

FAMILY LIVES

ANNUAL REPORT AND ACCOUNTS

For the year ended 31 March 2016

15-17 The Broadway, Hatfield, Hertfordshire AL9 5HZ
Charity Number 1077722
Company Number 3817762
Registered in England and Wales

Contents:

Vision & Mission	p3
Highlights	p3
Legal and Administrative Information	p6
A Word from our Chair of Trustees	p7
A Word from our Chief Executive	p8
Report of the Trustee Board	p9
- Objectives	
- Governance and management	
- Achievements and performance	
- Financial results	
Report of the Auditor	p20
Statement of Financial Activities	p22
Balance Sheet	p23
Notes Forming Part of the Financial Statements	p25-33

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 help through 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 family members should have access to active support and understanding.

Mission

Family Lives works around the clock, transforming the lives of families, supporting parents and creating 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 their 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

- Accessible – free at the point of delivery, inclusive, around the clock, for everyone
- Confidential – safe space
- Independent and trustworthy – personal, supportive, response
- Professional – leading, developing services, commentator on family matters

Highlights

Why we do what we do

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

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

Improving children's lives

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

It is still a difficult time for families financially, with many families still struggling to make ends meet even if parents are in full-time work. Many of our services work with families right on the edge, such as our outreach work in Westminster, supporting families in London wards that have the highest child poverty rates in London, 50% in one ward. [Ref: End Child Poverty Commission, February 2013]. Many of the circumstances families we support find themselves in, such as a parent going to prison or a partner leaving, mean that finances and other practical issues add intense pressure to already difficult circumstances.

Family life is complicated

Family Lives is a unique charity in that we have many areas of expertise. We currently run services providing specialist support around issues including kinship care, drug and alcohol addiction, special educational needs, imprisonment, obesity in young children, troubled families, imprisonment, psychosis, divorce, sexual bullying and much more. We believe this makes us great value for money to the Government departments and other funders who support our work and a valuable resource for all families. We have a flexible and skilled workforce and an award-winning volunteer programme.

Our reach

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

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

New things this year

Last year we were pleased to report our expansion into more direct support for families affected by imprisonment through our contract to supply the National Offenders' Families Helpline for England and Wales. This year, we extended our reach to offer the same service to families in Scotland.

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

Service delivery has continued to develop and we continue to expand the support we provide to families through our involvement in the governments 'Troubled Families' programme and our own befriending work, parenting courses and one to one support.

Funding climate

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

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

Our volunteers

Our volunteers are the backbone of the services we provide to families. All volunteers receive substantial training before being allowed to support families, as well as receiving continual professional development and ongoing supervision. Volunteers contributed 17,325 hours of time in the last year.

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

Our volunteer befrienders undertake a 16-hour training programme to equip them to support vulnerable individuals who are often very isolated and dealing with issues of low income, poor mental health and lack of confidence. We trained 255 for our face to face services last year.

Volunteer call takers contributed over 15,000 hours of time to Family Lives' services in 2015/16, an increase of 12.5% from the previous year. Volunteer befrienders contributed over 1200 hours, and administration volunteers contributed over 900 hours of time.

New partnerships

As well as partnerships with other organisations to deliver our direct services, we have also been working to partner with private organisations to offer unique services for our supporters and service users, as well as ensure we can put money back in to carry on the vital work that we do. This year we have created new partnerships with Simpson Millar Solicitors Ltd to offer a discounted service to our supporters needing legal advice, as well as partnering with Clear Start for those who may benefit from debt services.

In addition, in the second half of the year we partnered with Money Savings Matter who offer a friendly and helpful switching service over the phone, taking the burden off the end user of filling out forms.

Legal and administrative information

Status

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

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

Trustee Board

The members of the Board during the year were:

A de Waal	Chair – re-appointed 5/11/15
S Bayliss	
L Bevan	resigned 3/3/16
J Coleman	
W Jones	Treasurer – re-appointed 5/11/15
S Hayman	
A Holt	appointed 19/5/16
A Montgomery	Vice Chair – re-appointed 5/11/15
N Rupani	appointed 19/5/16
J Thoburn	
S Vahid	
S White	resigned 5/11/15

Sub-Committees:

Policy & Finance Sub-Committee
Remuneration Sub-Committee
Risk of Harm Group

President

Rt. Hon Lord Justice Thorpe

Chief Executive and Company Secretary

J Todd

Registered Office

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

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 of Trustees

When times are tough financially, times at home can be even tougher. Everyday parenting issues can become the last straw, and crises multiply against a backdrop of money worries. It's in this environment, where there is pressure not just on households but also on available support, that the work of organisations like ours matters even more. This past year Family Lives has once more been able to navigate its way through the difficult funding climate to ensure that we do everything we can for families right across the country.

