

**FAMILY LIVES**

**ANNUAL REPORT AND ACCOUNTS**

**For the year ended 31 March 2018**

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

Family Lives  
Financial statements for year ending 31 March 2018

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**Report of the Board of Trustees for the year ending 31 March 2018**

**Outlook**

Life is complicated and so is Family Lives. We deliver a wide range of targeted and universal services that has seen our activity increase but our resources contract within an ever-demanding funding environment. We have secured a partnership with the Cranfield Trust who will work with us through 2018/19 to develop a new strategic plan to ensure the ongoing stability, growth and sustainability of Family Lives. We will be working with a wide range of internal and external stakeholders to ensure a thorough approach to our learning and reflection, maximising the strong relationships we have with volunteers, practitioners, commissioners, funders and service users.

We are seeking to develop our volunteering offer and to ensure that the unique opportunity of the Parent Child Home Programme (PCHP) is realised beyond the initial pilot areas.

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

In an uncertain political environment we have to work even harder to demonstrate the value of our work, to secure a strong evidence base for commissioning and funding.

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.

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.

Family Lives is currently consulting with staff, volunteers, service users and funders to ensure that our strategic review is thorough and enables significant and lasting change. In addition we are continuing our work with Social Investment Bonds (SIB), alongside applying for a random control trial for our PCHP programme, whilst maintaining our conversation with government around core funding of our helpline.

We have provided detailed explanations of our achievements and performance this year. We are part way through a strategic review that will provide much more clarity for reporting in 2018-19.

### **About Family Lives**

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.

Family Lives was formed by volunteers with the aim of ensuring that all parents had somewhere to turn before they reached crisis point (which could result in abuse). 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, divorce, to imprisonment we provide a wide range of services to support all.

### **Vision**

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

### **Mission**

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

### **We value being:**

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

## **Highlights**

### **Why we support families**

It has always been Family Lives' mission to support families, but now, more than ever, families are feeling the pressure from all sides. Economic times have been difficult for the last few years and it is often those families who are struggling that are most affected by changes to social security benefits, closures of services and children's centres, or changes to their work or home situation. The strain this can put on the family unit can be immense.

### **How we support families**

Family Lives is proud to provide such a wide range of support to families through our services, reflecting the many issues families deal with, including mental health, imprisonment, poverty, special educational needs, divorce, or adolescent to parent violence and abuse. We support families through our helpline, online advice and face to face services, such as befriending and outreach. Despite having faced increasing funding cuts over the last few years, we continue to see increased demand for many of our 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 are always proud of how many families we support across our range of services, and on the wide range of issues which affect families. We answered over 36,000 calls on our two helplines and supported 6,499 adults and young people through our community services, and received over 2.5 million users to our websites.

### **Family support helpline**

Parents use Family Lives' helpline at times when they are most in need of support and information, often in highly distressing situations. Call takers, using a helping process to enable callers to open up and explore the reasons for their children's difficulties and consider further actions they could take to improve their situation.

This year we answered just over 36,950 calls, with an increase of 25% in the number of overall calls received to our family support helpline. We continue to support all members of the family, with 49% of callers being mothers and 27% fathers. 37% of callers are on a household income of below £15,000 per annum, and 51% are single parents. Our helpline is an accessible and confidential service, complemented by online advice and resources as well as our community services.

We couldn't support as many families as we do without our volunteer call takers who contributed over 15,700 hours of their time.

### **Our volunteers**

Our volunteers are at the very centre of the services we provide to families, both in the community and through our helpline. Over the last year, our volunteers donated over 20,500 hours of support through the helpline and face to face services.

All volunteers receive substantial training before going on to support families. This is followed up with ongoing professional development and 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.

What volunteers say:

*"I have thoroughly enjoyed my time with Family Lives. It has been a fantastic opportunity that I absolutely love and both staff and families have been great!! Thank you so much for allowing me to be a part of this fantastic service!"*

*"The experience I had, and what I learned, being part of Family lives is incredible."*

### **Supporting staff and wellbeing**

Family Lives continues to focus on wellbeing. We hold the Investors in People kitemark and continue 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 than the National Living/Minimum wage which attempts to meet more realistic basic living costs.

### **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.

Over the last year we have continued to seek ways to diversify our income sources by working with corporate partners and raising income through donations as part of sales and promotions. Our Bullying UK fundraising activities remain popular, with our Wear Blue fundraising day and Bullying UK wristbands now becoming a regular part of many schools' activities.

### **Achievements and performance**

- ❖ Over 2.5 million website users
- ❖ Just over 36,950 calls answered on our family support helpline
- ❖ Over 12,000 calls answered on the National Offenders' Families Helpline
- ❖ 10,090 children and adults interacted with through our community services
- ❖ Over 295,000 social media followers across all our channels

Key performance indicators are set against the business plan and are monitored through a balanced scorecard (BSC) that is reviewed by the CEO each month and presented to the Board meetings.

## **Supporting families with multiple and complex needs**

### **Southwark**

Our troubled families work in Southwark this year saw increasing demand from social work teams, with 39 families referred in total. This continues to be a borough experiencing high levels of crime and deprivation where families meet the criteria for the programme.

