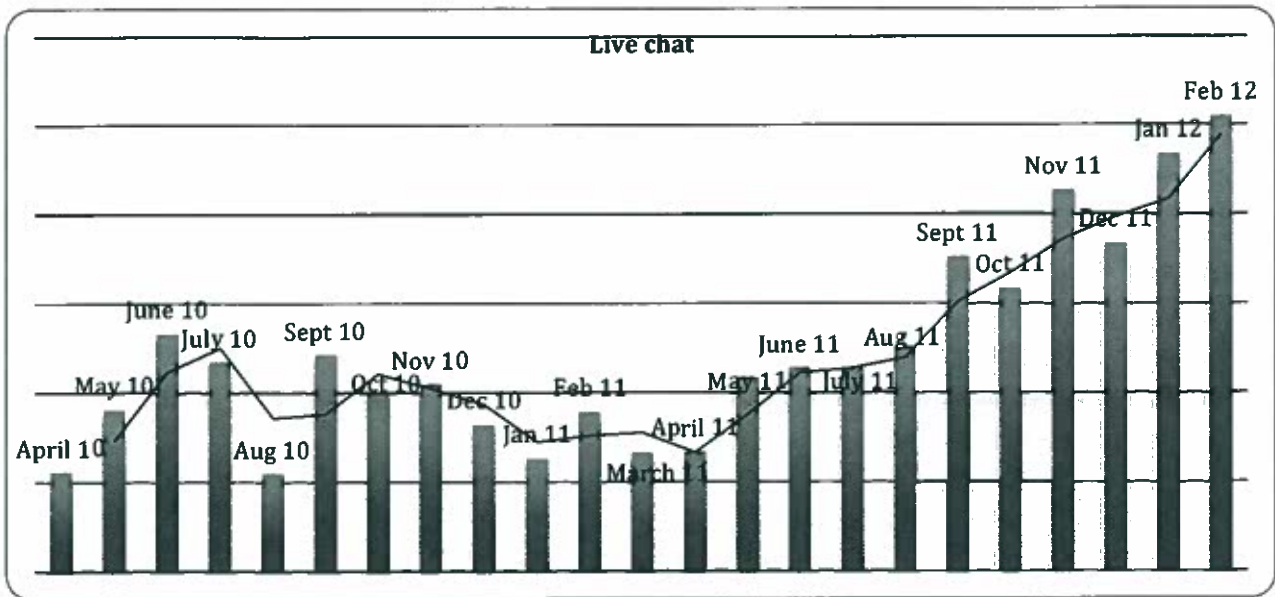
- Mental Health and Wellbeing – 50% of calls
- Divorce and Separation - 15% of calls
- Couple Disagreement and Conflicts - 12% of calls
- Isolation - 8% of calls
- Abuse - 4% of calls

*Family Lives has always supported parents struggling with extremely challenging issues. The high numbers of callers where mental health is a key issue, for both child and parent is striking; as is the small but **increasing** number of carers who contact us about abuse issues. In 2011/12 this issue was raised in 2558 calls. In a similar vein, over 586 parents contacted us about the sexual behaviour of their child and we had comparable figures for parents concerned with their child's abuse of drugs, alcohol and potential to self-harm. For these significant and challenging issues, Family Lives' helpline is a lifeline.*

Live Chat and Email Support

Some parents find it easier to put their problems down in writing rather than having to talk to someone. Email and Live Chat services allow parents to reach out online and receive personal, secure and confidential responses. Email and Live Chat are our newer services and therefore represent a smaller proportion of responses, but over the year have seen steady increases in service users.

In 2011-12, Family Lives received 3,974 long contacts from Live Chat and 4,866 emails. Live Chat specifically, has seen a great increase during April 2011-March 2012 as shown in the table below.



How our national services are changing lives

After using one of our national services, 71% of users feel that they are more able to deal with the issues that concern them, with just 4% not feeling anymore able to cope. In addition to this, 89% of users feel that the experience has enabled them to find further help for their family.

Digital services

An excellent digital and social media presence is essential in today’s world and the Family Lives Digital team had a fantastic year, delivering a sector leading website for families. Over the last year 1.1 million visitors accessed a Family Lives resource. 851,000 of these were unique individuals, showing a huge desire by our service users to access high quality advice and support services through digital channels.

The Family Lives ‘platform’ has grown to include www.teenboundaries.co.uk, complementing the work of our anti-bullying project www.bullying.co.uk which has continued to go from strength to strength, the Anti-bullying Poster Creator (bullying.co.uk/poster) has reached a new milestone of 70,000 posters created by UK families and schools.

Operating through social media is a growing strength of the organisation, with an average of over 500 clicks each week originating from our social media channels that include Twitter, Facebook, Youtube and Google Plus. In addition, the Family Lives forums continue to be a focal point for our service users, providing User2User support, as well as moderation oversight from the Digital team, which helps conversations to flow and debates to thrive. A key moment for our forums and ‘spike’ in traffic occurred during the Summer 2011 riots, as individuals came to air their views on the causes and impact of the riots on families across the UK.

Over 2011/12 the Digital team has been working on an ambitious project to update the Family Lives website, including enhancing the interactivity, and introducing animation work to support project launches. The Digital Team has also been pivotal in developing innovative digital solutions to the organisation’s cost effectiveness.

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The 2011/12 Annual Conference was delivered 'virtually' for the first time, saving the organisation significant costs. Staff feedback was overwhelmingly positive, with many stating that this new format provides a much better use of resources and staff time.

Finally, the Digital team have launched a number of new initiatives, including support materials for our flagship projects such as 'Instructions Not Included', volunteering support materials and newsletters for professionals working with families.

