



# ***We're here for families***

***Through life's ups and downs,  
we're with you all the way***

***Our achievements 2015/16***

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

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

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

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

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

Donate from your mobile:

You can make a single donation via text

**Text FMLY01 £5 to 70070**



# Foreword

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

For over 40 years Family Lives has played a pivotal role in providing everyday and intensive support to families when and where it is required. For families to thrive, easily obtainable and non-judgemental support is critical. Our latest Annual Review highlights just how our vital work supports children, parents, families and parenting practitioners throughout the UK.

Instructions aren't included when it comes to raising a family and not only do we acknowledge this, we remain committed to ensuring we can respond to and accommodate parents, children and young adults who often contact us when they are facing entrenched and complex issues.

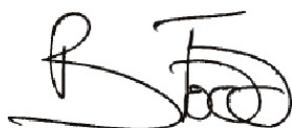
We aim to remain ahead of the digital curve to ensure parents can reach us whether by telephone, online or via our face-to-face services.

The voluntary sector has faced financial challenges in recent years and we recognise the potentially devastating effect of services no longer being available to families as a result of reduced or withdrawn funding. However, through innovative and collaborative partnerships we remain a leading family support charity, able to continue to offer help to families with a multitude of issues including divorce and separation, bullying, parenting teenagers and other parental and child mental health

***“I feel better now I’ve talked to you. It is so helpful to be able to talk to someone who is not involved in my situation. No one else was listening to me.”***

and wellbeing issues. Family Lives’ ability to react and adapt to funding changes to the family support landscape demonstrates that we can tailor our support services accordingly to ensure support gets to where it is needed the most.

We remain committed to providing our free at the point of delivery services which is only made possible thanks to the dedication of our workforce and our beloved body of trained and dedicated volunteers.



Jeremy Todd  
Chief Executive



**2,511,706** website visits

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**126,230** calls to helpline

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**52%** of helpline callers  
are single parents\*

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

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**36%** of helpline callers  
have combined annual  
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.



# ***Why we do what we do***

***Families come in many shapes and sizes and no one really knows what's around the corner. We support anyone who needs our help whether that's a grandmother looking after her grandson because his mother is in prison, a teenager who is depressed and self-harming, or a dad feeling the pressure of raising his children alone.***

We are really proud of how many families we have supported over the last year and the many new expanding services we are providing across the country. It is still, though, a very difficult time for charities and raising funds remains a challenge. But we are a determined and innovative charitable organisation with excellent governance and this helps us to keep winning contracts and delivering vital services to families. Our dedicated volunteers remain the essential backbone to many of our services, without whom we would be unable to make such a difference to thousands of families.

## ***Improving children's lives***

Improving the lives of children sits at the heart of what we do, providing support to families whether that's through online advice and forums, on the phone or in person. Last year we engaged with over 2 million families and are proud to be adding new services and activities to our portfolio all the time.

It is still a difficult time for families economically, with many families struggling to make ends meet even if parents are in full-time work. Many of our services work with families right on the edge, such as our outreach work in Westminster, supporting families in London wards that have some of the highest child poverty rates in London, 50% in one ward (London Poverty Profile).\* Many of the circumstances families we support find themselves in, such as a parent going to prison or a partner leaving, mean that finances and other practical issues add intense pressure to already difficult circumstances.

## ***Family life is complicated***

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

\*[www.londonpovertyprofile.org.uk/indicators/topics/income-poverty/child-poverty-by-borough/](http://www.londonpovertyprofile.org.uk/indicators/topics/income-poverty/child-poverty-by-borough/)

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

## **Our reach**

We engaged with over 2 million families last year through our helplines, online advice and support in the community. Demand for our services in general continues to increase. We supported 2,461 adults and 2,472 children and young people last year through our face to face services, and a further 9,164 through our outreach work in Westminster. We supported mums, dads, members of the wider family, and worked with families on low incomes, single parents, families from black and minority ethnic backgrounds, parents with disabilities, and those in touch with the criminal justice system.

We are very proud of our digital reach and pride ourselves on being an innovative charity. Over the last year we had over 2.5 million website visits (24% increase) to the Family Lives website, and a 55% increase to the National Offenders' Families Helpline website with over 340,000 visitors. Our social media audience continues to grow reaching 269,346 people, a 69% increase on the previous year.

