

FAMILY LIVES

ANNUAL REPORT AND ACCOUNTS

For the year ended 31 March 2014

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

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Why we are needed

The origins of Family Lives began in 1973 when a young girl was killed by her step-father. Local parents saw the need to ensure that no mother or father felt they had nowhere to turn to, not only in crisis but before situations reach crisis point which could result in abuse. We aim to normalise seeking support and the provision of support where and when a family needs it. We support hundreds of thousands of people through our different services from all walks of life, of all ages and from all backgrounds.

Vision

Families are the foundation of society. All families should have access to active support and understanding.

Mission

Family Lives works around the clock, transforming the lives of families, supporting parents and making happier relationships, happier families and a stronger society. Our experience enables us to help families with any problem or challenge that they face. Our trained family support workers, both paid and volunteer, offer all family members immediate and on-going help on the phone, online or in local communities. We use the knowledge gained through our work to inform, support and train professionals and campaign for changes to improve and support family life.

We value being

Confidential – safe space

Accessible – free, inclusive, around the clock, for everyone

Professional – leading, developing services, volunteers and staff, commenting

Independent and trustworthy – reassuring, first call

Empathetic and non-judgemental – personalised, won't stigmatise, open-minded, a sounding board

Executive Summary

We are all part of a family, our relationships can have the biggest impact on our happiness and quality of life. Families are complex and ever-changing – Family Lives' services reflect this, providing vital support through our helpline, website and in person in local communities. Our volunteers, offering befriending to families and vital support on our helpline, are an essential part of what we do and how we do it. Family Lives supports families across the UK with the normal, everyday ups and downs of family life such as toddler tantrums and communicating with teenagers. But we also support many individuals, both adults and children, who find themselves not knowing where else to turn, whether this is a father who thinks his son's alcoholic mother is neglecting him, or a child who is feeling suicidal due to being bullied at school.

We provide 24-hour support through our free helpline, and our email and online chat services, as well as extensive advice on our website. Across England, we provide support to families focussing on specific issues such as coping during divorce, helping young parents access services and supporting forces families with the transition back to civilian life.

This Report describes the different ways we support families across the UK, the often harsh realities of daily life for some and the impact our work can have.

Legal and administrative information

Status

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

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

Trustee Board

The members of the Board during the year were:

A de Waal	Chair
S Bayliss	re-appointed 24/10/13
J Coleman	
W Jones	Treasurer
S Hayman	
D Marden	re-appointed 24/10/13
A Montgomery	Vice Chair
S Stuart-Brown	
J Thoburn	
S Vahid	re-appointed 24/10/13
S White	

Trustee Members of Policy & Finance Sub-Committee:

A de Waal, W Jones, S Bayliss, D Marden, S White

President

Rt. Hon Lord Justice Thorpe

Chief Executive and Company Secretary

J Todd

Registered Office

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

Auditors

Hillier Hopkins LLP, Radius House, 51 Clarendon Road, Watford, WD17 1HP

Solicitors

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

A word from our Chair

The last year has been one of both challenges and rewards, with ongoing economic hardship for families the backdrop to the consolidation of our work and furthering of our support. By innovatively securing new funds and successfully forging new partnerships, Family Lives has been able to work effectively with the broad spectrum of family-related issues, from helping parents manage their teens to supporting prisoners to maintain their family relationships. Working together with specialist organisations, be it on a single project such as befriending in collaboration with the Barefoot Institute, or via merger, as with Parenting UK, we have been able to strengthen the support that families in England and Wales have access to.

We are very proud of both the depth and breadth of the work we do locally and nationally, whether providing face-to-face, email or telephone support, working in a community or institutional context, or speaking to families in their own home, Family Lives is successfully extending its reach at a time when people need support most.

Once again, on behalf of the Board I would like to express our heartfelt thanks to every member of the organisation for the hard work and dedication which has helped to support so many families across the country this year. It is thanks to you that Family Lives has been able to go from strength to strength this year.

Anastasia de Waal, Chair, Family Lives

Report of the Board of Trustees for the year ended 31 March 2014

Objectives

The objectives of the Company are:

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

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

Public Benefit

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

Governance and Management

Board of Trustees

Members of the Trustee Board, who are directors for the purpose of Company Law and trustees for the purpose of Charity Law, who served during the year and up to the date of this report, are set out on page 3. Members of the charitable company guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2014 was eleven.

