

FAMILY LIVES

ANNUAL REPORT AND ACCOUNTS

For the year ended 31 March 2017

**15-17 The Broadway, Hatfield, Hertfordshire AL9 5HZ
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 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

It has always been our mission to support families, but now, more than ever, families are feeling the pressure from all sides. Economic times continue to be difficult and uncertain and many families need support to navigate their way through dealing with the stresses and strains which accompany financial pressures.

We are extremely proud of the quality of support we offer, whether that's provided by paid staff or our amazing body of volunteers – you can read more about their contribution in this report. We continue to keep finding solutions where we see gaps in provision and pride ourselves on continually seeking new and innovative ways of supporting families.

We are also proud of the complex and diverse range of issues for which we provide support, with specialist services offering help to families living with psychosis, helpline services supporting families of prisoners, guidance for supporting families through the complex special educational needs system, and support for young people experiencing bullying. In short, Family Lives is here for every member of the family, whenever they need us.

How we support families

Family Lives provides a wide range of support to families through our helpline, online advice and face to face services such as befriending and outreach.

Despite having faced monumental funding cuts over the last few years, we continue to see increased demand for our services. This year we supported nearly 30,000 people on the helpline, a service which continues to grow in demand.

Our helpline provides emotional support to families across the whole range of issues people can experience from managing difficult teenagers, to the impact of divorce and self-harm. This accessible and confidential service sits alongside our wealth of online advice and resources as well as our community services.

Improving the lives of children sits at the heart of what we do; much of our work centres around supporting parents to feel empowered and increase their self-esteem and confidence with whatever issues they are facing.

Our reach

We engaged with over 2.5 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 just under 10,000 individuals last year (both adults and young people) through our face to face services, working with mums, dads, members of the wider family, and working with families on low incomes, single parents, families from black and minority ethnic backgrounds and parents with disabilities.

We are very proud of our digital reach and pride ourselves on being an innovative and digitally focused charity. Over the last year we had over 3 million visits (a 22% increase) to the Family Lives website. Our social media audience continues to grow reaching 292,263 followers this year, across our different channels. This digital presence enables us to reach an ever-growing online audience to share our advice and let people know where they can find support.

Our volunteers

Over the last year, our volunteers donated over 22,000 to families through the helpline and face to face services.

Our volunteers are the backbone of the services we provide to families. All volunteers receive substantial training before going on to support families. This is followed up with ongoing professional development and ongoing supervision.

Our helpline call takers undertake a 30-hour training programme to ensure they are equipped to become skilled and effective call takers. They support callers with a wide range of issues with care and respect. Our volunteers often benefit just as much as the people they support. For example, in Westminster, 30% of our volunteer befrienders have gone on to higher education or found employment.

Supporting staff and volunteers

Over the last year we have done a great deal of work on both wellbeing and engagement, including supporting staff who are unwell to get back to work, and we have continued to successfully support work-life balance by enabling employees to work flexibly, wherever possible. Feedback from our 2016 staff and volunteer workforce engagement survey was also very positive – with both staff and volunteers stating that they feel proud of the work Family Lives does. We were also awarded the Investors in People kitemark, following their independent evaluation. Family Lives continues to be a Living Wage employer, ensuring that all staff are paid at least the voluntary Living Wage. This is a higher rate of base pay, attempting to meet more realistic basic living costs, rather than the National Living / Minimum wage which many other employers pay.

Our funding

Times are still difficult for charities with competition for funding available from both government and trusts becoming ever fiercer. However, we continue to seek new grants to maintain our 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 sources by working with corporate partners, selling merchandise, such as our Bullying UK wristbands, and promoting fundraising activities from the Great North Run and our Summer Ball, to our Wear Blue Day, which raises awareness on the impact of bullying. But we know that there are more families who need our help and we will always continue to seek ways of expanding our reach.

