



Annual Report

Annual Report
and Accounts

2022-23

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Annual Report

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Welcome

From our Chair and Chief Executive

For many families, life has seemed a little more normal this year as we have begun to recover from the impact of Covid-19 and families have been able to move on with their lives. However, many others are still feeling its impact whether through illness, a change in employment, housing or through the cost of living crisis which affects many of the families we support.

We are pleased that this year we have continued to deliver a wide range of services for families, often working with those who are struggling with poverty, increasing levels of child to parent violence and the impact of family breakdown. We have been successful in delivering new services, such as the mental health and wellbeing project in the City of London, a perinatal service in Camden, as well as a new mental health service in Barnsley. We have continued our core work in early years, befriending, parenting support and for the first time were able to run a parenting group specifically for parents who are deaf. We have played a critical role in supporting Ukrainian refugees in London assisting with their resettlement and the trauma of their experiences. This is a huge credit to our Westminster team who have responded at speed and to complex scenarios.

We continue to build on the benefits of a more digitally connected world through the way we recruit and train both our volunteers and staff, and in the way we deliver our services to families, which continues to utilise a hybrid model where appropriate. We continue to seek out the latest technologies and innovation to make it easier for families to find the help they need and reach those who may struggle to access online support.

This year has been the first of focussing on our new strategic aims and we remain committed to four main areas: building stronger families; raising children's potential; supporting families experiencing child to parent aggression and violence; and connecting families and communities.

We recognise that although life feels more normal now, the pandemic had an impact on families in ways which were both immediate and long term. Our work will focus on supporting them to manage not only today's challenges but tomorrow's too with services designed to reduce the attainment gap, build greater resilience and unlock potential.

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

Neena Rupani, Chair and Jeremy Todd, Chief Executive



What we do

Family Lives was formed over 45 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. This support is even more vital as the pandemic and cost of living crisis continues to impact 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. We work 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, mental health and parenting support, as well as our home-learning programme, ParentChild+, which aims to reduce the school readiness gap.



Why we support families

We understand the difference that accessing appropriate and timely support can make to families in crisis. They know there is someone at the end of the phone who will listen to them. And we know the crucial long-term impact early intervention has on families and we support this through programmes such as ParentChild+ and family befriending as described below.

The expertise of our staff and volunteers is at the heart of everything we do, and we work together with them to support families through our range of services. We have always been a volunteer-led organisation and we simply could not do it without our volunteers who work alongside our staff. Many of our volunteers began their relationship with us as service users but have stayed to support others on their journey – a testament to the support they themselves received.

Our helpline is central to our work and remained a beacon of support throughout the pandemic. We recruited and trained many more volunteers last year – including over 160 call-takers. Not only were we then able to answer more direct calls, we could also improve the running and impact of the helpline in line with our strategic goals.

We know that many families also need more intensive, longer-term support which we have built up in the areas we work in across England, providing befriending services to thousands of families. In 2018 we introduced ParentChild+, a programme addressing the school-readiness gap, which is now going strong in several areas. This year we have extended it to Tower Hamlets, a London borough with the highest child poverty rate in the country.

Our values

Mission

We build better family lives together

Vision

Families should have access to active support and understanding

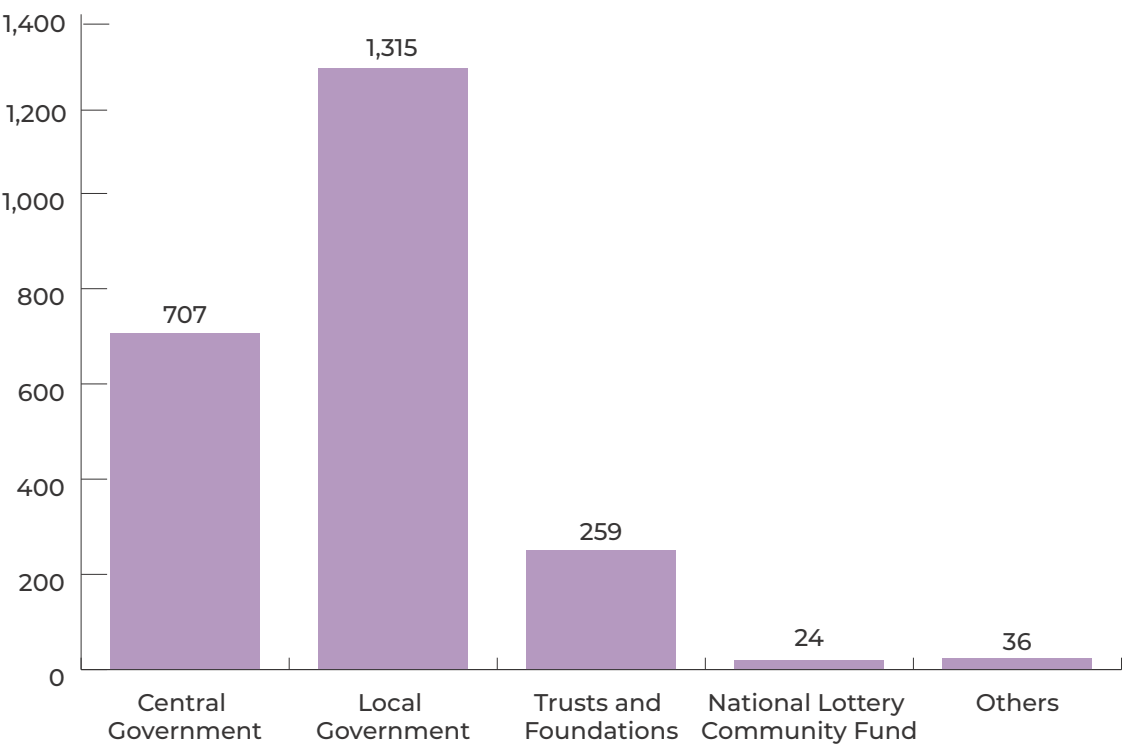
We value being

**Collaborative
Compassionate
Trustworthy**

Our finances Summary

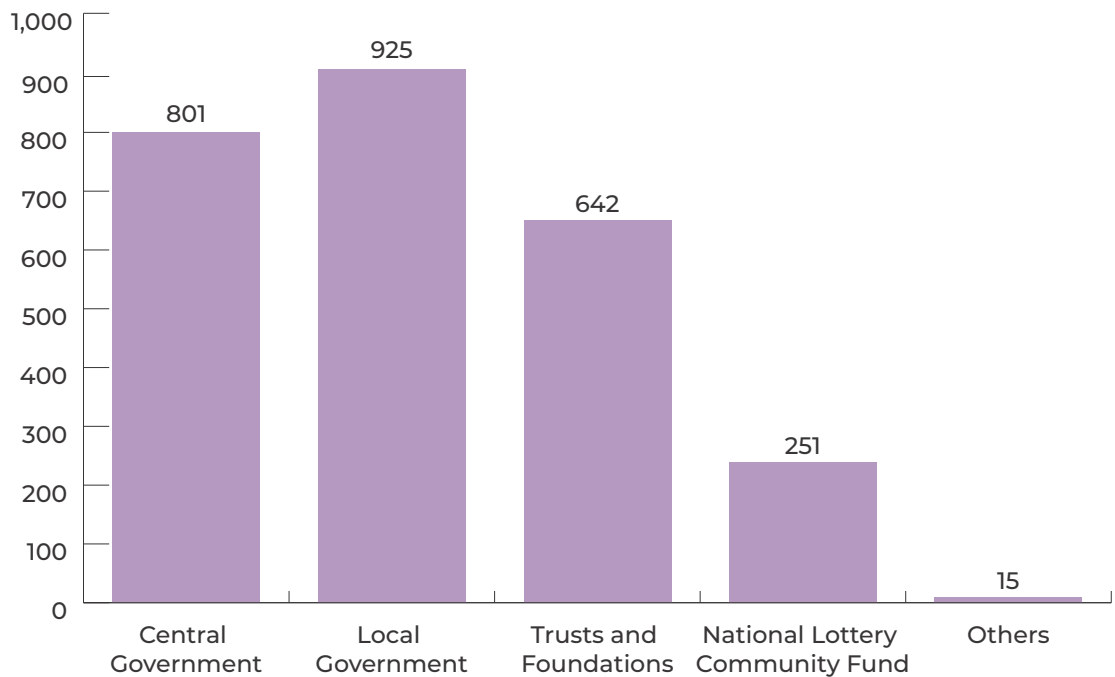
Funding received 2023: £2,341,000

Source of income (£'000):



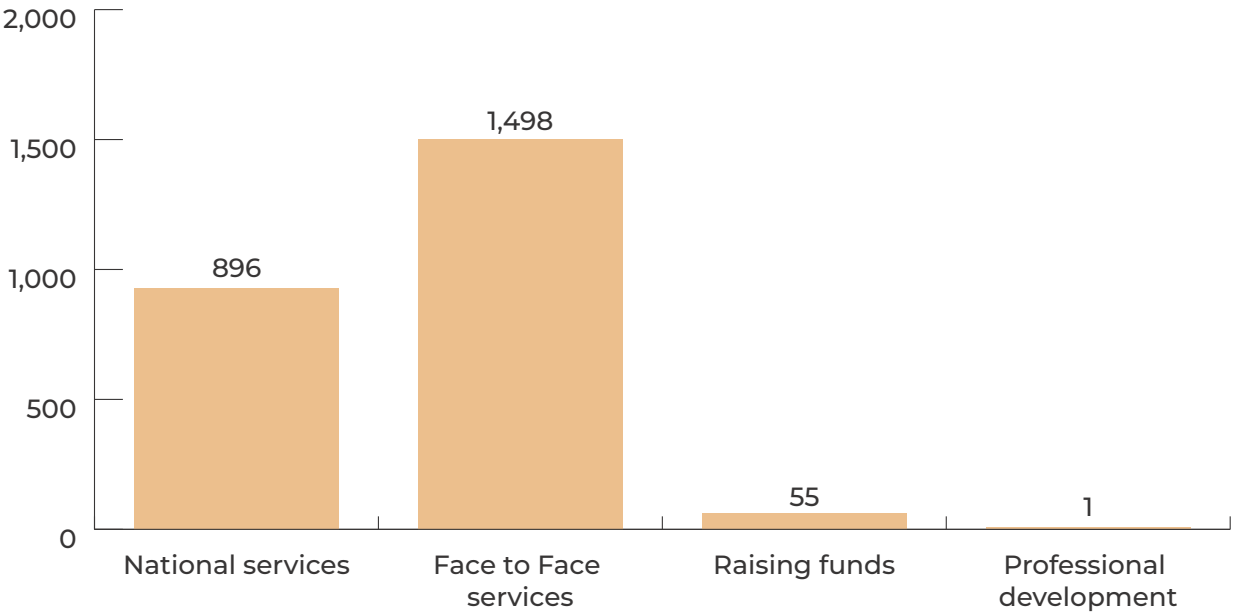
Funding received 2022: £2,634,000

Source of income (£'000):