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

Diversity

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

Board Annual Review

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

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

Board Recruitment

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

Board Induction and Training

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

Board Meetings

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

Board Sub-Committees

There are two Sub-Committees: Policy & Finance, and Remuneration which make recommendations to the Board for approval.

Family Lives' Companies

Sibling Ltd [formerly Parents Direct Ltd], Family Lives' trading company, did not trade during the year. Family Lives acquired Bullying UK on 4 November 2010 whose activities were transferred to Family Lives and the shell company was closed on 11/10/2011.

Family Lives acquired Teen Boundaries on 15 September 2011. The activities were transferred to Family Lives and the shell company has ceased to trade since 15 September 2011. Family Lives acquired Parenting UK on 16 November 2012 whose activities were transferred to Family Lives and the shell company has ceased to trade since 16 November 2012.

Senior Management

The Senior Management Team (SMT) meets eleven times a year and addresses cross-organisational issues. To ensure that all relevant staff are involved in key decisions the SMT includes the Head of Information Technology and the Head of Training and Development. However, the Directors still hold principal responsibility for the budget and key strategic decisions. All Senior Managers work across the whole organisation and are accountable to the Board of Trustees via the Chief Executive.

Trustees' Responsibilities Statement

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

Company Law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and

expenditure, of the charitable company for the year. In preparing these financial statements, the Trustees are required to:

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

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the Charitable Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

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

Achievements and Performance

Overview of our services and activities

We are extremely proud of the diverse range of services we can offer families. Our helpline, email support and online chat services are available across the country. Through our website we reached over 1 million visitors in 2013-14 providing advice about pregnancy, toddlers, teens, bullying, divorce and more.

As well as our own busy helpline, we have partnerships with other organisations to provide their support helplines including Families Need Fathers and Marriage Care. Last year we received 122,492 calls (including those from our partnerships) and answered 80% of callers contacting us with 66.5% answered the first time they called. There are many people who call us on a regular basis, and also those who need more intensive support. We would like to be able to answer every call we receive and strive to find a way to do this.

We also responded to 5,812 emails and 7,977 online chats and we are extremely proud to be able to support so many families. Some of our calls and emails are from highly stressed individuals who find themselves in often unimaginable situations and we are pleased to be able to offer guidance and support to them at such a difficult time.

We also run services across England ranging from TeenBoundaries workshops for teenagers in schools addressing the issues surrounding relationships, boundaries and pornography, supporting 2,246 young people aged 10 to 18 last year, to training prisoners to provide peer support in Hertfordshire or supporting parents whose child has a special educational need.

The backbone of our support for families is our volunteers, offering befriending in local communities and manning our busy helpline and online support, without whom we would not be able to do what we do. Empowering people in their local community to provide volunteer befriending support helps the families and also the volunteers themselves with their self-esteem and skills. Over half our workforce are volunteers.

“Thank you for responding so promptly to my email about my grandson – just knowing that there is somebody out there to help my son is not only reassuring for him but helps me tremendously.”

Early years

We know that the early years are vital and that parents determine whether these early years provide a strong bedrock for social and emotional development that children need to thrive at school and in life. Family Lives supports families in the early years via a parenting programme called GroBrain. This programme is tailored for parents of babies from before birth to 1 year old and links basic parenting skills to early brain development, helping to support secure attachment. We currently deliver GroBrain in the South West.

Young parents

In October 2013 we began working in partnership with Children’s Centre services and Camden’s network of support services to provide a service for young mums and dads in Camden. This three-year project aims to improve outcomes for pregnant teenagers, young and teenage parents and their children. We do this by providing information about their local Children’s Centre services and the wider support network within Camden, linking them to agencies, services and opportunities which may benefit them.

“I’m more confident, I can now read his signs and know when he’s had enough to give him some space.”

Working with schools

We work across the country supporting teachers and parents to ensure the best outcomes for their children. Advice and support around bullying, online safety and challenging behaviour are core activities, alongside facilitating positive parental engagement where there may have been conflict with the school. Our family support workers in schools make this difference by working with teachers and families to resolve issues of potential conflict and also support parents to make positive choices around health and family wellbeing. We know that positive parental engagement improves the outcomes for children, and also enables schools to get on with their core business of teaching. We deliver our TeenBoundaries programme across schools and are currently delivering countywide in Cornwall.

