

FamilyLives

Annual Report and Financial statements for year ending 31 March 2013

FAMILYLIVES

ANNUAL REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2013

CAN Mezzanine, 49-51 East Road, London, N1 6AH
Charity Number 1077722
Company Number 03817762
Registered in England and Wales

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Vision:

Families are the foundation of society. All families should have access to non-judgemental support.

Mission:

FamilyLives works around the clock, transforming the lives of families, 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 free immediate and on-going help on the phone, online or in local communities. We use the knowledge gained through our work to inform, support and train professionals and campaign for changes to improve and support family life.

We value being:

Confidential – safe space

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

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

Independent and trustworthy – reassuring, 1st call

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

Executive Summary:

FamilyLives has had a challenging but successful year and sees us end the financial year with a small surplus. Key highlights include a merger with Parenting UK in November and the subsequent securing of a government contract to establish a parenting course quality mark.

We have concluded a Social Return On Investment study which shows that our work delivers long term outcomes for families including: Improved parenting and relationship skills, conflict and anger management skills, improvements in mental and emotional well-being, increases in confidence, self-esteem and an increase in uptake in social and physical activity, including paid employment. An independent evaluation of our local befriending activity projects a long term return on investment of £9.69 for every £1 invested, based on improved children's behaviour. These findings demonstrate both the value and impact of these services, which have been further verified through the commissioning of these services by local authorities.

Volunteering continues to sit at the heart of our services and we have seen an increase of nearly 40% in our volunteer numbers over this last year, and were delighted and honoured to receive the Queens Diamond Jubilee Award for Volunteering for our work.

Lastly, we know that families continue to be under tremendous pressure and feel the impact of the austerity budget, as 40% of families who contacted our helpline were living below the poverty line with combined household incomes of less than £15,000. In addition we recognise the pressure on adult relationships and have seen a 2% increase in our helpline calls to 53% of all calls coming from lone parents. FamilyLives continues to support couples who are facing separation and divorce to ensure the appropriate support is in place, and the children are not caught in the middle.

Legal and administrative information

Status

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

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

Trustee Board

The members of the Board during the year were:

| | |
|----------------|---------------------------------|
| A de Waal | Chair re-appointed 6/11/12 |
| S Bayliss | |
| J Coleman | Appointed 16/11/12 |
| W Jones | Treasurer re-appointed 6/11/12 |
| S Hayman | |
| D Marden | |
| A Montgomery | Vice Chair re-appointed 6/11/12 |
| S Stuart Brown | Appointed 16/11/12 |
| J Thoburn | |
| S Vahid | |
| S White | |

Trustee Members of Policy & Finance Sub-Committee:

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

President

Rt. Hon Lord Justice Thorpe

Chief Executive and Company Secretary

J Todd

Registered Office

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

Auditors

Hillier Hopkins LLP, 64 Clarendon Road, Watford, Hertfordshire WD17 1DA

Solicitors

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

A Word from Our Chair

Each year in many ways doubtless feels tougher than the last, and certainly there appears to be little respite in which to take a breath, let alone rest on any laurels earned over previous successes and averted crises. So if nothing else, in this note I want to press pause for a moment and highlight to you just how much FamilyLives has managed to achieve in an environment where the odds have not been stacked in our favour.

The reality is that the sector has faced huge challenges and many organisations have faced closure or truncation of their services. Through perseverance and innovation FamilyLives has been able not just to stay afloat, but to further much of our work to touch the lives of more families. This matters so much when tighter budgets for the organisation sadly mirror those of families, their difficulties deepening as households become poorer. As with each such tough year, whilst our services are more important than ever they are less and less affordable. Thus through sheer tenacity FamilyLives has fought to provide as much as possible to as many as possible. And by doubling up on roles, being creative, picking ourselves up and trying something new when something doesn't work, once again this drive has paid off.

As such, although it has been another year of financial challenges, it has also been a year of tremendous accolades throughout the organisation. Accolades that reflect the way in which the organisation has adapted to be both as relevant and as valuable as possible; gratifyingly accolades reflected this year in external recognition.

As a brand FamilyLives has continued to work very well, reflecting the breadth of issues that we cover and the services we provide. Under our umbrella, alongside Parentline, Bullying UK, TeenBoundaries and Got a Teenager, we now have Parenting UK and Parentchannel.tv – elements consolidating our existing work as well as extending our potential. The name FamilyLives captures this new breadth, something reflected in both our increasing public presence and in the approaches made to us by parents and carers. This broadening of our remit – crucially, while retaining our core purpose and functions – showcases the way in which FamilyLives has led the way in the sector, brokering new dynamism and forging fresh partnerships. Concrete examples of such innovation and excellence are strongly evident within FamilyLives' work at a local services level as well as on a national level. Our helpline targets have not only been reached but exceeded for the second year running. Meanwhile we have ensured that we are now reaching more families in local settings, from schools, to children's centres, to prisons.

And at the heart of these successes, seemingly defying rather than being brought down by tougher conditions, is the dedication of the people who make up FamilyLives. This dedication is summed up to me in the unique and exemplary interweaving of staff and volunteers here. The spirit of volunteering – doing good and dedication – runs right through the DNA of the organisation, in every role. For this reason it is especially rewarding for FamilyLives to be honoured with the Queen's Jubilee Volunteering Award this year.

As just one example of the many strands of volunteering within FamilyLives, we as Board members are very proud to be part of this tradition. And on behalf of the Board I would like to express our sincerest thanks to everyone in the organisation for their steadfast commitment, resourcefulness and resilience. A commitment which has improved, even transformed, the lives of the many families worked with this year; a commitment which shows what is possible when dedicated and talented people pull together to help others.

Anastasia de Waal, Chair, FamilyLives

Chief Executive's Overview

This last year has been one of contrasting fortunes and has seen the organisation experience on-going reductions in government funding; alongside a fantastic merger.

Parenting UK has brought with it considerable expertise and an enhancement of FamilyLives commitment to working with and supporting professionals. This has been further endorsed through a new contract secured to lead a consortium around quality assurance of parenting programme through a quality mark.

The reversion to the FamilyLives Brand is just over 18 months old and has seen the organisation consolidate much of its engagement with all family members. This is expressed in partnership work with Grandparents Plus around kinship care in the north east, the expansion of the TeenBoundaries programme to include delivery in Belfast, Cornwall, Birmingham, Croydon and Waltham Forest; and the consolidation of the Bullying UK work through our website.

FamilyLives is now represented through a broad range of related sub-brands that include Bullying UK, Got a Teenager (GAT), Parentline, Parentchannel.tv, Parenting UK and TeenBoundaries; as we seek to remain relevant and accessible to all family members. Our helpline has exceeded its targets for the second year running and we have seen expansion in both our web engagement and LIVE CHAT services.

FamilyLives has recently concluded its two year Department for Education programme 'Instructions not Included'(InI), that saw our regional offices deliver befriending schemes to families in need through volunteering and parenting programmes. This was a challenging piece of work and represented a truly national approach, as we worked in a broad range of urban and rural settings. This programme has now been recommissioned through local authorities and we have been delighted with its success.

We are entering the third year of our Department of Health Volunteering programme which has built upon the learning of InI. FamilyLives is seeing volunteering embed itself across all aspects of our delivery, building on over thirty years of practice initially through our helpline. We are delighted that the work of volunteers within FamilyLives has been acknowledged by Her Royal Highness Queen Elizabeth II in the Diamond Jubilee Volunteering award, and I shall be accompanied by one of our longest standing volunteers Alma Miller to collect this in May 2013.

As an organisation FamilyLives continues to innovate, and we have seen local services expand their work across the regions; we now engage with parents and families in more schools, health settings, children centres and prisons. We continue to deliver training to a broad range of professionals and have well established training links in South Wales in this regard.

It is clear that the future will remain one of austerity and challenge and FamilyLives will face this with our ongoing commitment to innovation, efficiency and collaboration. We recognise the value of partnerships and will continue to seek to support and develop new opportunities to ensure that families have the support that they need in these difficult times.

Jeremy Todd, Chief Executive, FamilyLives

Report of the Board of Trustees for the year ended 31 March 2013

Objectives

The objectives of the Company are:

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

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

Public Benefit

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

Governance and Management

Board of Trustees

Members of the Trustee Board, who are directors for the purpose of Company Law and trustees for the purpose of Charity Law, who served during the year and up to the date of this report, are set out on page 3. Members of the charitable company guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2013 was nine.

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

Diversity

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

Board Annual Review

The Board has been Chaired by Anastasia de Waal since 1st November 2009. Anastasia de Waal is 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, panelist for *The Observer* and board member of Women's Parliamentary Radio.