A word that encapsulates Family Lives today, and the attitude of its staff, is resilience. This is also a word that aptly describes what our work helps to instill in the families we support. Time and again the families who contact us tell us what a difference it makes talking to someone who is trained to deal with their problems in a sensitive way who can help them work towards a solution for themselves. In other words, to foster a resilience to be able to get on with their lives.

Testament to the power and outcomes of our work, we have seen the continued strengthening of both our local and national services. Whether it is befriending in Hampshire, or intensive family support in Ealing, the feedback is clear: families not only value but rely on Family Lives. Alongside face to face services sits the backbone of our organisation, the telephone helpline. This lifeline for parents, speaks for itself. We have seen a steady upward turn in the number of calls we receive, and from a funding perspective, we have far exceeded our targets. Yet the reality is that we could take more calls if we had more funds; calls from parents and carers who need to, and are trying to, get through. Excellent support is also accessible via our website, social media and email, and rising numbers of parents access us in these ways. However, whilst the power of alternative media forms is immense, the chance to speak to someone over the phone is something of particular value to many, and we will keep on fighting for the resources to enable that.

With much lower budgets but higher demands from increasingly struggling families, the family support sector as a whole has faced considerable challenge over the last year. Our story is one amongst many others, and we are proud to have channelled financial difficulties into innovative collaborations by partnering with other essential services. Renewed efforts to consolidate the support of charities and service providers has been welcomed and the sector has shown impressive leadership in how to respond to lower levels of available funds by working more efficiently together. Nevertheless, when families are in the precarious position they are today, cutting available services down to the bone is straightforwardly a false economy. No amount of innovation and clubbing together will succeed in covering the shortfall. Instead, evidence of demand and impact need to guide the decision-making of funders, a situation never more acutely highlighted than in the unravelling of Kids Company.

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

Anastasia de Waal, Chair Family Lives

A word from our Chief Executive

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

For over 35 years Family Lives has played a pivotal role in providing everyday and intensive support to families when and where it is required.

For families to thrive, easily obtainable and non-judgmental support is critical. Our latest Annual Review highlights just how our vital work supports children, parents, families and parenting practitioners throughout the UK.

Instructions aren't included when it comes to raising a family. Not only do we acknowledge this, we remain committed to ensuring we can respond to and accommodate parents, children and young adults who often contact us when they are facing entrenched and complex issues. We aim to remain ahead of the digital curve to ensure parents can reach us by telephone, online or via our face-to-face services.

The voluntary sector has faced financial challenges in recent years and we recognise the potentially devastating effect of services no longer being available to families as a result of reduced or withdrawn funding. However, through innovative and collaborative partnerships we remain a leading family support charity; able to continue to offer help to families with a multitude of issues including divorce and separation, bullying, parenting teenagers and other parental and child mental health and wellbeing issues. Family Lives' ability to react and adapt to funding changes to the family support landscape demonstrates that we can tailor our support services accordingly to ensure support gets to where it is needed the most.

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

Jeremy Todd, Chief Executive Family Lives

Report of the Board of Trustees for the year ended 31 March 2015

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 6. 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 2016 was eight.

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

Diversity

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

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 three Sub-Committees: Policy & Finance, Remuneration and Risk of Harm, which make recommendations to the Board for approval.

Family Lives' Companies

Sibling Ltd, Family Lives' trading company, did not trade during the year. Family Lives acquired Action for Prisoners' Families on 1 October 2014 whose activities were transferred to Family Lives and the shell company has ceased to trade since 1 October 2014.

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 Teams. 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 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;

Family Lives

Financial statements for year ending 31 March 2016

- 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

Trustees reviewed the risks to which the charity could be exposed in 2016/17 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

Financial Solvency

Steps to mitigate risks

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 £10 million Public Liability Insurance in place.

£5 million Professional Liability Insurance in place.

Accreditation for front line staff.

THA Quality standard qualification maintained.

Quality standards in line with CAN Parent quality mark.

Risk of Harm Policy and other quality standards and risk management procedures implemented.