We have been successful in engaging families who previously would not respond to agencies. In doing so we have supported these families to take up specialist services whilst offering emotional support for the challenges they face. We have re-engaged children with education by getting them back into school or to follow their ambitions and gain access to college; supported women to gain help for domestic violence or abuse, helped the long-term unemployed back into work, and supported access to mental health services. We also helped families to address their risk of eviction and to engage with housing services to manage their debt.

The relationship and support offered to family members seeks to divert them from the triggers that lead to problem behaviour and to consider consequences and long-term outcomes. Our befrienders aim to build self-esteem and encourage engagement with positive activities, channelling energy into preparing for the workplace, education and training. The 'friendship' style of the befriending and mentoring relationship facilitates open discussion and explores the reasons for behaviour issues or poor family relationships. Our volunteers and staff members work tirelessly to build resilience in families. Befrienders and mentors are also trained to refer and to ensure that families are taking up all the support that they are entitled to, including free childcare.

### **Lewisham**

Our work in Lewisham supports families on a Child in Need (CIN) or occasionally a Child Protection (CP) plan who need support to develop the skills and resilience to look after their children and to cope with the challenges of life that social workers do not have time to help with. We supported over 40 families with a team of more than 20 volunteers and have successfully upskilled most of the families to independence and enabled them to step down from the CIN or CP plans. Volunteers are from varied backgrounds and those studying for a social work qualification gain valuable practical experience as well as our support and training.

### **Nottingham and Coventry**

Across the North and Midlands, we have continued to deliver three befriending services. The service in Nottingham is now in its fifth year and this year the team of volunteers supported 65 families. This work is funded by Nottingham City Council, the local Clinical Commissioning Group and Boots Plc.

Our volunteer visiting service in Coventry is now in its second year. This year 38 parents benefitted from the support of our volunteers. Some parents just need a few visits or phone calls while others receive weekly visits for up to six months. The range of help provided is wide and depends on what is seen as a priority by the parent. The volunteer might help them improve physical health by finding free activities for children such as football or swimming. They may help keep children safe by signposting them to internet safety resources for children or advising them where to find drug and alcohol information for parents with teenagers.

### **Hampshire**

In Hampshire we provide a tailored approach to support families which has given rise to a strong multi-skilled professional team capable of providing intensive intervention within a short timescale to the whole family. This year 98 families were referred to the service from across the county.

By working with families and improving parental confidence and skills, to address conflict with their child; we build their self-assurance to engage with professionals and empower parents to maintain appropriate boundaries and structure to family life. this service has had the following outcomes:

- ❖ Children return to full time education or specialist provisions following periods of significant low attendance or exclusion.
- ❖ Adults return to employment and the reduction of financial exclusion and household debt.
- ❖ Families secure adequate housing for their needs.
- ❖ Vulnerable children and adults are kept safe from significant harm and thriving emotionally and physically.

The work in Hampshire extends to outside the home environment through our projects within local communities that provide parents and carers with tailored information and intervention to support all aspects of parenting. We reached out to parents through our parenting workshops/courses, covering topics such as understanding and dealing with behaviour, and workshops for parents of teenagers.

### **Gloucester**

Our Families in Mind project in Gloucester 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.

### **Outreach services in Westminster**

Family Lives' Outreach Services work across the London Borough of Westminster to improve the health and wellbeing of vulnerable families with children 0-5 years. We focus on an integrated Outreach Service by providing outreach and home visiting as well as long-term befriending support. Outreach services in Westminster are well established and act as a bridge to accessing vital support services families need. Among the top issues we deal with are: finance/material grants; housing; mental health; isolation; domestic violence; health issues and disability.

The volunteer befriending project is a step down from outreach support whereby outreach workers make the initial contact and brief intervention with families before it is stepped down to befriending where trained volunteers carry on the work. Our befriending volunteers have an empowering approach to support families to access services, reduce levels of isolation and help parents to parent. The service targets families who have just had a baby living in the top 10% most deprived postcodes in Westminster. Between 80-100% of the families receive outreach support. The service also targets families with 2 year olds meeting certain criteria and all those receive information on the scheme as well as support to apply for those who require further assistance.

### **Supporting young people in Westminster**

The young people's support service provides support to young people aged 10-15 years in Westminster who provide caring support to a family member. We provide six one-to-one sessions. We also deliver groups across Westminster for any young people to meet, socialise and participate in activities in a safe space. Since the start of the project in July 2017 we have received 15 referrals.

Young carers often face a multitude of issues and this service provides them with space to meet others in similar situations and gain support.

### **Family support in Bexley**

In Bexley, we receive requests for befriending support from a wide variety of professionals including social workers, mental health teams and children's centre managers. It is a well-established and valued service in the area. We have a widely skilled team of volunteers that continues to contribute to positive outcomes for families through targeted support. Evaluation of the service shows that a positive outcome has been achieved in all supported families.

We also provide play/crèche activities in Bexley and the team have delivered 3,555 hours of quality, EYFS-based play work in Children's Centres and other Bexley localities. This is 15% more than the hours we are commissioned to provide, and demonstrates how highly Children's Centre Managers value our service.

### **Supporting kinship carers**

In the North East we have continued to deliver the Relative Experience project in partnership with Grandparents Plus and have run a one-year project in north London. This works to improve the wellbeing of kinship carers, enable them to be proactive in their local communities, increase awareness of kinship care and influence transformational change. 116 kinship carers have benefitted from befriending and 127 from support to get grants which buy invaluable items like beds for the children who come into their care from other members of the family, often at very short notice.