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

Board Recruitment

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

Board Induction and Training

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

Board Meetings

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

Board Sub-Committees

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

FamilyLives' Companies

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

FamilyLives acquired TeenBoundaries on 15 September 2011. The activities were transferred to FamilyLives and the shell company has ceased to trade since 15 September 2011.

Senior Management

The Senior Management Team (SMT) meets 11 times a year and addresses cross-organisational issues. To ensure that all relevant staff are involved in key decisions the SMT includes the Head of Information Technology and the Head of Training and Development. However, the Directors still hold principal responsibility for the budget and key strategic decisions. All Senior Managers work across the whole organisation and are accountable to the Board of Trustees via the Chief Executive.

Trustees' Responsibilities Statement

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

Company Law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the Trustees are required to:

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

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

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

In so far as the Trustees are aware:

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

Review of Activities

1. Volunteering

Volunteer numbers have grown from 204 to 276 during the year to March 2013, an increase of 35%. This was partly due to the 'Instructions not Included' project which aimed to increase capacity and capability among local individuals as well as, to provide parenting and family support through volunteering.

Volunteers utilised the skills acquired during the project within their own families and friendships, suggesting the project had begun to embed knowledge and transfer processes between family support services and local communities. Volunteers also reported gains in personal outcomes, such as improved confidence through group activities, and greater self-esteem through a better understanding of their own parenting practices.

FamilyLives achieved the greatest recognition for the work of its volunteers when the organisation was awarded the Queen's Diamond Jubilee Volunteering Award in 2012. The award will be collected on 29th May by Jeremy Todd, Chief Executive and Alma Miller, who has volunteered at the North East office for 20 years. The Parentline Services Manager writes:

"Alma has been a long standing volunteer for FamilyLives for 20 years. She supports change in a very positive way and is very supportive to other colleagues. Alma's experiences and skills are invaluable. Alma never thinks of herself; always others. Her passion and commitment for FamilyLives is outstanding. In the eight years I have been with FamilyLives I have never NOT seen Alma with a smile on her face! Nothing is too much trouble." (Nicky Hawker, Parentline Services Manager, North East office)

"Being a volunteer with FamilyLives for so many years has been a happy and fulfilling experience" (Alma Miller, volunteer, North East office).

2. Parenting UK (www.ParentingUK.org)

Parenting UK, the national membership organisation for people who work with parents, merged with FamilyLives in November 2012 following discussions between the executive teams and board members. The merger seemed a perfect fit, bringing Parenting UK's expertise around supporting parenting practitioners together with FamilyLives' commitment to supporting families. The merger enables FamilyLives to play a greater role providing leadership and support to the families' sector, as Parenting UK has brought with it a number of projects which will continue to be delivered within FamilyLives.

a. Membership

Parenting UK provides a membership service to people working with parents and families, ensuring that they are kept up to date with the latest sector news, training and events; and

providing opportunities for professional development and sector networking at a comprehensive series of events. As the only membership body for parenting practitioners in the UK, we provide an affordable membership offer with benefits such as weekly e-newsletters, a quarterly printed news bulletin, online listings for professional training and parenting courses as well as links to the wider sector.

In April 2012, we offered an improved service to our members by updating our website and membership renewal system, giving members greater access to their membership account online and enabling them to update their details, add training courses and renew their membership more easily. This development has also made a significant positive difference to the level of administration required to support our membership service.

We introduced a new membership type for students which recognised the increasing number of people undertaking professional training in parenting support and encourages lifelong membership, as well as gaining our first corporate member, Accenture. By the end of March 2013 we had 260 primary members, including 73 major organisations. Parenting UK also has a successful online presence with 10,000 Twitter followers, sharing parenting news and advice.

Parenting UK regularly engages in current debate - we took part in a joint event with think tank Demos at the Conservative Party Conference, discussing parenting and child poverty and, at our annual conference in November 2012, the Rt. Hon Frank Field addressed the issue of the impact of economic disadvantage on parenting and child outcomes.

b. Improving Outcomes for Children, Young People and Families

As part of the Department for Education's 'Improving Outcomes for Children, Young People and Families' grant, Parenting UK provided a range of activities and resources to promote greater understanding and use of evidence-based family and parenting interventions amongst voluntary and community sector organisations, working in partnership with WAVE Trust.

During 2012-13 the project offered nine free events including webinars, roundtables and information seminars, covering subjects such as domestic violence and abuse, child to parent abuse, family conflict and early intervention for families with children at risk of anti-social behaviour. Sourcing expert speakers, we provided both practical and theoretical knowledge of the subject. 97% of delegates rated these events as good or excellent, with 99% saying the event had increased their understanding of the topic. In addition, three 'best practice' resources were produced following on from the events about domestic violence, family conflict and working with hard to reach families.

We also provided monthly briefings on proven parenting and family support programmes, and relevant family policy, to share existing learning among parenting practitioners and keep them abreast of the latest developments. The briefings covered topics such as the troubled families agenda and child poverty, as well as the latest evidence on parenting programmes including Parents as First Teachers and Families and Schools Together.

c. Improving Futures

Improving Futures is funded by the Big Lottery Fund, with the aim of transforming outcomes for children living in families with multiple and complex needs, and is run through 26 pilot

projects across the UK. The programme is being evaluated over a five year period by a consortium led by Ecorys, with FamilyLives, Ipsos MORI and The University of Nottingham. The project sets out to improve knowledge and evidence about the types of approaches which make the most difference to children's futures, with evaluation and learning being an essential part of the programme.

We provide updates on relevant family policy development to the 26 projects through an online portal, as well as posting articles on the public Improving Futures website, and highlighting relevant news stories on social media. In addition we work with the consortium partners to run learning events for the projects, researching and commissioning speakers as well as jointly organising webinars to share information with the projects about the evaluation process and other learning as it emerges. To ensure the learning from Improving Futures reaches relevant organisations and policy makers, we provide a stakeholder newsletter to encourage engagement with the project and share learning outcomes.

3. National Services

a. What does FamilyLives offer to parents?

FamilyLives continues to offer a range of flexible, telephone and digital services which parents and carers can access in a way and at a time that is convenient to them. These services support parents and family members to improve outcomes for their children. Our free services, at the point of delivery, enable families to access confidential professional advice, information and emotional support on the issues that are impacting on their lives.

Parents value our services which transform their lives.

"I had got to the point this morning that I didn't know what to do, things felt they were spiralling out of control, now I feel full of ideas and understanding, re-energised to work it out, thank you".

A parent supported by our National Helpline

"Thank you for taking so much time to help. It helps to share how things have gone for me. Just knowing that there is someone who is prepared to listen and offer a friendly support is great. It gives me more confidence to keep going."

A parent supported by our Email Support service

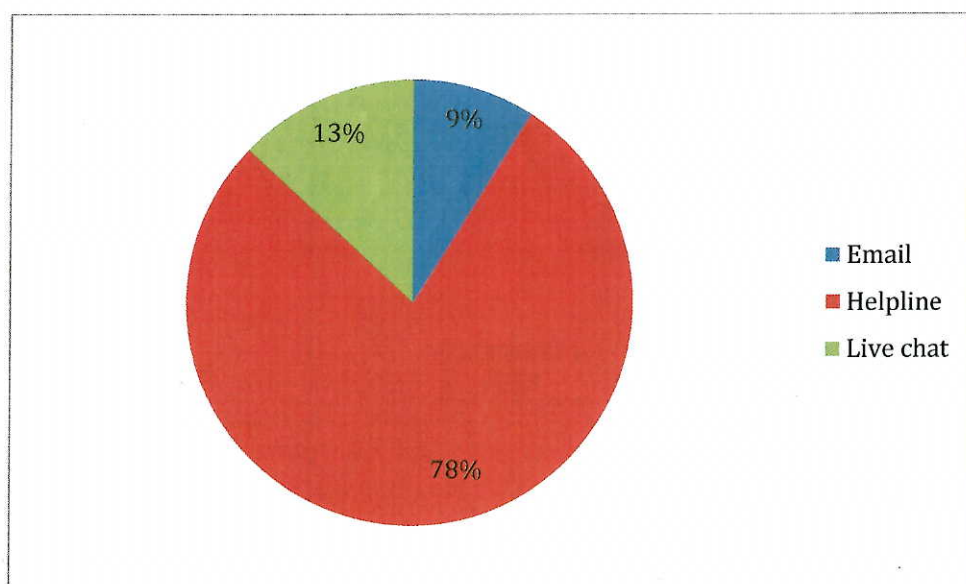
"I can't explain to you in words how much my conversation has helped me, my prayers will be always with you, I felt so low for the last few days as I am a working mum too but you made me feel better. I can't thank you enough."