Kinship care

The pilot of our Relative Experience project ended in March 2014, working in partnership with Grandparents Plus and the Family and Childcare Trust. During the pilot we supported 19 kinship carers through 141 befriending sessions. Key areas of change included a

reduction in stress and anxiety, reduced social isolation and improved sense of ability to cope. A full evaluation report by Coram found that, "The peer-led model and the use of informal befriending was an effective approach to work with kinship carers, a group that are often isolated and distrustful of conventional social services. Evidence suggested that kinship carers responded well to the support offered, valuing the emotional support and the opportunity to take time away from their responsibilities to talk about issues".

This project will run for another three years due to new funding from BIG Lottery Silver Dreams Fund and extend into Middlesbrough, Durham and Northumberland. The full evaluation report of Relative Experience by Coram will be available on our website www.familylives.org.uk

"We now have a calmer atmosphere at home. I am coping better and not losing my rag like I used to. And the children are better behaved." Kinship carer

Case study (names changed):

Alison has three adult children and a 6 year old grandson Carl, the son of her eldest daughter who has a mental illness. During the first four years of his life Alison provided an increasing amount of care and support for Carl until eventually Alison had to step in to bring him up. Alison still had her own children at home, she was supporting her daughter through mental illness and she was working full time. This proved so stressful that it was a factor in her break up with her partner and took such a toll on her own health that she had to seek medical help for depression.

"My head was in a mess – I was a mum, a step-mum, and a grandma. How can any one person play the roles of all three? I had to step back from my own daughter so that I could do the best for my grandson. It hurt like hell and I suffered many nights feeling alone and full of despair – crying myself to sleep."

Alison didn't meet another kinship carer until she found out about a local support group and from them was put in touch with the Relative Experience project. Very soon Alison was introduced to a befriender who visited her weekly and supported her to find out more about things like residency orders and financial support from the local authority. As a result of the support the project has provided, Alison has really flourished over the past few months. She is a regular at the kinship carers support meetings, has talked in front of an audience at one of our events and has even made contact with key people at Carl's school to raise awareness about kinship care. She has become much more confident and has expanded her network of friends. Alison is doing a brilliant job in providing a better future for her grandchild.

Supporting teenagers

We support teenagers through our TeenBoundaries programme of workshops delivered in schools for 10 to 18 year olds. TeenBoundaries aims to prevent sexual bullying, peer on peer sexual exploitation and promotes positive gender relationships by challenging attitudes and promoting tolerance, understanding and cohesion between young people. Our interactive programme gives young people the skills they need to manage relationships, clarify attitudes and values and maintain boundaries, raising awareness about the effects of pornography, gang culture, homophobia, cyberbullying and social media. Over the last year we have delivered TeenBoundaries to 2,246 pupils in 24 schools and have now extended our delivery to Cornwall.

Over the last year we have worked in the most deprived part of the borough of Croydon, delivering TeenBoundaries as part of a three-year programme. In 2013 we began delivering TeenBoundaries to primary and secondary schools in Stevenage thanks to funding from Big Lottery. The first year of the project has achieved full delivery within schools and has provided new opportunities for commissioning the TeenBoundaries programme due to the project's success.

"It helped me to not be awkward when talking about sex."

"I will tell my friends to stop watching porn."

After delivering TeenBoundaries to 160 students at Barclay School, 92% felt they could understand and spot sexual bullying

After delivering TeenBoundaries to 45 students at Fairland School, 90% of the pupils said they would change the way they act or treat others in the future.

Supporting families going through divorce and separation

Family breakdown can be a devastating experience which, if managed badly, can have a damaging impact on the children. Family Lives recognises that some relationships fail, but it is the nature of the ending which is all important. We help couples to think through how they establish clear outcomes for their children and protect them from unnecessary conflict.

We offer a number of different services to support people going through divorce or separation who are struggling to communicate with their ex, or agree on arrangements for their children. We have obtained the Help and Support for Separated Families quality mark. In December 2013 we started a project with the Barefoot Institute to support individuals going through divorce in the Muslim community in Waltham Forest and Leicester. The project provides peer support from volunteers which is relevant to the Muslim community as it mirrors the prophetic model as demonstrated throughout the prophetic tradition. The project will run from December 2013 until March 2015, and will engage 180 couples in the befriending service, with an estimated 150 couples completing the service.

Website: 74,268 unique pageviews of our divorce and separation content

Helpline: 7,407 calls taken about divorce and separation

Live chat and email: 621 about divorce and separation issues

Volunteer insight - what difference has being a volunteer befriender made to you?:

"Oh, it has made a huge difference. I have met two lovely people who I can talk to and feel comfortable with. I've spoken to them and befriended them but I've found it quite therapeutic for me too, it's a two way thing, I've given them suggestions and they have helped me. It is nice not to be judged and to be able to be me, not mam, nana, wife, cook etc. I know we will stay in contact regardless."