### **Supporting young people**

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](http://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 an ongoing concern amongst our service users.

We ran a successful Wear Blue Day in November 2017 to raise awareness of the impact of bullying which raised £15,000 in donations and our Bullying UK wristbands continue to be extremely popular with schools and businesses with total sales of £19,000.

### **Special educational needs**

Family Lives provides an independent support service to parents raising a child with special educational needs, to guide and advise them through the complex assessments required for an Education, Health and Care Plan (EHCP) for their child; or if they are being assessed for the first time or having an annual review. We provide a vital impartial support service with specialist knowledge, plus our helpline as back up for the emotional support many parents doing this need. This year we supported 186 families individually through this service, and provided group sessions, presentations and workshops to 173 families to help them understand the process involved in gaining an EHCP for their child. This work helps to ensure that the plans are centred on the child, with clear meaningful outcomes, and are comprehensive and appropriate.

### **Families of prisoners and offenders**

Since 2014 Family Lives has provided the National Offenders' Families Helpline under contract to Her Majesty's Prison and Probation Service. The helpline provides offenders' families with information and support, ranging from practical information about arranging prison visits to support with issues such as coping with stress.

## Family Lives

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The service helps families manage the challenges they experience, gain access to sources of help, make informed decisions and take increased control of their lives. The service contributes towards improving family wellbeing, increasing prisoner contact with families, and ultimately reducing reoffending.

In the last year we answered over 14,000 calls to the helpline, as well as answering over 1,300 emails. In addition, the helpline's advice website received just under 500,000 visits (including downloads of information). Despite continuing to see an increase in demand, we have maintained a high answer rate for this service.

### **Supporting professionals**

We seek to use the knowledge gained through our work to inform, support and train professionals. During the year we pursued this aim in our joint work with many professionals working with families and through our Parenting UK membership service. Parenting UK activity included providing regular sector and news updates on our website, a successful conference on Families and Mental Health in the Autumn, and 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/](http://www.parentinguk.org/our-work/ppdg/)

### **Future Plans**

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 year 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 £3,042k (2017: £2,661k) and spent £3,005k (2017: £2,866k). After allowing for the allocation of the appropriate expenditure in the year against restricted funds balances brought forward, a deficit of £90k (2017: £149k deficit) was covered by reserves. £62k of reserve was designated for this purpose in May 2017. The free reserves of the charity, after allowing for fixed assets, stand at £797k (2017: £891k).

### **Unrestricted funds**

The charity raised £1,403k (2017: £1,621k) of general or unrestricted income. Expenditure of £1,493k (2017: £1,770k) was set against this, leaving a deficit of £90k (2017: deficit of £149k) which was covered by reserves. The general reserves carried forward were £803k (2017: £893k).

### **Designated funds**

In May 2017 the Trustees decided to set aside £62k of unrestricted fund which it anticipated would be needed to fund the costs of restructuring support functions necessary to ensure sustainability.

### **Restricted funds**

A total of £1,639k (2017: £1,040k) of restricted income was received in the year and there was a balance of £60k (2017: £116k) brought forward from the previous year. Expenditure of £1,512k (2017: £1,096k) was set against this leaving an amount of £187k (2017: £60k) to carry forward to fund restricted activities next year.

### **Sources of income**

£857k (2017: £915k) was received from Central Government sources, £1,205k (2017: £1,352k) was from Local Authority sources and £980k (2017: £394k) was from corporate bodies, trusts & foundations and individuals.

### **Expenditure**

Expenditure on National Services reduced to £674k (2017: £786k) as a contract to provide support to prisoners' families in Scotland came to an end. Investment in Face to Face services increased to £2,282k (2017: £2,038k) with the introduction of the Parent Child Home Programme UK, continued funding from the Lottery for our kinship carers project and, as new Local Authority contracts were delivered. Expenditure on Professional Development reduced to £7k (2017: £19k) as funding for this work decreased. Investment in fundraising increased to £42k with activity focusing on the delivery of our Anti Bullying campaign activities (2017: £23k).

The Trustees would like to thank all those who funded our work during 2017/2018, and the charity's volunteers who generously provided 20,614 hours (2017: 22,149) of their time to support other parents and families. This equates to £304k (2017: £322k) 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 2018 this equates to £570k, leaving a buffer of £227k out of total free reserve of £797k.

The Trustees are 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.

### **Fundraising**

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

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

We have never 'cold mailed' or 'cold called' the public to raise funds. We did not employ external companies to carry out fundraising on our behalf. We meet the standards set by the Fundraising Regulator and monitor any complaints received by the charity about fundraising. We received no complaints in 2017/18, which have all been handled in line with our complaints procedures and fed into our ongoing evaluation and development.

### **Donors, funders and fundraisers**

The trustees would like to thank all those who generously supported the work of Family Lives during 2017/18.

Thank you to all the trusts and organisations that have so generously supported our work. Thank you also to all the individuals and schools who have raised funds in support of our Wear Blue Day and throughout the year. With your contributions we've been able to make a real difference to children and families across the UK at a time when they needed us most.