A parent supported by our Live Chat service

b. National helpline

The national FamilyLives helpline, open 24 hours a day¹ remains a key FamilyLives service offer, with 78% of our interactions with parents conducted over the phone. This year the helpline continued to deliver a quality service with FamilyLives answering 84% of the callers who rang, 68% of these on the first attempt. The majority of calls to the helpline raised complex issues, which our trained call-takers engage in through an active listening approach. They help callers to explore the reasons for the family, child or relationship difficulties and to consider further actions they could take to improve their situation. Where appropriate, callers are signposted to more specialist sources of advice and information.

Between April 2012 and March 2013, our helpline staff and volunteers provided 49,723 responses to our service users, the breakdown of which can be seen below.



The importance of volunteers to the national helpline

"Volunteering is central to the FamilyLives approach, with families and carers providing non-judgemental support to others on the issues that are affecting their lives. Volunteers have been working on our helpline for decades and provide an invaluable, cost-effective and quality assured service. To put it simply, our helpline wouldn't function without them. FamilyLives is expanding the role of volunteers on our national services by utilising those with excellent IT skills on our live chat service."

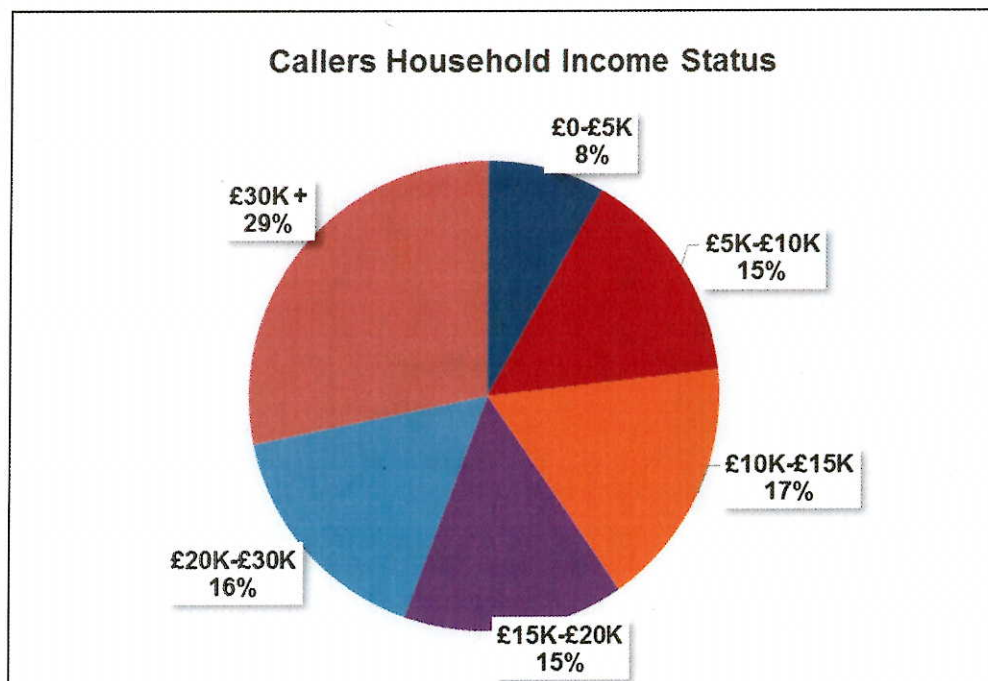
Who calls our helpline?

From the parents who answered the questions, we can see that:

- Mothers account for 60% of calls to the FamilyLives helpline, email or Live Chat services, with fathers and grandparents at 25%, while step parents and other carers make up the remainder.

¹ FamilyLives staff and volunteers take calls between 7am and 12am. At other times, calls will re-direct to Samaritans.

- Single parents constitute the largest percentage of callers to FamilyLives. If you combine single mother and single father together, single parents represent 53% of the family types using our services. (An increase of 2% on the previous year)
- The most challenging period for parents, when they most need our support is during the teenage years, with 43% of parents calling concerned about teenagers aged 13-18.
- 16% of callers have a disability and 14% of calls were from black or minority ethnic callers.
- This **graph below** shows that the **helpline is reaching a large proportion of low income families** and vulnerable families, as 40% of parents who declared an income said that they had a combined household income of less than £15,000 per annum which means that they are living in poverty.



What issues do callers raise?

Callers to our helpline need support, information and advice on a wide range of issues that are affecting their lives. Overwhelmingly, the most common issue raised is emotional and mental health. Adult mental health and wellbeing issues make up nearly half (46%) of calls to our helpline, email and Live Chat and 10% of calls are about children's emotional and mental health.

Key issues concerning **children** are:

- Behaviour of teenagers – 13% of calls
- Emotional and mental health – 10% of calls
- Behaviour of 0-12 yr. olds - 6% of calls
- Conflict - 2% of calls
- Divorce and separation - 9% of calls
- School and education issues - 2% of calls
- Bullying - 5% of calls
- Development issues - 2% of calls
- Abuse - 2% of calls
- Physical health - 1% of calls

Key issues concerning **adults** are:

- Mental health and wellbeing – 46% of calls
- Divorce and separation - 13% of calls
- Couple disagreement and conflicts - 4% of calls
- Family law - 5% of calls
- Abuse - 2% of calls
- Support for single parents – 2% of calls
- Children at risk of going into care/ or returning from care – 1% of calls
- Physical health and disability – 1% of calls

c. Live Chat and Email Support

Some parents find it easier to put their problems down in writing rather than having to talk to someone. Email and Live Chat services allow parents to reach out online and receive personal, secure and confidential responses. Email and Live Chat are our newer services and therefore represent a smaller proportion of responses but, over the year, have seen steady increases in service users.

In 2012-13, FamilyLives received 6,403 contacts from Live Chat and 4,609 emails.

How our national services are changing lives

After using one of our national services, 69% of users who responded felt that they were more able to deal with the issues that concern them, with just 6% not feeling any more able to cope. In addition to this, 85% of users felt that the experience had enabled them to find further help for their family.

d. Digital services (familylives.org.uk)

An excellent digital and social media presence is essential in today's world and the FamilyLives Digital team had over one million visitors (**1,099,084**) accessing a FamilyLives resource. **918,904** of these were unique individuals, showing a huge desire by our service users to access high quality advice and support services through digital channels.

Operating through social media is a growing strength of the organisation. This year we concentrated on increasing our presence, enabling us to be more focussed on themes and being responsive to current issues across our social media channels that include Twitter, Facebook and Google Plus. As a result of this activity our social media audience has grown to over 120,000 members. FamilyLives have been heavily involved in awareness campaigns, including National Parenting Week, Anti-bullying Week and Safer Internet Day. In addition, we have been using the social media channels to promote our Live Chat Widget and we have had a steady flow of requests to embed the widget on websites.

Refreshing and expanding our content has been key this year with the inclusion of new Divorce, Separation and Support Us sections, and a comprehensive revision of our Stepfamilies content. Bullying continues to be a key area of activity and the addition of a Workplace Bullying section has been very successful.

Bullying UK (Bullying.co.uk)

Our Family Support Workers are trained in providing our service users with comprehensive advice on all aspects of bullying, and we regularly hear from adults, young people and children.

We understand how bullying can occur in any situation whether it be at work, school, socially, in cyberspace or within the family. We have lots of advice on our Bullying UK website as well as up to date resources that can be used by parents, schools, professionals and children.

We have template letters that parents can use if they need to write to the school; policy information for schools and professionals; and a poster creator which is a very popular classroom resource, enabling young people to create a message against bullying.

We have recently developed a section on workplace bullying covering the emotional impact and how to get help and further support. This section has helped a lot of adults find out what their rights are, enabling them to tackle this issue with support.

We also support young people by allowing them space on our blogs to share their experiences on bullying. Their creations include written work, pieces of art and poems.

Bullying UK provides users with knowledge, information on rights, empowerment, advice and support so that they are able to take a stand and say NO to bullying.

4. National Projects and Local Services

FamilyLives remains committed to delivering face-to-face services for parents, and has a network of local offices that support and deliver a range of innovative services to parents and families. These local offices are central to the delivery of our national projects such as 'Instructions Not Included' (funded by the Department for Education), which concluded March 31st 2013 and 'Focussed on Families' (funded by Department of Health), which concludes March 31st 2014.

In addition, FamilyLives secured the CANparent trial which is being delivered in High Peak and the CANparent Market Development which began in April 2013 (funded by the Department for Education).