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 3/11/16 |
| S Bayliss | re-appointed 3/11/16 |
| J Coleman | |
| W Jones | Treasurer |
| S Hayman | |
| A Holt | |
| A Montgomery | |
| N Rupani | |
| J Thoburn | resigned 3/11/16 |
| S Vahid | re-appointed 3/11/16 |

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

This past year of considerable change has led to a difficult funding environment for charities – and many families – across the country. Once again, demonstrating characteristic tenacity and sense of purpose, Family Lives has worked tirelessly to navigate through this uncertainty to ensure that we do everything we can to support families across the country. Delivering this continuity during times of upheaval could not be more important. Against the backdrop of economic and political change not only does family life in all its complexities go on, the reliability of support services becomes even more vital. In the face of public expenditure cuts and changing political priorities, families have fewer guarantees; knowing that, regardless of their circumstances, they have access to support by picking up the phone, or switching on their computer, is hugely significant.

The message from our service users is clear: Family Lives can be a lifeline. Being able to talk to someone who is trained to deal with problems in a sensitive and non-judgemental way can make the difference between coping and collapsing. Having the opportunity to work through the issue you are facing with someone who expertly helps you to find your own way through, gives you the confidence to move forward. And it is this combination of skill and compassion demonstrated by Family Lives staff and volunteers, which makes our services both effective and unobtrusively supportive.

Our staff and volunteers' commitment to improving the lives of families forms the backbone of the organisation. Time and again we see extraordinary creativeness, resilience and dedication harnessed in the face of difficult times to ensure that the support families need is delivered. Much lower funds have frequently coincided with even greater demand for increasingly struggling families. For our staff and volunteers this is a challenge they must, and repeatedly do, rise to.

As an organisation, we are immensely proud to be leading the way on volunteering, showcasing through our work the enormous value well-trained and committed volunteers make to society. Over the year, our volunteer numbers have risen to an all-time high. Against today's tough financial backdrop, the value and contribution volunteers bring is felt as strongly as ever. Our long history of training and developing a voluntary workforce has never been more critical; highly-trained volunteers enable us to reach families who might otherwise not have had access to our support.

The last year has been a testing one for Family Lives, but also a learning one. We have continually sought to reflect on our activities, from root to branch, in order to ensure that we are operating as efficiently as possible. A positive of the difficult funding environment has been the way in which Family Lives has demonstrated its skill in making the most of resources, thinking imaginatively about how best to economically deliver frontline services. The discipline which the organisation has developed strongly reflects our commitment to providing value for money so that we can keep helping as many people as possible. On this note, on behalf of the Board of Trustees, I would like to thank all of our staff and volunteers for their service and dedication to Family Lives. The work they do is changing the lives of those parents, carers and children who need us most. Their resourcefulness enables this support to steadfastly continue.

Anastasia de Waal, Chair Family Lives

Report of the Board of Trustees for the year ended 31 March 2017

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 2017 was nine.

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

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.

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.

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;
- 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 2017/18 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

£10million Public Liability Insurance in place.
£5k Professional Liability Insurance in place.
Accreditation for front line staff.
Telephone Helplines Association Quality standard qualification maintained.
Quality standards in line with CAN Parent quality mark.
Risk of Harm Policy procedures implemented.
All front line staff and volunteers DBS checked.
Complaints procedure in place.

Organisational Risk

Robust Human Resources policies & procedures in place.
Robust Financial Management policies & procedures in place.
IT infrastructure disaster recovery plan in place.
Media policy in place.
Periodic review of public benefit.

Achievements and Performance

- ❖ 2,500,000 website users
- ❖ 39,270 calls answered on our helplines
- ❖ 10,900 children and adults interacted with via face to face services
- ❖ 292,000 social media followers (up 9% on previous year)
- ❖ 31% of helpline callers and 26% of face to face service users over the last 2 years have a household income of below £15,000 pa
- ❖ 52% of helpline callers are single parents

Supporting families with multiple and complex needs

Southwark

We support families across the country who are often very vulnerable, such as in the London borough of Southwark through the Families Matter service. All the families supported by our practitioners and volunteers showed improvement in the areas of emotion and affection, empathy and understanding, boundaries, self-acceptance, and learning and knowledge. The service is in great demand with 17 volunteers actively supporting families in the area.

Nottingham and Coventry

In Nottingham and Coventry our volunteer befrienders support families who are experiencing challenging times. The most common issues presented are chaotic lifestyles underpinned by previous or ongoing experience of domestic violence, drugs and alcohol misuse, and isolation and poverty, with often limited exposure to role models for effective parenting.

