



**family
lives**



Annual Report

Annual Report
and Accounts

2021-22

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Introduction

The last year has continued to see an increase in demand for our services, along with more complexity and challenges for the individuals and families we supported. We continued to be flexible and responsive to the changing rules around Covid-19 and are pleased that for another year we were able to continue delivering all of our services without interruption, moving to online support when needed.

Changes to the way we train and support our volunteers has meant that we can now recruit people from anywhere in the UK, creating a larger potential pool of volunteers to work with us. However, the impact of the pandemic has meant that maintaining and increasing the number of volunteers needed to respond to demand from families remains challenging.

We are pleased to showcase our performance against our strategic aims for 2019-2021 (see page 9) and to set out our strategic aims for the next three years (see page 36).

Our strategic aims for this coming period include a focus on the early years and acknowledging the role of the community.

There will always be a need for family support, and the Covid-19 pandemic has undoubtedly had a significant impact. There have been reported increases in young people and adults' mental health issues, child-on-parent violence, and family poverty; and young children's language, physical development and educational outcomes, are issues of increasing concern.

We recognise that the future remains uncertain as we emerge from the pandemic, but we also know that we have the determination and commitment to do whatever it takes to support the families who need us.

We look forward to working with you to continue this vital support.

Anastasia de Waal, Chair and Jeremy Todd, Chief Executive

Summary

Our impact 2021-2022

Last year (2020-21)

2.4 million + website users

44,000+ calls, chats and emails answered

87% of helpline callers felt more able to deal with the issues concerning them after talking to us

7,600 people supported through our community services

27,000 hours donated by our volunteers

This year (2021-22)

2.3 million + website users

41,500+ calls, chats and emails answered

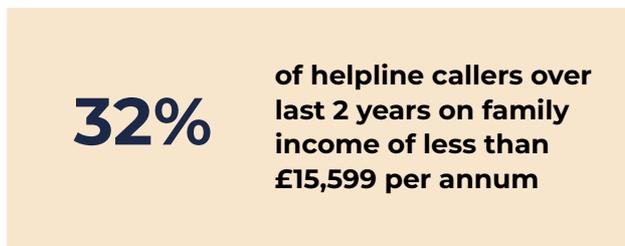
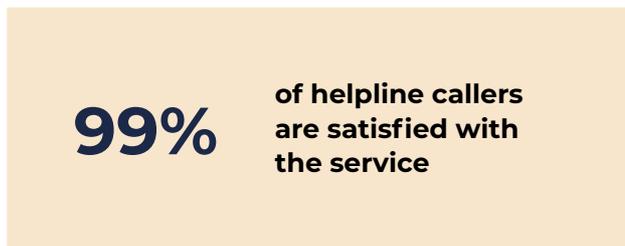
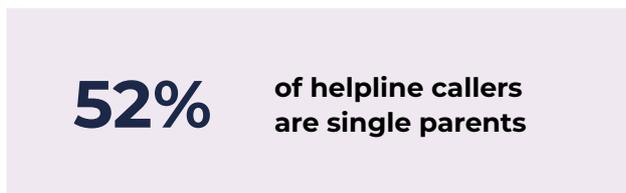
96% of helpline callers felt more able to deal with the issues concerning them after talking to us

6,463 people supported through our community services

23,878 hours donated by our volunteers

Last year (2020-21)

This year (2021-22)



It has been difficult to provide an exact comparison of impact over the two years due to the lockdowns and restrictions our service users, staff and volunteers faced in delivery. It should also be noted that during these lockdown periods it was harder for people to contact us on the helpline due to the sensitive nature of issues being discussed, as people could not share issues of teen to parent violence or domestic violence and abuse whilst the perpetrators were in the home.

A consequence for those we did speak with was that there was a significant increase in the caller being able to address the issues they had called us about and an increase in caller satisfaction. We also saw greater diversity amongst our service user group.

“
When I called I felt there was no light at the end of the tunnel and I was going to have another mental breakdown. But after speaking to you I feel totally differently and I now have hope again.
”



What we do and why

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

We're here to support families, with whatever they're going through. We believe all families should have access to active support and understanding. We provide vital support to tens of thousands of families every year through our national helpline, online via email, live chat and our website, as well as working directly with families through our wide range of services in areas across England.

We support families experiencing a wide range of issues. These include aggression and violence from their teenager, supporting couples in conflict, befriending for vulnerable families, as well as the home-learning programme, ParentChild+, which aims to reduce the school readiness gap.

Our finances

Summary

Funding received 2022: £2,634,000

Source of income (£'000):



Funding received 2021: £3,006,000

Source of income (£'000):



Summary of expenditure 2022: £2,760,000

What we spent the funding on (£'000):



Summary of expenditure 2021: £2,861,000

What we spent the funding on (£'000):



How we did against our **strategic** aims 2019-2021

Our three-year strategic aims were to:

1

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

2

Work together with volunteers to support more families.

3

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

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



Increasing our pilot ParentChild+ programme from 60 families to 300+ across the UK

This year alone we supported 300 families with over 9,400 sessions; up from 224 families in 2019-20.

We are now delivering the programme in several areas in England, including some with the lowest school readiness rates in the country. We are also awaiting the results of a randomised control trial (RCT) to measure the programme’s effectiveness.



Helping parents and carers cope by providing a listening ear and emotional support, information & advice

We have continued to provide our helpline service throughout the pandemic. We were able to reintroduce a live chat service in July 2020 to help even more families access support under incredibly challenging circumstances.



Supporting more families with intensive 1:1 support by securing more grants and contracts

We have continued to secure funding for our services, expanding some into new geographical areas, despite the challenges faced as a result of the pandemic.



Ensuring parents can find information whenever they need it, through our website and wider digital resources

We have redesigned our website completely with improved navigational tools to help our users access information and advice more easily. The website also gives live updates on the availability of our helpline, online chat and email support services.



Aiming to answer 20% more callers to our helpline

While we have been able to maintain our helpline service with no downtime and reintroduce our online chat, as a result of the pandemic and fluctuating numbers of volunteers, we have not yet been able to achieve this target.



We will work in partnership with commissioners and funders to provide the right support to families

We continued to build on our relationships with commissioners in local areas, and actively engaged with funders which helps ensure that projects are expanded and/or recommissioned.

2 **Aim 2: Work together with volunteers to support more families.**



We will increase our volunteer base by 33% from 300 to 400+

Our volunteers are crucial to the way we support families, but of course their availability was affected by the pandemic with many unable to give their time. Despite these challenges, we have been able to maintain a steady body of around 300 volunteers. We have also made changes in the way we train and support volunteers so they can now work from home which means we can now recruit from all over the UK.



We will give our volunteers a better experience – enhancing the way we engage with, train and support them

We now recruit volunteers for our national services from all across the country, offering easily accessible online training and support. We have improved how we engage with volunteers through a shared online space for staff and volunteers featuring news and updates from across the organisation.



We will broaden and expand our staff and volunteers' contributions, roles and representation across the organisation

We have introduced a Diversity, Equality and Inclusion group and for the first time in several years held a virtual conference which enabled many more staff and volunteers to attend to meet their colleagues and hear about all the different projects we run.



We will improve how we use technology to support our volunteers and make their work easier

We have invested in a new helpline platform, making it much easier and quicker to use by our helpline volunteers (as well as reducing the time to train them).

We also embedded Microsoft Teams for the whole organisation improving communication and inclusiveness.

3 Aim 3: Make sure families can access help in the way they need at the right time.



We will benchmark how effectively we are using digital technology to support our work – and how we can do better

We have used the NCVO Digital Maturity Matrix to assess our digital strengths and weaknesses and review annual progress.

We have improved our score against this measure by 33 percentage points in the 3 years from August 2019 (from 41% to 74%).



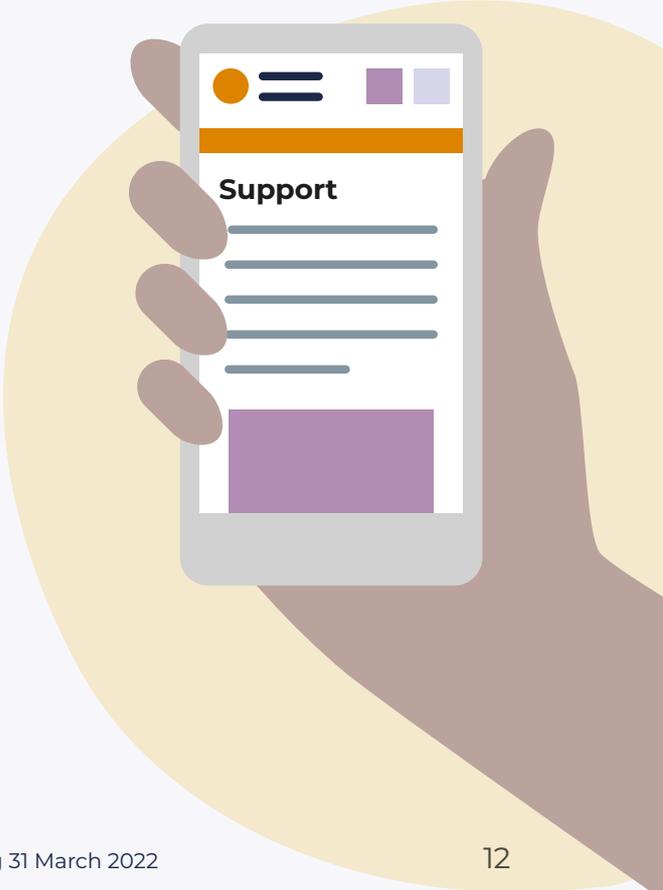
We will make digital technology a major part of our charity and how we work, by developing new training and support for our staff and volunteers

As a result of the pandemic, our transition to becoming a fully digital organisation was much quicker than expected - but we were well positioned to do this. We fast-tracked our roll-out of Microsoft Teams across the organisation through online guidance and workshops so that it rapidly became our primary communications tool for both staff and volunteers.



We will develop a clear plan to use digital technology to help us provide better integrated services and support to more families

In 2019, we received a three-year grant from the National Lottery Community Fund for an ambitious programme of digital innovation. We have a clear project plan which has included a new website featuring service-level indicators to help manage supply and demand for our services, and using digital to increase our network of virtual volunteers and match availability and demand more effectively.





Our impact 2021-22

National Services

Helpline, chat and email services

It has been yet another busy year for our national services. We have answered over 41,500 calls, chats and emails providing advice and support on parenting and family issues. We achieved this thanks to our staff and the contribution and commitment of our dedicated volunteers across the country, who donated over 14,000 hours of their time answering helpline calls.