2. National Projects and Local Services

Family Lives remains committed to delivering face-to-face services for parents, and has a network of local offices that support and deliver a range of innovative services to parents and families. These local offices are central to the delivery of our two large national projects- 'Instructions Not Included' (funded by the Department for Education) and 'Focussed on Families' (funded by Department of Health). Family Lives also delivers a range of other locally commissioned services, to meet the needs of local communities.

Our local services are delivered in a variety of settings such as the home, schools, GP surgeries, Children's Centres and other community spaces. In the past year, some of our offices became permanently located within these settings, further embedding us in the communities in which we work. Where appropriate, local teams have partnered with other local organisations in their area, in order to expand capacity in family support and respond to a growing need.

Instructions Not Included (INI)

Family Lives was awarded substantial funding from the Department for Education in April 2011 to deliver a new two year project called 'Instructions Not Included', an innovative and forward thinking family support programme which mobilises trained volunteers to give peer support to vulnerable families; encourages professionals to make appropriate referrals to the programme; disseminates best practice more widely and use the media to counteract the stigma of seeking help. "Instructions not Included" builds upon our long standing experience in family support and volunteering and aims to unlock the ability of parents and families to support themselves, and one another, through the development and promotion of cost effective approaches in volunteering, practitioner engagement, mass media and social media campaigning.

In 2011-12 the volunteer befriending model was rolled out across seven sites in England including Nottingham, the Forest of Dean, Gloucester, Croydon, Hampshire, Southwick in Sunderland, and Ealing. At the end of the first year, Family Lives had recruited and trained high quality volunteers, who were befriending families referred to us from a range of professionals. The importance of receiving support from a volunteer peer rather than from a professional, cannot be underestimated. Many of these families fall into the 'vulnerable families' category and face challenges such as kinship caring, housing issues, lone parenting, separation, and children with complex needs.

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"The first bit of feedback I got was 'I can talk to you.' They felt non-judged and that was really important... I feel passionately about Family Lives because the way we treat our children impacts on them for the rest of their lives".

Georgina - Befriending and Family Support volunteer, Gloucester

Case study of one of the families that has received befriending

P is lone mum and D is teenage son. P has now declared her independence from her father who used his own car as a blackmail tool; P has developed and enforced rules for her own home. P has engaged the help of her brother with the children, who is only too happy to help and is providing them with a male role model. P has engaged with the school and had an assessment meeting (CAF) set to look at other support needs. P has managed to get D back to school after he had been a prolonged school refuser. By feeling more confident with her parenting abilities P has stopped D from absconding from home which was a regular occurrence particularly at a weekend. We together have rehomed several cats to help reduce the chaos and the cost of the upkeep of them. P doesn't call every time something goes wrong. She calls the helpline number instead and finds this an effective way of keeping things more balanced.

At the national level, 'Instructions Not Included' has made significant progress in engaging key gateway practitioners (GP, health visitors, teachers and Youth Offending Teams) and developing resources, to increase referrals from these professionals to our family support services.

Another particularly successful piece of work undertaken was a new resource written by Family Lives for organisations working with volunteers in family Support. *Unlocking Parent Power* is an online resource providing information and tips to children's centres, schools and voluntary organisations about successfully running a volunteer programme. This resource had over 2300 individuals view it within three weeks of launch, and will now be the foundation for a bigger, better volunteering resource due to be released in April 2012. Family Lives has also been working with professional bodies such as the Royal College of General Practitioners and the Community Practitioner, the Health Visitors Association and the Teachers Support Network, to develop resources that meet the needs of practitioners.

In addition, as part of the INI project, Family Lives was the first UK wide launch partner for the online 'Triple P' parenting programme. The 'Triple P' project is still in its early days of development in England, but is being introduced via the practitioner referrals in our local sites, and also online via our live chat service. Family Lives has also started the development of 'Parents Together Online' to provide universal support to parents seeking further support. This will be launched in Year two.

The 'Instructions not Included' project is subject to a rigorous evaluation which is being conducted by our research partners, Coram. The first year evaluation report outlined some positive achievements by the project and Family Lives looks forward to building on the strong start to this project as it moves into Year two.

Focused on Families

Family Lives was successful in securing a major grant from the Department of Health's Social Care Volunteering Fund over three years, and across four local areas of Barnet, London, Stroud, Nottingham and Blythe, Northumberland. The project focuses on improving the mental and physical health of vulnerable families, through parenting interventions, including the recruitment of volunteer support mentors to provide befriending services.

Over the first six months of the project, all sites have successfully engaged with local practitioners, including Children's Centres, GP surgeries, Homestart and local CVS. Training volunteers is on-going at each site, alongside a matching of families, following referrals from key practitioners. In three sites we are now working with families through the befriending model. Family Lives has decided to relocate one of its sites to Leicester in Years two and three, but will continue to build on a promising start as the project moves into Year two.

Volunteering

Volunteering at Family Lives has been hugely strengthened over the last year, and now underpins a variety of new projects across the organisation. As such, supporting volunteers, celebrating their work and strengthening volunteer practice across the charity sector, has been a major focus for Family Lives this year, after the recruitment of a national Volunteer Co-ordinator in June 2011.

"Every day that I work with our volunteers, I am awed by their dedication to the organisation. Talk to any of our volunteers about why they give up their valuable time and you can see the animation in their face when they describe with passion the feeling of giving back and how good it feels to be part of something that is actively helping families."

Nicky North, Helpline Services Manager, North East

This year Family Lives has recruited over 130 volunteers and continues to have a high level of success in terms of retention and volunteer involvement.