All front line staff and volunteers Enhanced DBS checked.

Complaints procedure in place.

Organisational Risk

Robust Human Resources policies and procedures in place.

Robust Financial Management policies and procedures in place.

IT infrastructure disaster recovery plan in place.

Media policy in place.

Periodic review of public benefit.

Achievements and Performance

- ❖ 2,512,000 visits to our website (up 23% on previous year)
- ❖ 126,000 calls received to our helplines
- ❖ 14,300 children and adults interacted with via face to face services
- ❖ 269,000 social media reach (up 69% on previous year)
- ❖ 52% of helpline callers are single parents
- ❖ 36% of helpline callers have combined income of below £15,000 pa

Our services – reflecting family life

Supporting young people

Bullying

We were really pleased this year to receive funding from the Ben Cohen StandUp Foundation to provide more support and resources to young people and schools around bullying issues; in particular this year we have focussed on bullying in sports and on lesbian, gay, bisexual, transgender and questioning (LGBTQ) issues.

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

During Anti-Bullying Week 2015, co-ordinated by the National Bullying Alliance, we ran our first 'Wear Blue Day' encouraging schools and businesses to wear blue on the last day of Anti-Bullying Week and donate a pound to Bullying UK. We were really pleased with how many took part and raised over £4,000. We also sold 30,000 wristbands, and tshirts to schools, all raising money to help us support more people affected by bullying.

Consent, sex and relationships advice for teenagers

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

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

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

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

Obesity in young children

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

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

By recruiting and training volunteers from local communities to support local families we are able to overcome barriers experienced by different cultural and ethnic groups in accessing preventive health services. We have noted increased levels of engagement of families, willing and open to listen, learn and be supported from our volunteers where previously they did not access support services.

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

Over 120 families have been referred to the service with over half starting to receive the support from a volunteer.

Supporting families

Kinship carers

In the North East of England, we are working to support kinship carers through the Relative Experience project. There are an estimated 200,000-300,000 kinship carers in the UK. A large proportion of these are struggling on very low incomes and face additional concerns around inadequate housing and caring for a child with a disability. Many are also coping with their own health issues.

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

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

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

Befriending

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

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

Special educational needs – Independent Support

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

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

Families of prisoners and offenders

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

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

Vulnerable families

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

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

Outreach Services in Westminster are well established and act as a bridge to accessing vital support services families need. The top issues we supported families with this year were: finance/material grants (30%); housing (23.5%); mental health (22%), isolation

(19.5%); and domestic violence (19%). The service also regularly supports families in a multitude of issues, including: benefits, alcohol misuse, teenage pregnancy, immigration, and adult education.

Data from an impact and satisfaction report covering 4 months in 2015 (105 service users) showed that:

- 100% were either very satisfied or fairly satisfied with the service
- More people felt better informed of services, increased confidence in attending services/activities leading to an increase in the frequency of attending services
- Families highlighted that they found the information and support from an Outreach Worker useful.
- 100% said they would recommend the service to others

Troubled families

We are very proud of the work we do with troubled families across three areas in the UK – Ealing, Southwark and Hampshire. In Hampshire, we work as part of a consortium which is now in the third year of delivery. We provide an intensive family support service under the Government's Troubled Families initiative. It provides a service to the whole family which has proven to bring about sustainable and lasting changes for parents. Adopting a whole family approach enables work with all members of the family, as they set the agenda and the focus of the work empowering and enabling them to make sustained changes.

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

Early help services

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

Families with psychosis

Over the last year we continued to run services in the South West providing befriending to individuals with a diagnosis of psychotic illness providing weekly and fortnightly support for up to 6 months.

The 'Families in Mind' service supports their recovery through improving self-management and coping skills and increasing their connectedness to community, family and friends. In doing so we are able to reduce isolation and prevent relapse. We aim to also achieve wider outcomes, including reduced reliance on acute mental health services, volunteer buddies develop increased understanding of mental health conditions, leading to improved self-confidence and communication skills when supporting this group.

Supporting professionals working with families

Parenting UK

We continue to support professionals working with families through our Parenting UK membership service. Part of this includes convening a network for parenting programme

developers in the UK. This aims to provide an opportunity for developers to exchange experience, promote the adoption of best practice in parenting education, and to ensure developers have a national voice. The group has 13 member organisations to date. More information about the Parenting Programme Developers' Group can be found at www.parentinguk.org/our-work/ppdg/.