Special educational needs

In March 2013 we began delivering a Parent Partnership Service in Croydon, South London, supporting parents whose children have special educational needs. The service provides independent information, advice and guidance for parents and carers. Our approach is to provide the information and advice parents require to make decisions, explore the possible options with them and assist them to get their views across on an

equal basis with the professionals who are making provision for their child. During the last year, we supported 422 service users.

Mental health

Mental wellbeing is the top reason people contact our helpline. We support thousands of people each year to develop strategies to help themselves or other family members with issues that can include post-natal depression, anxiety, work stress and relationship problems. We offer a range of support services in the community including a three year project in Cheltenham in partnership with a local organisation, County Community Projects, to support the personal, educational, and social positive development of up to 250 hard to reach young people experiencing mental health and emotional issues.

We have supported families across four locations to improve the mental and physical health of vulnerable families as part of Department of Health funding. We provided support through our trained volunteer befrienders who together with family support co-ordinators supported families referred to the service by GPs, health visitors, child and adolescent mental health services (CAMHS) and other health-related professionals.

Supporting families with complex needs

In a number of areas we are supporting families who meet the criteria for the Government's Troubled Families Programme. In Hampshire we have worked with consortium partners to deliver intensive family support, working with the whole family to improve school attendance, support parents with routes out of worklessness and reduction in anti-social behaviour. This project began in April 2013 and is currently working with 201 families with the aim of supporting 500 families over the life of the programme (April 2015). In Ealing and Southwark our trained volunteer workforce is also providing befriending to families needing higher levels of support as part of the Troubled Families Programme.

Working with prisoners

We have been working in the Mount Prison in Hertfordshire to train prisoners in peer mentoring to help prisoners maintain contact with their family as research shows that prisoners visited by family have lower re-offending rates, and are more likely to have a job and a home when they are released ^{1,2}

The aim of this project is to support prisoners who are fathers, and partners/family members of prisoners, increasing communication between parent and child, increasing parents' confidence in dealing with loss and change and raising children alone, reducing the risk of re-offending and improving outcomes for children and young people. Specific objectives include: building self-esteem in both parents and children; improving family resilience; and understanding children's behaviour through understanding parents' own feelings and needs. Our work has been well received by the prison and has received excellent feedback from The Governor and Hertfordshire Association for the Care and Resettlement of Offenders (HACRO) who are supporting our work. So far over 20 prisoners have been trained and are currently achieving APT accreditation.

¹ May, C; Sharma, N; Stewart, D (2008) Factors linked to reoffending: a one year follow-up of prisoners who took part in the Resettlement surveys 2001, 2003 and 2004. Ministry of Justice, London.

² Niven, S; Stewart, D (2005) Findings 248: Resettlement outcomes on release from prison, 2003.

Press and social media coverage

Family Lives gained 300 pieces of media coverage over the last year including ITV National News, BBC Breakfast, Channel 5 News, Sky News, This Morning, Radio Five

Live and BBC Radio 4. We have participated in hundreds of local radio interviews and media coverage in a wide range of publications both national and local. News coverage covers the full breadth of the work we do including bullying issues, child on parent aggression and internet safety. Every year we exceed our media targets and we are increasingly considered as the go-to organisation for the media for comment on all family matters. This is only possible with the support and timely reactive skills of the entire organisation - volunteers, trustees and staff.

Supporting professionals

CANparent quality mark

In 2013 we won a contract to develop the CANparent quality mark for universal parenting classes. The CANparent quality mark, launched in January 2014, builds on our work delivering the CANparent voucher trial and sets accredited organisations apart from others, enabling parents to choose between organisations with the quality mark and those without.

Achieving the quality mark will also demonstrate that organisations have met the unique elements of the quality assessment process, and the high standards expected by parents and commissioners across the country. So far five organisations have received the CANparent quality mark and 34 organisations have applied for the quality mark.

"The mentoring programme is excellent, it would cost £1,000s just to get this level of business support to develop our long-term strategy."

Parenting UK

Parenting UK is the membership body for parenting professionals. We provide regular news bulletins, ebulletins and events for our members. In March 2014 we held our annual conference focussing on mental health and resilience in families.