With over 200 active volunteers at any one time, we have grown the workforce and expanded volunteering to all aspects of the organisation; giving an average of over 1400 volunteer hours per month. We have also seen an increase in volunteering for the Live Chat service, with the first group of volunteers now able to work from home, but to still be properly supervised in their service delivery. The passion and motivation of these volunteers allows us to reach more families and develop more services, alongside enabling us to support volunteers themselves, by giving them opportunities to learn and gain experience in the workplace.

"I have met some wonderful people here and have thoroughly enjoyed my time with Family Lives. I believe in the organisation and find it very diverse from the main job I do working with the elderly."

Volunteer Administrator, Essex

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As a recognition of our commitment to encouraging volunteers and volunteering, a revised policy to build volunteering expertise and raise volunteer experience to best practice levels, was written in August 2011. Family Lives has also redefined our Central Office volunteering into a structured and supported unpaid internship programme; allowing people to gain the experience and skills needed to move forward in their career.

"I applied for an internship with Family Lives because I wanted to gain experience in working in the charity sector. From the first day, I was given plenty of responsibility and support. It was a joy to work as a part of such committed and friendly team. My internship with Family Lives has been a fantastic experience which gave me a lot of confidence in my abilities and has strengthened my aspiration to work in the charity sector."

Gosia Ziellnska – Business Development Administration Intern, Central Office

Other Local Services

Individual Support

Over the last year, local area teams have provided Individual Support, which is a counselling service for parents with challenging and entrenched difficulties. Individual Support is tailored to each parent's needs over up to six sessions that are provided in a local community setting. In 2011/12 we provided sessions for 553 parents across England.

Outreach Work

Making connections within the local community continues to be a great strength of Family Lives. Family Lives local teams have provided information to 4,121 parents via local events and outreach work. We continue to network successfully with other professionals, with 4,841 contacts with professionals from 2,139 agencies over the last year. Across our local area bases, Family Lives held workshops for 529 parents, and parenting groups for 804 parents.

Key highlights of our further work from around the country include:

Essex

In July 2011, the Essex area office was successful in securing a new three-year tender for High Level Family Support Services. This project provides intensive support from a Family Support Coordinator (FSC) for children and young people with high levels and complex needs. The FSC provides home-based, holistic support and is available 24/7, 365 days of the year. The project aims to prevent children entering high cost interventions such a placement in care; to prevent children and young people from developing complex needs that commonly lead to poor results for them including high cost interventions such as entering care and de-escalate the needs of children and young people who have already developed complex needs, improving results for them while reducing the level of high cost interventions and identifying when a child's outcomes would be improved by permanent living arrangements away from home.

Since beginning the project, the Family Support Workers have provided over 100 hours per week of intensive support, demonstrating the level of support services needed by these families.

London and the South-East

In 2011, our local Hatfield and Croydon offices have been amalgamated in order to create a new London and South East 'working region'. Our Croydon office has now relocated within a Children's Centre, ensuring we are embedded within the local community.

A significant part of this region's focus has been to build new partnerships with local organisations, particularly sporting organisations, which is proving to be a very innovative diversification of local funding streams. London and the South East have developed partnerships with football teams such as Tottenham, Arsenal, Crystal Palace and Barnet. The team has also secured a significant contract with MK Dons and the local authority to provide early intervention across Milton Keynes. It is expected that this contract will provide an excellent model with which to take forward to other football clubs. In addition, the team has been commissioned by Lord Taverners to run a pilot project in Broadwater Farm Hackney, which will provide a family physical and emotional health programme, utilising cricket as the means to engage hard to reach families.

We have also secured two new contracts with Hertfordshire Local Authority and Croydon Borough Council to deliver an early intervention group and individual support to parents, who are referred in through Social Care Assessment or CAF. In addition the legacy of our 'Be Someone to Tell' Programme has continued with Fairlands School Stevenage.

Nottingham

Family Lives Nottingham has been heavily involved in the development of the befriending model for our two national projects 'Instructions Not Included' and 'Focussed on Families', and in addition have received start-up funding from the Boots Charitable Trust, to enable us to recruit and train the initial volunteers for the pilot. Nottingham is project managing the 'Focussed on Families' work across all the sites, and has been significantly involved in the development of the 'Instructions Not Included' project, including advising on the development of policies and procedures and on handling risk of harm situations.

Discussions with the local authority about impending cuts to services and a move towards much more targeted work, culminated with them agreeing to fund Family Lives to expand our befriending model to work with referrals from colleagues in Children Services and the project was included in the Family Support – working with complex families. The project has been successful in attracting both referrals of families and interested individuals for the volunteering opportunity.

We have developed a partnership with the Nottingham Fire Service, offering family support, through befriending, to families where children and young people are involved in arson. Families welcome the non-statutory support from Family Lives.

Gloucestershire

Gloucestershire has gained a three year extension to its Big Lottery-funded project, 'Reaching Communities'. This project works in partnership with GPs, Primary Healthcare Teams, Children's Centres and other community partners, to deliver flexible packages of support to parents living in isolated communities. This project has already begun to show significant impact on getting hard to reach parents accessing evidence-based parenting interventions such as intensive one to one coaching, 'Parents Together' and Webster Stratton programmes. The three-year extension will provide the opportunity to work with armed forces families whose families are often under strain.

The Gloucestershire area has successfully partnered with local organisations including Children in Need of Counselling Help (CINCH) and County Community Projects, to develop new initiatives to help support hard-to-reach and vulnerable families who have been affected by divorce, and young people with mental health issues. Gloucestershire has also been commissioned by Bristol City Council to deliver extended telephone support to provide early intervention solutions to improve outcomes for children, young people and families.