## **New things this year**

Last year we were pleased to report our expansion into more direct support for families in touch with the criminal justice system through our contract to supply the National Offenders' Families Helpline for England and Wales. This year, we added Scotland to this provision, offering the same service for Scottish families.

Maintaining our leading presence in the digital world, we created an app to support our Teen-Boundaries workshops for schools focussing on issues such as consent, sexualised bullying and relationships and sex.

Community delivery has continued to grow, alongside the complexity of support we provide

to families through our involvement in the Government's 'Troubled Families' programme and our own befriending work, parenting courses and one to one support.

## **Funding climate**

Times are still difficult for charities with competition for funding from both government and trusts becoming ever fiercer. However, we still remain successful in obtaining new grants to maintain existing services, alongside developing work in new areas and engaging with an increasing number of issues that impact on family life.

We continue to diversify our income by working with corporate partners, selling merchandise, such as our Bullying UK wristbands, and promoting fundraising activities. But we know that there are more families who need our help and we will always continue to seek ways of expanding our reach.

## **Our volunteers**

Our volunteers are the backbone of the services we provide to families. All volunteers receive substantial training before being allowed to support families, alongside receiving continual professional development and ongoing supervision.

Our helpline call takers undertake a 30-hour training programme to ensure they are equipped to become skilled and effective call takers, supporting callers with a wide range of issues with care and respect. Over the last year we trained 108 volunteers for our helpline, 78 of whom are currently volunteering with us.

Volunteer call takers contributed 15,187 hours of time to Family Lives' services in the year, an increase of 12.5% from the previous year. We trained 141 volunteers to provide befriending services in the community, who contributed an estimated 2,000 hours of support.

Befriending volunteers have given their time to support vulnerable individuals who are often very isolated and dealing with issues of low income, poor mental health and lack of confidence.

## **New partnerships**

As well as partnerships with other organisations to deliver our direct services, we have also been working to partner with private organisations to offer unique services for our supporters and service users, as well as ensure we can put money back in to carry on the vital work that we do.

This year we have created new partnerships with Simpson Millar Solicitors Ltd to offer a discounted service to our supporters needing legal advice, as well as partnering with Clear Start for those who may benefit from debt services.

## **Supporting young people**

### **Bullying**

We were really pleased this year to receive funding from the Ben Cohen StandUp Foundation to provide more support and resources to young people and schools around bullying issues, in particular focussing this year on bullying in sports and on LGBTQ issues.

We continue to support thousands of families and young people through our online advice on [www.bullying.co.uk](http://www.bullying.co.uk), reaching out through social media, and raising awareness of the impact of bullying on young people and the whole family. We also focus on workplace bullying which remains a highly popular topic among our service users.

During Anti-Bullying Week 2015, co-ordinated by the Anti-Bullying Alliance, we ran our first 'Wear Blue Day' encouraging schools and businesses to wear blue on the last day of Anti-Bullying Week and donate a pound to Bullying UK. We were really pleased with how many took part and raised over £4,000. We also sold 30,000 wristbands, and t-shirts to schools, all raising money to help us support more people affected by bullying.

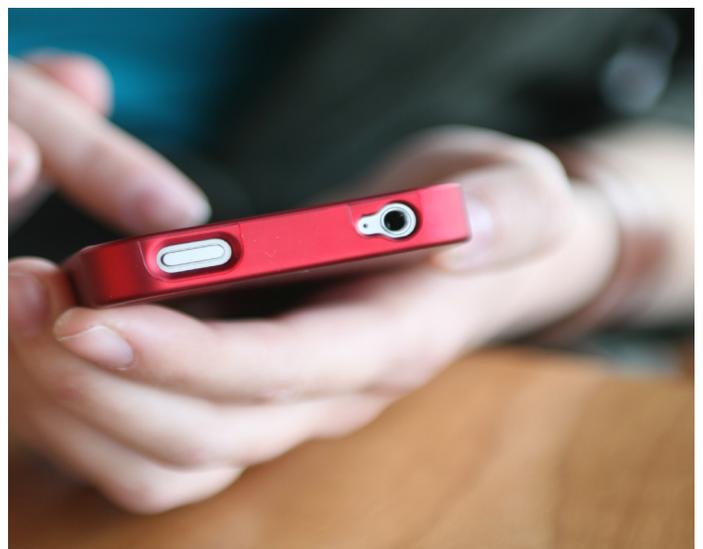
## **Consent, sex and relationship advice for teenagers**

We continue to deliver our popular workshops for young people, TeenBoundaries, in schools across the country, educating them about sexualised bullying, the impact of the media and pornography, issues around relationships and consent, and safely navigating the online and social media world that young people grow up in today.