Anton Jurgens Charitable Trust  
Armithea Charitable Trust  
Barnwood trust  
BBC Children in Need  
Big Lottery Fund  
Birchwood Children Centre  
Boots Charitable Trust  
Bowood Golf and Country Club (Tracey Yeo)  
Brilliant Women  
Burghley Charitable Trust  
Coventry City Council  
Curzon Crescent Children's Centre  
Department for Culture, Media & Sport

Department for Education  
Department of Health HSCF  
Fairlands School  
Fundraising - Adam Hills  
Fundraising - Adel Aburas  
Fundraising - Anna Dench  
Fundraising - Catrin Evans  
Fundraising - Dylan Todd & Will Harris  
Fundraising - Emily Lee  
Fundraising - Ester Moors  
Fundraising - Helen Coleman  
Fundraising - Helen Young  
Fundraising - Joanna Stroud

## Family Lives

### Financial statements for year ending 31 March 2018

Fundraising - Kate Richardson-Young	MJ Hindley Charitable Trust
Fundraising - Kate Young	National Children's Bureau
Fundraising- Kevin Williams	Natural Flair Coaching Limited
Fundraising - Leona Finlay	NESTA
Fundraising - Libby Summers	Nottingham City Council
Fundraising - Matthew Ralphs	Portman Early Childhood Centre
Fundraising - Mitch & Marlon	RAF Benevolent Fund
Fundraising - Najmeddien Busefi	Rothschild & Co (Chris Coleman)
Fundraising - Neil Sedgwick	Safety Guide Ltd
Fundraising - Peter Macaulay	Santander People Communities (Tasmin Owens)
Fundraising - Ramona Swinhoe	Scottish Prison Service
Fundraising - Richard Kent	Sir James Knott Trust
Fundraising - Rosie Tommey	Southampton City Council
Fundraising - Sharon Roberts	Southwark Council
Fundraising - Simon Bradley	Staffordshire County Council
Fundraising - Sue Williams	Stephen Lloyd Awards
Genesis Asset Finance (Elaine Hendley)	The Barbour Foundation
Gloucestershire County Council	The British Legion
Gwyneth Forrester Charitable Trust	The Brook Trust
Hampshire County Council	The Cathedral and Abbey Church of St Alban
Hampshire County Council - Rushmoor	The Chetwode Foundation
Hampshire County Council - Test Valley	The Dulverton Trust
Heath Mount School	The Froebel Trust
Hertfordshire County Council	The Gordon Trust
High Trees Children's Centre	The Hanley Trust
Home Start Bexley	The James Tudor Foundation
Hyde Park Place Estate Charity	The Jones 1986 Charitable Trust
James & Linda Fenwick	The Living Room
Lady Hind and Charles Littlewood Hill Trust	The Morrisons Foundation
London Borough of Bexley	The Noel Buxton Trust
London Borough of Ealing	The Strand Parishes Trust
London Borough of Lewisham	The Westminster Foundation
Mantra Jewellery (Jo Stroud)	University of Bedfordshire
Masonic Charitable Foundation	Walcot Foundation
Mill Hill County High School	Welwyn Garden City Children's Centre Group
Millhouses Charitable Trust	Westminster City Council
Ministry of Justice	Winchester City Council

## Investment Policy

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## Auditor

Price Baily was appointed as the charitable company's auditor during the year following a competitive tendering process.

### **Legal and administrative information**

#### **Status**

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

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

#### **Trustee Board**

The members of the Board during the year were:

A de Waal	Chair
S Bayliss	
J Coleman	
W Jones	Treasurer re-appointed 3/11/17
S Hayman	re-appointed 3/11/17
A Holt	
A Montgomery	re-appointed 3/11/17
N Rupani	
K Summers	appointed 3/11/17
S Vahid	

#### **Sub-Committees:**

Policy & Finance Sub-Committee

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

Remuneration Sub-Committee

S Bayliss, A Montgomery N Rupani

President

Rt. Hon Lord Justice Thorpe

Chief Executive and Company Secretary

J Todd

#### **Registered Office**

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

#### **Auditors**

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

#### **Solicitors**

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

### **Objectives**

The objectives of the Company are:

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

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

### **Public Benefit**

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

## **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 2018 was ten.

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 1<sup>st</sup> 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.

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

### **Board Recruitment**

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

### **Board Induction and Training**

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

### **Board Meetings**

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

### **Board Sub-Committees**

There are two Sub-Committees: Policy & Finance and Remuneration, which make recommendations to the Board for approval. In addition there is an advisory Risk of Harm Committee which meets four times a year and has trustee representation.

### **Family Lives' Companies**

Sibling Ltd, Family Lives' trading company, did not trade during the year, and it was agreed to dissolve the dormant company.

### **Senior Management Team**

The Senior Management Team (SMT) meets eleven times a year and addresses cross-organisational issues. 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.

### **Remuneration**

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

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

### **Trustees' Responsibilities Statement**

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

Company Law requires the Trustees to prepare financial statements for each financial year, 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**

The Trustees reviewed the risks to which the charity could be exposed in 2018/19 and are satisfied that the charity has taken all reasonable steps to minimise risk, and that it has policies and procedures in place to manage risk effectively in all areas of the charity's work. The key risks were identified as follows:

#### **Principal risks**

#### **Steps to mitigate risks**

Financial Solvency

Ensure sufficient reserves to cover orderly wind down.  
Quarterly review of management accounts and forecasts.  
Plans in place for continued diversification of funding.  
Ongoing liaison with current and potential funders.