Professional training

We provide a portfolio of training courses and workshops which we deliver to organisations on site. We have over 30 years' experience of working with families, providing us with invaluable experience in shaping our programme of training and consultancies for professionals.

Outlook

Family Lives will continue to work in the following five thematic areas: Family Relationships, Education, Legal Matters, Professional Development and Health and Wellbeing. In addition we will be looking specifically at support around Divorce and Separation. Family Lives will maintain its delivery of high quality, responsive services for families, locally and nationally.

Central to our activity over the next 3 years will be the establishment of a secure funding base, whilst operating in a difficult economic environment and anticipating any political changes in a pre-election year.

Our Three Year Strategy Aims are:

- Family Lives will maintain its role and focus as a core grassroots **volunteer- based** organisation, ensuring responsiveness, integrity and efficiency in our delivery.
- Family Lives will be recognised as a **primary organisation** that provides information and support to anyone parenting a child and those working with them – known nationally, locally and regionally as being authoritative, professional, helpful, reliable and caring in support of the family.
- Family Lives will provide direct **services to young people** through its TeenBoundaries and BullyingUK programmes.
- Family Lives will work with appropriate partners to establish itself as a **key commentator** through the provision of Press and Media that will utilise our evidence-based work and practitioner network, to enable us to enter into public debate about the nature of family life and the needs of parents and children.
- Family Lives will be a **collaborator** and seek strategic partnerships to enhance our 'offer' to families and practitioners through close working with other relevant agencies.
- Family Lives will be a **cost effective** organisation providing value for money that is competitive within both the charitable and private sector. We aim to be creative, responsive and flexible in how we respond to changes and challenges within a difficult funding environment.
- Family Lives will continue to develop individuals and **services that are professional**, and are passionate about working for and with parents and families, for the benefit of children and young people, taking a family centred approach to all its work, including during and after separation or divorce.
- Family Lives will generate sufficient income to ensure the delivery and **sustainability** of its services

In order to achieve these aims, Family Lives will behave as a learning organisation, committed to developing volunteers, staff and services, striving for excellence in our internal working and our service provision, and evaluating our success in achieving our aims.

Financial Results

Summary

During the year the charity raised £4.182m (2013 £3.616m) and spent £4.11m (2013 £3.335m). After allowing for the allocation of the appropriate expenditure in the year against restricted funds balances brought forward a surplus of £40k (2013 £281k) was added to the free reserves in line with the charity's policy.

The Unrestricted Funds of the charity now total £1.175m (2013 £1.135m). After allowing for £119k funding for designated funds the free reserves now stand at £1.056m (2013 £1.035m).

Restricted funds

A total of £2.306m (2013 £1.76m) of restricted income was received in the year and there was a balance of £99k (2012 £50k) brought forward from the previous year. Expenditure of £2.274m (2011 £1.711m) was set against this leaving an amount of £131 (2013 £99k) to carry forward to fund restricted activities next year.

Designated funds

The Trustees have designated £19k of unrestricted funds to support local services in 2014/15. £100k of unrestricted funds has been designated until November 2014 to support professional development membership services as agreed in the merger with Parenting UK.

Unrestricted funds

The charity raised £1.876m (2013 £1.86m) of general or unrestricted income. Expenditure of £1.836m (2013 £1.624m) was set against this, leaving a surplus of £40k (2013 surplus of £232k). This has increased the general reserves brought forward to £1.175m.

Sources of income

£2.497m (2013 £2.02m) was from Central Government sources, £0.805m (2013 £0.44m) was from Local Authority sources and £0.67m (2013 £0.67m) was from corporate bodies, trusts & foundations and individuals.

Expenditure

Investment in National Services increased to £1.413m (2013 £1.178m) due to the roll out of a helpline training programme and the addition of ParentChannel.TV. Investment in Local Services increased to £1.594m (2013 £1.522m) as new Local Authority contracts were secured. Expenditure on Professional Development rose to £0.963m (£0.377m) with the delivery on the DfE CANparent Market Development contract.

Due to limited funding expenditure on Public Education reduced to £58k (2013 £103k), and Policy development expenditure reduced to £28k (2013 £97).

The charity's governance costs account for 1% (2013 1%) of gross expenditure at £46k (2013 £46k). Expenditure on fundraising was £8k, with the activity focusing on the delivery of our 'Million Families Campaign' (2013 £12k).