In the London Borough of Westminster we have been delivering TeenBoundaries workshops as part of a safer neighbourhood pilot, aiming to increase the confidence and skills of young people to divert them from involvement and initiation into crime and gangs.

In Croydon we have delivered workshops to teenagers as well as running workshops for parents to support the learning delivered to their child. We also continue to deliver the project across the whole of Cornwall in conjunction with Cornwall Council Youth Services.

In Autumn 2015 we were pleased to launch our TeenBoundaries app to support the workshops and feature new videos and advice funded by the Esmée Fairbairn Foundation. The app helps to carry on the learning after our workshops have been delivered and to date has had over 2,000 downloads. The app is available on the Apple App Store, Google Play, and Windows.





## Obesity in young children

We support families where young children are at risk of obesity by offering one to one support from a trained volunteer who delivers the evidence-based HENRY programme in the family home. We work in three of the most deprived and diverse boroughs in London to support hard to reach families with their health, nutrition or exercise. The child obesity rates in reception classes in Ealing, Haringey and Hackney are well above the national average of 9.6%, ranging from 11.2 to 14.1%.

Engaging and working alongside local health professionals we identify families who may benefit from structured one to one support at an early stage before unhealthy habits are established. We specifically target the project in the most ethnically diverse communities within the areas, where vulnerable families and hard-to-reach groups are not accessing existing preventive health services. By recruiting and training volunteers from local communities to support local families we are able to overcome barriers experienced by different cultural and ethnic groups in accessing preventive health services.

We have noted increased levels of engagement of families, willing and open to listen, learn and be supported by our volunteers where previously they did not access support services.

Volunteers are becoming trained in supporting families and many are using their new skills and experiences in searching for paid employment.

In 2015-16, 137 families were referred to the service and 77 supported by a volunteer.

### Case study

A young family of four with a 4 year old and a toddler were referred to our service due to concern that their children's diet may need improving as they were often given sweets and crisps as snacks. The family were living in a bedsit which had an impact on how much they felt they could do, such as not allowing their toddler to feed himself as they were worried about making a mess.

Family Lives met with the family, discussed what the service provided and listened to the mum's reasons for wanting to take part in the project. We set time to meet with the family each week. Progress went well and each week we reviewed how the family was doing, encouraged their ideas, and gave feedback.

The parents completed all of the sessions and kept all appointments with us. They began to encourage their toddler to feed himself, and to take him out for walks, and they tried cooking healthier meals. The parents felt that taking part in the programme had boosted their confidence as parents as they had an opportunity to look at what they were doing well as well as what they needed to improve.

# Supporting families

***'I am a very private person and I did not want to share my worries or fears with my closest family or friends. Having D has been life changing. She has given me the time and the support to talk about stuff which I would have just worried about on my own'.***

## Kinship carers

In the North East of England, we are working to support kinship carers through the Relative Experience project. It is estimated that there are over 200,000 children being looked after by relatives in the UK.\* A large proportion of these carers are struggling on very low incomes and face additional concerns around inadequate housing and caring for a child with a disability. Many are also coping with their own health issues.

Many of the children have behavioural issues as a result of their early life experiences. Hostility from birth parents and other family members can isolate kinship carers resulting in low self-esteem and lack of confidence.

In partnership with Grandparents Plus and the Family and Childcare Trust, our project offers kinship carers one to one befriending support and over the year, 146 carers were in touch with us. For kinship carers living in more rural areas we offer telephone befriending if there are no trained volunteers close to their locality.

In response to requests, kinship carers support groups have been set up and are proving a popular way to share experiences and socialise. Our team of highly motivated volunteers carry out duties over and above expectations and undertake a wide range of activities such as accompany kinship carers to a gym to build confidence, holding tea parties to fundraise, and campaigning at the Houses of Parliament.