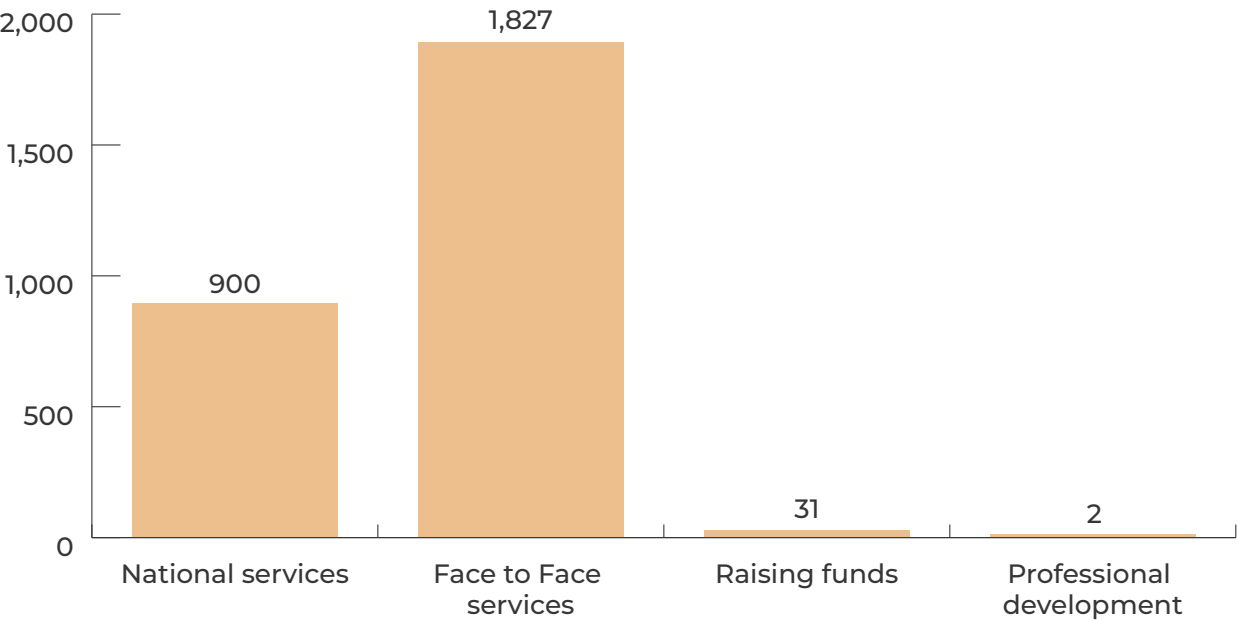
Summary of expenditure 2023: £2,450,000

What we spent the funding on (£'000):



Summary of expenditure 2022: £2,760,000

What we spent the funding on (£'000):



Our impact 2022-23

Summary

How we help

Our most recent user survey showed that (of those who responded):

- 97% of helpline callers, 96% of chat users and 90% of email users felt more confident to deal with their situation as a result of using our service
- 97% of people using our face to face services rated them as 'Excellent' or 'Good'
- 93% of website users would use it again and 88% of website users were satisfied or very satisfied

Who we support

Income of under £15,599

- 50% of email users
- 33% of website users
- 31% of helpline users
- 32% of live chat users

Parent or carer of a child with a disability or additional needs

- 32% of email users
- 31% of website users
- 26% of live chat users
- 22% of helpline users

Single parents

- 52% of helpline callers
- 30% of email users
- 30% of live chat users
- 27% of website users

From ethnic minority backgrounds

- 17% of helpline callers
- 16% of website users
- 7% of live chat users
- 5% of email users

English as a second language

- 20% of email users
- 12% of helpline users
- 11% of live chat users
- 11% of website users

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 allow us to reach as many families as possible, and respond to increasing areas of need, we are focussing in on four specific objectives:

Our strategic aims are to:

1

Build Stronger Families

To ensure more families have access to a range of family support when and how they need it

2

Support Families Experiencing Child to Parent Aggression and Violence

To raise awareness of the increase of child to parent aggression and violence, and to support families experiencing this

3

Connect Families and Communities

To support families to feel part of their community and access local resources

4

Raising children's potential

To support families in the early years to help more children be ready for school and have the same chances as their peers

Our priority areas for action

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.

Our internal efficiency and productivity and the development of staff and volunteers underpins our work with families who need us. We were innovative and adaptive in our support of families during lockdown and are building on this learning as we grow our range of support and services. We will also continue to focus on income diversification.



Welcoming our new Chair of Trustees

Family Lives is delighted to announce the appointment of Neena Rupani as Chair of Trustees with effect from March 2023. Neena Rupani takes over from Anastasia de Waal after 14 years in the role. Anastasia was appointed as chair in 2009 and has seen the charity through significant periods of change as well as the challenging years of the Covid-19 pandemic. We are hugely grateful to her guidance and dedication over these past years.

Neena has been a trustee of Family Lives for over six years, initially drawn to the charity by being impressed by the power of the support and interventions offered in supporting the entire family and the ability to improve life chances for parents and children.

She understands the ups and downs of parenting and family life which everyone experiences, and believes that getting the right help at the right time can be pivotal for the entire family. She recognises that when families are experiencing issues such as

mental health or ongoing bullying, it's easy to feel like you are on your own, but being able to reach out to someone else can make such a difference. Family Lives' helpline, chat services and website do just this. In this new role, Neena is keen to build on the excellent work Family Lives has done over the last few years and make sure that the organisation has a solid foundation so that it can enjoy a long, bright and sustainable future supporting even more families.

With a background in Economics, Neena has over 25 years' experience in the telecoms sector with roles in commercial management, pricing, and regulation. As a parent, Neena feels strongly that having the right support available when you don't know where to turn can make all the difference to families and a child's future prospects.

How we support families

Helpline, livechat and email support

It has been yet another busy year for our national services. We have answered thousands of calls, chats and emails providing advice and support on parenting and family issues, as well as supporting a phone in on ITV's This Morning programme.

We achieved this thanks to our staff and the contribution and commitment of our dedicated volunteers across the country, who donated over 12,447 hours of their time answering helpline calls and live chats.

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 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 mental health, to supporting couples going through divorce or separation. As demand continues to grow, 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.

12,447

**hours of donated time
by our volunteers
answering calls and live
chats**

//

Thank you very much for being so understanding, it means a lot. Brilliant. People like you the end of the phone are worth their weight in gold.

//

Who called our helpline this year

- 45% of our callers are mothers and 26% are fathers (Last year: 43% and 25% respectively)
- 8% are relatives from outside the nuclear family (Last year: 10%)
- 9% are friends and other third parties (Last year: 12%)
- 52% are single parents (Last year: 48%)
- 31% of callers are on a household income of below £15,599 per annum (meaning they are living below the poverty line) (Last year: 32%)
- 18% have a disability (Last year: 17%)
- 17% of callers are from Black and Minority Ethnic backgrounds (Last year: 21%)

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

- 99% of callers were satisfied with the service they received (Last year: 98%)
- 77% said they felt more confident to deal with their situation as a result of calling (Last year: 87%)

Online advice and support

In February 2022 we relaunched our website with a new design to help parents and families more easily find the advice they need. We have hundreds of pages of online advice and videos for families, covering a wide range of issues such as divorce and separation, family routines, bullying and issues at school, and more. We support all members of the family, from mums and dads, to grandparents, aunts and uncles, as well as the wider family.

Over the last year we have refreshed our online parenting course Parents Together, as well as launching new courses such as Let's Play which supports parents to understand the benefits of play - and we have another four courses in development.

We have also introduced a chatbot on our website to provide another way for parents and carers to quickly find the answers to their questions and we continue to fine tune and develop this.

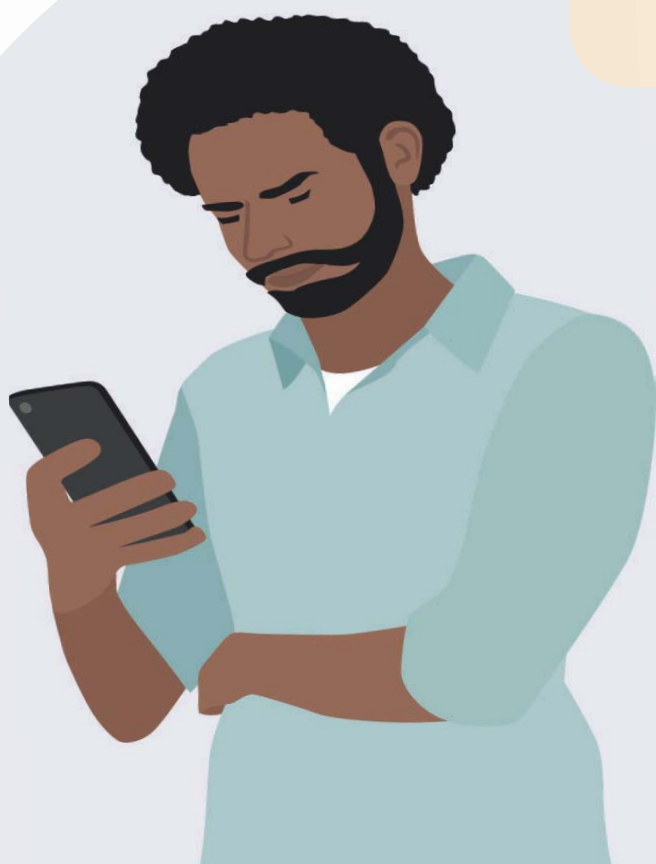
Feedback from our website survey shows:

- 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
- 21% of visitors said that using the website meant they no longer needed to contact another service

Our website users also represent diverse demographics:

- 33% of website users had an income of under £15,599
- 31% are a parent or carer of a child with a disability or additional needs
- 11% of website users said that English was not their first language

(Survey carried out in February 2023)



Early years services

Improving children's school readiness

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 for 12 to 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. We have projects delivering ParentChild+ in locations across London including Tower Hamlets, Westminster and the Royal Borough of Kensington and Chelsea.

Our ParentChild+ service in the London borough of Westminster and the Royal



Borough of Kensington and Chelsea is coming to the end of an amazing four-year journey. Over the last year, the team focussed on and has seen success in the overall development of neuro-typical and non-typical children, with over half of those accessing the service having a diagnosis or emerging additional need.

The team attended bespoke training delivered by Speech and Language Therapists to enable them to better support these children and their parents. This also led to them including a greater variety of sensory toys and books provided to families to better meet the needs of these children.

They supported 14 children from Afghani families who have been living in a hotel since arriving in the UK. In mid-February 2023, these families were rehoused to areas in the north of England with little notice. All of them have since completed the ParentChild+ programme by video link and had a virtual graduation in May.

//

Now he loves books more, before bed he brings lots of books for me to read. The books are amazing. Since reading the doctor book he is not scared. I see big progress in his language, he knows more words.

//

//

ParentChild+ has benefited my daughter, from having little to few words to forming sentences. She is now able to speak clearly and confidently. I have learnt how to play with my child. This has made my relationship stronger, we both read to each other every day and feel my daughter is more knowledgeable.

//

This year: In Tower Hamlets we supported 16 families; in Westminster and the Royal Borough of Kensington and Chelsea we supported 93 children, together with their parents and carers

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

Supporting new parents and kinship carers

Our perinatal service in Barnsley, South Yorkshire, supports new parents and kinship carers who may be experiencing isolation and low emotional wellbeing. The service began its fourth year in 2022 and reached more parents in the very early stages of their journey into parenthood, both during pregnancy and following the birth.

Most of the parents and carers we have supported experience mild to moderate depression and anxiety, often caused by domestic abuse, antenatal and/or postnatal depression or isolation during the pandemic.

The core support provided by the service is through our volunteers who offer befriending visits in the home, community and virtually, as well as telephone support. We held peer support coffee mornings and events such as a picnic in the park, creative play sessions and a Christmas gathering.

Our service has been pivotal in providing reassurance to those parents and carers experiencing high levels of worry about their baby's wellbeing and potential risks. It enables them to become more confident and resume normal ways of living after the pandemic. It has helped reduce their sense of isolation by connecting them with other parents and carers as well as the local community.