Finally, Gloucestershire are delivering a three year pilot project funded through The Peter Lang Children's Trust to deliver a new parenting course as part of our 'Parents Together Programme', specifically catered for parents of babies pre-birth to 1 year old. The parenting course *GroBrain* is based on attachment, neuroscience and psychodynamic theories, and links basic parenting skills with infant brain development.

Insecure attachment is found in approximately 40% of toddlers in the UK. Factors that contribute to insecure attachment can include, family breakdown, abusive or neglectful parents, alcohol abuse, parental depression and a lack of parenting skills. Research has shown that support for parents during their baby's first year can significantly increase the proportion of babies who form secure relationships with their parents, which has lasting benefits for their subsequent development and can prevent long-term issues such as mental health problems and addiction to drugs and alcohol in the future.

Hampshire

Hampshire, under the direction of a new manager and in a new community location, has continued to deliver on the Big Lottery funded 'Reaching Communities' project. Now in Year 3 of a 3 year project which aims to engage professionals such as GPs and to provide parenting support for families with mental health problems. This year Family Lives has developed 5 community HUBS, many of which are actually located within GPs surgeries, which provide intensive support, courses and group, drop in and workshop services for families in the area. Over 2011/12, the Hampshire area has worked with over 200 families and engaged with 315 through outreach services and Family Lives looks forward to expanding this work in the coming year.

North East area

Due to on-going financial difficulties, local services in the North East have regrettably had to close for the time-being, although Family Lives is hoping that future opportunities will enable us to re-start local services in this area. Our helpline still operates from offices in Newcastle, as do some of our training team.

3. Business Development

It is evident that the task of Business Development is to secure new opportunities and income for Family Lives, but this remains challenging within diminishing resources in a national and third sector environment.

That is why, in the last 12 months, the Business Development team has revised and refreshed it's team and focus and is now led by the Chief Executive. The team now focusses on fundraising, training, new business procurement and the Teenboundaries agenda, as target income streams for the organisations.

Partnerships

Family Lives remains very focussed on securing new partnership opportunities, alongside collaborative working, to ensure that limited sector resources can be utilised to the greatest effect, to improve user experience and outcomes. We are conscious that many smaller charities are unable to maintain all existing service provision, and are working hard to provide additional support to ensure that some of these excellent services do not disappear in this difficult environment.

Currently Family Lives provide helpline services for Marriage Care, Families Need Fathers, ERIC, a Bristol based health charity, and Adoption UK. The efficiency with which the National Services Team has incorporated these new partnerships into existing work has been significant.

Family Lives has continued to pursue new opportunities with a wide range of stakeholders that include working more actively with dads, families who experience health issues, and work with a children's hospice.

Teenboundaries and Bullying UK

Family Lives has grown within this last year with the merger of Teen Boundaries and the continuation of the work of Bullying UK. For the first time, Family Lives is providing discrete services to young people within controlled settings. Teenboundaries works in schools to deliver high quality sex and relationship education (SRE) and personal, social, health and economic education (PSHE), which aims to educate young people about sexual bullying, exploitation and positive gender relationships.

As an organisation we remain extremely concerned about issues of the early sexualisation of young people, and Teenboundaries has successfully delivered work across London and the South East, and been involved in running a Home Office campaign against rape within Croydon. To date, Teen Boundaries has conducted workshops for over 6000 young people aged 11-18 years old. In on-going pupil evaluations, 99% of young people thought

Family Lives

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that the workshops were a valuable use of time and 85% of pupils said sexual bullying was an important issue.

Fundraising

Family Lives has worked hard in the last year to ensure that we continue to increase the amount of unrestricted income in the organisation. This has included smaller scale but more 'sweaty activities' such as the Marathon and Santa Runs, as well as working towards the launch of our 'Million Families Campaign'. The campaign asks users of our service to consider if they might contribute some time through volunteering or money for the services they have received; alongside raising awareness of the excellent work that we undertake as an organisation. The campaign was officially launched at Easter 2012 in *The Sun* through our Patron Deidre Sanders, alongside endorsements of a broad range of other national agony aunts.

Training

Training provides a foundation for Family Lives national and local projects, and Family Lives is nationally recognised as delivering a high quality training and development system. Over the last year we have delivered on 5 external contracts with 215 participants. We continue to deliver evidence-based training, including our five day Open College Network level 3 accredited 'Working with Parents' course, to multi agency groups in Blaenau Gwent and Caerphilly, and secondly our three day Foundation Module based on 'Incredible Years' programme materials and collaborative styles of parenting education. In addition we have delivered some online training for call takers at ERIC, a health based charity in Bristol, and webinars to large audiences at PriceWaterhouseCoopers' parent network.

In 2012 our work has been recognised by Caerphilly Borough Council who have commissioned Family Lives to deliver a £120,000 'Working with Parents' training contract to schools across the region. In addition, we have been approached by Shell to support their development of a parent network by webinar.

In 2011/12 we developed two new offers on our training menu for professionals for the coming year; Family Lives has become a designated training provider for 'I-Safely' and are now able to bring this professional internet safety qualification to those working in the child care, safeguarding or teaching sector, in conjunction with EDI, the awarding body. With our recent merger of Teen Boundaries we also provide a four-hour training schedule for school staff on sexual bullying. This training will enable staff to deliver fiveone-hour lessons to their pupils, embedding into the curriculum, the causes and effects of early sexualisation, the use of sexualised language and bullying.