CANparent Quality Mark

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

Hidden Sentence

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

Feedback from training sessions showed:

- 98% of attendees said the training was successful and outcomes achieved
- 100% said they understood the impact of imprisonment on prisoners' families
- 94% said they had an improved understanding of the prison system
- 95% said they understood the support needs
- 82% said they understood how to improve own practice in supporting prisoners' families
- We are also a strategic partner with the Department of Health to ensure the issues and experiences of families affected by imprisonment are addressed in the health sector.

Outlook

Family Lives will continue to work in the following thematic areas: Family Relationships, Education and Health and Wellbeing. Family Lives will maintain its delivery of high-quality, responsive services for families, locally and nationally.

Central to our activity over the next three years will be the establishment of a secure funding base, whilst operating in a difficult economic environment. We are seeking to further diversify our funding streams by looking for corporate support.

Our Three-Year Strategy Aims are:

- FAMILY LIVES will generate sufficient income to ensure the delivery and **sustainability** of its services.
- 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 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 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 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 maintain its role and focus as a core grassroots **volunteer-based** organisation, ensuring responsiveness, integrity and efficiency in our delivery.

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 £3.465m (2015 £4.984m) and spent £3.709m (2015 £4.888m). After allowing for the allocation of the appropriate expenditure in the year against restricted funds balances brought forward a planned deficit of £199k (2015 £66k surplus) was covered by reserves designated for this purpose in May 2015. The free reserves of the charity stand at £1.037m (2015 £1.217m).

Unrestricted funds

The charity raised £1.943m (2015 £2.778m) of general or unrestricted income. Expenditure of £2.142m (2015 £2.712m) was set against this, leaving a deficit of £199k (2015 surplus of £66k) which was covered by designated funds. The general reserves carried forward were £1.042 (2015 £1,241m).

Designated funds

In May 2015 the Trustees decided to show separately in a £149k designated fund that part of the reserve which it anticipated would be needed to fund the costs of contraction following a cut in funding for Family Lives helpline, website and live chat services. The Trustees also designated £97k of unrestricted funds raised in the prior year to support face to face services in 2015/16. £199k of the designated fund was used in the year and the balance was released back into the free reserve.

Restricted funds

A total of £1.522m (2015 £2.206m) of restricted income was received in the year and there was a balance of £161k (2015 £131k) brought forward from the previous year. Expenditure of £1.567m (2015 £2.176m) was set against this leaving an amount of £116k (2015 £161k) to carry forward to fund restricted activities next year.

Sources of income

£0.933m (2015 £2.408m) was from Central Government sources, £1.592m (2015 £0.493m) was from Local Authority sources and £0.94m (2015 £0.869m) was from corporate bodies, trusts & foundations and individuals.

Expenditure

Expenditure on National Services reduced to £1.110m (2015 £1.485m) following a restructuring of the services in March 2015 in light of central Government funding cuts.

Investment in face to face services increased to £2.491m (2015 £1.329m) as new Local Authority contracts were secured. Expenditure on Professional Development reduced to £0.101m (2015 £1.010m) with the end of the DfE CANparent Market Development contract.

Expenditure on fundraising was £7k, with the activity focusing on the delivery of our 'Anti Bullying Week Campaign' (2015 £8k). In line with the new accounting standard the charity's governance costs are no longer listed separately within the accounts.

The Trustees would like to thank all those who funded our work during 2015/2016, and the charity's volunteers who generously provided 17,325 hours (2015 15,017) of their time to support other parents and families. This equates to £247k (2015 £215k) of donated services.

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 2016 this equates to £692k.

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.

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 Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) issued on 16 July 2014 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Charities Act 2011 and UK GAAP as it applies from 1 January 2015.

Approved by the Board of Trustees on 21st July 2016 and signed on its behalf by:



Anastasia de Waal (Chair)



Warwick Jones (Treasurer)

Independent Auditor's Report to the members Family Lives for the year ended 31 March 2016

We have audited the financial statements of Family Lives for the year ended 31 March 2016 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) including FRS102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"..

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 2016, 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.