FamilyLives also delivers a range of other locally commissioned services to meet the needs of local communities.

Our local services are delivered in a variety of settings such as homes, schools, GP surgeries, prisons, Children's Centres and other community spaces. In the past year, some of our offices became permanently located within these settings, further embedding us in the communities in which we work. Where appropriate, local teams have partnered with other local organisations in their area, to expand capacity in family support and respond to a growing need.

a. Instructions Not Included (INI)

Volunteer Befriending

FamilyLives was awarded DfE funding in April 2011 to deliver a two-year project called 'Instructions Not Included'. The project aimed to

- mobilise trained volunteers to give peer support to vulnerable families;
- encourage professionals to make appropriate referrals to the befriending programme;
- disseminate best practice in volunteer led family support;
- use the media to counteract the stigma of seeking help.

FamilyLives has worked with hundreds of volunteers over many years on our helpline, but face to face work with parents had been limited. The INI project developed a volunteer befriending model to work with the most vulnerable parents which was rolled out across six sites in England: Nottingham, the Forest of Dean, Gloucester, Croydon, Hampshire, and Ealing, providing 776 befriending sessions and 646 other family support interventions to vulnerable families over this last year.

Preliminary evaluation evidence demonstrates improved outcomes for participants' confidence, skills and resilience in parenting and supporting their families. The full independent evaluation report will be published in May 2013.

We worked with the Royal College of General Practitioners, Teacher Support Network and Community Practitioners and Health Visitors Association to write two well publicised online resources to increase key professionals' awareness and understanding of family support services, and shared good practice in volunteer management via two online resources, collectively viewed over 8,000 times.

The volunteering model developed has become an integrated part of FamilyLives' local services offer and we have incorporated this work into four successful bids to Trusts, and five successful local authority tenders to provide services to families. The total value of these grants/contracts is over £620k in 2013/14.

Case study one of a family that has received befriending

L was a single mother with two young children, one at primary school (aged 8) and one at home with her full time. L and her children had experienced domestic violence from their father and she was now separated from him. Her elder child had suffered emotional difficulties as result of a troubled relationship with his father and was currently at his third school. He had recently been referred for assessment for Autistic Spectrum Disorders due to disruptive behaviour at school. Her younger child suffered from medically diagnosed Depression and Obsessive Compulsive Disorder (OCD).

L described how the befriending relationship had helped her cope better with her situation, transforming what had been overwhelming difficulty into a manageable package that she could grasp and deal with. Previously she had been so preoccupied with the relationship with her ex-partner that she had not given herself any time and space to relate properly to her children. Her volunteer A's support was like the "missing jigsaw piece" that had given her the composure and confidence to assess the situation and take steps to improve things.

Although her multiple and complex needs continued beyond the duration of the intervention, befriending had a positive impact on developing L's self-confidence and self-identity and her ability to identify and articulate her needs. As a result, L would be far better placed to ask for and access help and support in the future.

In addition to this, the positive experience of a befriending relationship with a man gave her experience of a respectful and non-violent male-female relationship, in marked contrast to her previous relationship with her ex-partner.

Case study two of a family that has received befriending

S was a mother who lived with her partner, mother and two children aged 7 and 5 in a newly bought terraced house. She was initially referred to FamilyLives by a school nurse who had been in discussion with her regarding concerns about her children's behaviour, particularly the 7 year old, as he would say things like "I'm stupid" and not want to do his homework. This resulted in a cycle of both parent and child becoming frustrated and communication would break down to a point of both shouting at each other.

S received individual support from a staff member and the explicit needs addressed were that of gaining trust of her son and getting him to talk to her about his feelings. It came to light S had sensitivities to feeling like a failure, which led to her often feeling frustrated particularly when her son would say he thought he was stupid when it came to his schoolwork. It mirrored S's sensitivities to feeling like a failure and although she would say "You're not stupid, you can do it" he would believe his mum was angry with him and increase his belief of feeling stupid. The process of S learning to identify how she was feeling allowed her to manage her own feelings by learning strategies to capture the feelings of frustration in the early stages and take a few minutes away to become calm before identifying her son's feelings.

Her son has learnt to recognise most emotions, he can now say I'm angry or sad, whereas before he would not know. He can now say to his brother, you can tell Mummy how you feel, she is very understanding. The final comment from the last session was made by S where she said, "I feel closer to the children and have moved a thousand steps forward."

b. Focussed on Families

2012-13 was the second year of a Department of Health funded volunteer befriending project. The project is delivered in four areas: Barnet, Nottingham, Stroud and Leicester.

At year end, 93 volunteers had been trained, 60 families had received befriending, 56 parents received intensive support, 110 parents had attended a workshop or parenting group, and 12 parents had attended a peer support group.

The funder commended FamilyLives volunteer support stating,
"There are clear support structures in place to facilitate volunteer empowerment. The approach to utilising volunteers is flexible and the project's focus on volunteer need has led to successful workshop delivery. Feedback from volunteers demonstrates that their influencing role is an enriching experience."

The first two years of the project, together with a parallel volunteering project funded by the Department for Education, have seen a model of volunteer befriending refined and embedded across FamilyLives.

Year three of the project promises to see successful delivery to families, as well as sustainability of the projects in the localities.

c. CANparent trial management and market development

FamilyLives is one of the partners delivering the management contract for the CANparent trial, together with lead partner Ecorys and Orion Secure Print. The CANparent trial is an initiative running in Camden, High Peak and Middlesbrough to offer all parents of children aged five and under free access to universal parenting classes. The management contract involves supporting providers and the local workforce to ensure the trial is delivered successfully, as well as data management, communications and voucher provision.

FamilyLives was successful in securing a new contract to deliver CANparent market development from 2013-15, together with Ecorys, the Tavistock Centre for Couple Relationships, and FPI/Daycare Trust. The new contract will develop a quality mark scheme for universal parenting class providers, deliver a package of business support to parenting class providers, offer advice and support to parents both online and via a helpline, as well as running a campaign to promote take-up of universal parenting classes.

d. Other Local Services

Individual Support

Over the last year, local area teams have provided Individual Support, which is a counselling service for parents with challenging and entrenched difficulties. Individual Support is tailored to each parent's needs over six sessions which are provided in a local community setting. In 2012/13 we provided 674 sessions across England

Befriending Support

206 parents were befriended under the 'Instructions Not Included project' (DfE) and the 'Focussed on Families' project (DoH).

Group Support

Across our local area bases, FamilyLives held workshops for 437 parents, and parenting groups for 757 parents.

Outreach Work

Making connections within the local community continues to be a great strength of FamilyLives. FamilyLives local teams have provided information to 666 parents via local events and outreach work. We continue to network successfully with other professionals, with 3,078 contacts with professionals over the last year.

Key highlights of our further work from around the country include:

Essex

In July 2011, the Essex area office secured a new three-year tender for High Level Family Support Services. This project provided intensive support from a Family Support Coordinator (FSC) for children and young people with complex needs. The service provided home-based, holistic support and was available 24/7, 365 days of the year. The project aims were to prevent children entering high cost interventions, such as a placement in care; and to prevent children and young people from developing complex needs that commonly lead to poor results. We worked with the needs of children and young people who had already developed complex needs, improving results for them and identifying when a child's outcomes would be improved by permanent living arrangements away from home. Since beginning the project, the Family Support Workers have provided over 100 hours per week of intensive support, demonstrating the level of support needed by these families.

Castle Point & Rochford

This project provided a flexible package of support to a total of 178 parents, against an original target of 84. We responded to requests from Children's Centres to deliver various workshops which supported parents of the under 5's. The most popular workshops were 'Dealing with Temper Tantrums', 'Understanding Children's Behaviour', 'Sleep' & 'The PATCH Programme' which stands for Parent and Toddler Challenge. Some secondary schools requested programmes for the parents of their teenagers. The two most popular ones being: 'Getting on with your teenager' and 'Dealing with teenage issues'.

We co-facilitated the Strengthening Families Programme in partnership with the Active Christian Trust. This is a valuable and special programme as it involves working with the children as well as the parents. We usually had between six and 10 families attend and recently held a reunion for all the previous families who had used our services.

In addition to the groups and workshops we offer parents, we provided individual support in parents' homes, schools, children's centres, or at our office in Hadleigh. We also provided a monthly information session at a local special needs school, to ensure that parents received a better understanding of what was available for them.

Referrals come from many different agencies which included social care, child and family consultation services, GP's, schools and CAMHS.

London and the South-East

A significant part of our development focus this year has been in building and forging new relationships and partnerships with key organisations such as Tomorrow's People, the Grandparents Association, Barnardos, Princes Trust, Family Action and Home-Start. We have been delighted with their response and willingness to progress opportunities for joint working with FamilyLives.