Parents and family members contact us at times when they are most in need of a listening ear to support and guide them, often in highly distressing situations with nowhere else to turn. Our staff and volunteers use a guided process to enable the parent or family member to open up and explore the reasons for their own or their child's difficulties and consider further actions they could take to improve their situation.

We receive calls about all sorts of issues that families are dealing with, from parents who are unsure how to deal with their child's violence, to supporting couples going through divorce or separation.

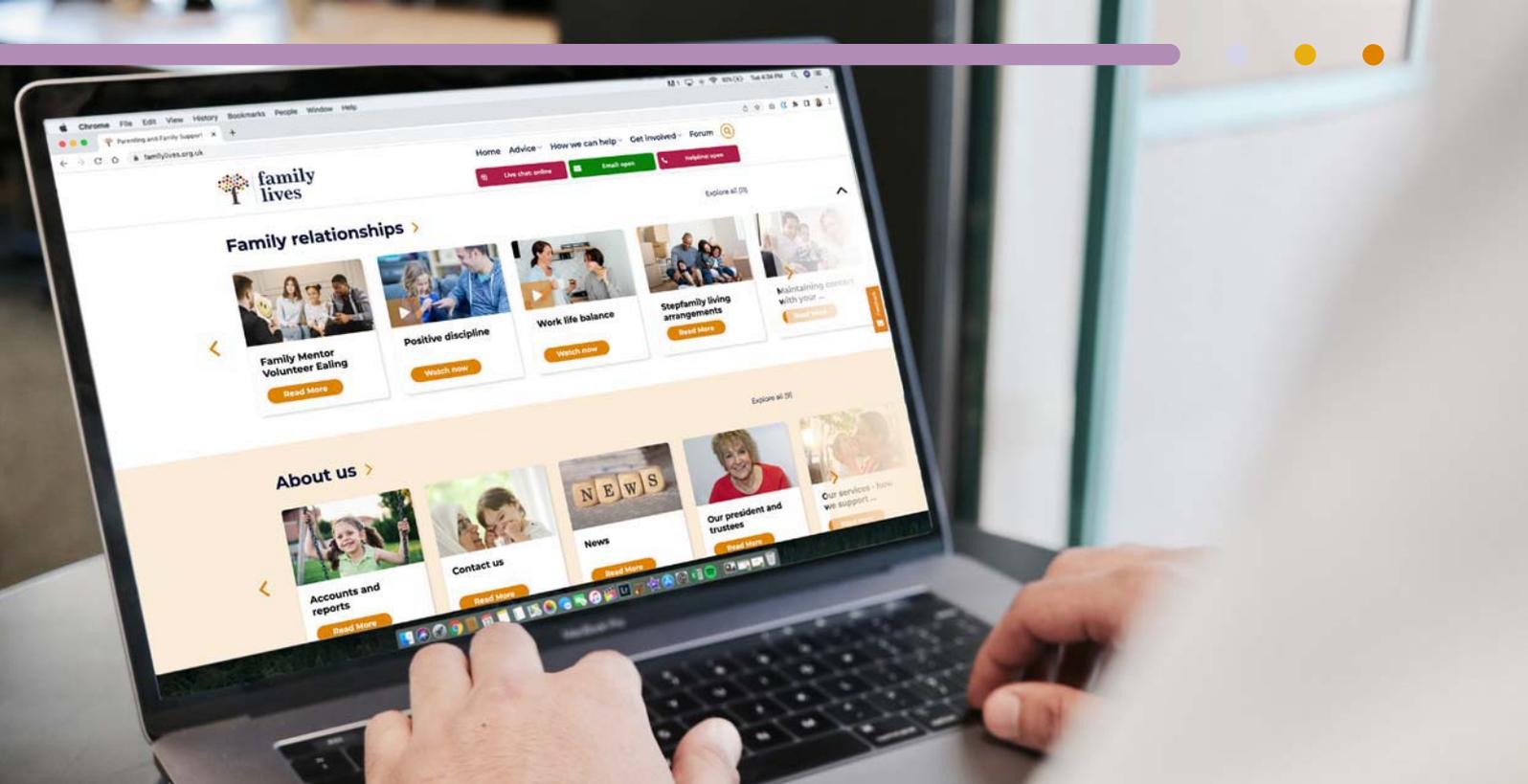
As demand continues to increase, we are actively looking for ways to continue increasing our volunteer numbers. Our live chat service, reintroduced in 2020, has gone from strength to strength and we have recruited more staff so that we can expand our opening hours to support more people.

“

Thank you so much for all your support, you've been great and the most helpful person I've spoken to about all of this.

”





Website, forums, online courses

Our website provides hundreds of pages of online advice and videos for families, covering a wide range of issues such as aggression from teenagers, understanding why play matters, bullying and issues at school, and what to do if you are thinking about getting divorced or separating from a partner. We support all members of the family and those caring for children, from parents and partners, grandparents, stepfamilies and foster parents to aunts and uncles, and members of the wider family.

Our key development over the last year has been launching a new website to provide a more friendly and intuitive experience for families to access much needed advice, whether they are accessing it on a laptop or their mobile. The new website showcases the wide range of content available to users. It also displays real-time information about the availability of our helpline, chat and email services. This means anyone using the website can immediately see what services are available and choose the most suitable form of support for them.

We have continued to refresh the format of much of the existing content to make it more engaging, for example in the form of short videos.

Feedback from our most recent website user survey shows:

- 93% would use the website again
- 91% were satisfied or very satisfied with the website
- 87% felt more confident to deal with their situation as a result of using our website
- 52% of visitors said that using the website meant they no longer needed to contact another service

Early Years Services

ParentChild+

ParentChild+ is an early intervention programme for families with children aged 18 months to 4 years. It is designed to improve the home-learning environment so that children are more ready for school.

Our home visitors work with the parent and child together over 15 months through regular sessions. The programme helps to develop strong parent-child relationships, improve family collaboration, build on families' strengths and provide strong foundations for life-long learning.

Since Family Lives introduced the programme from the United States in 2018, with a pilot in Nottingham, Ealing and Newcastle, we have expanded delivery. We now work in Westminster, Tower Hamlets, Kensington and Chelsea, and South Yorkshire, as well as continuing in Newcastle. We are awaiting the results of a Randomised Control Trial across four areas of South Yorkshire which ended in August 2021 to assess the effectiveness of the programme.

When we originally launched the programme we only offered face to face visits, but we had to adapt as a result of the pandemic. As a result we've developed a more flexible model which not only offers sessions in the home but also online or at a local children's centre. This flexibility helps reduce the costs of delivering the service and can often be more convenient for the family.

The sessions can have a significant impact on both the parent and child taking part. We see children who had previously never picked up a book now ask for a story before bed every evening, and they engage in play for longer periods of time as their concentration and engagement improve. Parents adopt calmer behaviours and learn how to praise children for their efforts in persevering; we see the bond between parent and child growing.

We are also seeing the impact on the wider family: the main child being supported is often seen emulating the home visitor role to younger siblings, and older siblings also adopt behaviours which they've seen used by the home visitor. This can include sharing a book on the sofa, or being more patient while waiting for a younger sibling to reply. Parents often develop a better understanding of the value of education and some return to college to develop their literacy and numeracy skills or take GCSEs so that they can better support their children.

This year: We supported 300 families providing over 9,400 sessions

Last year: We supported 275 families, providing over 9,000 sessions

“

The last year has been invaluable to myself and my little girl. Her confidence has improved more than I thought possible and I believe taking part in this has helped her settle so well into nursery. She adores L (Home visitor) and engages so well in the sessions and has learned so much. Her development is much further along than it would have been if we didn't do this, especially due to the pandemic. The sessions have been vital in having a routine over the last year and provided me with a lot of support and shown me different ways to help her development.

”

Supporting new parents

Our service in Barnsley, South Yorkshire, supports new parents and kinship carers who may be experiencing isolation and low emotional wellbeing. We are now in the third year of this vital service and have focused particularly on fostering social and emotional connections.

Most of the parents and carers we support are experiencing mental health issues ranging from mild to moderate anxiety and depression, often caused by post-natal depression, domestic abuse and isolation. Many are from other parts of the world including Greece, Poland, the Czech Republic, Portugal, Egypt, Kosovo, Russia, Syria, and South and West Africa. For most, the pandemic has exacerbated the difficulties they were already experiencing.

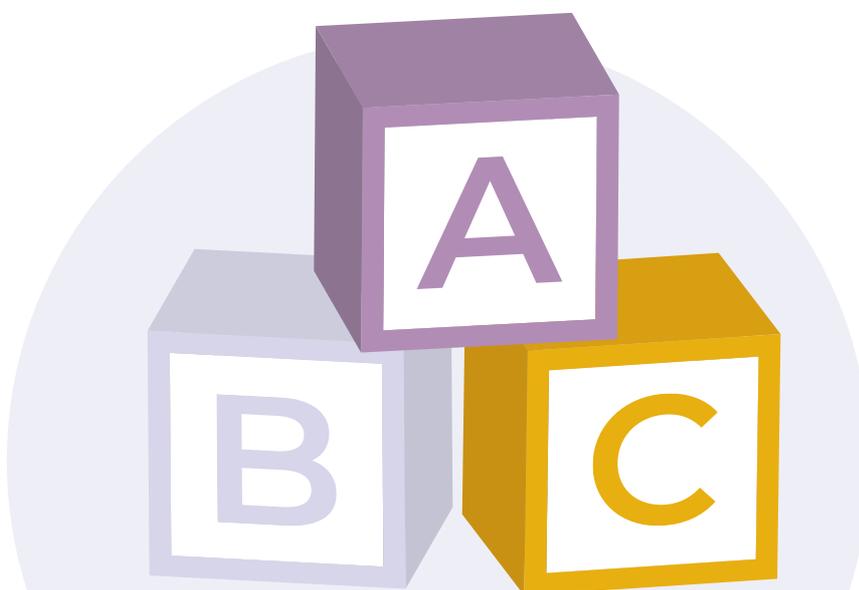
Our drive to improve community connections is in addition to the core support provided by our volunteers of home, community and virtual befriending visits, as well as telephone support. This has led to a community within a community, as families develop a real sense of belonging.

During lockdowns, volunteers and staff facilitated conversations between parents online who then met at our small gatherings in coffee shops and playgroups and, for example, at the Christmas and 'Marvellous March' social events. In this safe space they shared experiences about being a parent and moving to, and living in, Barnsley.

Many continue to consolidate their new friendships and go on to support other mums. Witnessing their increased confidence, happiness and the developing friendships has been heart-warming for our staff and volunteers. Friendships are also forged between volunteers which in turn increases their motivation for continued engagement. We believe this provides the best sort of impact for families and a real legacy in the community. We were delighted to recruit one of our volunteers as an Outreach Worker and her experience and knowledge of the locality have been invaluable.