Trading Arm - Sibling

In 2011/12 Family Lives has worked towards the launch of our trading arm 'Sibling'. Using a social business model, Sibling will allow Family Lives to market over thirty years of expertise in all aspects of organisational delivery from helpline, digital, IT, press & policy, human resources and finance to other organisations. Revenue from the trading arm will be invested back into further valuable services for families; and provides an attractive proposal to many other organisations to receive a quality service which supports our work. We anticipate an official launch in September 2012.

4. Policy and Communications

Family Lives' Policy and Communications team continues to promote Family Lives as the main organisation providing information and support to anyone parenting a child. Our media coverage, which is authoritative and professional, offers parents and carers support and advice, and also alerts them to our services. Despite a reduction in resources, in the last year Family Lives has retained its position as a key commentator in the public and policy arena about the nature of family life, and the needs of parents and children.

The Policy and Communications team use the experience and evidence collected through our work to shape the policy and practice of Government, decision-makers and the family sector. This year, Policy and Communications has had lead responsibility for the two national projects – 'Instructions Not Included' and 'Focussed on Families'. This has enabled us to be at the heart of developing good practice around befriending, volunteering and working with key gateway professionals, and share the knowledge we have at a national level with key government departments and local authorities. This work has been supported by the recruitment of a National Volunteer Co-ordinator to the team.

In addition to this, Family Lives has been involved in the establishment of two large and robust evaluations of our work, which will demonstrate the value of the services both to the families we work with, but also to society as a whole. The Coram independent evaluation of our 'Instructions Not Included' project will show the difference our volunteers make in the communities they work, and an independent Social Return On Investment (SROI) study run by CAN Mezzanine, will put a financial measure on the benefit the helpline gives to its users. Both studies will be complete in 2012-2013.

Policy and Parliamentary

Family Lives has been using its professional evidence and experience to champion families' voices this year in parliament and amongst policy makers. We have given evidence to inquiries on the riots review, on early intervention, on child poverty and on reforms to the child maintenance system. We have written reports based on our service users' experiences of truancy, aggressive behaviour and education. Each report has gained significant media coverage at national and local level.

We received funding from Pearson to co-author a report about parenting and education in the digital age. 'A new conversation with parents: how can schools inform and listen in a digital age', was written by Family Lives' Gemma Wood and education specialist, Fiona Millar. Building on our long standing work in improving children's outcomes in education through parental engagement, it makes a number of recommendations as to how schools and parents working together can improve learning for children.

Family Lives has supported the All Party Parliamentary Group on Fatherhood and sent briefings to MPs and Peers in advance of key debates, for example on the closure of Sure Start Centres, on family finances and on violence against women and girls. We held a reception in Parliament to celebrate Father's Day, attended by a large number of policy makers, parliamentarians, dads and their children.

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At this year's party conferences, Family Lives shared a platform with education ministers, health ministers and family ministers. We spoke about alcohol policy, the information parents want from schools, and how charities can work effectively within the localism agenda.

In the latter part of the year, the Policy and Communications team have been working on the sexualisation of children and young people's agenda with the Teen Boundaries project. Building on the experience and knowledge gathered through TeenBoundaries, we plan to launch a new report on hypersexuality in young males in summer 2012, and a clear manifesto for change in this important area.

Press and PR

Family Lives' Press and PR Manager continues to generate significant press coverage across the major news mediums, supporting and advising parents and professionals around all aspects of family life. The coverage Family Lives achieved following joint research around alcohol with Drink Aware, was a most successful week ever in terms of media coverage for the organisation, with 346 media hits in one week. Highlights of our other national coverage of Family Lives' Chief Executive, Chair, Trustees, staff and volunteers this year included *The Times* (UK Riots), *BBC One Six O'clock News* (Family & Technology), *The Wright Stuff Extra* (Cyber Bullying), *Daybreak* on three occasions, *BBC Points West* (healthy eating), *BBC South Today* (cyber bullying), *The Mirror*, *The Guardian*, *The Sun*, *The Daily Mail* (Mail Online), *The Daily Express*, *Children & Young People Now*, *Nursery World*, *WHICH*, *BBC Radio 4 Woman's Hour*, (three interviews in 2011), *BBC Radio 4 PM* (UK riots), *BBC World Service* (UK riots), *BBC Radio2 Jeremy Vine Show*, *The Press Association* (syndicated newswire to UK media), *ITV's This Morning*, *E4's Hollyoaks*, *Sky News*, (live studio interview on 'sexting'), *MSN UK*, *The Independent*, *The Daily Mail*.

In 2011, a regular presence for Family Lives was secured in Pick Me Up Magazine (weekly advice column – contributed to on average twice a month), weekly Family advice column in the Nottingham Evening Post, plus a regular advice column in the Hull Daily Mail.

5. Human Resources and Financial Management

During the year HR has stood at the centre of managing and implementing change in Family Lives, advising the Chief Executive and managers on restructurings and leading managers and staff through reorganisations.

Over the last year we further developed our diversity and flexible working policies, building on our strengths in this area and seeking to implement best practice. Family Lives is extremely proud of our flexible working policies, which mean staff are able to deliver and exceed on key performance indicators, whilst balancing family life. As part of this approach we introduced home-based working for staff, which proved extremely successful and has been latterly extended. We also revised our Equal Opportunities Policy and set up an Equality and Diversity group, led by the Senior Management Team to agree a work programme.

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In order to develop organisational and managerial best practice, a balanced score-card system has been introduced and embedded seamlessly into the management of the organisation, ensuring key targets are met and that the Chief Executive and Trustee Board have central oversight of all Family Lives functions.