Parents can be initially reluctant to accept another person to support them on top of the range of social and health professionals with whom they are already engaged. However, once befriending starts, we find that parents quickly warm to the volunteers as they see them as a 'normal' person, who will listen and support them, rather than telling them what to do.

Volunteers provide consistency against an often fast turn-over of social workers which has been particularly prevalent in the light of ongoing council funding cuts.

The support offered by our volunteers can include things such as helping them to apply for benefits, helping them to manage on a budget and pay bills, organising household chores, supporting them emotionally, and engaging with new social workers.

"I now know and understand I am not alone with these difficulties and other people have similar difficulties. Knowing that I was able to talk and explain my difficulties has helped me so much."

Hampshire

In Hampshire we provide an intensive family support service to help families who have complex and multiple needs. The service model provides one family worker to work with the whole family, enabling families to make transformational changes to their lives and relationships. The support has enabled adults and children to engage with services, access support and empowered them to improve their lives.

Gloucester

Our Families in Mind project has enabled adults with a diagnosis of psychosis to be supported in the community. By providing a 'buddy', the service has enabled people to become less isolated, travel on a bus, visit a café, go out for a walk and make significant steps towards the road to recovery.

"It was helpful to do role play with my buddy, to practice how to say things before having the conversation for real to see how they would go. This made me feel confident to have a voice and put my point of view across, whereas before I would have just stayed quiet." "I felt like I was meeting a friend not having a session with someone. I have the confidence to make my own choices now."

Outreach services

Westminster

Family Lives' provides outreach services across Westminster, London, to improve the health and well-being of vulnerable families with children from 0-5 years-old. We focus on an integrated service by providing outreach and home visiting as well as providing long-term befriending support. The service is well established in the area and acts as a bridge to accessing vital support services which families need. Among some of the key issues families were dealing with this year were isolation, domestic violence, mental health, financial grants, disability and adult education. Despite losing 60% of our funding from October 2016, we have still be able to deliver a highly effective service thanks to the dedication of our staff and volunteers.

Befriending volunteers have an empowering approach to supporting families to help them access services, reduce isolation and empower parents in their parenting. 104 families used our befriending service last year.

Our volunteers also benefit from this work with 30% going on to find employment or enrolling in higher education in an area that they are passionate about. 32% of volunteers have previously used the service themselves, and 18% of our volunteers in Westminster are survivors of gender-based violence. Westminster is a diverse borough and our volunteers speak 18 different languages which really helps the team to reach a wide range of families.

"Just having the positive engagement and an extra pair of hands meant that I could take my children to the children centre".

"Accepting that my child has a disability was really difficult for me, my volunteer helped me look at all the positives that my child could do".

Kinship care support

North East

In the North East of England, we work in partnership with Grandparents Plus and the Family and Childcare Trust to support grandparents and other family members who are looking after a relative through our 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 living with kinship carers have behavioural issues as a result of their early life experiences. Hostility from birth parents and other family members can isolate kinship carers, leading to low self-esteem and lack of confidence.

Our project offers kinship carers one-to-one befriending support and over the year 264 carers received befriending support. The evaluation report, Relative Experience, carried out by York Consulting, found that:

"Without Relative Experience, Kinship Carers reported they would have been significantly worse off. The listening ear of a befriender, someone who was able to empathise made a significant positive impact on Kinship Carers' capacity to cope."

And like other befriending services, the experience of volunteers as befrienders was overwhelmingly positive:

"93% of volunteers stated they would recommend the role to others. They reported improvements in their own levels of confidence as well confidence in delivering the role."

Special educational needs – Independent Support

Family Lives provides an independent support service to parents raising a child with special educational needs in three London boroughs -Lambeth, Croydon and Southwark - to guide and advise them through the complex assessments required for an Education, Health and Care Plan (EHCP) for their child.

In both Lambeth and Southwark 88% of respondents said they gained new skills or information by using the service. In Croydon the figure was 89%. The service supported 42 families across the three London boroughs and all respondents said they would recommend the service.