This year: We supported 39 new mums through 370 befriending sessions

Last year: We supported 32 new mums through 444 befriending sessions



Early intervention outreach service

In Westminster we provide a universal early intervention service, based mainly at children's centres and family hubs, working with families who have at least one child under the age of five or a pregnant mother. The families, who are usually isolated and struggling to access community services, are referred to us via Social Services, Early Help and Home Visiting teams.

Depending on each family's needs, we offer a wide range of support such as parenting support, housing, access to the benefits' system, nursery/school admissions, liaison with children's centre activities, registering with GPs/dentists, and food bank or financial grant applications. We try to understand the underlying causes of a specific behaviour giving children and their families the space and time to process what has happened to them without being judged, and then exploring together the best possible ways of support.

We understand the importance of families being able to express themselves freely and without language barriers. Therefore, we try to ensure that our Outreach Workers speak the main community languages, and when needed we also engage our volunteers to help us with interpreting.

Over the last two years, Covid-19 restrictions have made our work much more challenging. But we have adapted to make sure we reach families and offer the support needed – be it online or over the phone. For the most complex cases, we continued to arrange face to face meetings at Family Hubs whilst ensuring we followed all safety guidelines.

During this time we have also seen a sharp rise in demand for food bank support and financial grant applications, a higher number of families experiencing mental health conditions and an increase in safeguarding cases involving sexual abuse.

Supporting Afghan refugee families

Over the last year, with the help of volunteer workers, our Outreach Team in the north east of the borough took an essential role in supporting Afghan refugee families and connecting them with local services. We registered 650 refugee families to enable them to get the support they needed.

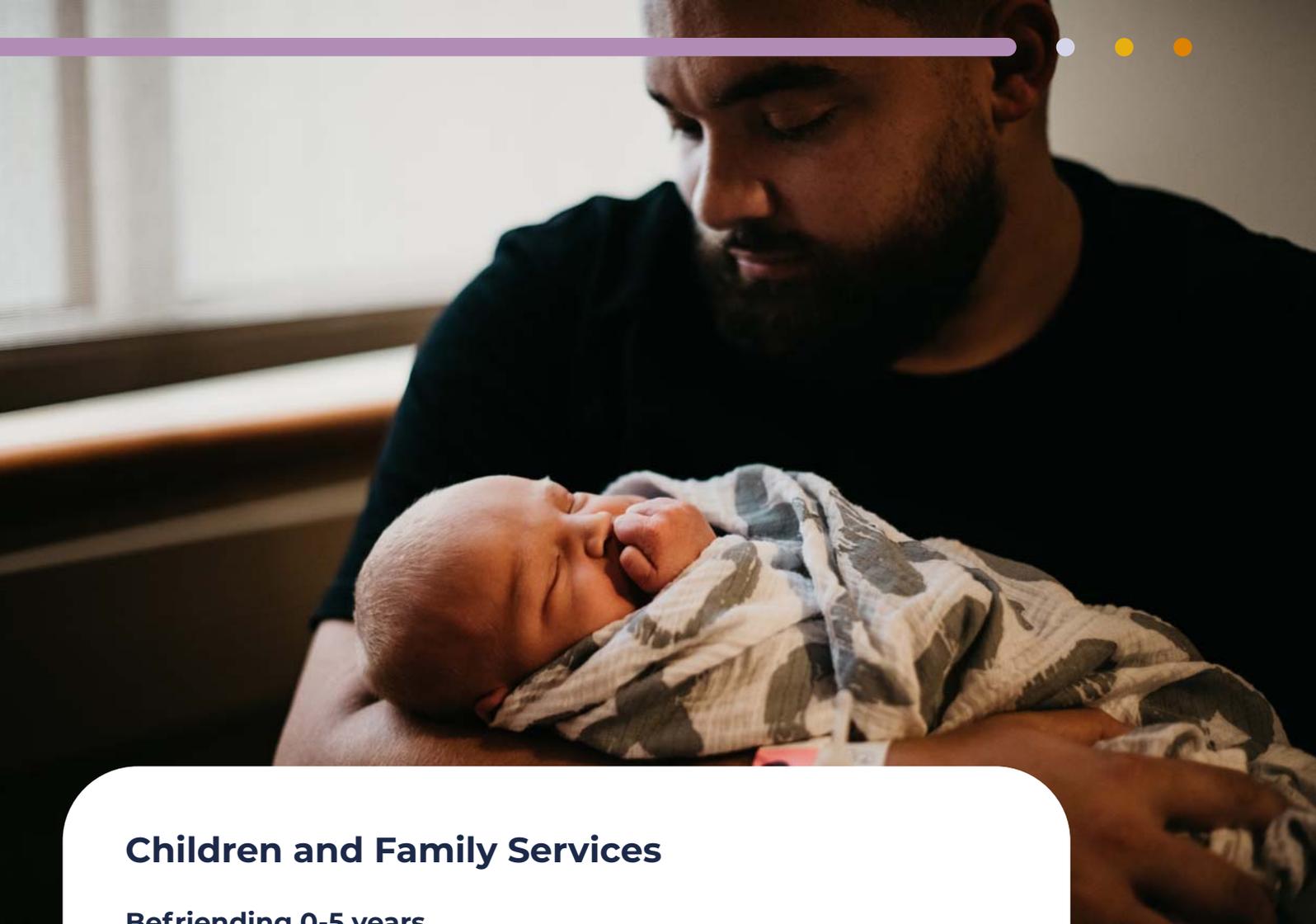
This year: 2,355 families supported

Last year: 2,991 families supported

“

Thank you so much for your support, without you in my life, I would have been still homeless moving from one friend's house to another.

”



Children and Family Services

Befriending 0-5 years

The families who were referred to our befriending service for those with children aged 0-5 engaged well; matching them with a volunteer and providing support has been positive and there have been good outcomes for the families.

The pandemic brought an additional level of stress for a lot of the families we worked with. Some parents had been made redundant and needed referrals to food banks, grants and other services. We delivered bespoke Family Lives' parenting modules to parents to help them deal with home-schooling, parenting and couple relationships. This helped the parents to build on their own resilience.

We have continued to work with refugee families from Afghanistan and Ukraine, linking them to community services which helps families to become more integrated in the borough.

Parents have become more confident in using virtual platforms, as well as attending children's centres and community activities in person. It's a positive move forward for parents to have a choice in how they engage with befriending and other services.

In addition, we have helped our volunteers to further develop their skills through our Practice Development Groups, and a number have gone on to successfully find paid work, while also continuing to support the families in this service.

Befriending 5-16 years

Our project for befriending families with children age 5-16 in Westminster restarted in September 2021 and has already worked with 18 families over the past 6 months. Many families have emerged from lockdown with increased financial, social and relationship strains that have had an impact on home, work and school patterns. Teenagers' learning and exams have been disrupted, causing increased social anxiety which has in some cases resulted in self-harm and referral to CAMHS (Child and Adolescent Mental Health Services).

**This year: 19 families referred
(September 2021 to March 2022)**

Our service has been able to reassure and provide emotional support, which helps the parent navigate the various agencies supporting the family. The families are involved in the initial assessment of support, and this is reviewed to ensure they are making progress and becoming more resilient and confident. We often become the lead professional and can coordinate Professional Team Meetings with the family to help communicate and follow up on action plans. We are able to help support families with parenting strategies leading to more empathetic parenting.

We have been able to support families dealing with housing and eviction issues or facing difficulties linked to low incomes or self-employment vulnerability due to economic uncertainties. We help by signposting to benefits advice, as well as by applying for grant funding for household appliances and helping make referrals to food banks. If a family is facing eviction, we provide support helping with housing assessments and talking to schools during an incredibly difficult time.



Early Help

This service is based in Westminster and works in partnership with the local Early Help service to support parents to transition from their service to access community provision independently. Transition allows parents to feel less anxious when withdrawing support from Early Help, as parents feel empowered by the befriender and are more likely to engage with their wider community. Some parents have also felt sufficiently encouraged and empowered to start volunteering with Family Lives.

Joint work with Early Help practitioners is effective and impacts positively on the families, with joint visits regularly taking place with the Early Help practitioners, both virtually and face to face. One of our key successes has been the ability to support the families during very challenging times. We have focused on engaging families in activities that allow the family to build better bonds and healthier relationships. Families have benefitted from being matched with a suitable volunteer, who, where possible, speaks the same language as them.

As a result, our volunteers have had more opportunities to become involved with other professionals. For example, they have been invited to the Team Around Families meetings alongside the Volunteer Development Officer, because they have been active and engaging well with the parents.

We also provide parents with sharing space sessions, in which various issues are discussed. The team are able to then provide support and guidance and reflect on Family Lives' models and tools that can be of help. Befrienders have a good relationship with their given families and are able to explore the families' feelings about difficult issues, such as domestic abuse.

This year: 41 families supported

Last year: 43 families supported

“

I am very impressed with the support I received! I had a very difficult time during the pandemic but with Family Lives' support I was able to cope with my children!

”



Family Coaching

Think Families Plus commissioned Family Lives to deliver family coaching for identified families in Ealing. Our remit is to support families with their parenting when they face complex needs and challenges – including domestic abuse, poor mental health, conflict management, relationship support, special needs and isolation. Our aim is to improve children’s potential and their life chances, and outcomes for the whole family.

This year: 120 families supported

We support families through a range of activities including individual support which enhances parenting skills, implementing mood and stress management strategies with the aim to improve family functioning and parenting capacity. We also run family coaching sessions which helps to strengthen self-esteem and family communication, reduce isolation and build community networks. In addition, we run online and face to face facilitated parenting programmes tailored to the needs of the parents, as well as signposting to appropriate local voluntary and statutory agencies and to other Family Lives’ services.

We have noticed an increased need for support around child-to-adult aggression, children and young people’s mental health, and poor mental health of the parent or carer. The latter results in reduced parental capacity, and can sometimes see increased parental conflict.

We have seen a significant rise in the skills and knowledge of our volunteers meeting the challenges of the complexity of the work at SAFE thresholds. Our current pool of volunteers is able to offer support in 11 different community languages.

City of London mental health and wellbeing project

This is a new project for Family Lives, working in an area of London where we have not previously been established. In September 2021 we were commissioned by the Early Help group for the Aldgate School and Children’s Centre.

This year: 16 families supported (since starting in September 2021)

Our impact so far has been to support families to navigate the challenges of being new parents and help them appreciate the importance of having a supportive network made up of wider family and friends where possible, to call on to share the workload. We support families to work together with their differing parenting styles across different generations. They are each encouraged to communicate positively and work through their differences, approaching it from a child-centred perspective and working with the idea that ‘it takes a village to raise a positive child’.