Failure to meet  
Quality standards

Accreditation for front line staff.  
THA 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.  
£10million Public Liability Insurance in place.  
£5k Professional Liability Insurance 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.

This report has been prepared having taken advantage of the small companies exemption.

Approved by the Board of Trustees on 3<sup>rd</sup> August 2018 and signed on its behalf by:



**Anastasia de Waal (Chair)**



**Warwick Jones (Treasurer)**

## ***Independent Auditor's Report to the Members of Family Lives***

### **Opinion**

We have audited the financial statements of Family Lives (the 'charitable company') for the year ended 31 March 2018 which comprises the Statement of Financial Activities, the balance sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2018 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

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

### **Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other

***Independent Auditor's Report to the Members of Family Lives (continued)***

information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**Opinions on other matters prescribed by the Companies Act 2006**

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

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

**Matters on which we are required to report by exception**

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

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

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

***Independent Auditor's Report to the Members of Family Lives (continued)***

**Responsibilities of trustees**

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

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

**Auditor's responsibilities for the audit of the financial statements**

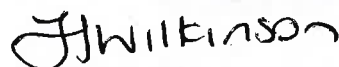
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**The use of our report**

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



Helena Wilkinson (Senior Statutory Auditor)  
For and on behalf of Price Bailey LLP, Statutory Auditor  
Causeway House  
1 Dane Street  
Bishop's Stortford, Hertfordshire, CM23 3BT

Date: 3 August 2018

**Statement of Financial Activities (incorporating Income and Expenditure Account)  
for the year ended 31 March 2018**

		General	Restricted	2018	2017
	Note	funds	funds	Total	Total (restated)
<b>Income and endowments:</b>		£'000	£'000	£'000	£'000
<b>Income from:</b>					
Donations and legacies	2	50	1,639	<b>1,689</b>	1,100
Charitable activities	3	1,323	-	<b>1,323</b>	1,529
Other trading activities	4	29	-	<b>29</b>	30
Investments	5	1	-	<b>1</b>	2
<b>Total income and endowments</b>		<b>1,403</b>	<b>1,639</b>	<b>3,042</b>	2,661
<b>Expenditure on:</b>					
Raising funds	6	42	-	<b>42</b>	23
Charitable activities:					
National services	7	100	574	<b>674</b>	786
Face to Face services	8	1,344	938	<b>2,282</b>	2,038
Professional development	9	7	-	<b>7</b>	19
<b>Total expenditure</b>		<b>1,493</b>	<b>1,512</b>	<b>3,005</b>	2,866
<b>Net (expenditure)/income</b>		<b>(90)</b>	<b>127</b>	<b>37</b>	<b>(205)</b>
<b>Funds at 1 April 2017</b>	24/26	<b>893</b>	<b>60</b>	<b>953</b>	<b>1,158</b>
<b>Funds at 31 March 2018</b>	24/26	<b>803</b>	<b>187</b>	<b>990</b>	<b>953</b>

Family Lives  
Financial statements for year ending 31 March 2018

**Balance Sheet as at 31 March 2018**

		<b>2018</b>		<b>2017</b>	
	Note	£'000	£'000	£'000	£'000
<b>Fixed assets</b>					
Tangible assets	18		6		2
<b>Current assets</b>					
Debtors	19	129		182	
Cash on deposit		600		600	
Cash at bank and in hand		544		420	
		<u>1,273</u>		<u>1,202</u>	
<b>Creditors:</b>					
<b>amounts falling due within one year</b>	20	<u>(289)</u>		<u>(251)</u>	
<b>Net current assets</b>			984		951
<b>Total funds</b>			<u>990</u>		<u>953</u>
<b>Unrestricted funds</b>	24		803		893
			<u>803</u>		<u>893</u>
<b>Restricted funds</b>	26		187		60
<b>Total funds</b>			<u>990</u>		<u>953</u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to small companies' regimes'

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 3<sup>rd</sup> August 2018 and signed on its behalf by:



Anastasia de Waal (Chair)



Warwick Jones (Treasurer)

The notes on pages 25 to 39 form part of these financial statements

Company Registration Number: 03817762

Family Lives  
Financial statements for year ending 31 March 2018

**Statement of cash flow for the year ended 31 March 2018**

	Note	2018 £'000	2017 £'000
<b>Cash flows from operating activities:</b>			
Net cash provided by (used in) in operating activities:	a	132	(119)
Dividends, interest and rents from investment		1	2
Purchase of property, plant and equipment	b	(9)	-
<b>Net cash provided by (used in) investing activities</b>		<b>124</b>	<b>(117)</b>
<b>Cash at the beginning of the reporting period</b>		<b>1,020</b>	<b>1,137</b>
<b>Cash at the end of the reporting period</b>	c	<b>1,144</b>	<b>1,020</b>

	2018 £'000	2017 £'000
<b>a Reconciliation of net income/(expenditure) to net cash inflow from operating activities</b>		
Net income/(expenditure) as per Statement of Financial Activities	37	(205)
Depreciation charges	5	3
Dividends, interest and rents from investment	(1)	(2)
Loss/(profit) on sale of fixed assets	-	-
(Increase)/decrease in debtors	53	119
(Decrease)/increase in creditors	38	(34)
<b>Net cash provided by (used in) operating activities</b>	<b>132</b>	<b>(119)</b>

	2018 £'000	2017 £'000
<b>b Capital expenditure and financial investment</b>		
Purchase of tangible fixed assets	9	-
Purchase of investments	-	-
Disposal of investments	-	-
<b>Total</b>	<b>9</b>	<b>-</b>

	1 Apr 2017 £'000	Cash flow £'000	31 Mar 2018 £'000
<b>c Analysis of cash:</b>			
Cash at bank and in hand	420	124	544
Cash at COIF deposit	600	-	600
<b>Total cash</b>	<b>1,020</b>	<b>124</b>	<b>1,144</b>

## **1 Accounting policies**

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

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

### **Basis of preparation of financial statements**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

### **Going concern**

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

### **Tax status**

The Company is a registered charity and no liability to UK corporation tax arose on ordinary activities for the year ended 31 March 2018.