12 AUGUST 2016

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

**Statement of Financial Activities (incorporating Income and Expenditure Account)
for the year ended 31 March 2016**

	note	General fund	Restricted fund	2016 Total	2015 Total (Restated)
		£'000	£'000	£'000	£'000
Income and endowments from:					
Donations and legacies	2	48	247	295	311
Charitable activities		1,869	1,275	3,144	4,640
Investments		3	-	3	3
Other		23	-	23	30
Total income and endowments	3/5	1,943	1,522	3,465	4,984
Expenditure on:					
Raising funds		7	-	7	8
Charitable activities:					
National services		234	876	1,110	1,510
Face to face services		1,818	673	2,491	2,351
Professional development		83	18	101	1,019
Total expenditure	4/5	2,142	1,567	3,709	4,888
Net income /(expenditure)		(199)	(45)	(244)	96
Funds at 1 April 2015	18	1,241	161	1,402	1,306
Funds at 31 March 2016	18/20	1,042	116	1,158	1,402

Balance Sheet as at 31 March 2016

		2016		2015	
	note	£'000	£'000	£'000	£'000
Fixed assets					
Tangible assets	11	5		24	
Investments		-		-	
			5		24
Current assets					
Debtors & Prepayments	12	301		669	
Cash on deposit		600		750	
Cash at bank and in hand		537		679	
		1,438		2,098	
Creditors:					
amounts falling due within one year	13	285		720	
Net current assets			1,153		1,378
Total funds			1,158		1,402
Unrestricted funds					
Designated Funds	17/18		-		246
General funds	18		1,042		995
			1,042		1,241
Restricted funds	20		116		161
Total funds			1,158		1,402

The financial statements were approved by the Members of the Board on 21st July 2016.



Anastasia de Waal (Chair)



Warwick Jones (Treasurer)

The notes on pages 25 to 33 form part of these financial statements

Charity Number 1077722 Company Number 3817762

Family Lives
Financial statements for year ending 31 March 2016

Statement of cash flow for the year ended 31 March 2016

	note	2016 £'000	2015 £'000
Cash flows from operating activities:			
Net cash provided by (used in) in operating activities:	a	(288)	105
Dividends, interest and rents from investment		3	3
Purchase of property, plant and equipment	b	(7)	6
Net cash provided by (used in) investing activities		(292)	114
Cash at the beginning of the reporting period	c	1,429	1,315
Cash at the end of the reporting period		1,137	1,429
<hr/>			
		2016	2015
		£'000	£'000
a Reconciliation of net income/(expenditure) to net cash inflow from operating activities			
Net income/(expenditure) as per SOFA		(244)	96
Depreciation charges		26	23
Dividends, interest and rents from investment		(3)	(3)
Loss/(profit) on sale of fixed assets		-	-
(Increase)/decrease in debtors		368	(169)
(Decrease)/increase in creditors		(435)	158
Net cash provided by (used in) operating activities		(288)	105
<hr/>			
		2016	2015
		£'000	£'000
b Capital expenditure and investment			
Purchase of tangible fixed assets		7	-
Purchase of investments		-	-
Disposal of investments		-	(6)
Total		7	(6)
<hr/>			
	1 Apr	Cash	31 Mar
	2015	flow	2016
c Analysis of cash:	£'000	£'000	£'000
Cash at bank and in hand	679	(142)	537
Cash at COIF deposit	750	(150)	600
Total cash	1,429	(292)	1,137

1 Accounting policies

The financial statements have been prepared in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) issued on 16 July 2014 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Charities Act 2011 and UK GAAP as it applies from 1 January 2015.

The Financial Statements have been prepared to give a true and fair view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following Accounting and Reporting by Charities, preparing their accounts in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland (FRS102) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005, which has since been withdrawn.

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). There are no material uncertainties about the charity's ability to continue as a going concern.

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS102 the restatement of comparative items was required. This is detailed in notes 5 and 8.

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 FRS102 SORP, 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 income 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	2016 Total £'000	2015 Total £'000
General donations	48		48	25
Action for Prisoners' Families		-	-	71
Donated services		247	247	215
Total	48	247	295	311

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 17,325 hours spent (2015: 15,017 hours), a value for their services of £247,437 (2015: £214,787) has been recognised within income as a donation and an equivalent charge included within expenditure.

Included in the general donations is £240 donated by Trustees during the year.