Part of our role is listening to parents who are going through challenging health issues, supporting them by encouraging them to focus on what’s going well, their children and the small steps they can take towards improving their health.

We have also been able to support parents whose children have additional needs, signposting families to relevant support that will give further advice on coping with specific issues. We support families to implement routines that work for each individual in the family, and to understand the changing developmental needs of their children in order to establish appropriate behaviour management strategies. Parents tell us that this has made a positive difference in their children, and therefore also in their home, and this has helped them manage their own expectations.

As the project begins to become established in the Aldgate School and Children’s Centre and the City of London area, we will continue to run workshops every term to help improve the knowledge and skills of parents who visit the centre.





This year we supported 42 young carers

Supporting young carers

This project was highly successful but unfortunately the funding came to an end in September 2021. We supported 42 young carers and 25 parents with one-to-one support, by visiting them regularly and building strong relationships with the children and their parents. This can help parents understand their children’s needs including when they have physical or mental health issues.

We provided children with activities designed to help them alleviate stress and enable them to spend quality time with other peers. During the school holidays, we provided them with trips and workshops. For example, Mouse Trap, a theatre organisation, provided exciting drama sessions for young people within our service. These sessions were aimed at increasing emotional and social skills and encouraging them to express their feelings. They eagerly attended every week after school. The children created their own scripts and then performed at the Palace Theatre in Victoria, London in front of an audience, including their proud parents.

We supported parents to engage with other services, in order for them to build their confidence in parenting. We invited them to sharing space sessions and included them in trips. Young carers who attended face-to-face and virtual sessions also used these opportunities to express their feelings and share their experiences of being young carers. We successfully engaged with the young carers’ schools in order to ensure that their education was on target and helped parents with supporting their children with homework.

We also provided parents with sharing space sessions to discuss various topics related to parenting and empower them in their ability to support their own children and be part of a community.

Reducing violence

Westminster

We delivered 21 group information sessions across a range of different venues, including schools and community spaces.

This year: We supported 123 families and 342 children.

This year, the Violence Reduction Unit project successfully trained 15 parent volunteers who support local parents. Volunteers speak several languages including Arabic, Kurdish Sorani, Farsi, Bengali, Turkish, Urdu, Tigrine, French, Russian, Czech, Dutch and Amharic. We have five male volunteers, one of whom speaks Kurdish which was one of our aims for the project.

The project works in partnership with the Community Engagement, Integrated Gangs and Exploitation Unit. Together, we delivered a number of workshops which focussed on current issues experienced by families in the area. This included topics such as keeping children safe from exploitation and violence, drug awareness workshops, and sessions on stop and search. Parents shared that, for many of them, this was their first experience of this type of workshop, and they gained a great deal of knowledge that would help them to support their children.

An exciting, innovative workshop we tried out was the 'IGXU Virtual Reality Pilot', which focused on relaxation and wellbeing using virtual reality equipment. Parents fed back that they benefitted from the sessions. The workshops were delivered face-to-face at the Portman Centre every week for four months. Parent Navigators attended the sessions with parents to support them with language or for support.

Volunteers on the project were able to benefit from a schedule of relevant workshops and professional development offered by Family Lives and our partner Westminster Adult Education. Examples of workshops included: 'Online Grooming & Exploitation Training'; 'Building Resilience Against Violence and Extremism (BRAVE)', from St Giles Trust and Connect Futures; and 'Awareness of Knife Crime and Domestic Violence'.

“

'As a serious youth lead for Westminster City Council I love spending time and working with the Family Lives team. They are always supportive of our work, they have a wide network to the local community and work very hard to make sure our workshops and opportunities are fully promoted in the community so that the local community can gain the most from the experiences that we are providing. They work in partnership and always very consistent in responding to opportunities.'

”

Lewisham

The project began in October 2021, and we are now receiving referrals from schools and Early Help. Part of our role is to listen to families who often do not know where to turn to when their young person is beginning to get into trouble with school, at home or with the local law enforcement teams. We provide strategies for families to start making the changes needed, build relationships with the schools and understand what support the school has to offer if the child has a plan or is excluded.

This year: We supported 31 families from October 2021 to March 2022

We provide advice on how to work with police liaison officers and youth offending teams to support young people who have got into trouble. We signpost families for support with their children’s mental health, support with finding advice online and now the beginning of face-to-face support for their health education and wellbeing. We support families with how to improve communication with their children, how to understand and manage young people, including behaviour management strategies that work for the young person who is on the verge of criminal or disruptive behaviour.

The project recruits volunteer parent champions from the local communities and we are now beginning to use their networks to reach more families. We have worked with Youth Offending Services to reach families who have successfully completed their programme to support young people and their families. We have also been able to allocate resources to assist in positively improving the relationship within families as well as keeping young people engaged in hobbies such as biking, knitting and cake baking.



Supporting children with Special Educational Needs (SEND)



This year: We held 11 groups, through 68 sessions and 153 attendees

Last year: We held 10 group sessions with 128 attendees

For many parents whose child has Special Educational Needs, their child’s behaviour and social skills continued to regress following the introduction of social distancing restrictions and school closures. The restrictions also meant delayed or cancelled assessments, and little access to specialist educational provision.

Disruptions to daily routines caused significant impact on the mental health and behaviour of children with additional needs, affecting the whole family. We were able to support parents in Hertfordshire and Essex through access to our ‘Bringing Up Confident SEN Children’ programmes. These were often seen as a lifeline in supporting parents’ ability to cope and manage more successfully, as well as giving them the strategies and mechanisms to understand and manage their child’s behaviour more effectively.

Supporting families living in recovery

This year: We supported 28 parents through individual support and ran 42 groups/workshops

Last year: We supported 36 parents through individual support and ran 4 groups with 14 attendees attending each session

Our Families Living in Recovery Project in Hertfordshire, in partnership with The Living Room and Relate, adapted swiftly to online delivery from the start of the pandemic. It was widely recognised that the impact of Covid-19 would cause significant difficulties for people relying on services to continue their recovery from addiction. This, in turn, would risk having a detrimental impact on their families and carers.

Feelings of fear and anxiety can hold people back from seeking or continuing addiction treatment, when that treatment may be life-saving. While the Living Room centres in Stevenage, St Albans and Watford were closed, our partnership consortium continued with a package of online support. This meant that service users in the recovery programme, and their partners and carers, were able to maintain contact and receive the support they needed through our online individual and facilitated group sessions.



Supporting family learning and befriending

Family learning and support, and befriending project

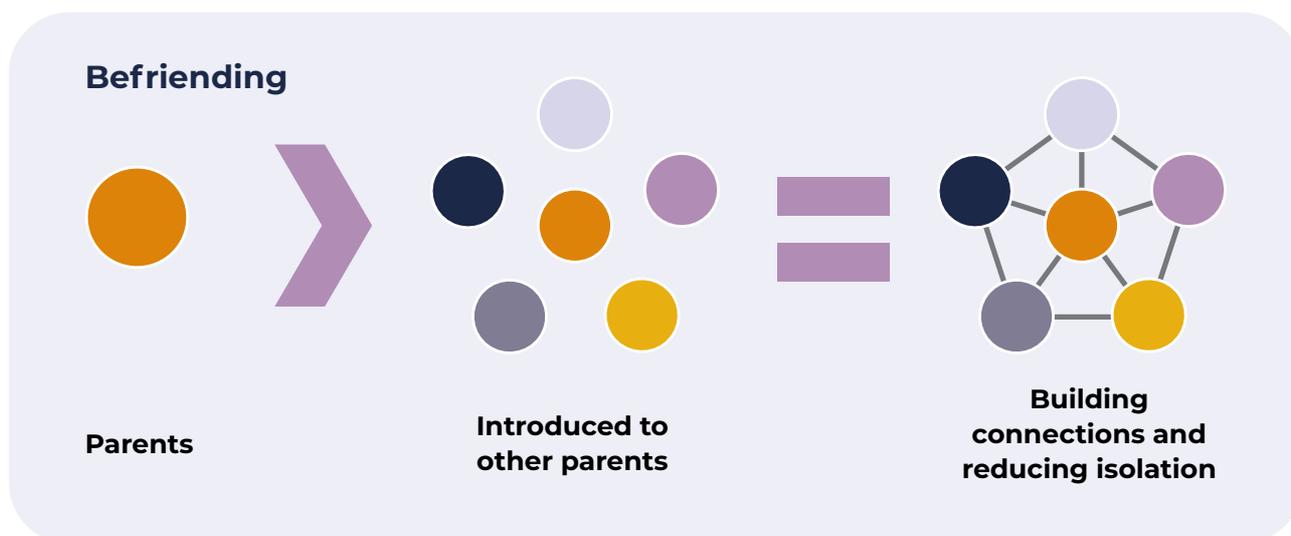
- 22 families in total received either befriending or individual support
- 58 families currently registered with family learning and support (FLS) and they receive engagement / information on FLS activities / communications via phone, email or online at least once a week

One of our key successes for this project in Westminster has been our ability to remain flexible and responsive to families' needs during this difficult time of uncertainty. From July 2021, we were able to offer an increased number of face-to-face opportunities. We were also able to offer a limited holiday programme and this was invaluable to many families who found themselves feeling stuck over the holidays in terms of organising activities for their children.

The activities and small trips we offered during the holidays resulted in extremely rewarding and unique experiences for vulnerable families. In most cases, they provided opportunities to families which would have otherwise been unavailable or unattainable due to financial constraints, and other challenges they faced.

Our adapted services were critical in maintaining engagement, reducing isolation and building resilience. Families said these groups were like a lifeline, allowing them to get out of the house and connect with other families, and feel less alone during some challenging times.

The majority of families supported through befriending and individual support on the project, also attend and benefit from family learning and support sessions. This has provided an effective model for introducing parents to other parents, building connections and reducing isolation.



During Covid-19 restrictions, we provided continuity of our befriending support by switching to online and telephone support. We were able to offer face-to-face visits in the Children's Centre or in the home, where this was needed. As restrictions were gradually reduced, common issues emerged for families, including parenting difficulties, challenging behaviour, relationship distress, mental health issues and housing and finance difficulties. We adapted to also incorporate shorter periods of support for particular families, where there was a need for specific signposting or one particular area of focus.

Many of our volunteers speak Arabic or an additional language, such as Bengali, Farsi or French. In addition to this, many of them understand some of the cultural sensitivities within the local community and are able to work effectively with families to break down barriers and work towards improving outcomes. Parents' feedback about their befrienders has been extremely positive in most cases, and they have often expressed that their befriender has been their sole form of support.

Three of the parents using this service have gone on to become volunteers themselves or have attended volunteer befriending training. This is a very positive outcome in itself, and also helpful in the local community in developing ambassadors who can identify and reach out to other families who may need support.