***“Having a befriender saved my life”***

\* *The Poor Relations, Children and Informal Kinship Carers Speak Out*, University of Bristol/Buttle UK, 2013

## Befriending

The Big Lottery Reaching Communities work in Hampshire Supporting Families project has provided a package of family support to families in Hampshire in new areas of the county, including offering flexible one to one community support to parents. During the course of this 3 year project we have seen more families with ever more complex needs being referred to the service for emotional support, befriending and help in gaining access to more specialist services.

In Nottingham we are delivering a Volunteer Befriending service for families, funded by Nottingham City Council. We respond to individual needs and our service includes volunteer befriending and parenting workshops. We provide advice, signpost to local services, support parents to improve confidence and personal skills and to reduce isolation by building their own support networks. Our work shows us first-hand the issues experienced by many people – mental, physical and emotional health problems, poverty, low confidence and aspirations, lack of knowledge about how to improve situations, chaotic family lives, domestic violence and loneliness.





## Case study

A mum with a teenage daughter was referred to us. She has another adult child who had been violent towards her in the past and no longer lives with them, and the mum also experienced domestic violence from a past partner who she is no longer in touch with. The mum and her daughter are fairly isolated as the daughter's father had died and most of the mum's family were no longer around. Mum had drug and alcohol dependence in the past and anxiety issues, and she was being supported by other services to help with these issues.

In the first meeting with her volunteer befriender, the volunteer realised that the mum was very anxious about appointments as she was poorly organised and found getting to places on time really stressful. The volunteer realised that mum didn't have a diary or calendar because she didn't know how to use them, so they bought one together and added in all the appointments that mum could remember. This simple act had a huge impact on mum's life and her anxiety levels, and she now uses it to help identify what triggers the anxiety.

The mum was often very focussed on the bad things that have happened in her life and found

it hard to focus on the positive. So together they looked at recording one positive thing each week that had happened or that she had achieved. Mum found that this made her want to achieve something each week and quickly developed a list of positive achievements, such as going on courses, getting help with her health and joining a gym. All these things helped her to feel more confident in supporting her daughter at school, her getting medication and feeling more confident around professionals, and she has now entered to run a half marathon.

The mum has also felt more in control of her home, achieving things such as opening bags of post that she had found too stressful to deal with, doing DIY and having friends round for dinner.

Our volunteer was able to develop a close and trusting relationship with the mum and together they found more beneficial ways of dealing with her anxiety, preparing for appointments and learning to relax. As well as now being able to deal with situations in a calm manner this has led to mum developing a more relaxed and positive relationship with her daughter.

\*All names and personal details have been changed to maintain anonymity



## **Families of prisoners and offenders**

Family Lives has a long history of supporting families affected by imprisonment. In 2014, we were awarded the contract to run the National Offenders' Families Helpline for England and Wales on behalf of the National Offender Management Service. In 2015 we also began supporting families in Scotland, contracted by the Scottish Prisons Service.

We have supported just over 10,000 callers on this helpline over the last year, as well as answering over 1,200 emails and the advice website has received over 360,000 unique visitors (cumulative monthly visitors).

## **Special educational needs**

In south London we provide a service offering independent support to parents and carers whose child has special educational needs. Independent Supporters provide free and impartial information and support during the assessment and transfer processes of an Education Health and Care (EHC) Plan. Understanding the regulations and processes around support for children and young people with special educational needs is complex, and our supporters provide a much needed service to parents.

In one area feedback from the service participants showed that 76% felt less lonely/isolated and 89% were more likely to socialise and join activities.

## **Vulnerable families**

Across the country we work with many vulnerable families who are coping with a variety of difficult circumstances. In the London borough of Westminster we now provide outreach services to improve the health and well-being of vulnerable families with children aged 0-5 years.

We focus on providing an integrated outreach service through: outreach and home visiting, providing long-term befriending support and access to emergency packs for families in vulnerable housing. Westminster is a highly populated and diverse borough, and some wards have the highest child poverty rates in London.