Families of prisoners and offenders

Since 2014 Family Lives has provided the National Offenders' Families Helpline and website, which are under contract to the Ministry of Justice. In the last year we supported over 10,000 individual callers on the helpline, as well as answering over 1,100 emails, in addition the advice website received over 400,000 unique visitors (cumulative monthly visitors). Despite the continuing increase in demand we have maintained an answer rate of 85% for this service.

Supporting young people

Bullying

Bullying continues to be high on the agenda for both parents seeking advice and young people looking for support.

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 much accessed topic amongst our service users.

We ran a successful Wear Blue Day in November 2016 to raise awareness of the impact of bullying which raised over £12,000 and our Bullying UK wristbands continue to be extremely popular. This year they were sponsored by PilotPenUK.

Consent, sex and relationships advice for teenagers

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

This year we have worked in Cornwall to train youth workers to deliver the programme. Over this period, 497 young people in participating schools reported being aware of different sexual health services and where to ask for advice if they need it. 681 young people in schools reported feeling confident in saying no to unacceptable sexual behaviour, stating that the project will change their behaviour. The project overwhelmingly exceeded targets and the

Local Authority have continued their investment so that 18 further staff can continue to deliver the programme.

Supporting professionals working with families

Parenting UK

We continue to support professionals working with families through our Parenting UK membership service. This includes convening a network for parenting programme developers in the UK which aims to provide an opportunity for developers to exchange experience, promote the adoption of best practice in parenting education, and to ensure developers have a national voice. More information about the Parenting Programme Developers' Group can be found at www.parentinguk.org/our-work/ppdg/

Supervision and support

With the rapid development of integrated services and multi-disciplinary teams, high quality supervision has a crucial role to play in the support of any practitioner providing family support. Family Lives provides supervision and support to professionals, offering individual or group supervision, on a regular and ad hoc basis. It provides a complementary professional service to performance and line management from an alternative discipline.

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 £2.983m (2016 £3.465m) and spent £3.188m (2016 £3.709m). After allowing for the allocation of the appropriate expenditure in the year against restricted funds balances brought forward, a deficit of £149k (2016 £199k deficit) was covered by reserves. £61k of reserve was designated for this purpose in July 2016. The free reserves of the charity stand at £0.891m (2016 £1.037m).

Unrestricted funds

The charity raised £1.621m (2016 £1.943m) of general or unrestricted income. Expenditure of £1.770m (2016 £2.142m) was set against this, leaving a deficit of £149k (2016 deficit of £199k) which was covered by reserves. The general reserves carried forward were £0.893m (2016 £1.042m).

Designated funds

In July 2016 the Trustees decided to show separately in a £41k 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 local services funding. The Trustees also designated £20k of unrestricted funds raised in the prior year for use in 2016/17.

Restricted funds

A total of £1.362m (2016 £1.522m) of restricted income was received in the year and there was a balance of £116k (2016 £161k) brought forward from the previous year. Expenditure of £1.418m (2016 £1.567m) was set against this leaving an amount of £60k (2016 £116k) to carry forward to fund restricted activities next year.

Sources of income

£0.915m (2016 £0.933m) was from Central Government sources, £1.352m (2016 £1.592m) was from Local Authority sources and £0.716m (2016 £0.940m) was from corporate bodies, trusts & foundations and individuals.

Expenditure

Expenditure on National Services reduced to £1.044m (2016 £1.110m) following a restructuring of the services in 2015/16 in light of central Government funding cuts.

Investment in Face to Face services reduced to £2.102m (2016 £2.491m) as some grant funding ended and the contract in Westminster contracted, however new Local Authority contracts were also secured. Expenditure on Professional Development reduced to £0.019m (2016 £0.101m) with the end of the DfE CANparent Market Development contract.

Expenditure on fundraising was £23k, with the activity focusing on the delivery of our 'Anti Bullying Week Campaign' and a charity ball (2016 £7k). 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 2016/2017, and the charity's volunteers who generously provided 22,149 hours (2016 17,325) of their time to support other parents and families. This equates to £322k (2016 £247k) 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 2017 this equates to £634k.