Energise Families – helping families be more active

Our Energise Families projects in Nottingham and Ealing help families to become more active together while encouraging behavioural change. Physical and mental health has worsened during the pandemic, and high levels of anxiety mean that already isolated families may rarely go out, if at all. The problems of one child can impact on the whole family.

Over the three years of the project, we have built on what we know works, and what makes the biggest difference in order to provide a truly personalised service. Our volunteer befrienders and staff provide a listening ear for parents struggling in isolation, support to build routines, explore solutions for family issues, demonstrate activities for engaging with their children and explore ideas to get fitter. Our focus is on fun and games rather than formal sport or exercise, which is often a positive by-product of the engagement.

At one-to-one befriending sessions, parents can offload. 'Walk and Talk' is a simple, free and highly effective way to build a trusting relationship. A take-away coffee sitting on a park bench is a treat; the physical activity to get there is both a physical and emotional step towards better health and wellbeing.

This year: 72 families supported through 492 befriending sessions and 27 groups/workshops

Last year: 47 families attended online activity sessions in Ealing, and 36 families were supported in Nottingham

Having safe and stable accommodation is a fundamental need and without this a family is unlikely to be emotionally able to make other changes. So, helping families to find suitable housing is part of what we do. We also know that poverty is crippling and affects every aspect of family life. Our befrienders help parents in practical ways, by ensuring they understand their entitlements or helping them to make phone calls and complete forms. They accompany parents to what's most needed at the time – to the shops for school equipment, to an appointment with a paediatrician or to move out of a women's refuge.

These sessions are alternated with activities for the whole family in the home, garden or local park. They help the family connect better, to share and communicate effectively. Items of equipment for the family are the practical tools to back up the emotional support and enrich the home environment.

Organised drop-in activity sessions in local parks and schools have enabled families to build friendships. Run by Family Lives staff and volunteers, the choice has included Drum Fun, Reggearobics, Superhero HITT, Clip and Climb, hula hooping, yoga and football. Families have realised how being active together helps them bond and build good relationships. We have done a lot of work to upskill parents with ideas for things to do long-term, which do not need much kit or skill. Activities such as yoga for adults and children, which have lots of accessible and free videos online, have proved very popular.

We have seen more resilient, informed and competent parents who are better able to carry out daily tasks, establish routines and manage family life. We believe that the shifts in mind-set, confidence and parenting, and the positive relationships and new social networks, have created sustained change and a lasting difference.



Afghan family support

This year: 62 families supported, through 554 befriending sessions

Last year: We supported parents through 505 befriending calls.

The Afghan Family Project was already in place when thousands of Afghans were airlifted through the UK government scheme in August 2021. The project had a surge of referrals, doubling within a month. Thankfully, with the support of Family Lives staff stepping in, and the support of volunteers, we were able to make a huge difference.

Overall, the project has been a success over the last three years. The Afghan community is comprised of members from the Sikh, Muslim and Hindu faiths, and the Afghan community being supported saw Family Lives as neutral territory, providing an equally accessible service to all. Families felt they could trust Family Lives and made huge progress, leaving the project feeling empowered and positive.

The project benefitted from donations of food, new clothing and housing items. The project also donated sewing machines to Afghan families and had the opportunity to run parenting and sewing classes. The project held other workshops as well, including pampering/relaxation sessions, and screen-time management via Teams. The screen-time management was especially helpful for parents whose children became used to excessive screen-time during the pandemic.

As ethnic minority communities were hit particularly hard with deaths from Covid, the project provided additional support around bereavement and loss to the Afghan families. The supported families found the project beneficial in providing listening support, online activities, and educational sessions about the vaccine and Covid-19. We also ran a workshop with a GP present, and the GP was able to answer many questions which the volunteers were able to translate for the families.



Our volunteers

2021-2022

23,878

hours donated by volunteers through the helpline and face-to-face services

2020-2021

27,019 hours donated by volunteers through helpline and face to face services

2021-2022

14,309

helpline services hours equated to £211,630

2020-2021

16,032 helpline services hours equated to £233,586

2021-2022

8,090

face-to-face services hours equated to £151,849

2020-2021

10,899 face to face services hours equated to £201,523

2021-2022

427

administration hours for helpline services equated to £5,709

2020-2021

171 admin hours for helpline services equated to £2,252

2021-2022

1,052

administration hours for face-to-face services equated to £13,664

2020-2021

34 admin hours for face to face services equated to £448



“

Volunteering has been a wonderful experience. It's helped me further my skills and knowledge in a work environment, I feel more confident and ready for bigger steps and all this is due to the amazing staff that has always been ready to help.

I would like to thank you and everyone else for being excellent and coming all together to help these amazing mums.

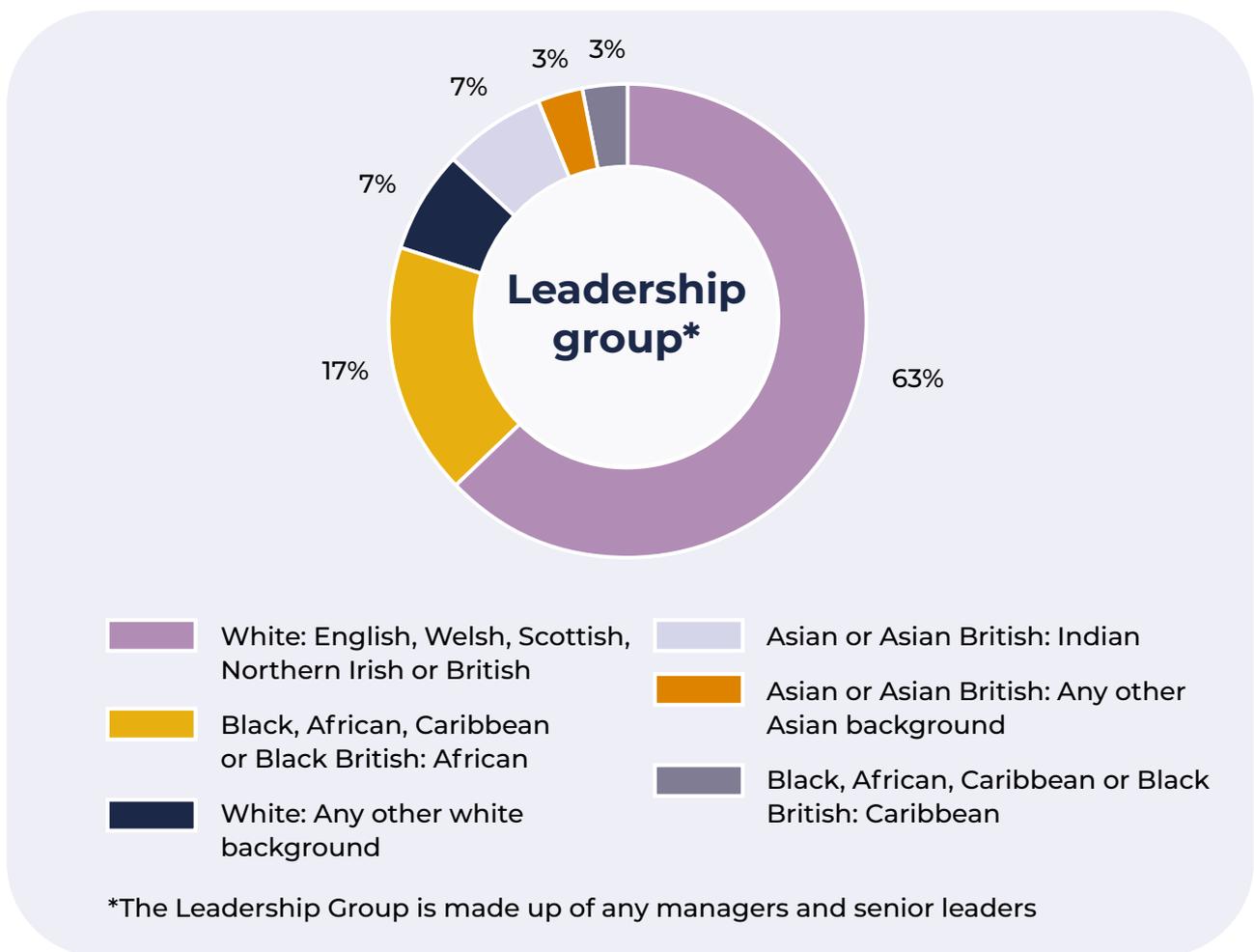
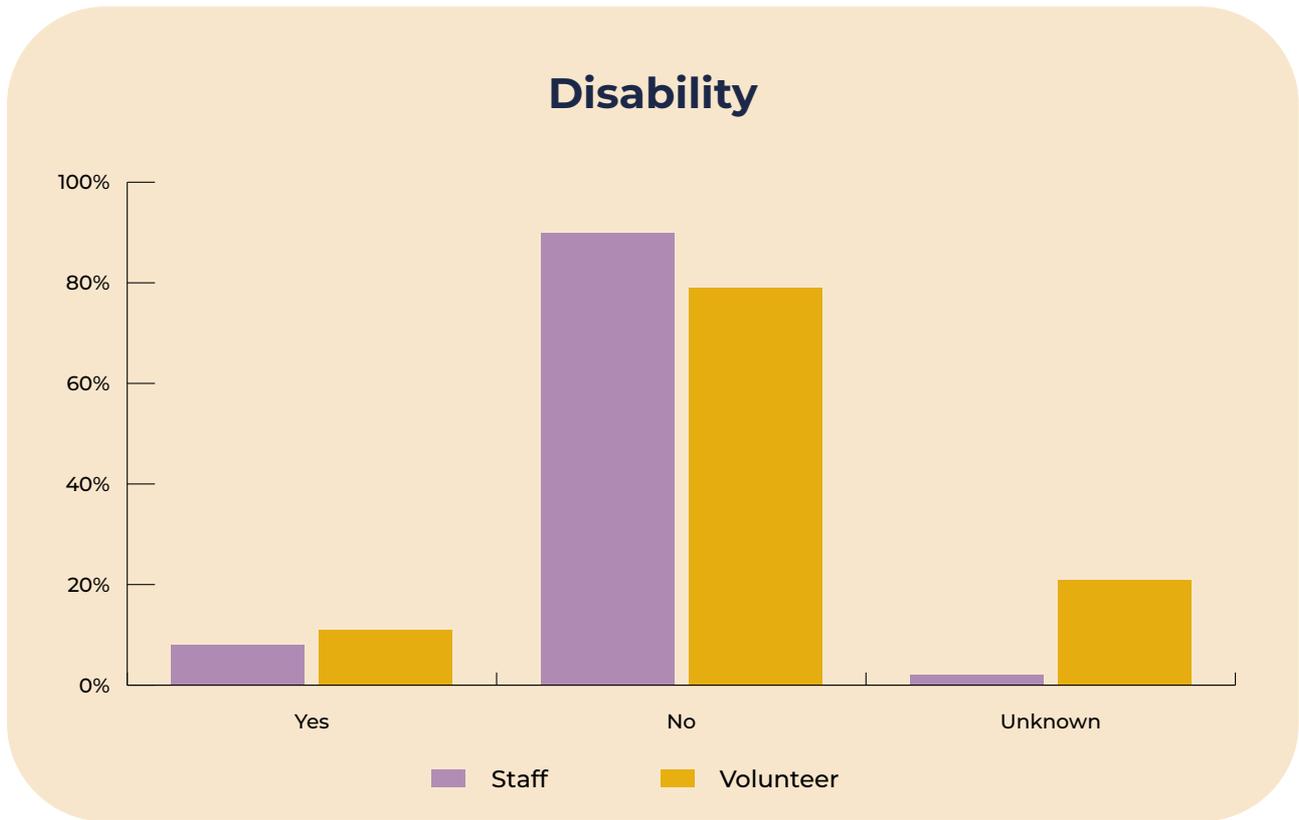
”