Family Lives provides a robust supervision and support system, which includes monthly supervision and regular appraisals, to ensure that staff are adequately supported; and any development needs or learning points, are addressed at the earliest available opportunity.

The year has also seen very careful financial management in the face of significantly reduced funding. The charity's turnover has reduced by 25% since 2010/11, but we have managed the contraction in a way which has ensured little reduction in the services provided to families, with the exception of the closure of our highly valued Extended Telephone Support Services. Savings in the last year have been made through restructures and reviews of working practices to increase efficiency, office relocations, replacing paper-based processes with digital solutions, and cutting consultant costs and bringing functions in-house.

A number of significant central government grants and contracts continue into 2012/13, ending in March 2013. The charity is working hard to diversify income, and to position our work and demonstrate its value for any further government funding rounds.

6. Outlook

Our Vision and Strategy for 2010-2013 sets our aims:

- To provide accessible, responsive and flexible high quality services to all members of families.
- To be cost effective and a key collaborator in the sector.
- To set the standard for parent-to-parent services.

We remain committed to our strategic priorities for the coming year, that include:

- To develop and market our brand and services, to ensure the maximum take up by families in need.
- To promote the services of our trading arm Sibling.
- To extend and develop our national services, seeking opportunities to use technology to meet the needs of all parents now and in the future.
- To focus our local services to provide outreach, engagement, information, signposting, enabling volunteering and influencing local services and strategies.
- To raise funds; to develop and implement plans to improve the long-term financial stability of the charity, including rebuilding reserves; to work to a breakeven budget.
- To develop strategic partnerships with key organisations across the sector.

Financial Results

Summary

During the year the charity raised £3.64m (2011 £4.64m) and spent £3.65m (2011 £4.79m). After allowing for the allocation of the appropriate expenditure in the year against restricted funds balances brought forward £9k (2011 £174k)), a deficit of £18k (2011 surplus of £29k) was deducted from the free reserves in line with the charity's policy. This was a planned deficit needed to cover the costs of our email and live chat services between funding rounds.

The Unrestricted Funds of the charity now total £903k (2011 £921k). After allowing for £16k funding for designated funds and £2k (2011 £30k) funding of fixed assets, the free reserves now stand at £885k (2011 £890k).

Restricted funds

A total of £2.276m (2011 £3.68m) of restricted income was received in the year and there was a balance of £41k (2011 £0.22m) brought forward from the previous year. Expenditure of £2.267m (2011 £3.85m) was set against this leaving an amount of £50k (2011 £44k) to carry forward to fund restricted activities next year.

Designated funds

The Trustees have designated £16k of unrestricted funds to support local services in 2012/13.

Unrestricted funds

The charity raised £1.362m (2011 £0.97m) of general or unrestricted income. Expenditure of £1.380m (2011 £0.94m) was set against this, leaving a deficit of £18k (2011 surplus of £29k). This has reduced the general reserves brought forward to £903k.

Sources of income

£2.48m (2011 £3.38m) was from Central Government sources, £0.49m (2011 £0.74m) was from Local Authority sources and £0.67m (2010 £0.49m) was from corporate bodies, trusts & foundations and individuals.

Expenditure

Investment in many areas of the charity's work reduced as cost savings were implemented: National services reduced to £1.54m (2011 £3.06m), public education reduced to £0.116m, (2011 £0.23m); and policy activity reduced to £0.114m (2011 £0.15m). Investment in local services increased to £1.803m (2011 £1.22m) with the delivery of three national government funded local demonstration and capacity building projects.

The charity's governance costs account for 1% (2011 1.5%) of gross expenditure at £54k (2011 £69k). Expenditure on fundraising was £21k, with the activity focusing on the development of our 'Million Families Campaign' (2011 £68k, included wider income generation activities).

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Financial statements for year ending 31 March 2012

The Trustees would like to thank all those who funded our work during 2011/2012. Trustees would also like to thank the charity's volunteers who generously provided 16,237 hours (2011 13,121 hours) of their time to support other parents. This equates to £201k (2011 £160k) of gifts in kind.

Reserves Policy

The Board of Trustees 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, this equates to £643k. The Board of Trustees designated £16k as outlined above.

The Trustees are also mindful of the potential need to use the charity's unrestricted reserve as a buffer against the volatile funding environment and to help with cash flow as much of the charity's funding is now received in arrears.

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.

Risk Review

Trustees reviewed the risks to which the charity could be exposed and Trustees 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.

Provision of information to auditor

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the company's auditor is unaware;
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the company's auditor in connection with preparing its report and to establish that the company's auditor is aware of that information.

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Financial statements for year ending 31 March 2012

Auditor

Hillier Hopkins LLP was reappointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities 2005.

Approved by the Board of Trustees on 24th July 2012 and signed on its behalf by:



Anastasia de Waal (Chair)



Warwick Jones (Treasurer)

Independent Auditor's Report to the members FamilyLives for the year ended 31 March 2012

We have audited the financial statements of Family Lives for the year ended 31 March 2012 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 its members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement set out in the trustee report, 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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

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 2012, 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.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Phillip Collins FCA
(Senior Statutory Auditor)
For and on behalf of
Hillier Hopkins LLP