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:

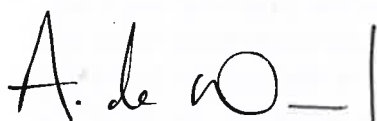
- so far as that Trustee is aware, there is no relevant audit information of which the company's auditor is unaware;
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the company's auditor in connection with preparing its 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 20th July 2017 and signed on its behalf by:



Anastasia de Waal (Chair)



Warwick Jones (Treasurer)

Independent Auditor's Report to the trustees of Family Lives

We have audited the financial statements of Family Lives for the year ended 31 March 2017 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 FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

This report is made solely to the charitable company's trustees, as a body, in accordance with regulations made under section 154 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees 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 on page 9, 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.

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly we have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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 Report⁵ to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. 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 2017, 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 (applicable to smaller entities); and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report⁵ is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.



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

Date 4 AUGUST 2017

Hillier Hopkins LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

**Statement of Financial Activities (incorporating Income and Expenditure Account)
for the year ended 31 March 2017**

| | note | General fund | Restricted fund | 2017 Total | 2016 Total |
|------------------------------------|-------|-----------------|--------------------|---------------|---------------|
| Income and endowments from: | | £'000 | £'000 | £'000 | £'000 |
| Donations | 2 | 60 | 322 | 382 | 295 |
| Charitable activities | | 1,526 | 1,040 | 2,566 | 3,144 |
| Investments | | 2 | - | 2 | 3 |
| Other | | 33 | - | 33 | 23 |
| Total income and endowments | 3/5 | 1,621 | 1,362 | 2,983 | 3,465 |
| Expenditure on: | | | | | |
| Raising funds | | 23 | - | 23 | 7 |
| Charitable activities: | | | | | |
| National services | | 140 | 904 | 1,044 | 1,110 |
| Face to face services | | 1,588 | 514 | 2,102 | 2,491 |
| Professional development | | 19 | - | 19 | 101 |
| Total expenditure | 4/5 | 1,770 | 1,418 | 3,188 | 3,709 |
| Net income /(expenditure) | | (149) | (56) | (205) | (244) |
| Funds at 1 April 2016 | 17 | 1,042 | 116 | 1,158 | 1,402 |
| Funds at 31 March 2017 | 17/19 | 893 | 60 | 953 | 1,158 |

Balance Sheet as at 31 March 2017

| | | 2017 | | 2016 | |
|--|------|-------------|-------|-------------|-------|
| | note | £'000 | £'000 | £'000 | £'000 |
| Fixed assets | | | | | |
| Tangible assets | 11 | | 2 | | 5 |
| Current assets | | | | | |
| Debtors & Prepayments | 12 | 182 | | 301 | |
| Cash on deposit | | 600 | | 600 | |
| Cash at bank and in hand | | 420 | | 537 | |
| | | | | | |
| | | 1,202 | | 1,438 | |
| Creditors: | | | | | |
| amounts falling due within one year | 13 | 251 | | 285 | |
| Net current assets | | | 951 | | 1,153 |
| Total funds | | | 953 | | 1,158 |
| | | | | | |
| Unrestricted funds | 17 | | 893 | | 1,042 |
| | | | 893 | | 1,042 |
| Restricted funds | 19 | | 60 | | 116 |
| Total funds | | | 953 | | 1,158 |


For the year ending 31 March 2017 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but as this company is a charity, it is subject to audit under the Charities Act 2011.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by members of the Board on 20th July 2017.


Anastasia de Waal (Chair)


Warwick Jones (Treasurer)

Statement of cash flow for the year ended 31 March 2017

| | | 2017 | 2016 |
|--|------|--------------|--------------|
| | note | £'000 | £'000 |
| Cash flows from operating activities: | | | |
| Net cash provided by (used in) in operating activities: | a | (119) | (288) |
| Dividends, interest and rents from investment | | 2 | 3 |
| Purchase of property, plant and equipment | b | - | (7) |
| Net cash provided by (used in) investing activities | c | (117) | (292) |
| Cash at the beginning of the reporting period | | 1,137 | 1,429 |
| Cash at the end of the reporting period | | 1,020 | 1,137 |