**Drande, Peer Support Volunteer,
Barnsley Support Service for New Parents**

Diversity, equality and inclusion

Family Lives believes that discrimination of any kind for any reason is an affront to our values and beliefs. We recognise that many of our colleagues, service users and friends within the wider community experience disadvantage and discrimination, and acknowledge that we all have a part to play to bring about systemic change. We will continue to work together to ensure that equality, diversity and inclusion are not simply three words but are experiences shared by all – and we are committed to the personal, organisational and community work that must take place to make this happen.





Our Strategy 2022-25

Since our beginnings more than 45 years ago, Family Lives has supported families from the very first days of becoming a parent through to the teenage years and beyond. We are proud to offer support across the age range so that families can turn to us whenever they need us.

To reach as many families as possible, and respond to increasing areas of need, we have chosen to focus in on three specific objectives:

<p>1</p> <p>Building stronger families</p> <p>We're working to ensure more families have access to a range of family support when and how they need it.</p> 	<p>2</p> <p>Raising children's aspirations and potential</p> <p>We're working to support families in the early years to help more children be ready for school and have the same chances as their peers.</p> 	<p>3</p> <p>Connecting families and communities</p> <p>We're working to support families to feel part of their community and access local resources.</p> 
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Our priority areas for action

Underpinning our work to support the families who need us is our internal efficiency and productivity, and of course our staff and volunteers. Alongside our income diversification aims, we will also focus on ensuring we continue to use the learning from how we adapted to support families during national lockdowns, and how we can further innovate and grow our range of products and services.

Our strategic goals give us a long-term focus. We expect our priorities and activities to flex over time as we adapt to seize opportunities in the changing external environment and as we respond to the needs of families.

From April 2022, we will focus on:



This Year's Financial Results

Summary

During the year, the charity raised £2,634k (2021: £3,006k) and spent £2,760k (2021: £2,861k). After allocation of the appropriate expenditure in the year against restricted funds, a surplus of £25k (2021: surplus of £8k) was added to the free reserves in line with the charity's policy.

The free reserves of the charity, after allowing for fixed assets of £3k (2021: £5k) and designated funds of £nil (2021: £nil), stand at £945k (2021: £918k). These funds represent free reserves available to the charity, which can be used for any purpose within its charitable objects.

Unrestricted funds

The charity raised £1,501k (2021: £1,533k) of general or unrestricted income. Expenditure of £1,476k (2021: £1,525k) was set against this, leaving a surplus of £25k (2021: £8k). The general reserves carried forward were £948k (2021: £923k).

Designated funds

There were no designated funds carried forward at 31 March 2022. No new designations were made in the year.

Restricted funds

A total of £1,133k (2021: £1,473k) of restricted income was received in the year and a balance of £356k (2021: £219k) brought forward from the previous year. Expenditure of £1,284k (2021: £1,336k) was set against this leaving a balance of £205k (2021: £356k) to carry forward to fund restricted activities next year.

Sources of income

£801k (2021: £799k) was received from Central Government sources, £925k (2021: £999k) was from Local Authority sources, £642k (2021: £813k) was from Trusts and Foundations, £251k (2021: £378k) was from National Lottery Community Fund and £15k (2021: £17k) from individuals, schools and corporate bodies.

Expenditure

Expenditure on National Services reduced to £900k (2021: £923k) as emergency Covid Response funding ended last year. However, a new grant was secured during the year.

Expenditure on Face to Face services reduced to £1,827k (2021: £1,894k). This was largely due to the ParentChild+ project in South Yorkshire and Bexley's Home Visiting Service coming to an end half way through the year.

Expenditure on Professional Development reduced to £2k (2021: £15k) with the end of the DWP Challenge fund.

Investment in fundraising increased to £31k (2021: £29k) due to an increase in activities.

Reserves Policy

The Board of Trustees has agreed a reserves policy whereby the unrestricted funds not committed or invested in tangible fixed assets, ('the free reserves'), held by the charity should provide sufficient funds for an orderly wind down of the charity, if necessary at some future date. At 31 March 2022, this equates to £587k, leaving a buffer of £358k out of total free reserve of £945k.

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

Investment Policy

In today's uncertain climate, 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 diversified across a range of institutions: the credit status of these is monitored daily.

Fundraising Policy

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

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

Most of Family Lives' income derives from statutory and Trusts funding with small donations coming from various sources. We undertake very little public fund raising activities and do not use professional fundraisers or commercial participators.

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

Donors, funders and fundraisers

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

Armed Forces Covenant Fund
 Armithea Charitable Trust
 Barnsley Metropolitan Borough Council
 BBC Children in Need
 Bedfordshire County Council
 Brilliant Parents
 Burghley Charitable Trust
 Bushey Mead School
 Car Takeback
 City of London
 City of Westminster Charitable Trust
 Department for Education
 Department for Work and Pensions
 Education Endowment Foundation
 Esmée Fairbairn Foundation
 Essex County Council
 Fidelity UK Foundation
 Greater London Authority
 Green Lanes Primary School
 Hertfordshire County Council
 Herts and West Essex Integrated Care System
 Hyde Park Place Estate Charity
 John Lyon's Charity
 London Borough of Bexley
 London Borough of Ealing
 London Borough of Lewisham
 London Metropolitan University
 Mantra Jewellery (Jo Stroud)
 National Lottery Community Fund
 OneYMCA
 Royal Borough of Kensington of Chelsea
 Southfields School, Hatfield
 Sport England
 St Giles & St George
 St Mark's Church, Woodcote
 The Brook Trust
 The Cathedral & Abbey Church of St Alban
 The Dulverton Trust
 The Fifty Fund
 The Living Room
 The Monday Charitable Trust
 The Rayne Foundation
 The Simon Gibson Charitable Trust
 Welsh Government
 Welwyn Garden City Schools Partnership
 Westminster Almshouses Foundation
 Westminster City Council

Legal and administrative information

Status

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

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

Trustee Board

The members of the Board during the year were:

A de Waal	Chair
S Bayliss	
J Coleman	Re-appointed 05/11/2021
W Jones	Treasurer
S Hayman	
A Holt	Re-appointed 05/11/2021
A Montgomery	
N Rupani	Re-appointed 05/11/2021
K Summers	

Objectives

The objectives of the Company are:

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

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

Sub-Committees:

Policy & Finance Sub-Committee:

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

Remuneration Sub-Committee:

S Bayliss, A Montgomery, N Rupani

President:

Deidre Sanders

Chief Executive and Company Secretary:

J Todd

Registered Office

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

Auditors

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

Solicitors

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

Public Benefit

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

Achievements and benefits to families, parents, children and other services users which cover public benefit are detailed on pages 13-33

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 40. 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 2022 was nine (2021: 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.

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. We publish diversity data within this annual report.

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

Over the year, the Board has continued to review and consider term lengths and contributions for officer roles, in particular the Chair role, as well as for trusteeship more broadly. Board discussion has been informed by guidance from Family Lives' auditors, as well as the Charity Governance Code, to help ensure that the Board's approach to decision-making on officer and trustee terms and contributions is appropriately rigorous and reflective.

Ongoing review of the Board's current make-up and contribution to the organisation has continued to identify a valuable mix of expertise and background, alongside active engagement and strong commitment from serving Trustees. However, the Trustees also continue to be committed to refreshing and replenishing the Board, specifically through new trustee appointments over the course of 2022-23.

The Board of Trustees, the Chief Executive, volunteers and staff work to engage with existing service users, while exploring ways to attract and engage with hard to reach parents and adults, who find themselves in a parenting or carer role in the UK. We expect to continue to see increased levels of engagement in the coming year, which will benefit from the introduction of our new helpline platform, new website and broader digital services.

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 re-appointed. 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 trustee appraisal/review process.

Board Meetings

The Trustees meet as a full Board six times a year including for Annual General Meeting. The Trustees hold an Annual Away Day which includes the Senior Management Team.

Board Sub-Committees

There are two Sub-Committees: Policy & Finance and Remuneration, which make recommendations to the Board for approval. In addition, there is a Risk of Harm Advisory Group which meets four times a year and has Trustee representation. There is also a Digital Advisory Group that also has Trustee representation.

Senior Leadership Team

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

Remuneration

Pay and remuneration of Key Management Personnel (with the exception of the Chief Executive) is undertaken as an independent process by the Head of HR and a member of the SLT. The process assesses current roles and activities against the existing job description and we have a 'marking system' for any additional responsibility. Once the independent process occurs HR send a letter to the employee informing them of any outcome.

The Board Remuneration Sub-Committee meets on average once a year to discuss remuneration for a cost of living rise for all staff, including the Chief Executive. This is a non-obligatory process and does not assume an award. The Chair of the Remuneration Sub-Committee then reports back to the Board with a recommendation.

Trustees' Responsibilities Statement

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

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities FRS102 SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in operation.

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

In so far as the Trustees are aware:

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

Risk management

Trustees reviewed the risks to which the charity could be exposed in 2022/23 and are satisfied that the charity has taken all reasonable steps to minimise risk, and that it has policies and procedures in place to manage risk effectively in all areas of the charity's work. The key risks were identified as follows:

Principal risks	Steps to mitigate risks
Financial Solvency	Ensure sufficient reserves to cover orderly wind down. Quarterly review of management accounts and forecasts. Plans in place for continued diversification of funding. Ongoing liaison with current and potential funders.
Failure to meet quality standards	£10million Public Liability Insurance in place. £5million Professional Liability Insurance in place. Accreditation for frontline staff. The Helplines Partnership Quality Standard maintained. Risk of Harm Policy procedures implemented. All frontline staff and volunteers DBS checked. Complaints procedure in place.
Organisational Risk	Robust Human Resources policies & procedures in place. Robust Financial Management policies & procedures in place. IT infrastructure disaster recovery plan in place. Media policy in place. Periodic review of public benefit.