Family Lives
Financial statements for year ending 31 March 2016

	National services	Face to face services	Professional development	Support	Fundraising	2016 Total	2015 Total
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
3 Income							
Unrestricted	172	1,682	65	3	21	1,943	2,778
Restricted	819	689	14	-	-	1,522	2,206
Total income	991	2,371	79	3	21	3,465	4,984
4 Expenditure analysed by activity:							
Staff, volunteer & staff-related costs	807	1,931	65	405	5	3,213	3,739
Travel & subsistence	26	72	2	23	-	123	133
Freelance specialists	1	11	8	9	-	29	302
Events	1	13	4	-	2	20	159
Premises	30	50	-	16	-	96	142
Office	50	39	3	24	-	116	115
Equipment	9	4	-	68	-	81	132
Digital	18	2	7	-	-	27	164
Other costs	1	1	-	2	-	4	2
Allocation of support costs	167	368	12	(547)	-	-	-
Total expenditure	1,110	2,491	101	-	7	3,709	4,888

5 Statement of Financial Activities
(Comparing current and prior year's income and expenditure)

	31 March 2016			31 March 2015 (Restated)		
	General fund	Restricted fund	Total	General fund	Restricted fund	Total
	£'000	£'000	£'000	£'000	£'000	£'000
Income and endowments from:						
Donations and legacies	48	247	295	25	286	311
Income from charitable activities	1,869	1,275	3,144	2,720	1,920	4,640
Income from investments	3	-	3	3	-	3
Other income	23	-	23	30	-	30
Total income and endowments	1,943	1,522	3,465	2,778	2,206	4,984
Expenditure on:						
Raising funds	7	-	7	8	-	8
Charitable activities:			-			-
National services	234	876	1,110	140	1,370	1,510
Local services	1,818	673	2,491	1,573	778	2,351
Professional development	83	18	101	991	28	1,019
Total expenditure	2,142	1,567	3,709	2,712	2,176	4,888
Net income /(expenditure)	(199)	(45)	(244)	66	30	96
Funds at beginning of the year	1,241	161	1,402	1,175	131	1,306
Funds at end of the year	1,042	116	1,158	1,241	161	1,402

Family Lives
Financial statements for year ending 31 March 2016

6 Governance costs	2016	2015
	£'000	£'000
Governance costs are made up of:		
Staff salaries	24	24
Trustees' expenses	1	1
Audit fee	11	9
Insurance and professional fees	10	11
Allocation of support costs	-	1
	<u>46</u>	<u>46</u>
7 Net movement in funds	2016	2015
	£'000	£'000
The net movement in funds is arrived at after charging:		
Depreciation	26	23
Operating leases for land and buildings	46	43
Auditors' remuneration	11	9
	<u>83</u>	<u>75</u>
8 Staff costs and numbers	2016	2015
		(Restated)
	£'000	£'000
Staff costs were as follows:-		
Salaries	2,585	2,980
Social security costs	217	241
Pension contributions	97	105
Redundancy payments	28	146
	<u>2,927</u>	<u>3,472</u>
The number of employees employed by the charity	No	No
whose emoluments exceeded £60,000 were:-		
£60,001 - £70,000	1	1
£80,001 - £90,000	1	1
	<u>2</u>	<u>2</u>
Average weekly number of employees during the year, calculated on the basis of full time equivalents:-	No	No
Charitable activities	83	106
Governance	1	1
	<u>84</u>	<u>107</u>

Total employee benefits received by key management personnel was £193,793 (2015: £252,773).

9 Pensions

The charity has a group personal pension scheme to which all employees are automatically enrolled; staff may then opt out. 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. For staff enrolled prior to 1st April 2013 Family Lives' contribution is either 4.5% or 6.5% of gross salary as determined by the contributions of the individual employee. Total contributions for the year amounted to £97,744 (2015: £104,585).

10 Board of Trustees

Three trustees were reimbursed expenses for travel and subsistence amounting to £824 (2015: 3 Trustees, £985)

10 Tangible Assets

	Furniture & equipment
	£'000
Cost	
At 1 April 2015	142
Additions	7
Cost of disposals	(65)
	<hr/>
At 31 March 2016	84
	<hr/>
Depreciation	
At 1 April 2015	118
Charge for the year	26
On disposals	(65)
	<hr/>
At 31 March 2016	79
	<hr/>
Net book value	
At 31 March 2016	5
	<hr/>
Net book value	
At 31 March 2015	24
	<hr/> <hr/>

Family Lives
Financial statements for year ending 31 March 2016

	2016 £'000	2015 £'000
12 Debtors		
Debts payable within one year		
Debtors and prepayments	298	665
Debts payable after more than one year		
Rent deposit	3	4
	<hr/>	<hr/>
	301	669
	<hr/>	<hr/>

	£'000	£'000
13 Creditors		
Deferred income	22	121
Creditors and accruals	132	378
Taxation (inc VAT) and Social Security	131	221
	<hr/>	<hr/>
	285	720
	<hr/>	<hr/>

14 Commitments

All expenditure approved by the Trustees at 31 March 2016 was provided for in these accounts.