| | | 2017 | 2016 |
|--|--|--------------|--------------|
| | | £'000 | £'000 |
| a Reconciliation of net income/(expenditure) to net cash inflow from operating activities | | | |
| Net income/(expenditure) as per SOFA | | (205) | (244) |
| Depreciation charges | | 3 | 26 |
| Dividends, interest and rents from investment | | (2) | (3) |
| Loss/(profit) on sale of fixed assets | | - | - |
| (Increase)/decrease in debtors | | 119 | 368 |
| (Decrease)/increase in creditors | | (34) | (435) |
| Net cash provided by (used in) operating activities | | (119) | (288) |

| | | 2017 | 2016 |
|---|--|-------------|-------------|
| | | £'000 | £'000 |
| b Capital expenditure and financial investment | | | |
| Purchase of tangible fixed assets | | - | 7 |
| Purchase of investments | | - | - |
| Disposal of investments | | - | - |
| Total | | - | 7 |

| | 1 Apr | Cash | 31 Mar |
|----------------------------|--------------|--------------|---------------|
| | 2016 | flow | 2017 |
| | £'000 | £'000 | £'000 |
| c Analysis of cash: | | | |
| Cash at bank and in hand | 537 | (117) | 420 |
| Cash at COIF deposit | 600 | - | 600 |
| Total cash | 1,137 | (117) | 1,020 |

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 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.

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 donations and other income are treated as income in the year in which they are received.

Grants income

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. Expenditure incurred exclusively in activities to raise restricted funds and service contracts is not defined as fundraising costs under FRS102 SORP, it has been added to support costs and charged out to projects.

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 Donations

| | Unrestricted funds £'000 | Restricted funds £'000 | 2017 Total £'000 | 2016 Total £'000 |
|-------------------|---|---------------------------------------|---------------------------------|---------------------------------|
| General donations | 60 | | 60 | 48 |
| Donated services | - | 322 | 322 | 247 |
| Total | 60 | 322 | 382 | 295 |

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 22,149 hours spent (2016: 17,325 hours), a value for their services of £322,385 (2016: £247,437) has been recognised within income as a donation and an equivalent charge included within expenditure.

Included in the general donations is £345 donated by Trustees during the year.

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| | National services | Face to face services | Professional development | Support | Fundraising | 2017 Total | 2016 Total |
|--|----------------------|-----------------------------|-----------------------------|----------|-------------|---------------|---------------|
| | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 |
| 3 Income | | | | | | | |
| Unrestricted | 154 | 1,369 | 12 | 4 | 82 | 1,621 | 1,943 |
| Restricted | 895 | 467 | - | - | - | 1,362 | 1,522 |
| Total income | 1,049 | 1,836 | 12 | 4 | 82 | 2,983 | 3,465 |
| 4 Expenditure analysed by activity: | | | | | | | |
| Staff, volunteer & staff-related costs | 778 | 1,569 | 15 | 416 | 6 | 2,784 | 3,213 |
| Travel & subsistence | 17 | 62 | 1 | 19 | - | 99 | 123 |
| Freelance specialists | - | 27 | - | 7 | - | 34 | 29 |
| Events | 1 | 5 | - | - | - | 6 | 20 |
| Fundraising cost | - | - | - | - | 12 | 12 | - |
| Premises | 26 | 38 | - | 1 | - | 65 | 96 |
| Office | 53 | 35 | - | 18 | 1 | 107 | 116 |
| Equipment | 2 | 8 | - | 56 | - | 66 | 81 |
| Digital | 8 | 1 | 1 | - | 3 | 13 | 27 |
| Other costs | - | - | - | 2 | - | 2 | 4 |
| Allocation of support costs | 159 | 357 | 2 | (519) | - | - | - |
| Total expenditure | 1,044 | 2,102 | 19 | - | 23 | 3,188 | 3,709 |