London and the South East also sought opportunities for trialling new areas of work, including the Parent Partnership Service in Croydon and TeenBoundaries programme across schools in Camden, Stevenage and Croydon; which has provided a core service offer we can replicate across other localities, both regionally and nationally.

From the excellent feedback and evaluation of the 'Instructions Not Included' project we brokered the service model of befriending/mentoring support to Local Authorities, particularly in respect of the 'Troubled Families' agenda, and met with some success, receiving renewed two-year funding in Ealing and, in addition, secured some new commissioned work in Southwark.

In January we secured funding to support dads in the Mount Prison. Utilising the mentoring model, dads inside will be trained as volunteer mentors to provide peer support to other fathers, alongside having the opportunity to study for OCN accreditation.

London and the South East also secured the Early Intervention grant in Croydon, to provide individual and group support to families, and is part of the Herts Targeted Parenting Support Contract, delivering 17 'Parenting Puzzle' Nurturing programmes across Children's Centre localities within Hertfordshire' - a huge coordination exercise, but one that our services team delivered with excellence.

Our external supervision to multi-disciplinary professional teams across Brent and Hertfordshire delivered a very professional and competent model and showcased FamilyLives as an important forum for voluntary and statutory sector services, demonstrating our commitment to collaborative working in the support of families.

The legacy of our 'Be Someone to Tell' Programme has continued with Fairlands School, Stevenage, who increased their funding for our Family Support Worker who has now become an intrinsic part of the school.

Gloucestershire

During 2012-2013 FamilyLives in Gloucestershire has delivered a range of personalised services that support local families in need. Over the past twelve months we have developed and improved our range which include; extended telephone support, face to face intensive coaching in the home or community settings, working with couples, groups and workshops, online programmes, an extensive volunteer befriending programme and volunteering mentoring in schools.

We have developed a number of important and strategic partnerships particularly amongst primary healthcare teams, maternity and early year's practitioners, military personnel, the Families First Programme (Troubled Families), and strengthened our relationships amongst 12 schools through the introduction of a new volunteer mentoring service supporting 5-11 year old children with emotional and mental health difficulties.

Our work supporting military families is important following the Ministry of Defence and government announcements that 17,000 regular armed forces personnel are facing redundancy. Our involvement in supporting these families, both emotionally and practically, in the transition from military life to civilian life is crucial, and has attracted over £347,000 of funding investment in Gloucestershire alone.

We continue our development work with *Gro Brain*, a parenting programme supporting parents of babies aged pre-birth to 1 year old in developing secure attachments by linking basic parenting skills to early year's brain development. We are also delighted to have been awarded the opportunity to deliver a Volunteer Mentoring service in schools – a new development for FamilyLives funded by the Department of Health – Local Health and Social Care Grant.

Nottingham

During this year the Nottingham office has continued to deliver befriending family support within the city through the 'Instructions Not Included' and the 'Focussed on Families' projects. Referrals to the two projects increased as more professionals became aware of how volunteer support really helps achieve significant and lasting outcomes for families.

We also set up 'Focussed on Families' in Leicester, located in the Beaumont Leys area where there are predominantly young families. Recruitment of volunteers has taken place and the first families are now receiving support. This is a new service area for FamilyLives and we will look to expand this work to gain a larger presence in the area.

As 'Instructions Not Included' and our Nottingham City Project were coming to an end we have been influencing the City Council about the benefits of volunteer befriending within families. The City Council put together a new service specification and offered this as a competitive tender. FamilyLives Nottingham have been successful in being awarded the contract and continue to expand the support to families and also expand volunteering opportunities.

Hampshire

In 2012/13 Hampshire experienced a period of development and embedding of services within the local community.

We continued to build on the delivery of support to families through BIG Lottery funding in which 2012/13 concluded the three-year funding stream of this project. We have stretched our reach to the furthest corners of the county and have eight community hubs across the region, including The New Forest, Basingstoke and East Hampshire. This work has enabled us to make good local links with services and professionals across the region. We will be able to continue this work into the future having secured three year continuation funding.

'Instructions Not Included' was a major part of our work this year and we delivered Individual Support and workshops to over 300 families and recruited and trained 17 volunteer befrienders across the region. In total, 25 families had the support of a befriender over the year. We are fortunate that the additional Lottery funding will enable us to take forward the befriending relationships established into this next year.

Gosport is one of the most deprived areas in England and their Education Improvement group commissioned us for two years to deliver Individual Support and workshops across the schools in the area – working with some of the most disadvantaged families.

As part of a consortium arrangement with Barnardo's, Motiv8 and Step by Step and won a large Hampshire County Council tender to meet the needs of 500 of the county's most 'troubled' families.

Hampshire has spent a large part of the year building some good partnerships and laying down the foundation for future joint working. We have established some excellent working models with Saints Football club and have got through to stage 2 of BIG Lottery funding for potential work with them. Hampshire Cricket club are working on a model with us to move forward with sports coaching as a way of involving the whole family in family support. We are also looking for opportunities to include TeenBoundaries in future developments to work in schools in the area.

5. Business Development

The Business Development team is now led by Pamela Park the former CEO of Parenting UK (PUK). Pam brings a wealth of experience from within the family sector and a range of contracts that were secured by PUK, that are now being delivered within the auspices of FamilyLives.

A decision was taken to incorporate the website into the Business development team, along with the PUK membership, and the work of TeenBoundaries, which were incorporated into the wider delivery of the training team.

Sadly Rachel Lund our Head of Fundraising left after three years of excellent work to become a Director within another charity.

The Business Development team played a key role in securing the national contracts that have been spoken about earlier within this report, alongside supporting the development of local service funding.

In addition over this last year a number of new trust funds were secured which include a partnership with Grandparents Plus and the Family and Parenting Institute to deliver the Silver Dreams project, funded by the BIG Lottery, to pilot a delivery model for targeted peer parenting support to older people who are kinship carers. The BIG Lottery also agreed to fund TeenBoundaries work in Stevenage, whilst Comic Relief, W A Cadbury Trust and Bryant Trust are also funding the development of our TeenBoundaries work.

a. Partnerships

FamilyLives remains very focussed on securing new partnership opportunities, alongside collaborative working, to ensure that limited sector resources can be utilised to the greatest effect, and to improve user experience and outcomes. We are conscious that many smaller charities are unable to maintain all existing service provision, and are working hard to provide additional support to ensure that some of these excellent services do not disappear in this difficult environment.

Currently FamilyLives provide helpline services for Richard House (a children's hospice), Marriage Care, Families Need Fathers, ERIC (a Bristol based health charity), and Adoption UK.

b. Training

The Training and Development Team provides a dual function within FamilyLives; internally ensuring our staff and volunteers are equipped with the support, skills and resources to fulfil their roles; and externally generating unrestricted income by training and up-skilling professionals across the country to support them in their work with families.

Over the last year we have delivered five external contracts with 215 participants and a further 30 external training sessions to 145 participants.

We were delighted to secure a training contract with Caerphilly Borough Council, with the bulk of the delivery being completed by the end of March 2013. Additional income has been

generated through training sales to the Swansea Early Years Team and St Margaret's Children's Centre Barnet.

In addition we have delivered a webinar for Shell International's newly formed Parent Network. In March 2013 we secured a contract to develop a facilitator training course and manual for Parentschool Brighton's Antenatal Crash Course in Parenting.

We have delivered 70 internal training sessions to 98 participants, working with regional offices to support them to become self-sustaining in their local internal training delivery. We have identified 'trainers' within local office teams who, with Training & Development support, can respond to local training needs appropriately and effectively.

We also continue to operate an Open College Network Centre –rebranded as APT, as of 1st March - and provide on-going support to local tutor / assessors, standardisation events and verification of awards.

c. TeenBoundaries (<http://www.teenboundaries.co.uk>)

Towards the end of 2012 the Training and Development team was delighted to incorporate the TeenBoundaries project into the team. TeenBoundaries is a training programme around gender identity and issues of sexual bullying that is delivered to young people in schools and youth clubs. The Training Team have now rewritten the facilitator training and core curriculum.

TeenBoundaries has expanded into new areas over the past 12 months. After gaining funding from The Bryant Trust, The Cadbury Trust and from an individual donor, we were able to employ five locally based staff to deliver work in a large multi-diverse comprehensive school in Birmingham.