This year most parents cited the cost of living crisis as having a detrimental effect on their emotional wellbeing, as well as causing relationship difficulties and worries. Many of the families we support are from other parts of the world who had resettled into a new community during the pandemic and the cost of living crisis. This further compounded their sense of isolation while making the huge adjustment to being parents or kinship carers.

Many have continued to consolidate their new friendships and gone on to support other parents within and beyond the project.

//

It has been lovely meeting other mums and babies. Being out of the house to socialize with others makes it worthwhile.

//

Observing their growth as parents and carers, friends and active community members alongside their increased confidence, happiness and developing friendships has been rewarding for our staff and volunteers.

Many of our volunteers have also moved on to paid employment, college or university to pursue caring careers. This includes two securing temporary sessional roles within Family Lives. We believe this strengthens communities and leaves a sustainable legacy.



This year: We supported 50 new parents whilst continuing to support 36 existing families through 181 individual support sessions and 52 befriending sessions.

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



Perinatal wellbeing service

The Parents Matter Perinatal Wellbeing service supports new and expectant parents living in Camden, London, to improve their mental health and wellbeing.

The service provided one to one and group support for parents who require additional support during pregnancy and early parenthood, aiming to increase resilience and their ability to build and sustain positive relationships.

The service trained 22 peer supporters who delivered one to one and group support within community settings. The service supported groups and provided awareness raising sessions which have been run in response to identified needs.

We supported parents with reducing social isolation, increasing their self-confidence, and fostering a positive relationship with their baby. We welcome mums and dads to our parenting groups and signpost to local services and resources as relevant. We ran more than six 'sharing space' sessions covering topics

including: maternal mental health, self-care, resilience and growth, and positive relationships and boundaries.

//

I wish I knew this service earlier! I needed this service desperately since I had my baby. Thank you very much for your support and listening to me.

//

This year: We supported 20 individuals and 181 families

Last year: N/A

Early intervention outreach service

The outreach service in Westminster targets families in many different scenarios including those with children under five, teenage parents, refugees and asylum seekers as well as parents experiencing domestic violence and mental health issues.

We support families with the following things: parenting; help to apply for material grants and financial support; childcare and nurseries; adult education, training, and employment; relationship issues/domestic violence; isolation and depression; and many other issues.

The outreach service acts as a gateway between families and services. We assess families and help them identify their needs and address their concerns, then liaise with other professionals and services who would support these families. The service focuses on improving families' physical health, wellbeing, emotional needs, keeping children safe, reducing isolation, employment, parenting and financial needs.

The team also plays an important role in introducing families to local children's centres and services and helping them to integrate with their local community. Many of the families targeted by the service are not English speakers, hence most of the outreach workers employed by Family Lives speak the community languages to encourage families to integrate and participate, and to ensure equal opportunities and enhance their involvement in the community.

//

I never known that such support exists, thanks to you I can access food banks and food pantry and I can feed my children healthy food, whereas previously I would give them black tea and bread for dinner.

//



//

I was seriously thinking of returning to my abusive partner, I wasn't coping with the cost of living as a single mother of four, but now with your help and the services you introduced me to, I feel I can manage again.

//

This year: 1,934 adults and children reached

Last year: 2,355 families supported

Children and family services

Befriending 0 to 5 years

This project in Westminster offers support to families with children aged 0-5 years and provides emotional and practical support for up to six months. Over the last year, there have been so many pressures put on families that there has been an ongoing impact on the number and type of referrals we receive. Families have required support with accessing and navigating support and services, as well as emotional and parenting guidance.

Factors such as the cost of living, housing, long Covid, unemployment and benefit caps have affected many parents' emotional wellbeing. As a result, there has been a lot more collaborative working with internal and external agencies to provide coordinated support to families.

In addition to the volunteer befriending support we provide, we have seen a high increase in the number of families requesting referrals to food and baby banks just to get by. We delivered bespoke Family Lives parenting modules to parents to help them deal with parenting and couple relationship issues. This helped them build resilience and move on. However, taking time to look at their parenting and relationship issues has often revealed how much these elements are exacerbated by the cost of living crisis. Providing a compassionate support service allows parents to feel supported in a small way but makes a big difference..



This year: 50 referrals received

Last year: 50 referrals received

“

I never knew how important it is for my own mental health just to have someone to talk to, I feel like a big load has been lifted, thank you for listening.

”



Befriending 5 to 16 years

This service for families with children aged 5-16 years matches the main carer in the family with a trained befriender and gives them up to six months' support of 1-4 hours a week. The project supports families across the whole of Westminster.

The challenges faced by families have increased over recent months and years with Covid-19 and financial insecurity. Families referred often have a variety of needs, including emotional, financial, housing, parental boundaries or stress.

Our bendifenders are trained in parenting models which promote reflective and empathetic strategies. We can coach, encourage, and direct conversations which gives greater understanding of the pressures parents face and the wellbeing and safety of their children. We have referred some parents to parenting courses or specialist programmes to help understand conditions such as ADHD and Autism.

The bendifenders help families to navigate education, employment, mental health, and housing as well as work, schools, projects, and agencies. The families can be new to services where difficulties are picked up by professionals, or where the threshold for statutory intervention is not met. Equally we receive referrals from social workers where families 'step down' from Child in Need or Child Protection and can be supported at a lower level of need.

Working with other agencies, SENCO's, CAMHS, Youth Clubs, MIND, and Housing Advice specialist, we are part of a trusted network which helps the family move forward with relevant, non-judgemental and continuing support.

When families come to the end of their support, we look at other needs and ensure the family can move on or still be part of a supportive network if needed. Some of the parents we have worked with will seek to become bendifenders themselves as they see how practical and important the service is and gain confidence and knowledge which they want to share.

//

Your support was so important we didn't feel judged or that we had failed, and helped us as a family to share and communicate.

//

This year: 24 families referred

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



Early Help

The Early Help service supports families who have been 'stepped down' from the Local Authority's Early Help Team. The support lasts for four months and families are matched with a suitable volunteer which families find beneficial, especially if there is a language barrier.

The service is going very well and the working partnership with the Early Help service allows parents to go through the transition and close their case smoothly and positively. Parents feel less anxious and worried about closing the case with Early Help and being alone; instead, parents feel empowered.

We also provide parents with 'sharing space' sessions where various topics are discussed, with Family Lives providing any support to empower them in their ability to support their own children and be part of a community. Topics include attachment, how to reach secure attachment, as well as how that impacts their children emotionally.

Parents made good progress, finding the project approachable and enjoying good communication and trust with their volunteer. Some of them were impressed with

the support that they got from the befriender and were looking to start volunteering with Family Lives to become a befriender themselves.

//

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

//

This year: 40 families supported

Last year: 41 families supported

Family coaching

This service provides emotional support and practical advice to families with a child aged under 19 years old. Our staff and trained volunteer mentors work alongside the Supportive Action for Families in Ealing team.

We listen to the challenges that families face and support them to find solutions to help build stronger relationships between parents and their children. We support parents and carers through a wide range of difficult situations when they need us the most. This can include: helping to manage routines and boundaries, reducing child aggression towards parents and siblings, overcoming isolation and barriers to socialising, and finding ways to co-parent their children. We also offer support to parents of children with Special Educational Needs and Development (SEND) and those awaiting assessment and diagnosis.

We are now in our seventh year of this vital service and have supported 102 families this year. Our 8 to 10 weekly sessions are tailored to meet the needs of the families we support and are offered through online calls, or face to face visits in the home or local community, either by our trained Volunteer Family Mentors or Family Support workers if more intensive support is needed.

We have trained six volunteer mentors this year, who have also been able to offer families support in community languages – Arabic, Urdu, Somalian and Farsi.

We have delivered three parenting programmes this year which reflect the two most requested topics by our parents and carers. These were 'Raising Confident Children', aimed at parents who are struggling to understand and cope with difficult behaviour from a child with undiagnosed or diagnosed additional needs and 'Time for You', for parents and carers to recognise the importance of their own wellbeing to be able to more effectively support their child/children's wellbeing.



"

Far exceeded my expectations and I believe that the collaborative nature of the sessions with other parents, plus competent and skilled course leadership, really made this worthwhile. There were a number of strategies which through discussion helped hone and develop these skills and has provided useful tools.

"

This year: 102 families supported

Last year: 120 families supported



Holiday activity and food programme

The Holiday Activity and Food Programme in Westminster is for families with a child aged 4 to 11 and their siblings. It delivers high-quality holiday activities and family learning opportunities for families who are on a low income and receiving free school meals.

The wider aim of the programme is to address food poverty and the impact of the cost of living crisis on parents, carers, and others in a parenting role. Many families - who may otherwise be isolated and without the resources and funding to provide quality holiday activities for their children - are offered a range of exciting indoor and outdoor activities along with the provision of a free healthy lunch for the family.

The service encourages the following positive behaviours:

- Healthy eating over the school holidays and understanding more about health and nutrition.
- Being active during the school holidays
- Family learning, positive family engagement and peer socialisation
- Keeping safe and building confidence

Parents and carers have expressed how helpful the activities have been and the benefits they and their children have experienced. Some families have benefitted from attending several exciting activities over the holidays including Kew Gardens, London Zoo, the Cartoon Museum and the London Science Museum. During the winter school holidays many families came along to indoor arts and crafts session activities at the Family Hub Centres, showing the importance and value of getting out of the house for an activity, even during cold weather.

“

My daughter was so excited to come, and she woke up very early to go to the zoo!

”

This year: 75 families attending activities

Last year: N/A

Helping families stay active

This service in Hounslow provides parents with weekly one to one support of up to 1.5 hours for up to four months. Sessions can be face-to-face, over the phone or via video calls where our befriender listens and helps set achievable goals, enabling parents to become more active with their children. Parents are given the opportunity to talk through the issues affecting them and/or their family.

The project has made a positive impact in an area of high health needs to improve lifestyle activity. We have developed good relationships with other local services across Hounslow (including statutory and voluntary sectors). These connections have contributed to our high referral rate of 33 families in the first six months of the project. Most referrals come from local authority Early Help services and local primary schools as a result of the relationships we have established.

The Hounslow Early Help Hub Manager said: “[Energise Families] have been a great supportive service to local families in Hounslow. Following on from the pandemic many families require support. A number of services in Hounslow have long waiting lists and [Energise Families] have been able to provide early intervention support to families before they reach crisis point.”

Feedback received from one parent on the service included: “Having space to talk through problems and having an outsider help me find perspective was really helpful”.



//

Amazing, brilliant service. I felt safe and comfortable sharing my story. As a single mum of 3 children I was heard and support with my issues.

The worker was helpful in getting me to think outside the situation, about the things I had achieved and supported me in getting holiday clubs for my children so that I could continue to work.

I learnt a lot about my own self care needs, and to put in time for me. I would recommend this 100%. It is so needed.

//

This year: We supported 44 families through 370 befriending sessions

Last year: N/A



Supporting young carers

Westminster Young Carers service provides one to one support to young carers by visiting them regularly and building up strong relationships with the carers and their parents. This helps parents to understand their children's needs even when they have complex physical or mental health issues themselves. We provide children with activities designed to help free them of any stress and enable them to spend quality time with their peers.

In the half terms and holidays, we organised trips and workshops such as to the National Gallery (Christmas show), London Zoo, the British Library, the Wallace Collection, and the Science Museum. The trips support the young carers to build their confidence and social skills with other children.