### **Income**

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

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

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

Donations organised directly by the charity are included gross together with related fundraising expenditure. Donations organised by external parties are shown on the basis of the amounts received. Volunteers donated services are not included in the accounts.

### **Investment income**

Interest on deposit funds held is included when receivable and amount can be measured reliably; this is normally upon receipt of notification of interest paid or payable by the bank.

### **Expenditure**

Expenditure is included in the statement of financial activities when incurred and includes attributable VAT which cannot be recovered. All expenditure is allocated to the particular activity where the cost relates directly to that activity.

## **Accounting policies (continued)**

### **Allocation of support costs**

The costs of staff employed directly in connection with particular projects are allocated directly to the projects concerned together with all directly incurred expenditure. Support costs are apportioned to projects based on the gross expenditure of that project.

### **Operating lease agreements**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against income and expenditure on a straight line basis over the period of the lease.

### **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

### **Pension costs**

The charity operates a defined contribution pension scheme for employees. These assets of the scheme are held separately from those of the charity. The annual contributions payable are charged to the statement of financial activities. The charity also makes contributions into individual's own personal pension arrangements.

### **Redundancy policy**

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

### **Cash at bank and in hand**

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

### **Debtors**

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

### **Creditors and provisions**

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

## Accounting policies (continued)

### Fund Accounting

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

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

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

### Stocks

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items. Cost is based on purchase price.

### Financial instruments

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

- Investments measured at their fair value as at the balance sheet date;
- Fixed assets are measured at cost less depreciation;

## 2 Donations and grants

	Unrestricted funds £'000	Restricted funds £'000	2018 Total £'000
General donations	50	-	50
Restricted grants:			
National services	-	577	577
Face to Face Services	-	1,062	1,062
Total	50	1,639	1,689

### Prior year - Donations and grants

	Unrestricted funds £'000	Restricted funds £'000	2017 Total £'000
General donations	60	-	60
Restricted grants:			
Helpline services	-	637	637
Face to Face Services	-	403	403
Total	60	1,040	1,100

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 20,614 hours spent (2017: 22,149 hours), this equates to £304,117 (2017: £322,385)

### 3 Income from charitable activities

	<b>2018</b>	<b>2017</b>
	<b>Total</b>	<b>Total</b>
	<b>£'000</b>	<b>£'000</b>
National services	110	153
Face to Face services	1,210	1,364
Professional Development	3	12
<b>Total</b>	<b>1,323</b>	<b>1,529</b>

### 4 Income from other trading activities

	<b>2018</b>	<b>2017</b>
	<b>Total</b>	<b>Total</b>
	<b>£'000</b>	<b>£'000</b>
Sales of wristbands	19	16
Sale of Summer Ball tickets	-	10
Sales of training materials	3	-
Other income	7	4
<b>Total</b>	<b>29</b>	<b>30</b>

### 5 Income from investments

	<b>2018</b>	<b>2017</b>
	<b>Total</b>	<b>Total</b>
	<b>£'000</b>	<b>£'000</b>
Bank interest receivable	1	2
<b>Total</b>	<b>1</b>	<b>2</b>

Income from charitable activities, other trading activities and investment are unrestricted funds.

## 6 Cost of raising funds

	Unrestricted funds £'000	Restricted funds £'000	2018 Total £'000
Staff costs	21	-	21
Events and fundraising	14	-	14
Support cost	7	-	7
Total	<u>42</u>	<u>-</u>	<u>42</u>

### Prior year - Cost of raising funds

	Unrestricted funds £'000	Restricted funds £'000	2017 Total £'000
Staff costs	6	-	6
Events and fundraising	17	-	17
Support cost	-	-	-
Total	<u>23</u>	<u>-</u>	<u>23</u>

## 7 National Services expenditure

	Unrestricted funds £'000	Restricted funds £'000	2018 Total £'000
Direct costs	83	477	560
Support costs	17	97	114
Total	<u>100</u>	<u>574</u>	<u>674</u>

### Prior year- National Services

	Unrestricted funds £'000	Restricted funds £'000	2017 Total (restated) £'000
Direct costs	124	503	627
Support costs	17	142	159
Total	<u>141</u>	<u>645</u>	<u>786</u>

## 8 Face to face services expenditure

	Unrestricted funds £'000	Restricted funds £'000	2018 Total £'000
Direct costs	1,076	820	1,896
Support costs	268	118	386
Total	<u>1,344</u>	<u>938</u>	<u>2,282</u>

## Prior year- Face to face services

	Unrestricted funds £'000	Restricted funds £'000	2017 Total (restated) £'000
Direct costs	1,321	360	1,681
Support costs	266	91	357
Total	<u>1,587</u>	<u>451</u>	<u>2,038</u>

## 9 Professional Development expenditure

	2018 Unrestricted funds £'000	2017 Unrestricted funds £'000
Direct costs	6	17
Support costs	1	2
Total	<u>7</u>	<u>19</u>

## 10 Prior year adjustment

In prior year, volunteers' time has been recognised in income and expenditure within the Statement of Financial Activities. Adjustment of £322k to restricted income and expenditure has been made and this has no impact upon the level of reserves.