The Trustees would like to thank all those who funded our work during 2013/2014. Trustees would also like to thank the charity's volunteers who generously provided 17,235 hours (2013 17,079 hours) of their time to support other parents. This equates to £212k (2013 £214k) of donated services.

Reserves Policy

The Board of Trustees agreed a reserves policy whereby the unrestricted funds not committed or invested in tangible fixed assets ('the free reserves') held by the charity should provide sufficient funds for an orderly wind down of the charity if necessary at some future date, this equates to £945k. The Board of Trustees designated £119k as outlined above.

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

Investment Policy

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

Risk Review

Trustees reviewed the risks to which the charity could be exposed and Trustees are satisfied that the charity has taken all reasonable steps to minimise risk, and that it has policies and procedures in place to manage risk effectively in all areas of the charity's work.

Provision of information to auditor

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

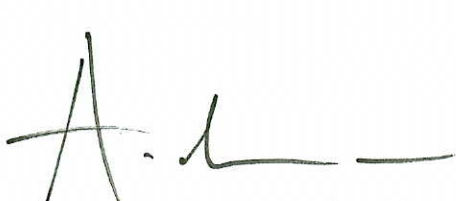
- so far as that Trustee is aware, there is no relevant audit information of which the company's auditor is unaware;
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the company's auditor in connection with preparing its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

Auditor

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

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

Approved by the Board of Trustees on 24th July 2014 and signed on its behalf by:



Anastasia de Waal (Chair)



Warwick Jones (Treasurer)

Independent Auditor's Report to the members FamilyLives for the year ended 31 March 2014

We have audited the financial statements of FamilyLives for the year ended 31 March 2014 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement set out in the trustee report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

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

Scope of the audit of the financial statements

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

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2014, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

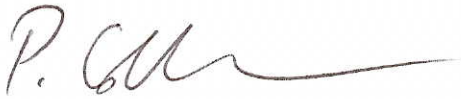
Opinion on other matter prescribed by the Companies Act 2006

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

Matters on which we are required to report by exception

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

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



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

Chartered Accountants
Statutory Auditor

Radius House
51 Clarendon Road
Watford
WD17 1HP

6 AUGUST 2014

**Statement of Financial Activities (incorporating Income and Expenditure Account)
for the year ended 31 March 2014**

	note	General fund	Restricted fund	2014 Total	2013 Total
		£'000	£'000	£'000	£'000
Incoming resources					
Incoming resources from charitable activities		1,819	2,094	3,913	2,926
Incoming resources from generated funds					
Voluntary income	2	28	212	240	664
Bank Interest		3		3	3
Other incoming resources		26	-	26	23
Total incoming resources	3	1,876	2,306	4,182	3,616
Resources expended	4				
Charitable activities					
National services		64	1,349	1,413	1,178
Local services		730	864	1,594	1,522
Public education and information		35	23	58	103
Policy development		28		28	97
Professional development		940	23	963	377
Fundraising		8		8	12
Governance costs	5	31	15	46	46
Total resources expended		1,836	2,274	4,110	3,335
Net (outgoing)/incoming resources		40	32	72	281
Funds at 1 April 2013		1,135	99	1,234	953
Funds at 31 March 2014	17/19	1,175	131	1,306	1,234

Balance Sheet as at 31 March 2014

		2014		2013	
	note	£'000	£'000	£'000	£'000
Fixed assets					
Tangible assets	10	53		-	
Investments		-		-	
			53		-
Current assets					
Debtors & Prepayments	11	500		378	
Cash on deposit		800		200	
Cash at bank and in hand		515		970	
		1,815		1,548	
Creditors:					
amounts falling due within one year	12	562		314	
Net current assets			1,253		1,234
Total funds			1,306		1,234
Unrestricted funds					
Designated Funds	16		119		100
General funds	17		1,056		1,035
			1,175		1,135
Restricted funds	19		131		99
Total funds			1,306		1,234

The financial statements were approved by the Members of the Board on 24 July 2014.


Anastasia de Waal (Chair)


Warwick Jones (Treasurer)

The notes on pages 21 to 28 form part of these financial statements.

1 Accounting policies

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

Income and expenditure

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

Unrestricted income

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

Grants and donations

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

Depreciation

Fixed assets costing less than £1000 are written off in full in the year of purchase. Other fixed assets are depreciated in equal installments so as to write off their costs over their estimated useful lives as follows:

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

Pensions

The company operates a defined contribution scheme for the benefit of its employees.