Chartered Accountants
Statutory Auditor

64 Clarendon Road
Watford
Hertfordshire
WD17 1DA

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**Statement of Financial Activities (incorporating Income and Expenditure Account)
for the year ended 31 March 2012**

	note	General fund £'000	Restricted fund £'000	2012 Total £'000	2011 Total £'000
Incoming resources					
Incoming resources from charitable activities		1,302	2,075	3,377	4,409
Incoming resources from generated funds					
Voluntary income	2	34	201	235	200
Bank Interest		4		4	9
Other incoming resources		22	-	22	26
Total incoming resources	3	1,362	2,276	3,638	4,644
Resources expended	4				
Charitable activities					
National services		995	544	1,539	3,058
Local services		277	1,526	1,803	1,218
Public education and information		36	80	116	229
Policy development		16	98	114	147
Fundraising		21	-	21	68
Governance costs	5	35	19	54	69
Total resources expended		1,380	2,267	3,647	4,789
Net (outgoing)/incoming resources		(18)	9	(9)	(145)
Funds at 1 April 2011		921	41	962	1,076
Funds at 31 March 2012	17/20	903	50	953	1,107

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Balance Sheet as at 31 March 2012

		2012		2011	
	note	£'000	£'000	£'000	£'000
Fixed assets					
Tangible assets	10	4		28	
Investments	20	-		-	
			4		28
Current assets					
Debtors & Prepayments	11	624		339	
Cash on deposit		350		1,000	
Cash at bank and in hand		295		418	
			1,269		1,757
Creditors:					
amounts falling due within one year	12	320		823	
Net current assets			949		934
Total funds			953		962
Unrestricted funds					
Designated Funds	16	16		-	
General funds	17	887		921	
			903		921
Restricted funds	20		50		41
Total funds			953		962

The financial statements were approved by the Members of the Board on 24th July 2012.


Anastasia de Waal (Chair)


Warwick Jones (Treasurer)

The notes on pages 31 to 38 form part of these financial statements

1 Accounting policies

The financial statements have been prepared under the historical cost convention and in accordance with the Companies Act and, unless otherwise stated, applicable accounting standards and the Statement of Recommended Practice 'Accounting and Reporting by Charities' issued by the Charity Commission in 2005 (SORP). The following accounting policies have been applied:

Income and expenditure

Income and expenditure are shown gross and include all material amounts known to be due at the balance sheet date. Expenditure includes attributable VAT which cannot be recovered.

Unrestricted income

Unrestricted grants, donations and other income are treated as income in the year in which they are receivable.

Grants and donations

These are included in the Statement of Financial Activities when receivable.

Depreciation

Fixed assets costing less than £1000 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 company operates a defined contribution scheme for the benefit of its employees.

Allocation of resources expended to funds

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 cost allocation

Support costs are apportioned to projects based on the gross expenditure of that project, as agreed with the funder. Expenditure incurred exclusively in activities to raise restricted funds and service contracts is not defined as fundraising costs under SORP 2005, they have been added to support costs and charged out to projects in line with our usual policy.

Unrestricted funds

These are donations and other incoming resources receivable for or generated by the objects of the charity without further specific purpose and are available as general funds.

Designated funds

These are unrestricted funds earmarked by the Board of Trustees for particular purposes.

Restricted funds

These are funds which may only be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with an equitable allocation of management and support costs.

Volunteers and donated services

The value of services provided by volunteers is incorporated within these financial statements. Where services are provided to the charity as a donation that would normally be purchased from our suppliers, this contribution is included in the financial statements as an estimate based on the value of the contribution to the charity. Donated services and facilities are analysed in note 2.

2 Voluntary income

	Unrestricted funds £'000	Restricted funds £'000	2012 Total £'000	2011 Total £'000
General donations	34	-	34	42
Donated services	-	201	201	158
Total	<u>34</u>	<u>202</u>	<u>235</u>	<u>200</u>

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 16,237 hours spent (2011: 13,121 hours) at an average rate of £12.41 per hour, a value for their services of £201,501 (2011: £158,108) has been recognised within incoming resources as a donation and an equivalent charge included within resources expended.

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	National services	Local services	Public education & information (inc Digital)	Policy development	Support	Fundraising	Governance	2012 Total	2011 Total
3 Incoming resources									
Unrestricted	956	295	36	4	15	21	35	1,362	969
Restricted	547	1,529	80	98	3	-	19	2,276	3,675
	1,503	1,824	116	102	18	21	54	3,638	4,644

4 Resources expended analysed by activity

Staff, volunteer & staff-related costs	1,098	1,164	76	73	346	19	27	2,803	3,373
Travel & subsistence	18	70	1	4	8	-	2	103	105
Freelance specialists	12	115	-	3	27	-	-	157	81
Events	3	57	-	-	1	1	5	67	55
Premises	69	70	1	-	63	-	-	203	475
Office	43	34	7	5	38	-	-	127	175
Equipment	12	31	-	-	78	-	-	121	189
Digital	39	9	6	5	1	-	-	60	321
Other costs	1	3	-	-	(17)	-	19	6	15
Allocation of support costs	244	250	25	24	(545)	1	1	-	-
Total resources expended	1,539	1,803	116	114	-	21	54	3,647	4,789

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5 Governance costs	2012	2011
	£'000	£'000
Governance costs are made up of:		
Staff salaries	27	27
Staff travel & meetings	-	-
Trustees' expenses	2	2
Audit fee	9	14
Professional fees	10	20
Events	5	-
Allocation of support costs	1	6
	<hr/>	<hr/>
	54	69
	<hr/>	<hr/>
6 Net movement in funds	2012	2011
	£'000	£'000
The net movement in funds is arrived at after charging:		
Depreciation	24	33
Operating leases for land and buildings	81	89
Auditor's remuneration	9	14
	<hr/>	<hr/>
7 Staff costs and numbers	2012	2011
	£'000	£'000
Staff costs were as follows:-		
Salaries	2,319	2,879
Social security costs	193	234
Pension contributions	53	65
	<hr/>	<hr/>
	2,565	3,178
	<hr/>	<hr/>
The number of employees employed by the charity whose emoluments exceeded £60,000 were:-	No	No
£70,001 - £80,000	1	1
	<hr/>	<hr/>
	1	1
Average weekly number of employees during the year, calculated on the basis of full time equivalents:-	No	No
Charitable activities	80	99
Governance	1	1
	<hr/>	<hr/>
	81	100
	<hr/>	<hr/>

8 Pensions

With effect from the 1st October 2001 the charity set up a group personal pension scheme to which all employees are invited to contribute. In accordance with the scheme the charity makes a contribution of either 4.5% or 6.5% of gross salary as determined by the contributions of the individual employee. This amounted to £53,425 in the year (2011: £65,448).