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

| | 31 March 2017 | | | 31 March 2016 | | |
|---------------------------------------|----------------------|------------------------|--------------|----------------------|------------------------|--------------|
| | General fund | Restricted fund | Total | General fund | Restricted fund | Total |
| | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 |
| Income and endowments from: | | | | | | |
| Donations | 60 | 322 | 382 | 48 | 247 | 295 |
| Income from charitable activities | 1,526 | 1,040 | 2,566 | 1,869 | 1,275 | 3,144 |
| Income from investments | 2 | - | 2 | 3 | - | 3 |
| Other income | 33 | - | 33 | 23 | - | 23 |
| Total income and endowments | 1,621 | 1,362 | 2,983 | 1,943 | 1,522 | 3,465 |
| Expenditure on: | | | | | | |
| Raising funds | 23 | | 23 | 7 | - | 7 |
| Charitable activities: | | | | | | |
| National services | 140 | 904 | 1,044 | 234 | 876 | 1,110 |
| Face to face services | 1,588 | 514 | 2,102 | 1,818 | 673 | 2,491 |
| Professional development | 19 | - | 19 | 83 | 18 | 101 |
| Total expenditure | 1,770 | 1,418 | 3,188 | 2,142 | 1,567 | 3,709 |
| Net income /(expenditure) | (149) | (56) | (205) | (199) | (45) | (244) |
| Funds at beginning of the year | 1,042 | 116 | 1,158 | 1,241 | 161 | 1,402 |
| Funds at end of the year | 893 | 60 | 953 | 1,042 | 116 | 1,158 |

Family Lives
Financial statements for year ending 31 March 2017

| | | |
|---|--------------|--------------|
| 6 Governance costs | 2017 | 2016 |
| | £'000 | £'000 |
| Governance costs are made up of: | | |
| Staff salaries | 24 | 24 |
| Trustees' expenses | 1 | 1 |
| Audit fee | 12 | 11 |
| Insurance and professional fees | 11 | 10 |
| Allocation of support costs | - | - |
| | <u>48</u> | <u>46</u> |
| 7 Net movement in funds | 2017 | 2016 |
| | £'000 | £'000 |
| The net movement in funds is arrived at after charging: | | |
| Depreciation | 3 | 26 |
| Operating leases for land and buildings | 43 | 46 |
| Auditors' remuneration | 12 | 11 |
| | <u>58</u> | <u>83</u> |
| 8 Staff costs and numbers | 2017 | 2016 |
| | £'000 | £'000 |
| Staff costs were as follows:- | | |
| Salaries | 2,131 | 2,585 |
| Social security costs | 179 | 217 |
| Pension contributions | 75 | 97 |
| Redundancy payments | 44 | 28 |
| | <u>2,429</u> | <u>2,927</u> |
| The number of employees employed by the charity whose emoluments exceeds £60,000 were:- | No | No |
| £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 based on full time equivalents:- | No | No |
| Charitable activities | 66 | 83 |
| Governance | 1 | 1 |
| | <u>67</u> | <u>84</u> |
| Total employees number during the year | <u>163</u> | <u>248</u> |

Total employee benefits received by key management personnel was £199,106 (2016: £193,793).

Key management personnel include Trustees, Chief Executive and other senior staff reporting directly to the Chief Executive. No remuneration was received by trustees.

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 £75,443 (2016: £97,744).

10 Board of Trustees

Three trustees were reimbursed expenses for travel and subsistence amounting to £618 (2016: 3 Trustees, £824)

11 Tangible Assets

| | Furniture & equipment |
|---------------------|--------------------------|
| | £'000 |
| Cost | |
| At 1 April 2016 | 84 |
| Additions | - |
| Cost of disposals | - |
| At 31 March 2017 | 84 |
| Depreciation | |
| At 1 April 2016 | 79 |
| Charge for the year | 3 |
| On disposals | - |
| At 31 March 2017 | 82 |
| Net book value | |
| At 31 March 2017 | 2 |
| Net book value | |
| At 31 March 2016 | 5 |

| | 2017 | 2016 |
|--|------------|------------|
| 12 Debtors | £'000 | £'000 |
| Debts payable within one year | | |
| Trade debtors | 63 | 174 |
| Prepayments and accrued income | 115 | 119 |
| Other debtors | 3 | 5 |
| | <u>181</u> | <u>298</u> |
| Debts payable after more than one year | | |
| Rent deposit | 1 | 3 |
| | <u>182</u> | <u>301</u> |

| 13 Creditors | £'000 | £'000 |
|---|------------|------------|
| Trade Creditors | 25 | 31 |
| Accruals | 86 | 101 |
| Deferred income (Note 18) | 43 | 22 |
| Taxation (incl VAT) and Social Security | 97 | 131 |
| | <u>251</u> | <u>285</u> |

14 Commitments

All expenditure approved by the Trustees at 31 March 2017 was provided for in these accounts.