## 11 Analysis of support costs

	<b>Raising Funds</b>	<b>National services</b>	<b>Face to Face services</b>	<b>Professional Development</b>	<b>2018 Total</b>
	£'000	£'000	£'000	£'000	£'000
Management & admin	3	38	130	1	172
Human Resources	1	19	62	-	82
Finance	1	22	74	-	97
Information Technology	1	20	68	-	89
Governance	1	11	36	-	48
Depreciation	-	1	4	-	5
Premises, office and other costs	-	3	12	-	15
<b>Total</b>	<b>7</b>	<b>114</b>	<b>386</b>	<b>1</b>	<b>508</b>

## Prior year- Analysis of support costs

	<b>Raising Funds</b>	<b>Helpline services</b>	<b>Face to Face services</b>	<b>Professional Development</b>	<b>2017 Total</b>
	£'000	£'000	£'000	£'000	£'000
Management & admin	-	59	132	1	192
Human Resources	-	27	60	-	87
Finance	-	27	62	1	90
Information Technology	-	24	55	-	79
Governance	-	15	33	-	48
Depreciation	-	1	2	-	3
Premises, office and other costs	-	6	13	-	19
<b>Total</b>	<b>-</b>	<b>159</b>	<b>357</b>	<b>2</b>	<b>518</b>

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

## 12 Net income for the year

	2018 £'000	2017 £'000
This is stated after charging:		
Depreciation	5	3
Operating leases for land and buildings and photocopiers	47	41
Audit fee	12	12
	<hr/>	<hr/>

## 13 Governance costs

	2018 £'000	2017 £'000
Governance costs are made up of:		
Staff salaries	24	24
Trustees' expenses	1	1
Audit fee	12	12
Insurance and professional fees	11	11
	<hr/>	<hr/>
	48	48

## 14 Staff costs and numbers

	2018 £'000	2017 £'000
Staff costs were as follows:-		
Salaries	1,898	2,131
Social security costs	156	179
Pension contributions	66	75
Redundancy payments	31	44
	<hr/>	<hr/>
	2,151	2,429

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
	<hr/>	<hr/>
	2	2

Average weekly number of employees during the year, calculated based on full time equivalents:-

	No	No
Charitable activities	62	66
Governance	1	1
	<hr/>	<hr/>
	63	67

(restated)

Average number of staff employed during the year

	<hr/>	<hr/>
	129	135

## Family Lives

Financial statements for year ending 31 March 2018

Total employee benefits received by key management personnel, including, pension, employer's national insurance contributions and redundancy pay, was £234,497 (2017: £221,871).

Key management personnel include Trustees, Chief Executive, Deputy Chief Executive and Director of Finance.

No trustee received any remuneration in 2017-18.

### 15 Board of Trustees

One Trustee was reimbursed expenses for travel amounting to £704 (2017: 3 Trustees, £618)

### 16 Related party transactions

There were no related party transactions that require disclosure.

### 17 Pensions

The charity has a group personal pension scheme to which employees are automatically enrolled; staff may then opt out. In accordance with the scheme the charity contributed of 3% of gross salary as determined by a matched contribution of the individual employee. For staff enrolled prior to 1<sup>st</sup> 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 £65,578 (2017: £75,443).

Pensions payments outstanding at year end were £12,212.

### 18 Tangible Assets

	Furniture & equipment £'000
Cost	
At 1 April 2017	84
Additions	9
Cost of disposals	-
At 31 March 2018	93
Depreciation	
At 1 April 2017	82
Charge for the year	5
On disposals	-
At 31 March 2018	87
Net book value	
At 31 March 2018	6
Net book value	
At 31 March 2017	2

<b>19 Debtors</b>	<b>2018</b> <b>£'000</b>	<b>2017</b> <b>£'000</b>
Debts receivable within one year		
Trade debtors	25	63
Prepayments and accrued income	102	115
Other debtors	1	3
	<u>128</u>	<u>181</u>
Debts payable after more than one year		
Rent deposit	1	1
	<u>129</u>	<u>182</u>

<b>20 Creditors</b>	<b>2018</b> <b>£'000</b>	<b>2017</b> <b>£'000</b>
Trade Creditors	21	25
Accruals	80	86
Deferred income (Note 21)	87	43
Taxation (inc VAT) and Social Security	101	97
	<u>289</u>	<u>251</u>

<b>21 Movements in deferred income</b>	<b>2018</b> <b>Total</b> <b>£'000</b>
Deferred income at 1 April 2017	43
Resources deferred during the year	87
Amount released from previous year	(43)
Deferred income at 31 March 2018	<u>87</u>

<b>Prior year - Movements in deferred income</b>	<b>2017</b> <b>Total</b> <b>£'000</b>
Deferred income at 1 April 2016	22
Resources deferred during the year	43
Amount released from previous year	(22)
Deferred income at 31 March 2017	<u>43</u>