9 Board of Trustees

Four trustees were reimbursed expenses for travel and subsistence amounting to £1,439 (2011: 3 Trustees, £1,687)

10 Tangible assets

	Furniture & equipment	Office fittings	Total
	£'000	£'000	£'000
Cost			
At 1 April 2011	173	-	173
At 31 March 2012	<u>173</u>	<u>-</u>	<u>173</u>
Depreciation			
At 1 April 2011	145	-	145
Charge for the year	24	-	24
On disposals		-	-
At 31 March 2012	<u>169</u>	<u>-</u>	<u>169</u>
Net book value			
At 31 March 2012	<u>4</u>	<u>-</u>	<u>4</u>
Net book value			
At 31 March 2011	<u>28</u>	<u>-</u>	<u>28</u>

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Financial statements for year ending 31 March 2012

	2012	2011
	£'000	£'000
11 Debtors		
Debts payable within one year		
Debtors and prepayments	606	315
Debts payable after more than one year		
Rent deposit	18	24
	<hr/>	<hr/>
	624	339
	<hr/>	<hr/>
12 Creditors		
Deferred income	22	417
Creditors and accruals	163	331
Taxation (inc VAT) and Social Security	135	75
	<hr/>	<hr/>
	320	823
	<hr/>	<hr/>

13 Commitments

All expenditure approved by the Trustees at 31 March 2012 was provided for in these accounts.

14 Obligations under operating leases

	2012	2011
	£'000	£'000
At 31 March 2012, the Charity had annual commitments under operating leases as set out below:-		
Operating leases expiring within 1 year	35	7
Operating leases expiring between 1 and 5 years	46	82
	<hr/>	<hr/>
Total operating leases	81	89
	<hr/>	<hr/>
The above leases relate to:		
Land and buildings	62	70
Photocopiers	19	19
	<hr/>	<hr/>
	81	89
	<hr/>	<hr/>

15 Analysis of net assets between funds	Unrestricted funds	Restricted funds	2012 Total
	£'000	£'000	£'000
Fixed assets	2	2	4
Net current assets	901	48	949
Net assets	903	50	953

16 Purposes of designated funds

The Trustees have designated £16k of unrestricted funds to support local services in 2012/13.

17 Movements in unrestricted funds

	At 1 Apr 2011	Incoming resources	Resources expended	Tfrs	Net mvmt in funds	At 31 Mar 2012
	£'000	£'000	£'000	£'000	£'000	£'000
Unrestricted funds						
General unrestricted funds	921	1,362	(1,380)	(16)	(34)	887
Designated fund				16	16	16
Total unrestricted funds	921	1,362	(1,380)	-	(18)	903

18 Movements in deferred income

	At 1 Apr 2011	Incoming resources	Resources expended	Tfrs	Net mvmt in funds	At 31 Mar 2012
Deferred income	417	22	(417)	-	(395)	22

FAMILYLIVES

Financial statements for year ending 31 March 2012

19 Investments

Family Lives owns 5,000 £1 shares (100% share capital) of Sibling Ltd (formerly Parents Direct Limited) which is a company, registered in England and Wales, that delivers helpline services, training and business support services. Sibling has not traded for the past 4 years, however trading is to re-commence in 2012.

20 Movement in restricted funds

Funder name	b/fwd	Income	Expenditure	c/fwd
	£'000	£'000	£'000	£'000
DfE Parent Know-how - Helpline	-	318	318	-
DfE Improving Outcomes Theme One Grant	-	768	768	-
DoH Transition Fund	-	350	350	-
Big Lottery Reaching Communities - Gloucestershire	16	50	66	-
Big Lottery Reaching Communities - Hampshire	(2)	94	93	(1)
Newcastle CC Newcastle Fund	-	43	43	-
Essex CC CYPSP (Castlepoint & Rochford)	2	35	37	-
Luton CC Anti-Bullying Strategy	-	23	23	-
Summerfield Trust	10	-	10	-
Croydon BC EIFS Transitional fund	-	40	40	-
Gloucestershire CC Transition Fund	-	7	7	-
Nottingham CC Transition Fund	-	31	31	-
Thurrock City Council	11	32	43	-
The Peter Laing Trust	-	10	8	2
Fairlands School	-	17	17	-
Wixamtree Trust	-	6	6	-
DoH Volunteering Fund	-	143	117	26
Croydon BC EIFS Additional Support	-	34	22	12
Pearson UK	-	9	9	-
Community Development Foundation	-	29	29	-
Grants less than £5k	4	36	29	11
	41	2,075	2,066	50

Note:

As requested by funders the following precise amounts were awarded:

Big Lottery Fund: Reaching Communities - Gloucestershire £96,161.

Big Lottery Fund: Reaching Communities - Hampshire £94,483.

Awards for All - Hampshire £4,265.