We also supported parents to engage with other services to build their confidence in parenting and helped by inviting them to 'sharing space' sessions. The parents also attended workshops that we ran for the Violence Reduction Unit project as well as raising awareness around gangs and exploitation.

“

I haven't seen my daughter as happy as she is while in the group activities and the trips. You have given her a chance to forget about my disability for a few hours and enjoy her time as a child.

”

This year: 13 young carers supported in one to one sessions, for 108 hours, plus activities and trips in 11 sessions for 63 hours

Last year: 42 young carers supported



Supporting families living in recovery

The Families Living in Recovery service provides free, abstinence-based rehabilitation treatment to adults in Hertfordshire who are addicted to drugs and/or alcohol.

We take a family-approach to rehabilitation by offering structured group work and individual counselling support to over 400 individuals, families and carers affected by addiction each year.

Our approach supports ongoing abstinence in the community and enables individuals to re-integrate back into society and reconnect with their family.

It is a consortium project formed by The Living Room, Relate (London Northwest & Hertfordshire) and Family Lives. In 2019, we came together to deliver Hertfordshire's Drug and Alcohol Community Rehabilitation service funded by Herts County Council.

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I felt broken with no confidence and lack of self-esteem. I'm now able to communicate with my children and husband in the right way, I've set solid boundaries and I have identified my co-dependency issues and how to tackle them. This service has not only changed my life it also has changed my children's.

//

This year: We supported 32 parents individually and ran 59 workshops/groups

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



Supporting families experiencing isolation

This service supports families who have been 'stepped down' and closed from the local authority early help team. Our volunteers support each family for four months.

This year our volunteers have been more involved with other professionals supporting the families. This included being invited to the 'team around families' meetings alongside the volunteer development officer as they have been active and engaging well with the parents.

Parents with long-term health conditions were very isolated and not able to go out for very basic things. With the support of volunteers, parents were more able to go out, meet others and make friendships while they were attending groups and activities in their area.

We also provide parents with 'sharing space' sessions in which various topics are discussed, with Family Lives providing any support to empower them in their ability to support their own children and being part of a community. Topics include attachment and how to reach secure attachment, as well as how that impacts their children emotionally.

Parents accessing this service made good progress and improvement. Some of them were impressed with the support that they got from the befriender and were looking to start volunteering with Family Lives to become a befriender themselves.

This year: 14 families supported through 152 befriending sessions

Last year: N/A

Mental and emotional health support services

Community connectors

This service in Barnsley, South Yorkshire, provides support to anyone over the age of 18 who is experiencing mental or emotional health problems which are having a detrimental effect on their day-to-day life and activities. It is a new service for Family Lives, starting in October 2022, and is commissioned by South West Yorkshire Trust Partnership NHS Foundation Trust.

People accessing the service can be 'stepping down' from specialist services or waiting to access specialist support. They might be feeling lonely, isolated or struggling with the debilitating nature of low mood and poor mental health. Many don't know where or who to turn to for help.

The Family Lives team in Barnsley recognises that this is often people's experience. We meet people accessing the service where they are at and offer weekly support in the home, in the community, in person, online or over the phone for up to six months.

In six short months, referrals by professionals to the service have grown month on month and at April 2023, around 165 people had been supported out of an annual target of 200.

This year: 165 individuals supported through 205 1:1 sessions (October 2022 and March 2023)

Last year: N/A

//

This has been more than useful; I couldn't have done without it. I can't believe what it's done for me. It's been so sensitive to what I've been through with the loss of my wife and son. It's been important in showing me that there's a future and keeping me alive.

//

//

It's been a positive experience for me to talk about not only what's happening with my wife and my feelings but other normal things too, in a relaxed environment with someone who isn't connected to the situation but is easy to talk to and listens.

//



Mental health and wellbeing project

This service in the City of London provides support to families and their children going through emotional and mental health challenges. It offers an individual support service where we meet with parents face to face to provide a listening ear and a safe space for them to offload. We work through each challenge, offer strategies, and monitor and modify these where necessary to make a positive difference in the lives of families. We work in partnership with the local authority Early Help team, The Aldgate School, and the Children's Centre to refer or signpost parents to specialists or further support.

We help parents come to terms with their child's diagnosis, how and where to access support to cope with their child. This has an impact on the family as a whole. We support parents with babies and children to find ways to promote healthy eating habits, improve sleeping habits, and establishing an age-appropriate routine that works for the whole family.

We also support parents to understand their children's emotional needs during a relationship breakdown, and how best to support children to reduce the impact on their emotional, mental, and general well-being. We work with parents to understand the importance of working with other school professionals to ensure their child returns to school, which will lessen the stress on the family. We deliver sessions on issues that are pertinent to parents, where it is interactive and inclusive allowing parents to access peer support, listening and supporting each other.



This year: 24 families supported

Last year: 16 families supported
(September 2021 to March 2022)

Reducing violence and aggression

Violence reduction unit

This project supported parents with parenting and understanding teenagers' needs, especially with parents from different cultures who find it hard to engage with the community and support their children. To do this, we recruited 20 volunteer parent 'navigators' who 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 volunteer parent navigators attend meetings with families, work with families on a one-to-one basis, and link them with other services. They also interpreted for the parents, helped with filling in forms and signposting them, supported with registering for parenting courses, housing, and support to attend school and Child and Adult Mental Health Service (CAMHS) appointments.

The project also delivered workshops for parents, in partnership with the local mental health IAPT service, focussing on taking charge with stress and worry, building confidence, and assertiveness and unhelpful

thinking. The team also signposted parents to relevant parenting courses.

//

The support was very helpful as the parent navigator was a Arab speaker I felt very confident to tell all my worries and get a support that I need it. I attended group sessions as well and I found them very helpful and supported me to be confident in supporting my teenage son.

//

This year: We supported 183 parents and 445 children

Last year: We supported 123 families and 342 children

Parent champion service

The Lewisham Parent Champion Service is for parents and carers of vulnerable children aged 5 to 24. Parent Champions are there to help navigate issues relating to education, the Youth Offending Service or social care. We provide a listening ear and access to information and support.

We had a huge surge in referrals this year due to parents wanting to participate in activities with their children over the holidays and weekends when this is often unaffordable.. We were able to provide vouchers to over 102 families to spend quality time together going for a meal, the cinema, bowling or to a soft play park. We have fostered good relationships with local schools who ensured flyers were circulated to families identified as needing

support. We also delivered four parenting workshops including one for fathers. These will continue to be delivered on a monthly basis covering the topics attendees have told us they would like to cover ranging from relationships with their teenagers, understanding and managing behaviour, parental conflict, separation, SEND and navigating the Education, Health and Care Plan process, as well as other general parenting issues and social needs.

This year: 148 referrals this year

Last year: We supported 31 families (October 2021 to March 2022)



Parenting groups

Family Lives is commissioned to deliver targeted parenting groups by Herts County Council to residents across the county focussing on parents of children with additional needs, specifically ADHD and Autism. We support parents of pre-teens/teens whose behaviour is challenging and where Child in Need and Child Protection plans may be in place. We also delivered a group for parents who are deaf.

Similar additional needs groups are delivered as part of the Ealing Family Coaching service. Accessibility through online delivery during the pandemic saw increases in attendance and higher retention rates resulting in the continuation of online delivery. Additionally, workshops have been delivered across several London boroughs on topics ranging from child to parent aggression, wellbeing, stay and play and again supporting parents of children with additional needs. They were aimed at a wide range of parents including dads and young parents who are homeless.

//

I found your service very supportive, helpful and empathetic.

//

This year: 15 parenting groups delivered and 7 workshops

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

Our volunteers

Our incredible volunteers play such an essential part in our work, now more than ever, to support families who need us. We are incredibly grateful for everything they do. We are proud to hold the Investing in Volunteers quality standard for good practice in volunteer management, which sits alongside our Queen's Diamond Jubilee Volunteering Award 2012.

Our volunteers are at the very centre of the services we provide to families, both in the community and through our helpline. Over the last year, our volunteers donated over 30,780 hours of support through our helpline, online and face to face services.



We continue to develop strong links with colleges and universities near our helpline hubs to offer volunteer placements to students, particularly those studying counselling or social care.

All our volunteers receive substantial training before going on to support families. This is followed up with ongoing professional development and supervision. Our helpline volunteers undertake a 30-hour training programme to ensure they are equipped to become skilled and effective call takers. They support callers with a wide range of issues with care and respect. We are also now training volunteers online to ensure we can provide access to those who do not live near one of our helpline call centres. Our volunteer befrienders also receive appropriate training for their role. Our volunteers often benefit just as much as the people they support, going on to higher education or to find employment.

- 30,780 hours donated by volunteers through helpline and face to face services
- 12,447 helpline and live chat services hours equated to £198,903
- 17,950 face to face services hours equated to £336,921
- 198 admin hours for helpline services equated to £2,647
- 185 admin hours for face to face services equated to £2,473

Our volunteers



"

My role in Family Lives is to reach out to families and tell them about perinatal services. I work alongside the drop-in centres and reach out to families there. I wanted to get some experience and confidence. I have learned so much from my manager and working with Family Lives has boosted my confidence. I have met new people and work with different agencies. The training helped me to develop more skills and knowledge.

Volunteer befriender

"

"

I joined Family Lives as a volunteer during lockdown, I wanted to keep busy, learn new skills, be part of a team and support others. The training was great, as is the ongoing support from the supervisors. I have learnt such a lot! Often people just need a safe, non-judgemental space to talk, Family Lives offers this.

Volunteer call taker

"

"

I began volunteering for family lives during the second year of my psychology degree, I continued with Family Lives for two and a half years until recently being hired as an NHS assistant psychologist which is no small part thanks to this charity. The skills which I have gained from Family Lives were not only hugely valuable to my career, but even more so to my individual development and they are skills I will no doubt carry with me forever. The issues and people you encounter will undoubtedly broaden your perspective in so many ways. Not to mention, the support and empathy of the management and staff here is unmatched to any workplace I've been in. I couldn't recommend volunteering with Family Lives enough!