15 Obligations under operating leases

	2016 £'000	2015 (Restated) £'000
At 31 March 2016, the Charity had annual commitments under operating leases as set out below:-		
Operating leases expiring within 1 year	24	24
Operating leases expiring within 2 to 5 years	23	21
	<hr/>	<hr/>
Total operating leases	47	45
	<hr/>	<hr/>
The above leases relate to:		
Land and buildings	46	43
Photocopiers	1	2
	<hr/>	<hr/>
	47	45
	<hr/>	<hr/>

16 Analysis of net assets between funds

	Unrestricted funds £'000	Restricted funds £'000	2016 Total £'000
Fixed assets	5	-	5
Net current assets	1,037	116	1,353
Net assets	1,042	116	1,158

17 Purposes of designated funds

In May 2015 the Trustees decided to show separately in a £149k designated fund that part of the reserve which it was anticipated would be used to fund the costs of contraction following a cut in funding for Family Lives helpline, website and live chat services. The Trustees also designated £97k of unrestricted funds raised during the year to support face to face in 2015/16. £199k of this designated fund was used during the year and the balance was released back into the free reserve.

18 Movements in unrestricted funds

	At 1 Apr 2015 £'000	Income £'000	Expenditure £'000	Net Tfrs £'000	Net mvmt in funds £'000	At 31 Mar 2016 £'000
Unrestricted funds						
General unrestricted funds	995	1,943	(1,943)	47	47	1,042
Designated fund	246	-	(199)	(47)	(246)	-
Total unrestricted funds	1,241	1,943	(2,142)	-	(199)	1,042

19 Movements in deferred income

	At 1 Apr 2015	Released to income	Deferred in the year	Tfrs	Net mvmt in funds	At 31 Mar 2016
Deferred income	121	121	(22)		(99)	22

20 Movement in Restricted funds

Funder name	b/fwd	Income	Expenditure	c/fwd
	£'000	£'000	£'000	£'000
DfE National Services	7	475	482	-
Fairlands School	-	39	39	-
Henry Smith Charitable Trust	7	-	7	-
Esmee Fairbairn Foundation (Teen B)	7	10	17	-
Croydon Youth Locality North	-	9	9	-
The Dulverton Trust	-	25	25	-
Walcot Foundation	10	20	20	10
Essex Community Foundation	4	-	4	-
DH HSCF (HENRY)	-	78	76	2
DH/NACRO - RRVSI	-	42	42	-
The Dulverton Trust	20	-	20	-
APOF Restricted Reserve	63	-	24	39
The Ben Cohen Standup Foundation	-	8	6	2
The Brook Trust	-	25	24	1
The Morrissons Foundation	-	7	7	-
WCC Safer Neighbourhood	-	6	6	-
Big Lottery Silver Dreams	-	179	179	-
Big Lottery Reaching Communities- Hants	4	95	99	-
Big Lottery Reaching Communities- Glos	6	-	6	-
Big Lottery Reaching Communities- Cornwall	6	55	61	-
Big Lottery Reaching Communities- Herts	-	54	54	-
Big Lottery Severnbanks Forest of Dean	15	66	68	13
Awards for All (Dormer Wells)	4	-	4	-
Award for All (Mobile Responsiveness)	-	3	3	-
Big Lottery Accelerating Ideas	-	50	1	49
Grants less than £5k	8	29	37	-
	161	1,275	1,320	116

Note:

As requested by funders the following precise amounts were awarded:

Big Lottery Fund: Reaching Communities - Cornwall £54,891

Big Lottery Fund: Silver Dreams £179,043

Big Lottery Fund: Reaching Communities - Hampshire £94,747

Big Lottery Fund: Reaching Communities - Hertfordshire £54,196

Big Lottery Fund: Reaching Communities - Forest of Dean £65,768

Big Lottery Fund: Accelerating Ideas £50,000

Award for All (Mobile Responsiveness) £3,384

Radian Community Funding: £1,500 towards Parenting workshops in two schools and a community cafe.