TeenBoundaries has gained funding from Comic Relief for two years to deliver a trail blazing programme of sexual violence prevention with young males aged 11-18 years across Waltham Forest. Waltham Forest has the highest number of expulsions for sexual misconduct in the country. The project has enabled us to train five male practitioners and develop a six-week one-on-one peer mentoring scheme and a follow-up group work scheme. In Year Two we are able to provide teacher training, to develop skilled staff who can spot the early signs of sexual misconduct and provide early intervention and support. This programme will provide 50 young men with mentoring from seven schools across Waltham Forest and 120 young males with group workshops, and 80 professionals with training.

TeenBoundaries, in partnership with London and South East Office, gained three-year funding from the Big Lottery. This is for a three-year programme working in Stevenage on a transition curriculum for parents of primary school children, as their children go into secondary school, to up skill parents, to support their children on issues they may face; including sexualised bullying, early sexualisation, hyper-masculinity and risky sexual behaviours.

This programme has carried out a wide consultation with parents and teachers across nine schools in Stevenage and is delivered within an area of significant deprivation. By the end of the programme nine Schools will have implemented a peer group mentoring system to counter sexualised bullying, 200 parents will have received information and

advice about sexualised bullying, and the issues their children might face with 120 parents receiving direct workshops.

TeenBoundaries has maintained a strong presence in the press and at events, including: Radio 1 Newsbeat; being filmed with a showcase of a new session on sexting and pornography with young people; contributing to Radio 4's Bringing up Britain; and conference speaking at events on peer on peer sexual exploitation and teenage abuse at four high profile events across the UK. TeenBoundaries has also trained professionals in Pupil Referral Units, Sexual Health workers and teachers from across the UK.

d. Relative Experience

The Training and Development Team has become involved in a new project based in the North East of England. The Relative Experience pilot is funded by the Big Lottery and is a unique partnership project that aims to recruit and train 20 older volunteers who will offer befriending support to 40 kinship carers.

Bringing together the expertise of Grandparents Plus, The Family & Childcare Trust (formerly FPI and Daycare Trust) and FamilyLives, it is anticipated that the project will promote the challenges of kinship care. In addition, an expected outcome will be to demonstrate the impact that volunteer befriending support can make on the wellbeing of kinship carers. Most often kinship carers experience difficulties such as isolation, financial hardship, marginalisation and poor mental wellbeing, when they take on the care of a relative's child/ren.

Our remit is to train volunteers as befrienders, who will offer solution focussed listening support, and develop an awareness of the importance of signposting to other agencies. Our newly recruited volunteer development officer will provide ongoing support and guidance to all trained volunteers. This will include regular one to one supervisions and facilitating professional development groups.

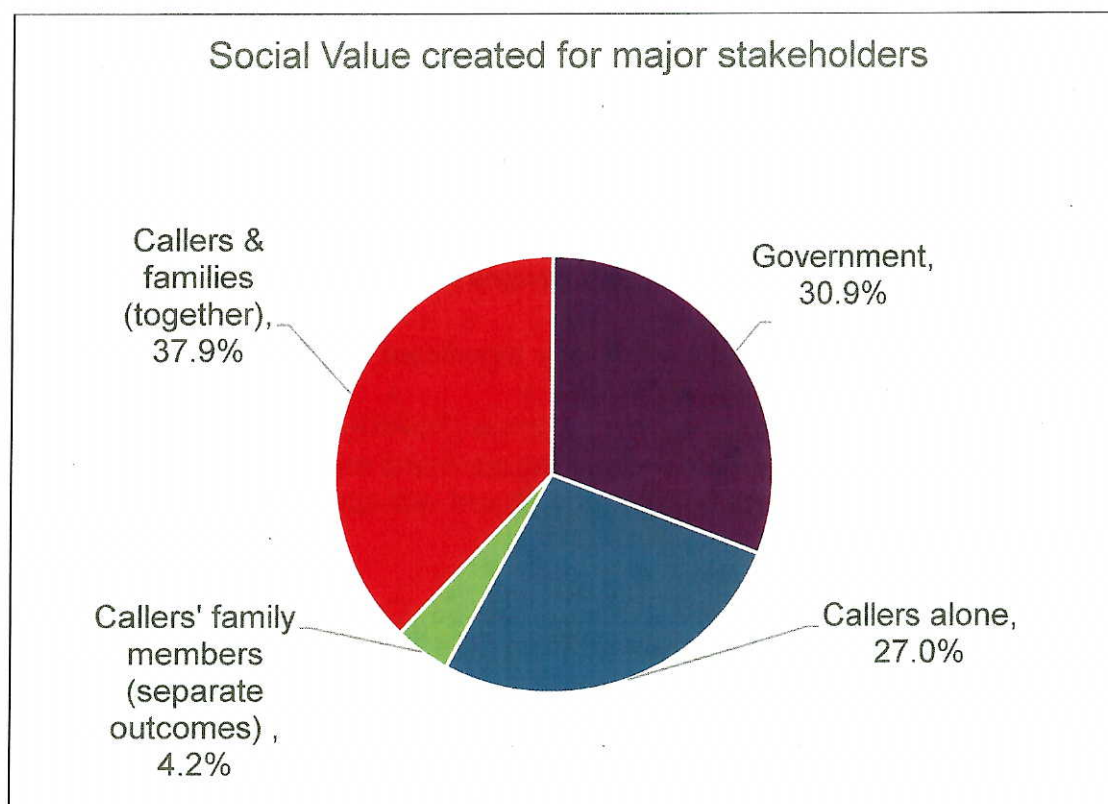
6. Policy and Communications

FamilyLives' Policy and Communications team continues to promote FamilyLives as the main organisation providing information and support to anyone parenting a child. Our media coverage, which is authoritative and professional, offers parents and carers support and advice, and also alerts them to our services. Despite a reduction in resources, in the last year FamilyLives has retained its position as a key commentator in the public and policy arena about the nature of family life, and the needs of parents and children.

FamilyLives has been involved in the establishment of two large and robust evaluations of our work, which demonstrate the value of the services to the families with whom we work.

- a. An independent Social Return On Investment (SROI) study run by CAN Mezzanine,** puts a financial measure on the benefit the helpline gives to its users. Highlights are cited below, but the headline figure is that for every £1.00 invested the social benefits amount to between £3.00 - £4.00 providing us with a 3:1 investment ratio.

*"The helpline is along the same lines as when you phone up your mum, and say mum, I've got a problem. ... [But] they are really good, and always there at the end of the line. It's amazing." – Emily *, 30 year old single parent, divorced.*



It is forecasted that in the 2012/13 financial year, every £1.00 invested in the FamilyLives Telephone Helpline will be likely to produce £3.42p of social value, within a confidence range of £3.10p - £4.00p. This is the equivalent of approximately £125 of social value per caller produced on total inputs of £37 per caller.

It is forecasted that the telephone helpline will require inputs valued at £1,100,000. This includes:

- £637,000 in funding from the Department for Education
- £231,000 in funding from a range of other funders (trusts, foundations, donors)
- £232,000 worth of time and incidentals provided by FamilyLives telephone helpline volunteers.

Based on these inputs, it is forecasted that the Telephone Helpline will create a total of £3,764,000 worth of social value.

- b. The Coram independent evaluation of our 'Instructions Not Included' project** demonstrates the difference our volunteers make in the communities in which they work.

Parents and children

- Parents who took up befriending were more disadvantaged than the general population.

- 57% were lone parents.
- 40% had more than two children.
- The child about whom parents were most concerned displayed substantially higher levels of behavioural problems than the general population:
 - 62% of children were classified as exhibiting 'abnormal' behaviour compared to 10% of the general population (SDQ Total Difficulties clinical behavioural scale).

Outcomes

- Children's behaviour scores showed statistically significant improvement at intervention end compared to pre intervention:
 - 74% reduction in the number of children whose behaviour was classified as 'abnormal' (SDQ Total Difficulties).
 - 12% average improvement for Conduct problems (SDQ).
- Parenting self-efficacy scores showed statistically significant improvement at intervention end compared to pre intervention:
 - 16% average improvement for parenting Control (TOPSE).
 - 15% average improvement for parenting Discipline and setting boundaries (TOPSE).
 - Widespread qualitative reports of improved parent self-confidence.

Implementation

- Strong referral relationships developed with Children's Centres, schools, and family-oriented health services but limited engagement from GPs.
- High calibre volunteers were recruited who showed commitment to the befriending role.
- Volunteer-led delivery model required complex systems and procedures.