Volunteer

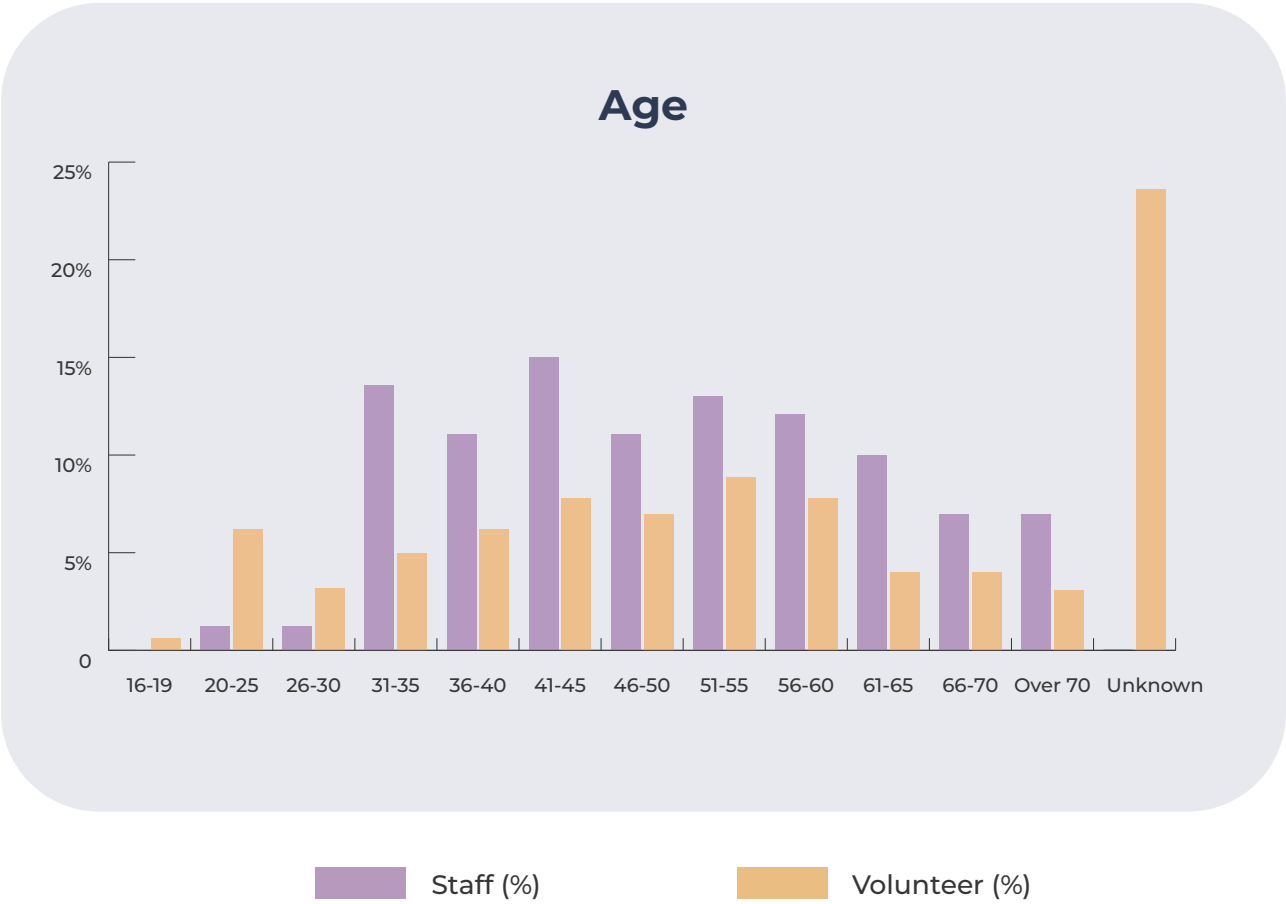
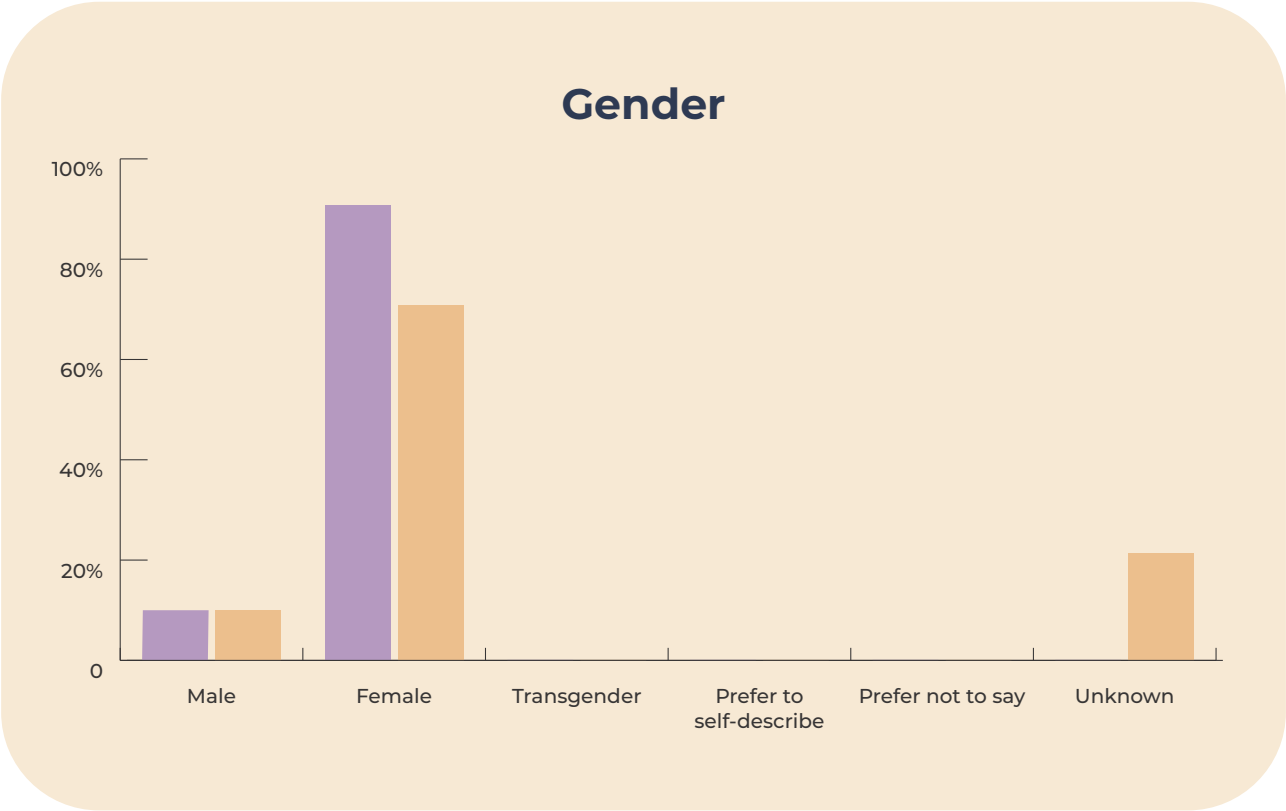
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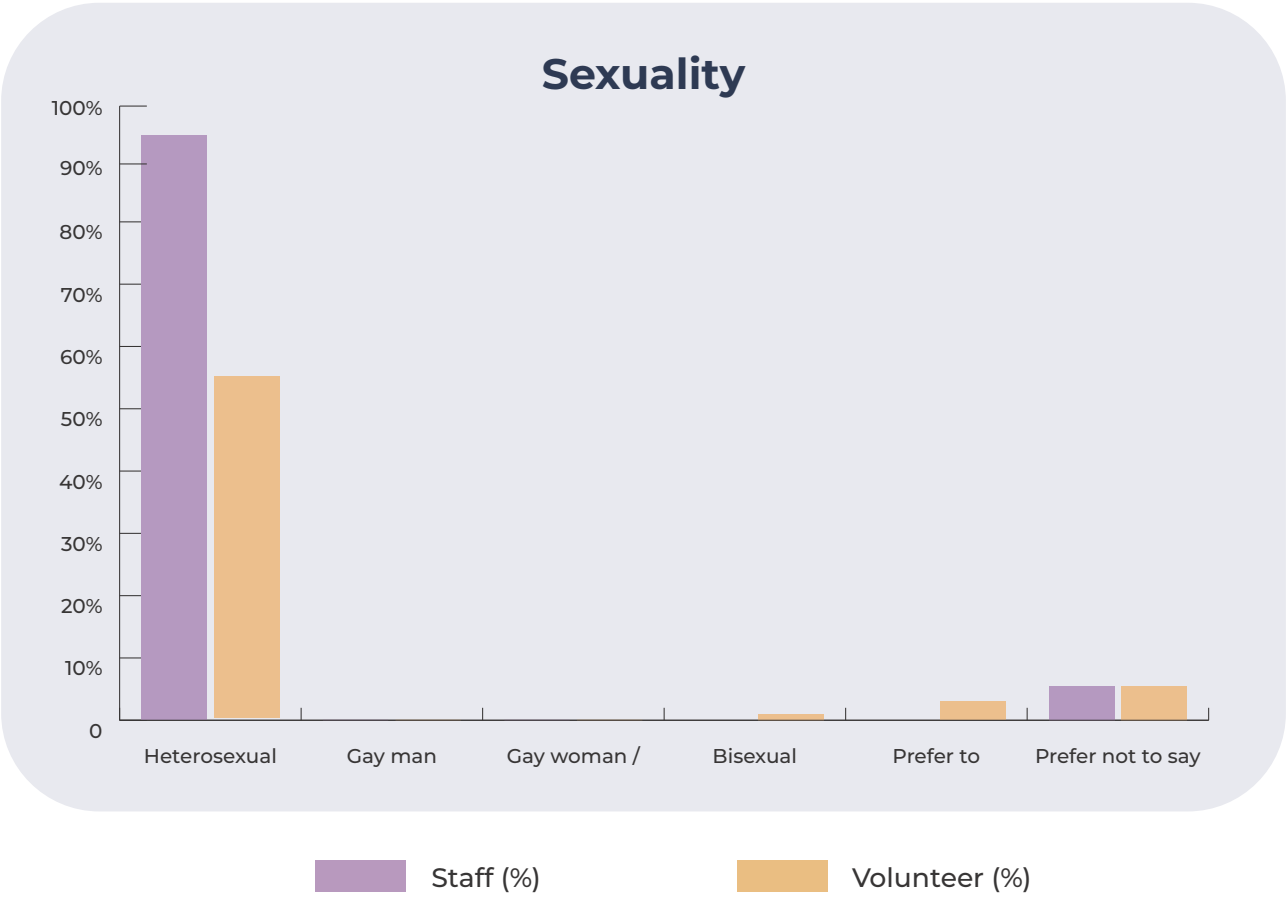
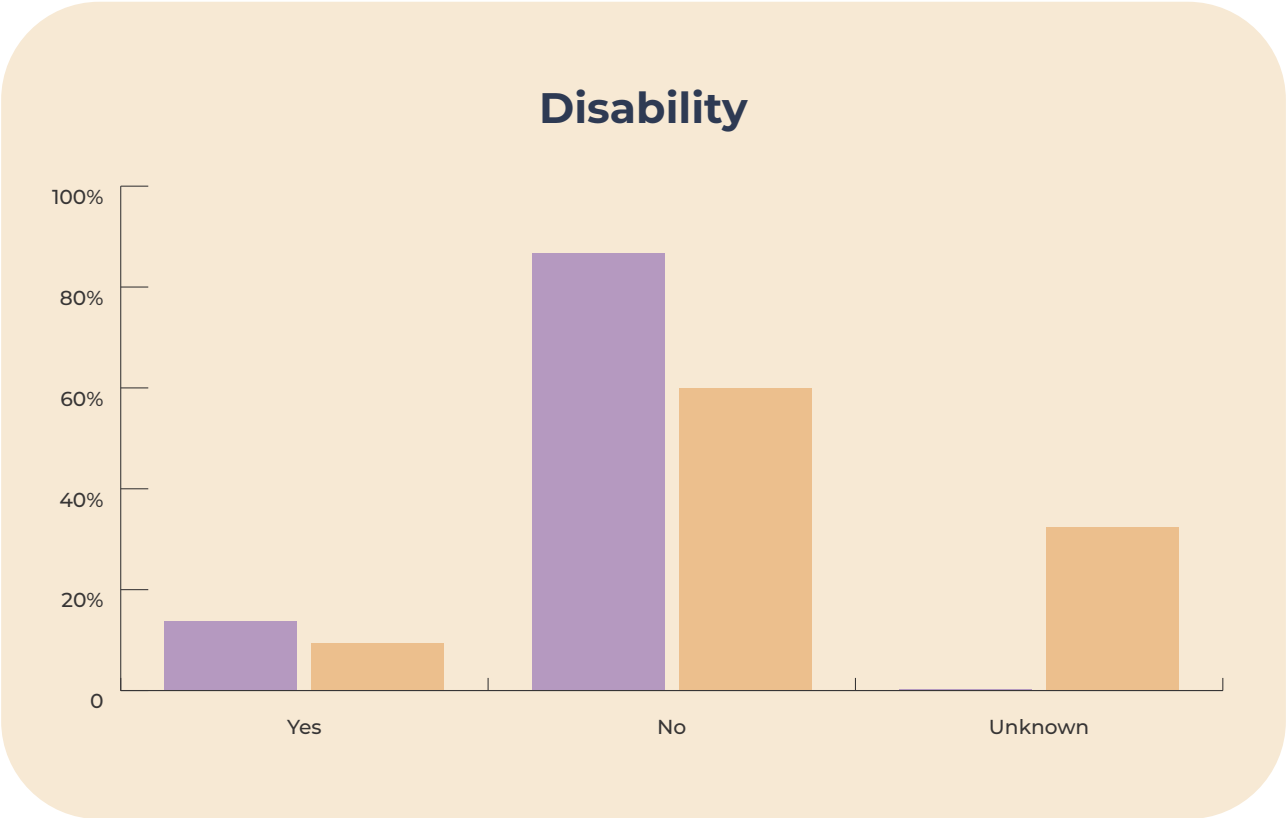
Diversity, equality and inclusion

Family Lives' vision is to ensure that all families have access to active support and understanding. We recognise that many of the families we support experience inequality and exclusion. We aim to strengthen diversity, equality and inclusion among our staff and volunteers to support our work with families facing many different inequalities. We strive to be an employer that is inclusive and values the diversity of all our staff and volunteers, and embeds diversity, equality and inclusion (DEI) into our culture, policies, behaviour, processes and systems.