## 22 Obligations under operating leases

	2018 £'000	2017 £'000
At 31 March 2018, the Charity had annual commitments under operating leases as set out below:-		
Operating leases expiring within 1 year	47	41
Operating leases expiring within 2 to 5 years	15	36
	<hr/>	<hr/>
Total operating leases	62	77
	<hr/>	<hr/>
The above leases relate to:		
Land and buildings	60	75
Photocopiers	2	2
	<hr/>	<hr/>
	62	77
	<hr/>	<hr/>

## 23 Analysis of net assets between funds:

	Unrestricted funds £'000	Restricted funds £'000	2018 Total £'000
Fixed assets	6	-	6
Current assets	1,086	187	1,273
Current liabilities	(289)	-	(289)
	<hr/>	<hr/>	<hr/>
Total net assets	803	187	990
	<hr/>	<hr/>	<hr/>

## Prior year - Analysis of net assets between funds:

	Unrestricted funds £'000	Restricted funds £'000	2017 Total £'000
Fixed assets	2	-	2
Current assets	1,142	60	1,202
Current liabilities	(251)	-	(251)
	<hr/>	<hr/>	<hr/>
Total net assets	893	60	953
	<hr/>	<hr/>	<hr/>

## 24 Movements in unrestricted funds

	At 1 Apr 2017 £'000	Income £'000	Expenditure £'000	Net Trfs £'000	At 31 Mar 2018 £'000
<b>Unrestricted funds</b>					
General unrestricted funds	893	1,403	(1,431)	(62)	803
Designated fund	-	-	(62)	62	-
<b>Total unrestricted funds</b>	<b>893</b>	<b>1,403</b>	<b>(1,493)</b>	<b>-</b>	<b>803</b>

## Prior year - Movements in unrestricted funds

	At 1 Apr 2016 £'000	Income £'000	Expenditure £'000	Net Trfs £'000	At 31 Mar 2017 £'000
<b>Unrestricted funds</b>					
General unrestricted funds	1,042	1,621	(1,709)	(61)	893
Designated fund	-	-	(61)	61	-
<b>Total unrestricted funds</b>	<b>1,042</b>	<b>1,621</b>	<b>(1,770)</b>	<b>-</b>	<b>893</b>

## 25 Purpose of designated funds

In July 2017, the Trustees decided to show separately in a designated fund that part of the reserve which it anticipated would be needed to fund the costs of restructuring support functions, as necessary to ensure sustainability (62k).

## 26 Movements in restricted funds

Funder name	At 1 Apr			At 31 Mar 2018
	2017 £'000	Income £'000	Expenditure £'000	2018 £'000
National services				
Dept for Education: National Services	-	512	512	-
APOF Restricted Reserve	9	-	9	-
Big Lottery - Silver Dreams	-	12	12	-
The Brook Trust	23	35	34	24
The Froebel Trust		18	7	11
sub-total	32	577	574	35
Face to face services				
Fairlands School	-	9	9	-
Big Lottery - Silver Dreams	-	714	714	-
Walcot Foundation	9	-	9	-
Department of Health HSCF	-	18	18	-
The Morrisons Foundation	-	8	6	2
Dept for Culture, Media and Sport	-	50	50	-
Boots Charitable Trust, Chetwode Foundation, The Jones 1986 Charitable Trust, The Lady Hind Trust, The Noel Buxton Trust, The Gordon Trust	-	24	17	7
Hampshire County Council - Test Valley	-	9	9	-
Hyde Park Place Estate Charity, Portman ECC & Strand Parish	3	8	8	3
RAF Northolt	9	-	9	-
Winchester City Council	-	9	9	-
Sir James Knott Trust, The Barbour Foundation, Gwyneth Forrester Trust	-	-	-	-
BBC Children in Need	-	3	1	2
Masonic Charitable Foundation	-	28	10	18
NESTA and Dulverton Trust	-	115	46	69
Hampshire County Council - Rushmoor	-	18	4	14
The British Legion	-	32	8	24
James Tudor Foundation, Barnwood Trust	-	6	-	6
Various grants less than £5k	7	11	11	7
sub-total	28	1062	938	152
Total	60	1,639	1,512	187

**Note:**

As requested by funders the following precise amounts were awarded:  
Big Lottery Fund: Silver Dreams £725,773

**Prior year - Movements in restricted funds**

Funder name	At 1 Apr			At 31 Mar 2017
	2016 £'000	Income £'000	Expenditure £'000	2017 £'000
National services				
Dept for Education: National Services	-	554	554	-
Big Lottery Reaching Communities-Cornwall	-	6	6	-
Department of Health NACRO	-	41	41	-
APOF Restricted Reserve	39	-	30	9
The Brook Trust	1	35	13	23
Grants less than £5k	-	1	1	-
Sub-total	40	637	645	32
Face to face services				
Summerfield Charitable Trust	-	10	10	-
Fairlands School	-	23	23	-
Big Lottery Reaching Communities-Cornwall	-	34	34	-
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
Department of Health HSCF	2	75	77	-
The Ben Cohen Standup Foundation	2	-	2	-
Gloucestershire Clinical Commissioning Group	-	14	14	-
Westminster City Council 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	-	6	2	4
Sub-total	76	403	451	28
Total	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