Allocation of resources expended to funds

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

Support cost allocation

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

Unrestricted funds

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

Designated funds

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

Restricted funds

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

Volunteers and donated services

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

2 Voluntary income

	Unrestricted funds £'000	Restricted funds £'000	2014 Total £'000	2013 Total £'000
General donations	28		28	25
Parenting UK donation			-	425
Donated services		212	212	214
Total	28	212	240	664

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 17,235 hours spent (2013: 17,079 hours), a value for their services of £212,067 (2013: £213,990) has been recognised within incoming resources as a donation and an equivalent charge included within resources expended.

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Financial statements for year ending 31 March 2014

	National services	Local services	Public education	Policy development	Professional development	Support	Governance	Fundraising	2014 Total	2013 Total
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
3 Incoming resources										
Unrestricted	28	696	33	-	1,059	6	34	20	1,876	1,856
Restricted	1,369	841	22	-	24	50	-	-	2,306	1,760
	1,397	1,537	55	-	1,083	56	35	20	4,182	3,616
4 Resources expended analysed by activity										
Staff, volunteer & staff-related costs	1,083	1,121	44	27	267	346	24	5	2,917	2,731
Travel & subsistence	17	57	-	-	15	16	2	-	107	81
Freelance specialists	4	54	-	-	241	58	-	-	357	85
Events	3	14	1	-	144	6	-	-	168	28
Premises	77	41	-	-	29	20	-	-	167	144
Office	63	35	5	-	4	14	-	-	121	120
Equipment	14	10	-	-	4	55	-	-	83	93
Digital	53	5	-	-	110	-	-	2	170	46
Other costs	1	1	-	-	-	-	18	-	20	7
Allocation of support costs	98	256	8	1	149	(515)	2	1	-	-
Total resources expended	1,413	1,594	58	28	963	-	46	8	4,110	3,335

FAMILYLIVES

Financial statements for year ending 31 March 2014

5 Governance costs	2014	2013
	£'000	£'000
Governance costs are made up of:		
Staff salaries	24	23
Staff travel & meetings		-
Trustees' expenses	2	2
Audit fee	9	9
Insurance and professional fees	9	10
Events		-
Allocation of support costs	2	2
	<hr/> 46	<hr/> 46
	<hr/> <hr/>	<hr/> <hr/>
6 Net movement in funds	2014	2013
	£'000	£'000
The net movement in funds is arrived at after charging:		
Depreciation	26	-
Operating leases for land and buildings	43	51
Auditors' remuneration	9	9
	<hr/> 26	<hr/> 60
	<hr/> <hr/>	<hr/> <hr/>
7 Staff costs and numbers	2014	2013
	£'000	£'000
Staff costs were as follows:-		
Salaries	2,420	2,245
Social security costs	190	178
Pension contributions	57	58
	<hr/> 2,667	<hr/> 2,481
	<hr/> <hr/>	<hr/> <hr/>
The number of employees employed by the charity whose emoluments exceeded £60,000 were:-	No	No
£60,001-£70,000	1	1
£70,001 - £80,000	-	1
£80,001 - £90,000	1	-
	<hr/> 2	<hr/> 2
	<hr/> <hr/>	<hr/> <hr/>
Average weekly number of employees during the year, calculated on the basis of full time equivalents:-	No	No
Charitable activities	84	78
Governance	1	1
	<hr/> 85	<hr/> 79
	<hr/> <hr/>	<hr/> <hr/>

8 Pensions

The charity has a group personal pension scheme to which all employees are invited to contribute. In accordance with the scheme the charity made a contribution of 3% of gross salary as determined by a matched contribution of the individual employee. This amounted to £57,273 in the year (2013: £57,860). For those that joined prior to 1st April 2013 Family Lives' contribution continues as either 4.5% or 6.5% of gross salary as determined by the contributions of the individual employee.