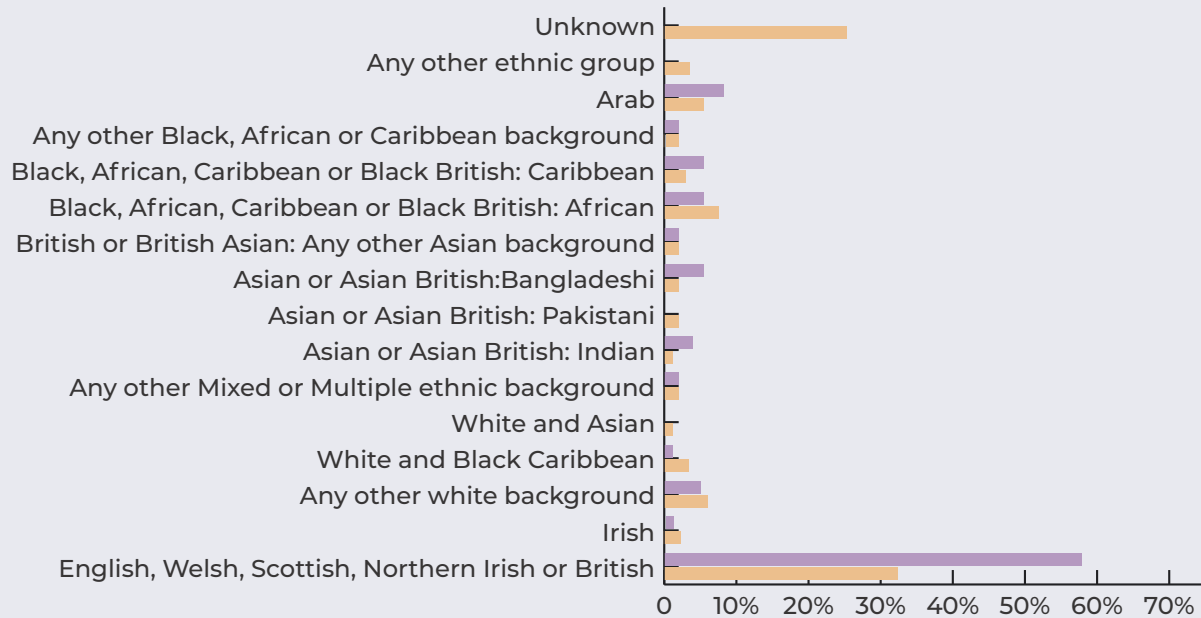
- Introduced a Menopause Policy
- Completed unconscious bias training for all existing staff and made it a requirement for all new staff and volunteers in their induction
- Produce guidance on the protected characteristics and how we provide support for staff and volunteers in each of these areas

This diversity data was collected via questionnaires sent out in April 2023. From 104 staff, 99 completed the questionnaire. From the 245 volunteers, 73 completed the questionnaire. The HR and volunteer databases were used to provide data for the missing individuals (where possible). Percentages are rounded to the nearest whole number (except for those that had under 1%).

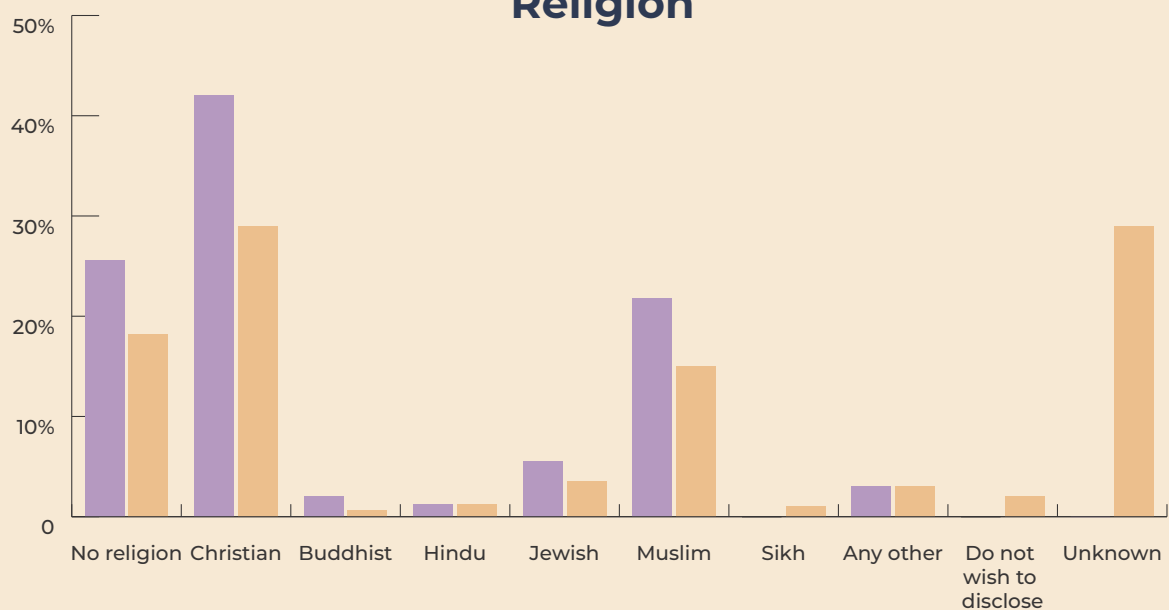




Ethnic origin

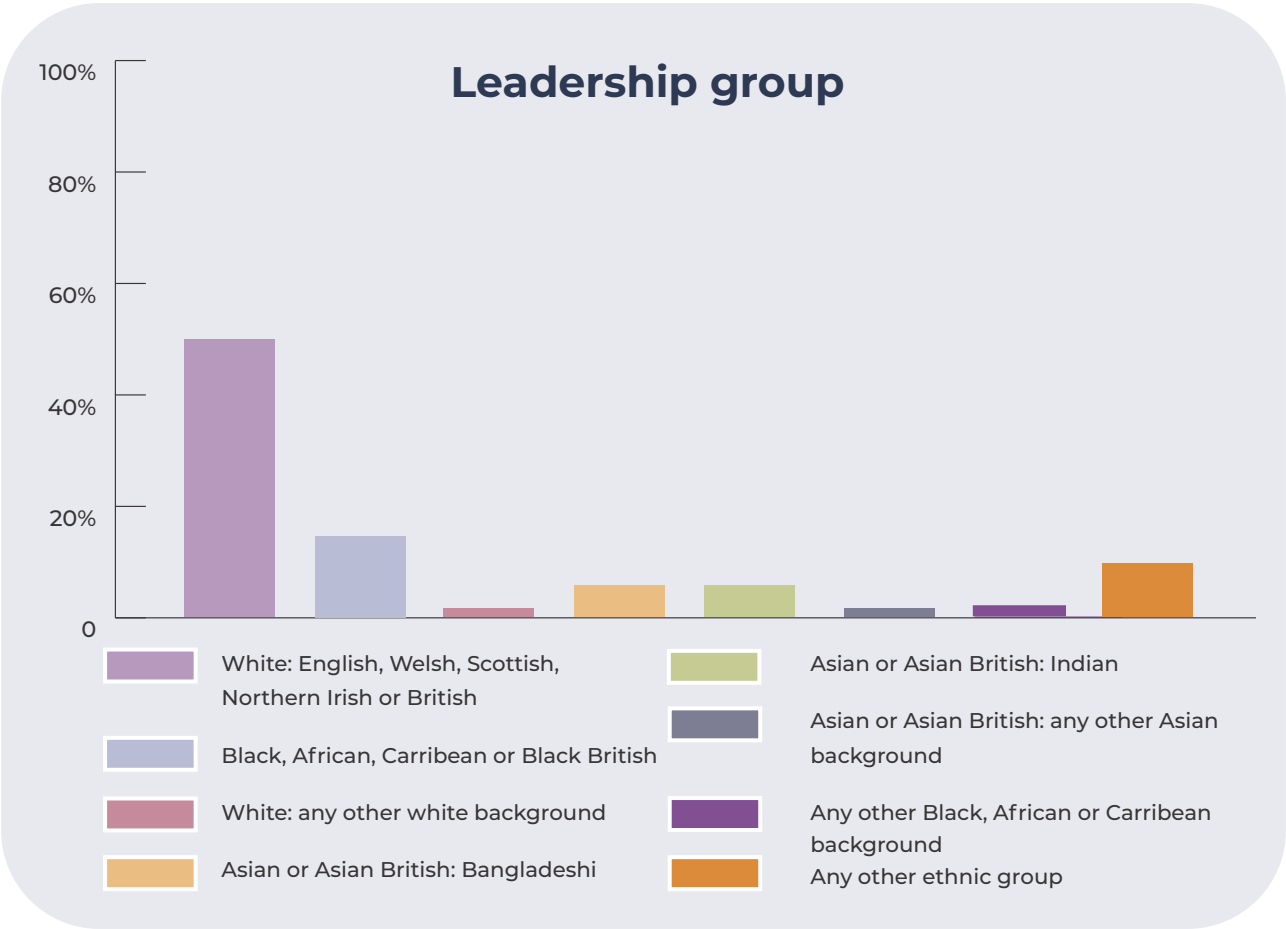
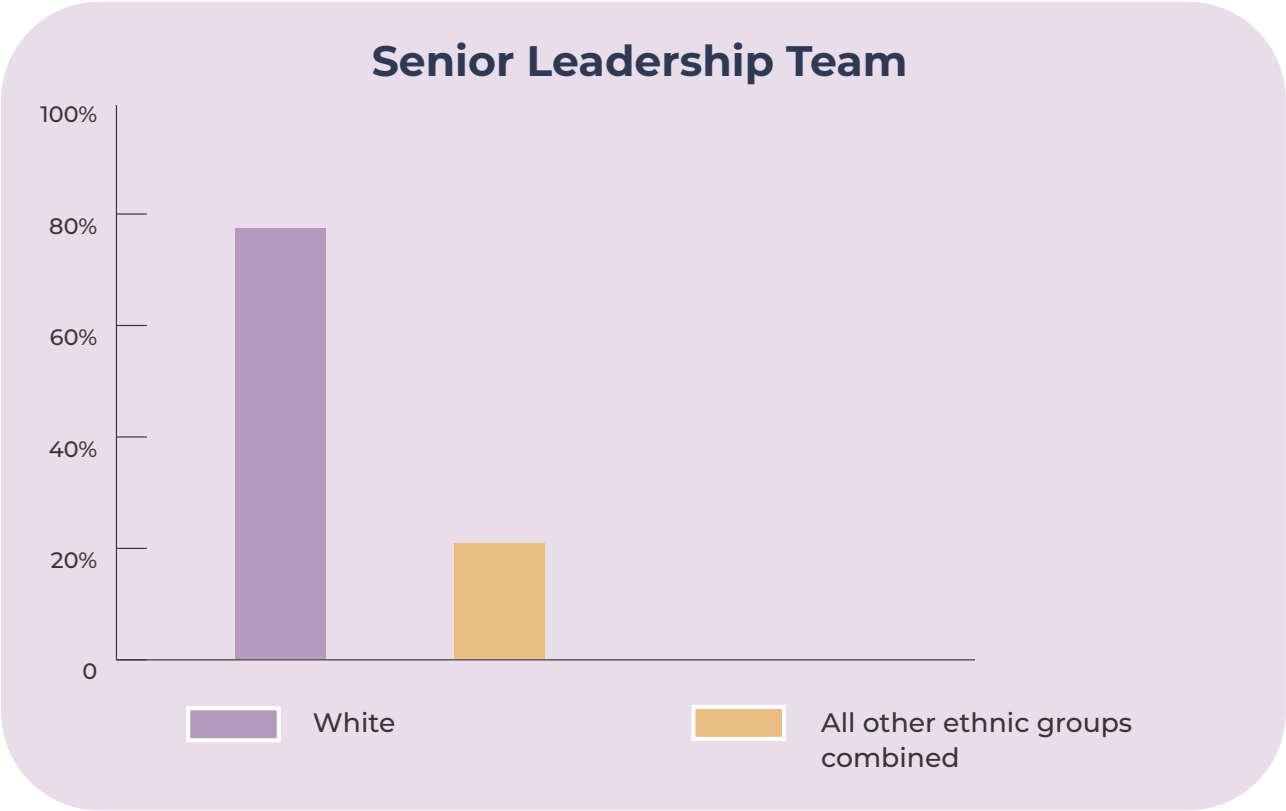