Outreach services in Westminster are well established and act as a bridge to accessing vital support services families need. The top issues we supported families with this year were: finance/material grants (30%); housing (23.5%); mental health (22%); isolation (19.5%); and domestic violence (19%). The service also regularly supports families with a multitude of issues, including: benefits, alcohol misuse, teenage pregnancy, immigration, and adult education. Data from an impact and satisfaction report covering 4 months in 2015 (105 service users) showed that:

- 100% were either very satisfied or fairly satisfied with the service
- More people felt better informed of services, increased confidence in attending services/activities leading to an increase in the

- frequency of attending services
- Families highlighted that they found the information and support from an Outreach Worker useful.
- 100% said they would recommend the service to others

## ***Troubled families***

We are very proud of the work we do with troubled families across three areas in the UK – Ealing, Southwark and Hampshire. In Hampshire, we work as part of a consortium which is now in the third year of delivery.

We provide an intensive family support service under the Government’s Troubled Families initiative. It provides a service to the whole family which has proven to bring about sustainable and lasting changes for parents. Adopting a whole family approach which enables work with all members of the family, with families at the centre, setting the agenda and the focus of the work empowering and enabling them to make sustained changes.

The consortium has currently supported 220 cases this year. Workers support a maximum of eight families and on average the intervention lasts between seven and nine months.

## ***Early help services***

In the South West we have provided early help services to families in the Bristol area. This includes one to one parenting support for vulnerable families with multiple and complex needs. Through delivery of intensive parenting support coaching, within the home or community setting, this service aims to improve the emotional health and wellbeing of vulnerable young people and parents. Parenting support within a multidisciplinary approach actively encourages and supports engagement of parents and carers with schools and services.

## **Case study**

We supported one family where there were already serious agency concerns and children’s service involvement. Children in the family lacked boundaries and were very aggressive towards each other. One parent no longer lived in the family home but had contact with the children and there were concerns around physical chastisement of them.

With support, one child was moved in cooperation with the resident parent to a specialist centre for children at risk of exclusion, and the parent was supported to improve parenting, boundaries and safeguards in the family home. The non-resident parent was also supported to address concerns around the approach to the children, and as a result family relationships and the environment within the home have improved significantly. The children’s health needs are being met and the resident parent is more confident in managing the needs of the family.

## ***Families living with psychosis***

Over the last year we continued to run services in the South West providing befriending to individuals with a diagnosis of psychotic illness providing weekly and fortnightly support for up to six months.

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

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



## Supporting professionals

### Parenting UK

We continue to support professionals working with families through our Parenting UK membership service. Part of this includes convening a network for parenting programme developers in the UK which aims to provide an opportunity for developers to exchange experience, promote the adoption of best practice in parenting education, and to ensure developers have a national voice. The group has 13 member organisations to date. More information about the Parenting Programme Developers' Group can be found at [www.parentinguk.org/our-work/ppdg/](http://www.parentinguk.org/our-work/ppdg/)

### CANparent Quality Mark

We award the CANparent Quality Mark to organisations that are developing or delivering universal parenting classes. Providers need to show that their class is based on sound evidence, with strong governance practices and procedures. Sitting within the universal prevention area of support, organisations must demonstrate that they have met indicators and provide robust evidence across four elements of quality.

## Hidden Sentence

Since the merger with Action for Prisoners' and Offenders' Families, we have been delivering Hidden Sentence training to professionals supporting families affected by imprisonment. Last year we delivered 16 training sessions to professionals including schools, prison staff, local authorities and fostering and adoption teams. Part of this included working with Barnardo's delivering to 'Children affected by Prison Teams' resulting in a greater reach of practitioners across the country.

Feedback from training sessions showed:

- 98% of attendees said the training was successful and outcomes achieved
- 100% said they understood the impact of imprisonment on prisoners' families
- 94% said they had an improved understanding of the prison system
- 95% said they understood the support needs of families
- 82% said they understood how to improve their own practice in supporting prisoners' families.

We are also a strategic partner with the Department of Health to ensure the issues and experiences of families affected by imprisonment are addressed in the health sector.

# Looking forward

When times are tough financially, times at home can be even tougher. Everyday parenting issues can become the last straw, and crises multiply against a backdrop of money worries. It's in this environment, where there is pressure not just on households but also on available support, that the work of organisations like ours matters even more.