Conclusions

- At an operational cost of £320,000 per annum INI shows signs of being a cost effective model for delivery of outcomes for parents and families.
- The model shows particular effectiveness in outcomes related to children's behaviour management and the sense of control over parenting responsibilities.
- Volunteers were an effective means of delivering high quality therapeutic support to parents.
- The risks associated with a volunteer-led delivery can be mitigated through robust systems and procedures.

c. Press and PR

Between April 2012 and March 2013, FamilyLives' Press and PR Manager secured **290** media hits across International, national, regional and trade media outlets. FamilyLives has repeatedly appeared in National Print and Broadcast Media including The Daily Telegraph (front page coverage), The Sun, The Sun-on-Sunday, The Mirror, The Guardian, The Mail, The Mail on Sunday, The Sunday Times, The Independent, The Observer. In addition, ITV's Daybreak, BBC Breakfast Television, Channel 4 News, BBC Sunday Morning Live, ITV's This Morning, BBC Radio 4, BBC Radio 1 Newsbeat and BBC Radio 5 Live have interviewed FamilyLives on multiple occasions. FamilyLives spokespersons have contributed to a minimum of 115 local radio interviews between April 2012 and March. Our front page contribution to a Telegraph story on smacking resulted in 43 Local Radio Interviews in one day.

Key News Items of Interest during the period April 2012 – March 2013 are:

Phase One of FamilyLives Million Families Campaign launched over the 2012 Easter Break with coverage in Saturday's, Sunday's & Monday's Sun.

Coverage of FamilyLives in Saturday's Mirror re TeenBoundaries and in The Daily Mail on Sunday re sexualisation

Coverage of FamilyLives in Daily Express re anti-social behaviour

FamilyLives Educational Resource Covered in The Guardian and child safety issues

FamilyLives in the Independent regarding alcohol & risky behaviour and pocket money

The Daily Telegraph on Sex Attacks, Smacking and Internet Pornography

The Sun on Child Abuse and The Mail On Sunday on Sexual Exploitation and Drug Use

7. Human Resources

Further savings have had to be made this year. These have been achieved through office reorganisations and by not replacing some leavers. These measures have enabled us to keep staff redundancies to a minimum. Staff numbers have stayed fairly consistent across the year; we had 180 staff (full-time, part-time and zero hour) at the start of the year and 184 at the end.

Following a merger with Parenting UK in November 2012, and the winning of a contract in April 2013 to provide Croydon Council's Parent Partnership Service, we have had the new experience of a number of staff transferring to FamilyLives under TUPE employment terms.

The year has seen further focus on and take up of flexible working, particularly term time and home based working. Several staff have been able to work with their managers to achieve a work life balance, without which they would probably have had to give up work.

The balanced scorecard continues to be used across the organisation to ensure key targets are identified and their progress monitored by the Senior Management team. The scorecard also enables the Board of Trustees to do a relatively fast global scan of the organisation and to provide timely support, guidance and intervention where necessary.

The supervision process continues to be an important part of how our staff are supported and developed by managers through regular monthly meetings. This year 360 appraisals were carried out for managers, providing them with valuable, confidential feedback on how their management and performance is perceived by their manager, peers and staff they manage.

Finally, in the most recent staff survey (Oct 2011), 97% of staff reported that they were proud of the work which FamilyLives does, 95% of staff said they were proud to work for FamilyLives and just under 70% would recommend FamilyLives as a good place to work.

8. Financial Management

The year has seen very careful financial management in the face of significantly reduced grant and contract funding. The charity's turnover has reduced by 9% since 2011/12 and by 42%

since 2010/11, but we have managed the contraction in a way which has ensured little reduction in the services provided to families, with the exception of the closure of our highly valued Extended Telephone Support Services.

During the year, cost savings were implemented across national services and functions which will result in full year savings of over £290k.

Given the significant funding opportunities that emerged during the autumn, Trustees agreed that Senior Management Team should focus on securing funding for the future and FamilyLives applied for grants and contracts of over £5m between October 2012 and January 2013, securing two large national contracts worth over £4m over two years; as well as a number of sizable local grants and contracts.

The merger with Parenting UK and the development of our volunteer befriending service were vital in creating new sources of income, and we continue to work hard to diversify our income sources to secure the future of the charity's services to families.

9. Information Technology (IT)

The last year has seen some interesting changes within the technical foundation of the Organisation. The sharp increase in volunteer numbers and staff working from various locations has brought some challenges for the team to address.

We have needed to ensure that staff can access resources and information wherever they need and are located. Our regional offices are now frequently delivering projects whereby they are in partnership with other organisations, therefore the need to share and store information centrally across organisations is a trend that is rising quickly.

We have moved all document management and email services from our servers and into Microsoft's cloud solution Office 365. This move will reduce the existing server pressure and reduce long term costs associated with email and document management services. Offices and teams that are working with other organisations, will be able to reap the benefit whereby they can share information easily and securely with people outside the organisation. Another cost saving we can achieve will be Office 365, which can deliver incoming and outgoing phone calls to be managed by our Lync server infrastructure, instead of traditional fixed lines which are more costly.

10. Outlook

FamilyLives is now consulting with key staff and stakeholders to develop its vision for 2014-2016 and we anticipate this being signed off by our Board of Trustees in November 2013.

FamilyLives remains committed to addressing issues around divorce and separation as we know this causes huge emotional turmoil for all involved. Conflicts presented in a relationship are often played out after the split, making it incredibly difficult to reach voluntary agreements without some external intervention.

FamilyLives continues to support families to reduce conflict and encourages co-operation, enabling couples to come to their own arrangements and to provide the best outcome for any children experiencing the divorce or separation of their parents.

FamilyLives has worked with separating and separated parents for over 30 years and has an in depth understanding of how difficult it can be to deal with the complex and entrenched problems, that separated and separating parents experience.

Our data shows us that parents particularly struggle with a lack of contact, unreliable and unwilling contact, the impact of divorce on the behaviour of their child, conflict with their ex-partner and living arrangements. Our work in this area has been enhanced by our partnerships and close working arrangement with Marriage Care and Families Need Fathers.

Our Vision and Strategy for 2010-2013 sets out our aims:

- To provide accessible, responsive and flexible high quality services to all members of families.
- To be cost effective and a key collaborator in the sector.
- To set the standard for parent-to-parent services.

We remain committed to our strategic priorities for the coming year, that include:

- To develop and market our brand and services, to ensure the maximum take up by families in need.
- To work with and support all who experience divorce or separation.
- To promote the services of our trading arm Sibling.
- To extend and develop our national services, seeking opportunities to use technology to meet the needs of all parents now and in the future.
- To focus our local services to provide outreach, engagement, information, signposting, enabling volunteering and influencing local services and strategies.
- To raise funds; to develop and implement plans to improve the long-term financial stability of the charity, including rebuilding reserves; to work to a breakeven budget.
- To develop strategic partnerships with key organisations across the sector.

11. Financial Results

Summary

During the year the charity raised £3.62m (2012 £3.64m) and spent £3.34m (2012 £3.65m). After allowing for the allocation of the appropriate expenditure in the year against restricted funds balances brought forward a surplus of £281k (2012 deficit of £9k) was added to the free reserves in line with the charity's policy.

The Unrestricted Funds of the charity now total £1,135k (2012 £903k). After allowing for £100k funding for designated funds the free reserves now stand at £1,035k (2012 £885k).

Restricted funds

A total of £1.76m (2012 £2.276m) of restricted income was received in the year and there was a balance of £50k (2012 £0.41m) brought forward from the previous year. Expenditure of £1.71m (2012 £2.267m) was set against this leaving an amount of £99k (2012 £50k) to carry forward to fund restricted activities next year.

Designated funds

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

Unrestricted funds

The charity raised £1.86m (2012 £1.362m) of general or unrestricted income; £425k of this was donated by Parenting UK through the merger with FamilyLives. Expenditure of £1.624m (2012 £1.382m) was set against this, leaving a surplus of £232k (2012 deficit of £9k).

Sources of income

£2.02m (2012 £2.48m) was from Central Government sources, £0.44m (2012 £0.49m) was from Local Authority sources and £1.16m (2012 £0.67m) was from corporate bodies, trusts & foundations and individuals.

Expenditure

Investment in many areas of the charity's work reduced as cost savings were implemented: National services reduced to £1.18m (2012 £1.54m), local services reduced to £1.52m (2012 £1.803m), public education reduced to £0.103m, (2012 £0.116m); and policy activity reduced to £0.097m (2012 £0.114m). Investment in professional development activities increased to £0.337m due to the merger with Parenting UK and a large training contract.

The charity's governance costs account for 1.5% (2012 1.5%) of gross expenditure at £46k (2012 £54k). Expenditure on fundraising was £23k, with the activity focusing on the development of our 'Million Families Campaign' (2012 £21k).