Religion



Staff (%)

Volunteer (%)



This Year's Financial Results

Summary

During the year, the charity raised £2,341k (2022: £2,634k) and spent £2,450k (2022: £2,760k). After allocation of the appropriate expenditure in the year against restricted funds, a deficit of £14k (2022: surplus of £25k) was deducted from the free reserves in line with the charity's policy.

The free reserves of the charity, after allowing for fixed assets of £1k (2022: £3k) and designated funds of £nil (2022: £nil), stand at £933k (2022: £945k). 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 £1,423k (2022: £1,501k) of general or unrestricted income. Expenditure of £1,437k (2022: £1,476k) was set against this, leaving a deficit of £14k (2022: surplus of £25k). The general reserves carried forward were £934k (2022: £948k).

Designated funds

No new designations were made in the year and there were no designated funds carried forward at 31 March 2023 (2022: £nil).

Restricted funds

A total of £918k (2022: £1,133k) of restricted income was received in the year and a balance of £205k (2022: £356k) brought forward from the previous year. Expenditure of £1,013k (2022: £1,284k) was set against this leaving a balance of £110k (2022: £205k) to carry forward to fund restricted activities next year.

Sources of income

£707k (2022: £801k) was received from Central Government sources, £1,315k (2022: £925k) was from Local Authority sources, £259k (2022: £642k) was from Trusts and Foundations, £24k (2022: £251k) was from National Lottery Community Fund and £36k (2022: £15k) from individuals, schools and corporate bodies.

Expenditure

Expenditure on National Services reduced to £896k (2022: £900k) as DWP's Reducing Parental Conflict project ended in the first quarter of the year.

Expenditure on Face to Face services reduced to £1,498k (2022: £1,827k). This was largely due to National Lottery funded 'Family Learning' and 'Afghan Communities' projects, Sport England's Active Families project and Education Endowment's ParentChild+ project came to an end last year.

Expenditure on Professional Development reduced to £1k (2022: £2k).

Investment in fundraising increased to £55k (2022: £31k) due to recruitment of Head of Income Generation and an increase in fundraising 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 2023, this equates to £580k, leaving a buffer of £353k out of total free reserve of £933k.

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

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 2024 has been secured.

The Trustees believe that the forecasted results and strong level of unrestricted reserve together with measures taken to date will enable the charity to continue as a going concern. Details of reserve are set out on note 25.

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 respect people's wishes about how they want us to communicate with them, and we are confident that Family Lives data practices are compliant with the General Data Protection Regulation.

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.

Our fundraising materials and approaches must be emotionally engaging and persuasive, but we seek to avoid causing distress and must protect the vulnerable.

We will approach donors with types of fundraising materials they might reasonably expect to receive and at a frequency judged to be in line with their behaviour.

We will not accept a donation if we believe it is unlawful to accept it or if accepting it is to

the detriment of the charity's achievement of its purpose. For example, we would not accept a donation if it could lead to other donors withdrawing support, a loss of volunteers or a future difficulty securing staff. In doing so, we will consider relevant Charity Commission guidance. The final decision on refusing a donation is taken by the Chief Executive.

We have never 'cold mailed' or 'cold called' the public to raise funds. We do 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.

Arimathea Charitable Trust
 Barnsley Metropolitan Borough Council
 Brilliant Parents
 Burghley Charitable Trust
 City of London
 City of Westminster Charitable Trust
 Department for Work and Pensions
 Department for Education
 Dormer Wells High School
 Esmée Fairbairn Foundation
 Fidelity UK Foundation
 GLA Westminster
 Hertfordshire County Council
 Hyde Park Place Estate Charity
 John Armitage Charitable Trust
 Lloyds Foundation Matched Giving
 London Borough of Camden
 London Borough of Ealing
 London Borough of Hounslow
 London Borough of Lewisham
 Matt Stanley (staff union)
 MVM Charities Trust
 National Lottery Community Fund

One School Global Northwich Campus
Onyema Welwyn Garden City
RAF Northolt
Rita Cox Legacy (Sandra Jean Blower)
Royal Borough of Kensington of Chelsea
South West Yorkshire Partnership NHS Foundation Trust
Southfields School
Sport England
St Mark Church (Purley)
St. Giles-in-the-Fields
Stevenage Homeless Young Parents
Strand Parishes
The British Land Company PLC
The Brook Trust
The Cathedral Abbey Church of St Alban
The Dulverton Trust
The Living Room
The Monday Charitable Trust
The Newcore Foundation
The Rayne Foundation
The Watford and Milton Keynes Lloyds Commercial Banking Team
Welwyn Garden City Schools Partnership
Westminster Almshouses
Westminster City Council
Young Westminster Foundation

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:

N Rupani	Chair, appointed 28/03/2023
A de Waal	re-appointed 04/11/2022
S Bayliss	re-appointed 04/11/2022
J Coleman	resigned 03/11/2022
W Jones	Treasurer
S Hayman	
A Holt	
A Montgomery	resigned 03/11/2022
K Summers	re-appointed 04/11/2022
S Land	appointed 10/05/2023
E Harries	appointed 10/05/2023
F Davies	appointed 10/05/2023

Sub-Committees:

Policy & Finance Sub-Committee

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

Staffing Sub-Committee:

K Summers, S Bayliss, N Rupani, W Jones, S Hayman

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

Objectives

The objectives of the Company are:

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

For the purpose of the above, 'family members'

includes parents, children and others forming part of the wider or extended family, including grandparents and step relatives.

Public Benefit

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

Achievements and benefits to families, parents, children and other services users which cover public benefit are detailed on pages 11 to 29.

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 2023 was seven (2022: 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 organisations 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.

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 appointments of three new Trustees in May 2023.

Anastasia de Waal who has been Chair of the Board of Trustees since November 2009, stepped down as Chair on 28 March 2023. However, she will continue to serve as a Trustee of Family Lives. The Trustees and the Chief Executive thanked Anastasia for the many years of service as Chair and for her dedication and commitment to the charity.

Neena Rupani who has been a Trustee since May 2016, was unanimously appointed by the Board of Trustees to serve as a new Chair of the Board. Neena is an economist by profession and works in Regulatory Policy for BT.

The Board of Trustees regrettably accepted Andrew Montgomery and John Coleman's decision to stand down after many years of significant services to the charity. The Trustees would like to acknowledge and thank Andrew and John for their expertise and dedication during their tenure.

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 Charity's 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 and review processes.

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 Leadership Team.

Board Sub-Committees

Policy & Finance sub-committee and Staffing sub-committee, which replaced Remuneration sub-committee, 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.

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 Staffing Sub-Committee meets 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 Board Staffing Sub-Committee then reports back to the Board with a recommendation.

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.

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 2023/24 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	Accreditation for frontline staff. The Helpline Association Quality standard qualification maintained. Risk of Harm Policy procedures implemented. All frontline staff and volunteers DBS checked. Complaints procedure in place. £10million Public Liability Insurance in place. £5million Professional Liability Insurance in place
Cyber security	Up to date cyber security products in place that can be auto deployed via third party software. Data stored with third party's Cloud Service, daily back up of data and Data Centres are ISO:27001 certified. The third party is Cyber Essentials + certified. Multi-factor authentication. Website hosted via third party, on UK servers.
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 18 July 2023 and signed on its behalf by:

Neena Rupani

Neena Rupani (Chair)

W Jones

Warwick Jones (Treasurer)

INDEPENDENT AUDITORS' 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 2023 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 2023 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.

Opinion 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.

Auditors' 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 charity, 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;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees; and
- reviewing our work throughout the audit file for evidence of non-compliance with laws and regulations.