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

Approved by the Board of Trustees on 21 July 2022 and signed on its behalf by:

A. de Waal

Anastasia de Waal (Aug 23, 2022,
6:53am)
Anastasia de Waal (Chair)

WR Jones

Warwick Jones (Aug 22, 2022, 7:38pm)
Warwick Jones (Treasurer)

Independent Auditor's Report to the Members of Family Lives

Opinion

We have audited the financial statements of Family Lives (the 'charitable company') for the year ended 31 March 2022 which comprises the Statement of Financial Activities, the balance sheet, the statement of cashflow and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

with the small companies' regime and take advantage of the small companies' exemption from the requirement to prepare a strategic report.

Responsibilities of trustees

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

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

Auditor responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent

to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- enquiry of management regarding laws and regulations applicable to the charitable company, actual and potential litigation and claims, and any known instances of non-compliance;
- review of minutes of Trustee meetings;
- performing audit work over the risk of management override and controls, such as reviewing journal entries and reviewing investment valuation; and
- reviewing our work throughout the audit file for evidence of non-compliance.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

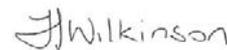
A further description of our responsibilities is available on the FRC's website at: <https://www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor%E2%80%99s-responsibilities-for> This description forms part of our auditor's report.

Use of our report

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

other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Helena Wilkinson (Senior Statutory Auditor)



For and on behalf of Price Bailey LLP,
Statutory Auditor

Causeway House, 1 Dane Street, Bishop's
Stortford, Hertfordshire, CM23 3BT

Date: 23 August 2022

Statement of Financial Activities (incorporating Income and Expenditure Account) for the year ended 31 March 2022

	note	Unrestricted funds	Restricted funds	2022 Total	2021 Total
		£'000	£'000	£'000	£'000
Income and endowments:					
Income from:					
Donations and legacies	2	12	1,133	1,145	1,483
Charitable activities	3	1,486	-	1,486	1,519
Other trading activities	4	3	-	3	4
Total income		1,501	1,133	2,634	3,006
Expenditure on:					
Raising funds	6	31	-	31	29
Charitable activities:					
National Services	7	671	229	900	923
Face to Face services	8	772	1055	1,827	1,894
Professional development	9	2	-	2	15
Total expenditure		1,476	1,284	2,760	2,861
Net income/(expenditure)		25	(151)	(126)	145
Funds at 1 April 2021	24/26	923	356	1,279	1,134
Funds at 31 March 2022	24/26	948	205	1,153	1,279

The notes on pages 50 to 63 form part of these financial statements

The statement of financial activities include all gains and losses recognised during the year. All income and expenditure derive from continuing activities.

Balance Sheet as at 31 March 2022

	note	2022		2021	
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible assets	17		3		5
Current assets					
Debtors	18	194		228	
Cash on deposit		600		600	
Cash at bank and in hand		726		955	
		1,520		1,783	
Creditors:					
Amounts falling due within one year	19	(364)		(453)	
Net current assets			1,156		1,330
Total assets less current liabilities			1,159		1,335
Creditors: amounts falling due after one year					
Social Investment loan	20		-		(50)
Provision for liabilities	21		(6)		(6)
Total net assets			1,153		1,279
Unrestricted funds	24		948		923
Restricted funds	26		205		356
Total funds			1,153		1,279

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

The financial statements were approved by members of the Board on 21 July 2022 and signed on its behalf by:

A. de Waal

Anastasia de Waal (Aug 23, 2022, 0:33:47)
Anastasia de Waal (Chair)

W.R. Jones

Warwick Jones (Aug 22, 2022, 7:38pm)
Warwick Jones (Treasurer)

Company Registration Number: 03817762

Statement of cash flows for the year ended 31 March 2022

	2022	2022	2021	2021
	£'000	£'000	£'000	£'000
Reconciliation of net income/(expenditure) to net cash inflow from operating activities				
Net income as per the statement of financial activities	(126)		145	
Depreciation charges	4		5	
(Increase)/decrease in debtors	34		188	
(Decrease)/increase in creditors	(89)		(175)	
Net cash provided by (used in) operating activities		(177)		163
Cash flows from investing activities:				
Purchase of property, plant and equipment	(2)		-	
Net cash used in investing activities		(2)		-
Cash flows from financing activities:				
Social Investment Bond bank loan	(50)		(50)	
Net cash used in financing activities		(50)		(50)
Change in cash in the reporting period		(229)		113
Cash at the beginning of the reporting period		1,555		1,442
Cash at the end of the reporting period		1,326		1,555

	1 April 2021	Cash flows	31 March 2022
	£'000	£'000	£'000
Analysis of cash:			
Cash at bank and in hand	955	(229)	726
Cash at COIF deposit	600	-	600
Total cash	1,555	(229)	1,326

	1 April 2021	Cash flows	31 March 2022
	£'000	£'000	£'000
Analysis of changes to net debt:			
Cash at bank and in hand	1,555	(229)	1,326
Debt:			
Social Investment loan due after one year	(50)	50	-
Total	1,505	(179)	1,326

1 Accounting policies

Family Lives is a charitable company limited by guarantee and is registered in England and Wales.

The registered office is 15-17 The Broadway, Hatfield, Hertfordshire, AL9 5HZ.

Basis of preparation of financial statements

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

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

The Presentation currency used is British Pounds Sterling

Going concern

The Trustees consider that there are no material uncertainties about Family Lives' ability to continue as a going concern.

The Board of Trustees regularly consider Family Lives' financial position and future funding position. At the time of writing this report, most of the income required for the year ending March 2023 has been secured.

The Trustees believe that the forecasted results and strong level of reserves together with the measures taken to date will enable the charity to continue as a going concern.

Tax status

The Company is a registered charity and no liability to UK corporation tax arose on ordinary activities for the year ended 31 March 2022.

Income

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

Grants are included in the Statement of Financial Activities when the entitlement to the grant is probable. Grants made for specific purposes are classified as restricted income.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor or funder has specified that the income is to be expended in a future accounting period.

Donations

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

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

Accounting policies (continued)

Expenditure

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

Irrecoverable VAT is included within expenditure items to which they relate.

Allocation of support costs

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

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

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

Operating lease agreements

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

Depreciation

Fixed assets costing less than £1,000 are written off in full in the year of purchase. Other fixed assets are depreciated in equal instalments 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	4 years

Depreciation policy of office equipment and software have been revised and estimated useful lives changed from 3 years to 4 years.

Pensions

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity.

The annual contributions payable are charged to the statement of financial activities. The charity also makes contributions into individual's own personal pension arrangements.

Redundancy policy

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

Cash at bank and in hand

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

Debtors

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

Creditors and provisions

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

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

Accounting policies (continued)

Fund Accounting

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

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

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

Financial instruments

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

- Fixed assets are measured at cost less depreciation.

- Social investment loan initially recognised and measured at the amount received, with the carrying amount adjusted in subsequent years to reflect repayments.

Critical accounting estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The Trustees make estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

2a Donations and grants (current year)

	Unrestricted funds	Restricted funds	2022 Total
	£'000	£'000	£'000
General donations	12	-	12
Restricted grants:			
National Services	-	188	188
Face to Face Services	-	945	945
Professional Development	-	-	-
Total	12	1,133	1,145

Funding from Central Government was £nil (2021: £nil) and Local Government £260k (2021: £301k). Funding conditions attached to the income have been met and objectives as set out on funding agreements have been achieved.

Funding from Local Government was for the Westminster SIB project and Greater London Authority's Violence reduction projects

2b Donations and grants (prior year)

	Unrestricted funds	Restricted funds	2021 Total
	£'000	£'000	£'000
General donations	10	-	10
Restricted grants:			
Helpline Services	-	387	387
Face to Face Services	-	1,086	1,086
Total	10	1,473	1,483

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 23,878 hours spent (2021: 27,019 hours), this equates to £382,852 (2021: £435,645). The Financial statements do not include donated volunteers' hours and dedicated time of Trustees of the charity.

There have been no other donations in kind during the year.

3 Income from charitable activities

	2022 Total	2021 Total
	£'000	£'000
Helpline Services	668	682
Face to Face Services	816	822
Professional Development	2	15
Total	1,486	1,519

Income from charitable activities was unrestricted. Amount received from Central government was £801k (2021: £799k) and Local Government £661k (£2021: £698k). Funding conditions attached to the income have been met and objectives as set out in funding agreements have been achieved.

4 Other trading activities

	2022 Total	2021 Total
	£'000	£'000
Sales of wristbands	3	3
Other income	-	1
Total	3	4

Income from other trading activities was unrestricted.

5 Investment income

Investment income received during the year was below £1,000 and was unrestricted.

6 Cost of raising funds

	2022 Total	2021 Total
	£'000	£'000
Staff costs	23	21
Events and fundraising	3	4
Support cost (Note 10)	5	4
Total	31	29

Cost of raising funds in 2022 and 2021 were unrestricted.

7a National Services expenditure (current year)

	Unrestricted funds	Restricted funds	2022 Total
	£'000	£'000	£'000
Direct costs	558	205	763
Support costs (Note 10a)	113	24	137
Total	671	229	900

7b National Services expenditure (prior year)

	Unrestricted funds	Restricted funds	2021 Total
	£'000	£'000	£'000
Direct costs	572	217	789
Support costs (Note 10b)	121	13	134
Total	693	230	923

8a Face to Face Services expenditure (current year)

	Unrestricted funds	Restricted funds	2022 Total
	£'000	£'000	£'000
Direct costs	606	942	1,548
Support costs (Note 10a)	166	113	279
Total	772	1,055	1,827

8b Face to Face Services expenditure (prior year)

	Unrestricted funds £'000	Restricted funds £'000	2021 Total £'000
Direct costs	628	991	1,619
Support costs (Note 10b)	160	115	275
Total	788	1,106	1,894

9 Professional Development expenditure

	2022 Unrestricted funds £'000	2021 Unrestricted funds £'000
Direct costs	2	13
Support costs (Note 10)	-	2
Total	2	15

10a Analysis of support costs (current year)

	Raising Funds £'000	Helpline services £'000	Face to Face services £'000	Professional Development £'000	2022 Total £'000
Management & admin	1	37	76	-	114
Human Resources	1	22	45	-	68
Finance	1	20	41	-	62
Information Technology	1	35	70	-	106
Governance (Note 12)	1	17	33	-	51
Depreciation	-	1	3	-	4
Premises, office and other costs	-	5	11	-	16
Total	5	137	279	-	421

10b Analysis of support costs (prior year)

	Raising Funds	Helpline services	Face to Face services	Professional Development	2021 Total
	£'000	£'000	£'000	£'000	£'000
Management & admin	1	41	85	1	128
Human Resources	1	19	40	-	60
Finance	1	20	40	-	61
Information Technology	1	33	66	1	101
Governance (Note 12)	-	15	32	-	47
Depreciation	-	2	3	-	5
Premises, office and other costs	-	4	9	-	13
Total	4	134	275	2	415

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

Support costs are apportioned to projects on the basis of gross expenditure of that project. Management and admin costs relate to the Management Team's time spent on the overall management, development and direction of the organisation.