This past year Family Lives has once more been able to navigate its way through the difficult funding climate to ensure that we do everything we can for families right across the country. A word that encapsulates Family Lives today, and the attitude of its staff, is resilience. This is also a word that aptly describes what our work helps to instill in the families we support.

Time and again the families who contact us tell us what a difference it makes talking to someone who is trained to deal with their problems in a sensitive way who can help them work towards a solution for themselves. In other words, to foster a resilience to be able to get on with their lives. Testament to the power and outcomes of our work, we have seen the continued strengthening of both our local and national services. Whether it is befriending in Hampshire, or intensive family support in Ealing, the feedback is clear: families not only value but rely on Family Lives.

Alongside local services sits the backbone of our organisation, the telephone helpline. This lifeline for parents, speaks for itself. We have seen a steady upward turn in the number of calls we receive, and from a funding perspective, we have far exceeded our targets. Yet the reality is that we could take more calls if we had more funds; calls from parents and carers who need to, and are trying to, get through.

Excellent support is also accessible via our website, social media and email, and rising numbers of parents access us in these ways. However, whilst the power of alternative media forms is immense, the chance to speak to someone over the phone is something of particular

value to many, and we will keep on fighting for the resources to enable that.

With much lower budgets but higher demands from increasingly struggling families, the family support sector as a whole has faced considerable challenges over the last year. Our story is one amongst many others, and we are proud to have channelled financial difficulties into innovative collaborations by partnering with other essential services.

Renewed efforts to consolidate the support of charities and service providers has been welcomed and the sector has shown impressive leadership in how to respond to lower levels of available funds by working more efficiently together. Nevertheless, when families are in the precarious position they are today, cutting available services down to the bone is straightforwardly a false economy. No amount of innovation and clubbing together will succeed in covering the shortfall. Instead, evidence of demand and impact need to guide the decision-making of funders, a situation never more acutely highlighted than in the unravelling of Kids Company.

We celebrated the work of Family Lives at our first Summer Ball in June 2016, held at the beautiful and historic Hatfield House, just around the corner from our central offices. As ever, this was an event that came about thanks to the resourcefulness and hard work of our staff, and was a fitting opportunity to celebrate your achievements. On that very note, and on behalf of the Board of Trustees, I would like to thank every one of you for making Family Lives the resilient organisation that it is. Once again, we have seen tough times, and once again you have done us, and every service user, proud.

Anastasia De Waal, Family Lives Chair

# Our finances 2015/16

For more information you can request a copy of Family Lives' audited Annual Report and Financial Statements 31 March 2016, or download it from:

[www.familylives.org.uk/about/annual-accounts-and-reports/](http://www.familylives.org.uk/about/annual-accounts-and-reports/)

## Total cost of providing services to families and family support sector

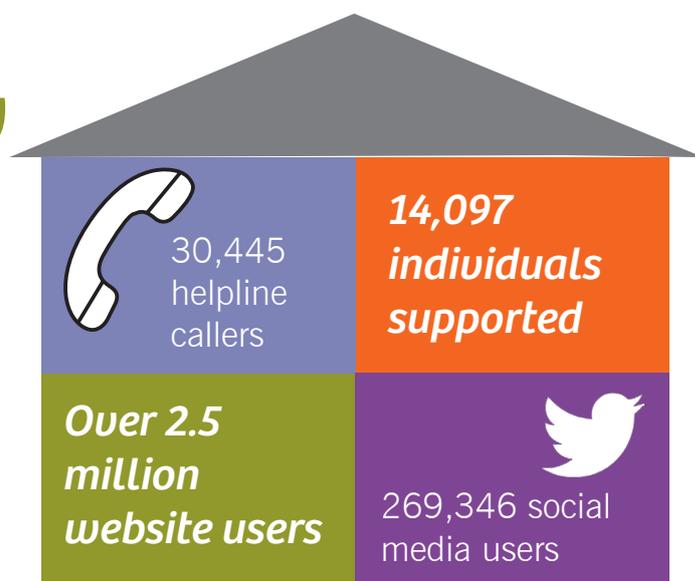
	2013-14	2014-15	2015-16
By cost type:			
<b>Staff and volunteer costs</b>	2,917,000	3,739,000	3,213,000
<b>Project costs</b>	802,000	758,000	199,000
<b>Premises, infrastructure and administration</b>	391,000	391,000	297,000
<b>Total</b>	<b>4,110,000</b>	<b>4,888,000</b>	<b>3,709,000</b>
By activity:			
<b>National support services</b>	1,516,000	1,510,000	1,110,000
<b>Local support services</b>	1,612,078	2,351,000	2,491,000
<b>Professional/sector development</b>	973,922	1,019,000	101,000
<b>Fundraising</b>	8,000	8,000	7,000
<b>Total</b>	<b>4,110,000</b>	<b>4,888,000</b>	<b>3,709,000</b>