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: 6 September 2023

Statement of Financial Activities (incorporating Income and Expenditure Account) for the year ended 31 March 2023

	note	Unrestricted funds	Restricted funds	2023 Total	2022 Total
		£'000	£'000	£'000	£'000
Income and endowments:					
Income from:					
Donations and legacies	2	29	918	947	1,145
Charitable activities	3	1,380	-	1,380	1,486
Other trading activities	4	3	-	3	3
Investment income	5	11	-	11	-
Total income		1,423	918	2,341	2,634
Expenditure on:					
Raising funds	6	55	-	55	31
Charitable activities:					
National services	7	688	208	896	900
Face to Face services	8	693	805	1,498	1,827
Professional development	9	1	-	1	2
Total expenditure		1,437	1,013	2,450	2,760
Net income		(14)	(95)	(109)	(126)
Funds at 1 April 2022	24/25	948	205	1,153	1,279
Funds at 31 March 2023	24/25	934	110	1,044	1,153

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 2023

	note	2023		2022	
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible assets	17		1		3
Current assets					
Debtors	18	196		194	
Cash on deposit		600		600	
Cash at bank and in hand		550		726	
		1,346		1,520	
Creditors:					
Amounts falling due within one year	19	(297)		(363)	
Net current assets			1,049		1,156
Total assets less current liabilities			1,050		1,159
Creditors: amounts falling due after one year					
Provision for liabilities	20		(6)		(6)
Total net assets			1,044		1,153
Unrestricted funds	23		934		948
Restricted funds	25		110		205
Total funds			1,044		1,153

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

The financial statements were approved by members of the Board on 18 July 2023 and signed on its behalf by:

Neena Rupani

N Rupani (Jul 27, 2023, 6:24pm)
Neena Rupani (Chair)

Warwick Jones

Warwick Jones (Jul 31, 2023, 6:57pm)
Warwick Jones (Treasurer)

Company Registration Number: 03817762

Statement of cash flows for the year ended 31 March 2023

	2023 £'000	2023 £'000	2022 £'000	2022 £'000
Reconciliation of net (expenditure)/ income to net cash flow from operating activities				
Net expenditure as per the statement of financial activities	(109)		(126)	
Depreciation charges	2		4	
Bank interest	(11)		-	-
(Increase)/decrease in debtors	(2)		34	
Decrease in creditors	(67)		(89)	
Net cash (used in) / provided by operating activities		(187)		(177)
Cash flows from investing activities:				
Dividend	11			
Purchase of property, plant and equipment	-		(2)	
Net cash used in investing activities		11		(2)
Cash flows from financing activities:				
Social Investment Bond bank loan	-		(50)	
Net cash used in financing activities		-		(50)
Change in cash in the reporting period		(176)		(229)
Cash at the beginning of the reporting period		1,326		1,555
Cash at the end of the reporting period		1,150		1,326
Analysis of cash:		1 April 2022	Cash flows	31 Mar 2023
		£'000	£'000	£'000
Cash at bank and in hand		726	(176)	550
Cash at COIF deposit		600	-	600
Total cash		1,326	(176)	1,150

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

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 review forecasts thoroughly including projects delivery costs, the Charity's operations and cashflow and they do not consider that there are material uncertainties regarding the Charity's ability to continue as a going concern. Accordingly, the Trustees continue to adopt the going concern basis in preparing the financial statements.

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 2023.

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.

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.

Accounting policies (continued)

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

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.

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.

Accounting policies (continued)

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	2023 Total
	£'000	£'000	£'000
General donations	29	-	29
Restricted grants:			
National services	-	69	69
Face to Face Services	-	849	849
Total	29	918	947

Funding from Central Government was £nil (2022: £nil) and Local Government £665k (2022: £260k). Funding conditions attached to the income have been met and objectives as set out on funding agreements have been achieved.

Funding from Local Governments were for ParentChild+ project, Ukraine Families Welfare service, Barnsley Crisis funding and Greater London Authority's Violence reduction projects.

2b Donations and grants (prior 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
Total	12	1,133	1,145

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 30,780 hours spent (2022: 23,878 hours), this equates to £540,945 (2022: £382,852). 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

	2023 Total	2022 Total
	£'000	£'000
Helpline services	662	668
Face to Face services	717	816
Professional Development	1	2
Total	1,380	1,486

Income from charitable activities was unrestricted. Amount received from Central government was £706k (2022: £801) and Local Government £650k (2022: £661k). Funding conditions attached to the income have been met and objectives as set out within funding agreements have been achieved.

4 Other trading activities

	2023 Total	2022 Total
	£'000	£'000
Sales of wristbands	1	3
Total	1	3

Income from other trading activities was unrestricted.

5 Investment income

	2023 Total	2022 Total
	£'000	£'000
Bank interest receivable	11	-
Total	11	-

Investment income was unrestricted.

6 Cost of raising funds

	2023 Total	2022 Total
	£'000	£'000
Staff costs	42	23
Events and fundraising	3	3
Support cost (Note 10)	10	5
Total	55	31

Cost of raising funds in 2023 and 2022 were unrestricted.

7a National Services expenditure (current year)

	Unrestricted funds	Restricted funds	2023 Total
	£'000	£'000	£'000
Direct costs	557	182	739
Support costs (Note 10a)	131	26	157
Total	688	208	896

7b National Services expenditure (prior year)

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

8a Face to face services expenditure (current year)

	Unrestricted funds	Restricted funds	2023 Total
	£'000	£'000	£'000
Direct costs	529	708	1,237
Support costs (Note 10a)	164	97	261
Total	693	805	1,498

8b Face to face services expenditure (prior year)

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

9 Professional Development expenditure

	2023 Unrestricted funds £'000	2022 Unrestricted funds £'000
Direct costs	2	2
Total	2	2

10a Analysis of support costs (current year)

	Raising Funds £'000	Helpline services £'000	Face to Face services £'000	2023 Total £'000
Management & admin	3	42	70	115
Human Resources	2	26	43	71
Finance	2	28	47	77
Information Technology	2	35	59	96
Governance (Note 12)	1	19	32	52
Depreciation	-	1	1	2
Premises, office and other costs	-	6	9	15
Total	10	157	261	428

10b Analysis of support costs (prior year)

	Raising Funds	Helpline services	Face to Face services	Professional Development	2022 Total
	£'000	£'000	£'000	£'000	£'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

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

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

11 Net income for the year

	2023	2022
	£'000	£'000
This is stated after charging:		
Depreciation	2	4
Operating leases for land and buildings	39	44
Audit fee	17	15

12 Governance costs

	2023	2022
	£'000	£'000
Governance costs are made up of:		
Staff salaries	21	23
Staff travel & meetings	-	-
Trustees' expenses	17	15
Audit fee	13	12
Insurance and professional fees	1	1
	52	51

13 Staff costs and numbers

	2023	2022
Staff costs were as follows:	£'000	£'000
Salaries	1,814	2,003
Social security costs	146	156
Pension contributions	72	80
Redundancy payments	33	73
	2,065	2,312
	No	No
The number of employees employed by the charity whose emoluments exceeded £60,000 were:		
£70,001 - £80,000	-	1
£80,001 - £90,000	1	1
	1	2
	No	No
Average weekly number of employees during the year, calculated based on full time equivalents:		
Charitable activities	60	61
Governance	1	1
	61	62
Average number of staff employed during the year:	110	119

Total employee benefits received by key management personnel, including pension and employer's national insurance contributions were £197k (2022: £184k). This year's key management personnel include Chief Executive, Director of National Services and Director of Communications. In 2022, Key Management Personnel were made up of Chief Executive and Deputy Chief Executive.

No Trustee received any payment during the year (2022: £nil).

14 Board of Trustees

Trustees' expenses relate to travel expenses reimbursed for attendance at Board of Trustees meetings. One trustee was reimbursed £476 (2022: 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 £72,446 (2022: £80,394).
Pension payment outstanding at year end was £13,164 (2022: £14,617).

17 Tangible Assets

	Furniture & equipment £'000
Cost	
At 1 April 2022	29
Additions	-
Cost of disposals	-
At 31 March 2023	29
Depreciation	
At 1 April 2022	26
Charge for the year	2
On disposals	-
At 31 March 2023	28
Net book value	
At 31 March 2023	1
Net book value	
At 31 March 2022	3

18 Debtors

	2023	2022
	£'000	£'000
Debts receivable within one year		
Trade debtors	42	74
Prepayments and accrued income	152	119
Other debtors	1	-
	195	193
Debts receivable after more than one year		
Rent deposit	1	1
	196	194

19 Creditors

	2023	2022
	£'000	£'000
Trade Creditors	40	38
Accruals	55	85
Deferred income (Note 20)	102	144
Taxation (inc VAT) and Social Security	87	83
Other creditors	13	15
	297	365

Other creditors represents pension contributions outstanding at 31 March 2023.

20 Social Investment loan

The loan was repaid in full in November 2021

21 Provision for liabilities

	At 1 Apr 2022	Provision for the year	Provision released	At 31 Mar 2023
	£'000	£'000	£'000	£'000
Dilapidation of area offices	6	-	-	6
	6	-	-	6

The provision relates to dilapidation costs of the charity's head office in Hatfield. No funds were utilised and there was no additional provision made during the year.

22 Movements in deferred income

	2023	2022
	£'000	£'000
Balance at the beginning of the year	144	250
Resources deferred during the year	102	144
Amount released from previous year	(144)	(250)
Balance at the end of the year	102	144

Deferred income represents income received in advance in the year ending 31st March 2023 that relates to next financial year mainly to fund Face to Face services.

23 Obligations under operating leases

	2023	2022
	£'000	£'000
Operating leases expiring within 1 year	42	38
Operating leases expiring within 2 to 5 years	2	3
Total operation leases	44	41

The above leases relate to:

Land and buildings	43	39
Photocopiers	1	2
	44	41

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

	Unrestricted funds	Restricted funds	2023 Total
	£'000	£'000	£'000
Fixed assets	1	-	1
Current assets	1,236	110	1,346
Current liabilities	(297)	-	(297)
Long term liabilities	(6)	-	(6)
Total net assets	934	110	1,044

24b Analysis of net assets between funds (prior 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	948	205	1,153

25a Movements in unrestricted funds (current year)

	At 1 Apr 2022	Income	Expenditure	Net Trfs	At 31 Mar 2023
	£'000	£'000	£'000	£'000	£'000
Unrestricted funds					
General unrestricted funds	948	1,423	(1,437)	-	934
Total unrestricted funds	948	1,423	(1,437)	-	934

25b Movements in unrestricted funds (prior 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
Total unrestricted funds	923	1,501	(1,476)	-	948

26a Movements in restricted funds (current year)

Funder name	Purpose	At 1 Apr 2022 £'000	Income £'000	Expenditure £'000	At 31 Mar 2023 £'000
<u>National services</u>					
National Lottery Community Fund	Digital Development	144	24	123	45
The Monday Charitable Trust	Helpline/LiveChat	33		33	-
John Armitage Charitable Trust	Helpline/LiveChat	44	45	52	37
sub-total		221	69	208	82
<u>Face to face services</u>					
The Dulverton Trust	Early Years intervention	2		2	-
Sport England	Active Families project	5		5	-
The Rayne Foundation	Young Carers support	7		7	-
National Lottery Community Fund	Family Learning & Support	8		8	-
National Lottery Community Fund	Afghan Families project	11		11	-
Westminster, Kensington & Chelsea	Early Years intervention	(178)	468	372	(82)
St Giles & St George	Befriending service	7	6	11	2
GLA Westminster	Parent Champion service	-	28	27	1
Esmee Fairbairn Foundation	Early Years intervention	24	66	90	-
City of Westminster Foundation	Parenting Support service	5		5	-
The Brook Trust	Early Years intervention	11	33	26	18
Fidelity UK Foundation	Family support/Change manager	41		35	6
The Monday Charitable Trust	Family support/Change manager	29	50	24	55
Westminsters & the Royal Borough of Kensington and Chelsea	Ukraine Families Welfare Checks	-	82	77	5
Barnsley Metropolitan Borough Council	Support through crisis		30	30	-
London Borough of Hounslow	Active Families project	-	25	25	-
City of Westminster	Covid Vaccine Uptake	-	13	13	-
Westminster Almshouses	Young Carers support	-	7	3	4
Ealing Turnaround Project	Youth Justice Service		8	1	7
Various small grants		12	33	33	12
sub-total		(16)	849	805	28
Total		205	918	1,013	110

In March 2019, we started a new multi-year project, ParentChild+, in Westminster and Kensington & Chelsea, whose primary objective is to narrow the gap in school readiness for disadvantaged children. The deficit for the year, £82k (2022: deficit £178k) was the result of timing difference between costs incurred and milestones reached to trigger income recognition. We forecast to achieve most of the milestones in the coming year and eliminate deficit altogether.

26b Movements in restricted funds (prior 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	-	1	1	-
Various small grants	Welfare Checks	5	17	9	12
sub-total		93	946	1,054	(16)
Total		356	1,133	1,283	205

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