11 Net income for the year

	2022	2021
	£'000	£'000
This is stated after charging:		
Depreciation	4	5
Operating leases for land and buildings	44	50
Audit fee	15	13

12 Governance costs

	2022	2021
	£'000	£'000
Governance costs are made up of:		
Staff salaries	23	24
Staff travel & meetings	-	-
Trustees' expenses	-	-
Audit fee	15	13
Insurance and professional fees	12	10
	50	47

13 Staff costs and numbers

	2022	2021
Staff costs were as follows:	£'000	£'000
Salaries	2,003	2,165
Social security costs	156	172
Pension contributions	80	85
Redundancy payments	73	2
	<u>2,312</u>	<u>2,424</u>
	No	No
The number of employees employed by the charity whose emoluments exceeded £60,000 were:		
£70,001 - £80,000	1	1
£80,001 - £90,000	1	1
	<u>2</u>	<u>2</u>
	No	No
Average weekly number of employees during the year, calculated based on full time equivalents:		
Charitable activities	61	68
Governance	1	1
	<u>62</u>	<u>69</u>
Average number of staff employed during the year:	<u>119</u>	<u>128</u>

Total employee benefits received by key management personnel, including, pension and employer's national insurance contributions were £181,402 (2021: £184,352). Key management personnel include Trustees, Chief Executive and Deputy Chief Executive.

No Trustee received any remuneration during the year (2021: £nil).

14 Board of Trustees

There have been no expenses reimbursed to Trustees for attending the charity's Trustees' meetings (2021: £nil).

15 Related party transactions

There were no related party transactions that require disclosure.

16 Pensions

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

Total pension contributions for the year amounted to £80,394 (2021: £85,371).
Pension payment outstanding at year end was £14,617 (2021: £16,972).

17 Tangible Assets

	Furniture & equipment £'000
Cost	
At 1 April 2021	66
Additions	2
Cost of disposals	(39)
At 31 March 2022	<u>29</u>
Depreciation	
At 1 April 2021	61
Charge for the year	4
On disposals	(39)
At 31 March 2022	<u>26</u>
Net book value	
At 31 March 2022	<u>3</u>
Net book value	
At 31 March 2021	<u><u>5</u></u>

18 Debtors

	2022	2021
	£'000	£'000
Debts receivable within one year		
Trade debtors	74	65
Prepayments and accrued income	119	162
	193	227
Debts receivable after more than one year		
Rent deposit	1	1
	194	228

19 Creditors

	2022	2021
	£'000	£'000
Trade Creditors	38	17
Accruals	85	71
Deferred income (Note 20)	144	250
Taxation (inc VAT) and Social Security	83	98
Other creditors	15	17
	365	453

Other creditors represents pension contributions outstanding at 31 March 2022.

20 Social Investment loan

The charity has received an unsecured concessionary social investment loan of £100,000 from CAF bank in August 2019 to support upfront service delivery costs of multi-years **ParentChild+** programme. Interest on capital drawdown and outstanding amount is charged at fixed rate of 6.5%. The loan was repaid in full in November 2021.

21 Provision for liabilities

	At 1 Apr 2021	Provision for the year	Provision released	At 31 Mar 2022
	£'000	£'000	£'000	£'000
Dilapidation of area offices	6	-	-	6
	6	-	-	6

The provision relates to our Hatfield Head Office. No funds were utilised and there was no additional provision made during the year.

22 Movements in deferred income

	2022	2021
	£'000	£'000
Balance at the beginning of the year	250	400
Resources deferred during the year	144	250
Amount released from previous year	(250)	(400)
Balance at the end of the year	<u>144</u>	<u>250</u>

Deferred income represents income received in advance in the year ending 31st March 2022 that relates to next financial year mainly to fund Face to Face services.

23 Obligations under operating leases

	2022	2021
	£'000	£'000
Operating leases expiring within 1 year	38	37
Operating leases expiring within 2 to 5 years	3	-
Total operating leases	<u>41</u>	<u>37</u>

The above leases relate to:

Land and buildings	39	37
Photocopiers	2	-
Total operating leases	<u>41</u>	<u>37</u>

24a Analysis of net assets between funds (current year)

	Unrestricted funds	Restricted funds	2022 Total
	£'000	£'000	£'000
Fixed assets	3	-	3
Current assets	1,315	205	1,520
Current liabilities	(364)	-	(364)
Long term liabilities	(6)	-	(6)
Total net assets	<u>948</u>	<u>205</u>	<u>1,153</u>

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

	Unrestricted funds	Restricted funds	2021 Total
	£'000	£'000	£'000
Fixed assets	5	-	5
Current assets	1,377	406	1,783
Current liabilities	(453)	-	(453)
Long term liabilities	(6)	(50)	(56)
Total net assets	923	356	1,279

25a Movements in unrestricted funds (current year)

	At 1 Apr 2021	Income	Expenditure	Net Trfs	At 31 Mar 2022
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
General unrestricted funds	923	1,501	(1,476)	-	948
Designated fund	-	-	-	-	-
Total unrestricted funds	923	1,501	(1,476)	-	948

25b Movements in unrestricted funds (prior year)

	At 1 Apr 2020	Income	Expenditure	Net Trfs	At 31 Mar 2021
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
General unrestricted funds	915	1,533	(1,525)	-	923
Designated fund	-	-	-	-	-
Total unrestricted funds	915	1,533	(1,525)	-	923

26a Movements in restricted funds (current year)

Funder name	Purpose	At 1 Apr 2021 £'000	Income £'000	Expenditure £'000	At 31 Mar 2022 £'000
<u>National Services</u>					
National Lottery Community Fund	Digital Development	171	127	154	144
The Monday Charitable Trust	Helpline/LiveChat	65	-	32	33
John Armitage Charitable Trust	Helpline/LiveChat	27	60	43	44
sub-total		263	187	229	221
<u>Face to Face Services</u>					
BBC Children in Need	Young Carers support	4	-	4	-
The Dulverton Trust	Early Years intervention	7	35	40	2
The British Legion/Covenant Fund	Supporting Forces families	5	1	6	-
Sport England	Active Families project	5	120	120	5
The Rayne Foundation	Young Carers support	2	13	8	7
National Lottery Community Fund	Family Learning & Support	19	77	88	8
National Lottery Community Fund	Afghan Families project	20	46	55	11
Education Endowment Foundation	Early Years intervention	51	133	184	-
Westminster, Kensington & Chelsea SIB	Early Years intervention	(61)	221	338	(178)
John Lyon Trust- CDA	Individual & Group support	2	6	8	-
St Giles & St George	Befriending service	-	13	6	7
GLA Lewisham and Westminster	Parent Champion service	23	37	60	-
Esmee Fairbairn Foundation	Early Years intervention	2	64	42	24
Essex County Council	Individual & Group support	9	-	9	-
City of Westminster Foundation	Tracking Social Isolation	-	16	11	5
The Brook Trust	Early Years intervention	-	30	19	11
Fidelity UK Foundation	Family Support/Change Manager	-	66	25	41
The Monday Charitable Trust	Family Support/Change Manager	-	50	21	29
Westminster & RBKC	Ukraine Families Welfare Checks	-	1	1	-
Various small grants		5	17	9	12
sub-total		93	946	1,054	(16)
Total		356	1,133	1,283	205

In March 2019, we started a new multi-year project, Westminster and Kensington & Chelsea SIB, whose primary objective is to narrow the gap in school readiness for disadvantaged children. This is a low risk payment by results project. The deficit for the year, £178k (2021: deficit £61k) was the result of timing differences between costs incurred and milestones reached to trigger income recognition. There is a high level of confidence that milestones will be reached in the coming two years and eliminate the short-term deficit created by the funding terms.

26b Movements in restricted funds (prior year)

Funder name	Purpose	At 1 Apr 2020 £'000	Income £'000	Expenditure £'000	At 31 Mar 2021 £'000
<u>National Services</u>					
National Lottery Community Fund	Digital Development	99	180	108	171
Simon Gibson and Mazars Charitable Trusts	Helpline training	7	-	7	-
The Monday Charitable Trust		-	100	35	65
Esmée Fairbairn Foundation		-	30	30	-
John Armitage Charitable Trust		-	30	3	27
National Lottery Community Fund	Live Chat services	-	47	47	-
sub-total		106	387	230	263
<u>Face to Face Services</u>					
BBC Children in Need	Young Carers support	4	7	7	4
Masonic Charitable Foundation, Westminster Foundation	Befriending service	6	-	6	-
NESTA, The Dulverton Trust, The Swire Charitable Trust, The Thomas Farr Charity, Unwin Charitable Trust, The Chetwode Foundation, British & Foreign School Society	Early Years intervention	10	-	10	-
The Dulverton Trust	Early Years intervention	-	35	28	7
The British Legion/Covenant Fund	Supporting Forces families	6	39	40	5
Walcott Foundation	Befriending service	2	-	2	-
Sport England	Active Families project	62	60	117	5
The Rayne Foundation	Young Carers support	4	8	10	2
National Lottery Community Fund	Family Learning and Support	18	95	94	19
National Lottery Community Fund	Afghan Families project	15	56	51	20
Education Endowment Foundation	Early Years intervention	59	442	450	51
Westminster, Kensington & Chelsea SIB	Early Years intervention	(95)	227	193	(61)
The Monday Charitable Trust	Child to Parent Aggression	9	-	9	-
John Lyon Trust- CDA	Individual and Group support	5	7	10	2
St Giles-in-the-Fields & William Sheltons Educational Charity	Befriending service	8	-	8	-
GLA Lewisham and Westminster	Parent Champion service	-	64	41	23
Esmee Fairbairn Foundation	Early Years intervention	-	11	9	2
Essex County Council	Individual and Group support	-	10	1	9
Various small grants		-	25	20	5
sub-total		113	1,086	1,106	93
Total		219	1,473	1,336	356

We build better family lives together

Tel: 020 7553 3080

www.familylives.org.uk

Helpline: 0808 800 2222

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