## How we funded our services

	2013-14	2014-15	2015-16
<b>National Government</b>	2,496,000	2,408,000	933,000
<b>Local Government</b>	859,000	1,561,000	1,592,000
<b>Big Lottery, trusts and corporates</b>	579,000	674,000	631,000
<b>Charitable sector</b>	17,000	102,000	27,000
<b>Individual donations, subscriptions &amp; sales</b>	19,000	24,000	35,000
<b>Donated services</b>	212,000	215,000	247,000
<b>Unrestricted and b/f restricted reserves</b>	0	0	244,000
<b>Total</b>	<b>4,182,000</b>	<b>4,984,000</b>	<b>3,465,000</b>

# Family Lives services overview

**15,187**  
Hours donated by  
helpline volunteers



## Our family support helpline\*



## Callers to the Family Lives helpline are more likely to be from a wide range of backgrounds\*

**52%** single parents

**36%** with family income under £15,000 pa

**14.5%** BME background

**7%** under age 25

## Impact

- **90% of helpline callers felt the issue had been fully or partly resolved**
- **For 47% of helpline callers this was the first time they were seeking help**
- **37% of website users reported no longer needing to contact another service (GPs and schools were the two most common)**

\* 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.

# Thank you

***Thank you to everyone who has supported the work of Family Lives during 2015/16. 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. Thank you to all the trusts and organisations that have so generously supported our work. We'd like to say a particular thank you to the following:***

Armithea Charitable Trust  
Bank of England  
Barrow Cadbury Trust  
Becky Sheeran (and The Sock Shop)  
Big Lottery Fund  
Bircham Dyson Bell Charitable Trust  
Bristol City Council  
Burghley Charitable Trust  
Child UK  
Cotswolds District Council  
Coutts  
Croydon Borough Council  
Department for Education  
Department of Health  
Department for Work and Pensions  
United Reformed Church  
Duffield-Harrison Solicitors  
Esmée Fairbairn Foundation  
Fairlands School  
Gloucestershire Council Council  
Hannah Brewster- fundraising  
Hampshire County Council  
Hertfordshrie County Council  
J & C Rampton  
James & Linda Fenwick  
Joanna Bradley- fundraising  
John & Roberta Bird  
London Borough of Bexley  
London Borough of Ealing  
Michael Palin  
Ministry of Justice  
National Children's Bureau

Nottingham City Council  
RADIAN Housing  
Scottish Prison Service  
Sir Frederic Osborn School  
Southampton City Council  
Southwark Council  
St Alban's Abbey  
Swansea Council  
The Ben Cohen Standup Foundation  
The Brook Trust  
The Dulverton Trust  
The Hanley Trust  
The Living Room  
The Morrisons Foundation  
The Royal Borough of Kensington and Chelsea  
TK Maxx  
University of Bedfordshire  
Walcot Foundation  
Welwyn Hatfield Borough Council  
Westminster City Council  
Zurich Financial Services

# ***We can't do it without our volunteers***

*We'd also like to say a big thank you to our volunteers who gave us thousands of hours of their time over the last year to support children and families through our helpline and befriending services. Without our volunteers, many families would not receive the vital support they need and we wouldn't benefit from the wide range of skills and experience that volunteers bring to our work.*

*'It's a real privilege that someone feels they can talk to you, trust you and share with you what's happening in their lives.'*

*'Befriending has helped me to understand things from another person's life as well as learning more about my own.'*

# ***Thank you!***



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

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**0808 800 2222**

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Helpline 0808 800 2222

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