15 Obligations under operating leases

| | 2017 | 2016 |
|--|-----------|------------|
| At 31 March 2017, the Charity had annual commitments under operating leases as set out below:- | £'000 | £'000 |
| Operating leases expiring within 1 year | 41 | 46 |
| Operating leases expiring within 2 to 5 years | 36 | 58 |
| | <u>77</u> | <u>104</u> |
| Total operating leases | 77 | 104 |
| The above leases relate to: | | |
| Land and buildings | 75 | 103 |
| Photocopiers | 2 | 1 |
| | <u>77</u> | <u>104</u> |

16 Analysis of net assets between funds:

| | Unrestricted funds £'000 | Restricted funds £'000 | 2017 Total £'000 |
|--------------------|-----------------------------|---------------------------|---------------------|
| Fixed assets | 2 | - | 2 |
| Net current assets | 891 | 60 | 951 |
| Net assets | 893 | 60 | 953 |

17 Movements in unrestricted funds

| | At 1 Apr 2016 £'000 | Income £'000 | Expenditure £'000 | Net Tfrs £'000 | Net mvmt in funds £'000 | At 31 Mar 2017 £'000 |
|---------------------------------|---------------------------|-----------------|----------------------|-------------------|-------------------------------|----------------------------|
| Unrestricted funds | | | | | | |
| General unrestricted funds | 981 | 1,621 | (1,709) | (61) | (149) | 893 |
| Designated fund | - | - | (61) | 61 | - | - |
| Total unrestricted funds | 1,042 | 1,621 | (1,770) | - | (149) | 893 |

Purpose of designated funds

In July 2016, the Trustees decided to designate £61k of unrestricted funds. £41k was for the costs of contraction following a cut in funding for Family Lives local services and £20k was unrestricted funds raised in the prior year for use in 2016/17.

18 Movements in deferred income

| | At 1 Apr 2016 | Released to income | Deferred in the year | Net Tfrs | Net mvmt in funds | At 31 Mar 2017 |
|-----------------|------------------|-----------------------|-------------------------|----------|----------------------|-------------------|
| Deferred income | 22 | 22 | 43 | - | 21 | 43 |

19 Movement in restricted funds

| Funder name | b/fwd | Income | Expenditure | c/fwd |
|--|--------------|---------------|--------------------|--------------|
| | £'000 | £'000 | £'000 | £'000 |
| DfE National Services | - | 554 | 554 | - |
| Summerfield Charitable Trust | - | 10 | 10 | - |
| Fairlands School | - | 23 | 23 | - |
| Big Lottery Reaching Communities- Cornwall | - | 40 | 40 | - |
| Big Lottery Silver Dreams | - | 195 | 195 | - |
| Croydon Youth Locality North | - | 5 | 5 | - |
| Big Lottery Reaching Communities- Gloucestershire | 13 | - | 13 | - |
| Walcot Foundation | 10 | 20 | 21 | 9 |
| DH HSCF – HENRY | 2 | 75 | 77 | - |
| DH/NACRO - RRVSI | - | 41 | 41 | - |
| APOF Restricted Reserve | 39 | - | 30 | 9 |
| The Ben Cohen Standup Foundation | 2 | - | 2 | - |
| The Brook Trust | 1 | 35 | 13 | 23 |
| Gloucestershire Clinical Commissioning Group | - | 14 | 14 | - |
| WCC Safer Neighbourhood | - | 6 | 5 | 1 |
| Big Lottery Accelerating Ideas | 49 | - | 49 | - |
| Home-Start Bexley | - | 5 | - | 5 |
| RAF Northolt | - | 10 | 1 | 9 |
| Grants less than £5k | - | 7 | 3 | 4 |
| | 116 | 1,040 | 1,096 | 60 |

Note:

As requested by funders the following precise amounts were awarded:

Big Lottery Fund: Reaching Communities - Cornwall £36,613

Big Lottery Fund: Silver Dreams £194,823