9 Board of Trustees

Three trustees were reimbursed expenses for travel and subsistence amounting to £1,072 (2013: 4 Trustees, £989)

10 Tangible assets

	Furniture & equipment	Office fittings	Total
	£'000	£'000	£'000
Cost			
At 1 April 2013	173	-	173
Additions	79	-	79
Cost of disposals		-	-
At 31 March 2014	252	-	252
Depreciation			
At 1 April 2013	173	-	173
Charge for the year	26	-	26
On disposals		-	-
At 31 March 2014	199	-	199
Net book value			
At 31 March 2014	53	-	53
Net book value			
At 31 March 2013	-	-	-

FAMILYLIVES

Financial statements for year ending 31 March 2014

	2014 £'000	2013 £'000
11 Debtors		
Debts payable within one year		
Debtors and prepayments	486	364
Debts payable after more than one year		
Rent deposit	14	14
	<hr/>	<hr/>
	500	378
	<hr/>	<hr/>

	£'000	£'000
12 Creditors		
Deferred income	149	40
Creditors and accruals	287	159
Taxation (inc VAT) and Social Security	126	115
	<hr/>	<hr/>
	562	314
	<hr/>	<hr/>

13 Commitments

All expenditure approved by the Trustees at 31 March 2014 was provided for in these accounts.

14 Obligations under operating leases

	2014 £'000	2013 £'000
At 31 March 2014, the Charity had annual commitments under operating leases as set out below:-		
Operating leases expiring within 1 year	24	33
Operating leases expiring between 1 and 5 years	38	18
	<hr/>	<hr/>
Total operating leases	62	51
	<hr/>	<hr/>
The above leases relate to:		
Land and buildings	58	50
Photocopiers	4	1
	<hr/>	<hr/>
	62	51
	<hr/>	<hr/>

15 Analysis of net assets between funds	Unrestricted funds	Restricted funds	2014 Total
	£'000	£'000	£'000
Fixed assets	53	-	53
Net current assets	1,122	131	1,253
Net assets	1,175	131	1,306

16 Purposes of designated funds

The Trustees have designated £19k of unrestricted funds to support local services.

The Trustees have designated £100k of unrestricted funds until November 2014 to support professional development membership services should this be required.

17 Movements in unrestricted funds

	At 1 Apr 2013	Incoming resources	Resources expended	Tfrs	Net mvmt in funds	At 31 Mar 2014
	£'000	£'000	£'000	£'000	£'000	£'000
Unrestricted funds						
General unrestricted funds	1,035	1,876	(1,836)	(19)	21	1,056
Designated fund	100	-	-	19	19	119
Total unrestricted funds	1,135	1,876	(1,836)	-	40	1,175

18 Movements in deferred income

	At 1 Apr 2013	Incoming resources	Resources expended	Tfrs	Net mvmt in funds	At 31 Mar 2014
Deferred income	40	149	(40)	-	109	149

19 Movement in restricted funds

Funder name	b/fwd	Income	Expenditure	c/fwd
	£'000	£'000	£'000	£'000
DfE Family Support Services	-	999	984	15
Peter Lang Children's Trust	-	13	13	-
Fairlands Primary School and Nursery	-	27	27	-
DoH Volunteering Fund	18	200	218	-
DoH HSCVF Grant	-	10	10	-
Milton Keynes Dons Sport and Education Trust	-	66	66	-
Henry Smith Charitable Trust	36	30	36	30
Big Lottery Reaching Communities - Herts	-	69	65	4
Comic Relief	12	37	31	18
Esmee Fairbairn Foundation	-	56	56	-
Essex Cc Family Innovation Fund - South	-	27	18	9
The Charles Hayward Foundation	-	20	11	9
DWP HSSF Training	-	106	106	-
Essex CC Family Innovation Fund - Castlepoint	-	30	30	-
Essex CC Family Innovation Fund - Basildon	-	7	7	-
Glos CC - Families First Programme	-	5	5	-
Glos CC - Cotswold District Council	-	9	9	-
Esmee Fairbairn Foundation	-	25	8	17
Cabinet Office: ICR Fund	-	50	50	-
Croydon Council Youth Localities - North	-	14	14	-
Big Lottery Reaching Communities - Hants	-	93	93	-
Big Lottery Reaching Communities - Glos	9	76	78	7
Big Lottery Reaching Communities - Cornwall	-	14	8	6
Big Lottery Silver Dreams	17	38	55	-
Big Lottery Reaching Communities - FOD	-	62	48	14
Grants less than £5k	7	11	16	2
	99	2,094	2,062	131

Note:

As requested by funders the following precise amounts were awarded:

Big Lottery Fund: Reaching Communities - Cornwall £27,465, of which £13,233 was deferred.

Big Lottery Fund: Silver Dreams £38,259

Big Lottery Fund: Reaching Communities - Gloucestershire £75,505

Big Lottery Fund: Reaching Communities - Hampshire £93,022

Big Lottery Fund: Reaching Communities - Hertfordshire £68,954

Big Lottery Fund: Reaching Communities - Forest of Dean £61,552