The Trustees would like to thank all those who funded our work during 2012/2013. Trustees would also like to thank the charity's volunteers who generously provided 16,237 hours (2012 16,237 hours) of their time to support other parents. This equates to £201k (2012 £201k) of gifts in kind.

Reserves Policy

The Board of Trustees agreed a reserves policy whereby the unrestricted funds not committed or invested in tangible fixed assets ('the free reserves') held by the charity should provide sufficient funds for an orderly wind down of the charity if necessary at some future date, this equates to £708k. The Board of Trustees designated £100k as outlined above.

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

Investment Policy

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

Risk Review

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

Provision of information to auditor

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

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

Auditor


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

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

Approved by the Board of Trustees on 25th July 2013 and signed on its behalf by:



Anastasia de Waal (Chair)



Andrew Montgomery (Vice Chair)

Independent Auditor's Report to the members FamilyLives for the year ended 31 March 2013

We have audited the financial statements of FamilyLives for the year ended 31 March 2012 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

Respective responsibilities of trustees and auditor

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

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

Scope of the audit of the financial statements

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

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2013, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

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

Matters on which we are required to report by exception

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

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



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

5 AUGUST 2013

Chartered Accountants
Statutory Auditor

64 Clarendon Road
Watford
Hertfordshire
WD17 1DA

**Statement of Financial Activities (incorporating Income and Expenditure Account)
for the year ended 31 March 2013**

| | note | General | Restricted | 2013 | 2012 |
|---|-------|--------------|--------------|--------------|-------|
| | | fund | fund | Total | Total |
| | | £'000 | £'000 | £'000 | £'000 |
| Incoming resources | | | | | |
| Incoming resources from charitable activities | | 1,380 | 1,546 | 2,926 | 3,377 |
| Incoming resources from generated funds | | | | | |
| Voluntary income | 2 | 450 | 214 | 664 | 235 |
| Bank Interest | | 3 | | 3 | 4 |
| Other incoming resources | | 23 | - | 23 | 22 |
| Total incoming resources | 3 | 1,856 | 1,760 | 3,616 | 3,638 |
| Resources expended | 4 | | | | |
| Charitable activities | | | | | |
| National services | | 1,100 | 78 | 1,178 | 1,539 |
| Local services | | 270 | 1,252 | 1,522 | 1,803 |
| Public education and information | | 36 | 67 | 103 | 116 |
| Policy development | | 38 | 59 | 97 | 114 |
| Professional development | | 126 | 251 | 377 | - |
| Fundraising | | 12 | - | 12 | 21 |
| Governance costs | 5 | 42 | 4 | 46 | 54 |
| Total resources expended | | 1,624 | 1,711 | 3,335 | 3,647 |
| Net (outgoing)/incoming resources | | 232 | 49 | 281 | (9) |
| Funds at 1 April 2012 | | 903 | 50 | 953 | 962 |
| Funds at 31 March 2013 | 17/19 | 1,135 | 99 | 1,234 | 953 |

Balance Sheet as at 31 March 2013

| | | 2013 | | 2012 | |
|--|------|-------|-------|-------|-------|
| | note | £'000 | £'000 | £'000 | £'000 |
| Fixed assets | | | | | |
| Tangible assets | 10 | - | | 4 | |
| Investments | | - | | - | |
| | | | - | | 4 |
| Current assets | | | | | |
| Debtors & Prepayments | 11 | 378 | | 624 | |
| Cash on deposit | | 200 | | 350 | |
| Cash at bank and in hand | | 970 | | 295 | |
| | | 1,548 | | 1,269 | |
| Creditors: | | | | | |
| amounts falling due within one year | 12 | 314 | | 320 | |
| Net current assets | | | 1,234 | | 949 |
| Total funds | | | 1,234 | | 953 |
| Unrestricted funds | | | | | |
| Designated Funds | 16 | | 100 | | 16 |
| General funds | 17 | | 1,035 | | 887 |
| | | | 1,135 | | 903 |
| Restricted funds | 19 | | 99 | | 50 |
| Total funds | | | 1,234 | | 953 |

The financial statements were approved by the Members of the Board on 25 July 2013.


Anastasia de Waal (Chair)


Andrew Montgomery (Vice Chair)

The notes on pages 38 to 45 form part of these financial statements.

1 Accounting policies

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

Income and expenditure

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

Unrestricted income

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

Grants and donations

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

Depreciation

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

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

Pensions

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

Allocation of resources expended to funds

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

Support cost allocation

Support costs are apportioned to projects based on the gross expenditure of that project, as agreed with the funder. Expenditure incurred exclusively in activities to raise restricted funds and service contracts is not defined as fundraising costs under SORP 2005, they

have been added to support costs and charged out to projects in line with our usual policy.

Unrestricted funds

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

Designated funds

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

Restricted funds

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

Volunteers and donated services

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

2 Voluntary income

| | Unrestricted funds £'000 | Restricted funds £'000 | 2013 Total £'000 | 2012 Total £'000 |
|-----------------------|--------------------------------|------------------------------|------------------------|------------------------|
| General donations | 25 | | 25 | 34 |
| Parenting UK donation | 425 | | 425 | 0 |
| Donated services | | 214 | 214 | 201 |
| Total | 450 | 214 | 664 | 235 |

The Parenting UK donation arises from the incorporation of the Parenting UK reserves upon merger with FamilyLives.

The charity is indebted to its volunteers for the time spent providing services to the charity. Based on 17,079 hours spent (2012: 16,237 hours), a value for their services of £213,990 (2011: £201,501) has been recognised within incoming resources as a donation and an equivalent charge included within resources expended.

FAMILYLIVES

Financial statements for year ending 31 March 2013

| | National services | Local services | Public education & information | Policy development | Professional development | Support | Governance | Fundraising | 2013 Total | 2012 Total |
|-----------------------------|----------------------|-------------------|---|-----------------------|-----------------------------|-----------|------------|-------------|---------------|---------------|
| | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 |
| Incoming resources | | | | | | | | | | |
| Unrestricted | 1,214 | 335 | 14 | 6 | 264 | 2 | 8 | 13 | 1,856 | 1,362 |
| Restricted | 74 | 1,295 | 65 | 61 | 213 | 48 | 4 | - | 1,760 | 2,276 |
| | 1,288 | 1,630 | 79 | 67 | 477 | 50 | 12 | 13 | 3,616 | 3,638 |
| Resources expended | | | | | | | | | | |
| Staff and volunteer costs | 913 | 1,077 | 76 | 76 | 188 | 367 | 23 | 11 | 2,731 | 2,803 |
| Travel & subsistence | 13 | 45 | - | - | 12 | 9 | 2 | - | 81 | 103 |
| Consultant specialists | 2 | 17 | - | - | 59 | 7 | - | - | 85 | 157 |
| Events | - | 16 | - | - | 11 | 1 | - | - | 28 | 67 |
| Premises | 75 | 58 | - | - | 4 | 7 | - | - | 144 | 203 |
| Office | 50 | 36 | 4 | 4 | 5 | 21 | - | - | 120 | 127 |
| Equipment | 52 | 9 | - | - | 4 | 28 | - | - | 93 | 121 |
| Digital | 9 | 6 | 5 | - | 26 | - | - | - | 46 | 60 |
| Other costs | 1 | - | - | - | 2 | (15) | 19 | - | 7 | 6 |
| Allocation of support costs | 63 | 258 | 18 | 17 | 66 | (425) | 2 | 1 | - | - |
| Total resources expended | 1,178 | 1,522 | 103 | 97 | 377 | - | 46 | 12 | 3,335 | 3,647 |

| 6 Governance costs | 2013 £'000 | 2012 £'000 |
|---|-----------------------|-----------------------|
| Governance costs are made up of: | | |
| Staff salaries | 23 | 27 |
| Staff travel & meetings | - | - |
| Trustees' expenses | 2 | 2 |
| Audit fee | 9 | 9 |
| Insurance and professional fees | 10 | 10 |
| Events | - | 5 |
| Allocation of support costs | 1 | 1 |
| | <hr/> 45 | <hr/> 54 |
| | <hr/> <hr/> | <hr/> <hr/> |
| 6 Net movement in funds | 2013 £'000 | 2012 £'000 |
| The net movement in funds is arrived at after charging: | | |
| Depreciation | 4 | 24 |
| Operating leases for land and buildings | 51 | 81 |
| Auditors' remuneration | 9 | 9 |
| | <hr/> 2,481 | <hr/> 2,565 |
| | <hr/> <hr/> | <hr/> <hr/> |
| 7 Staff costs and numbers | 2013 £'000 | 2012 £'000 |
| Staff costs were as follows:- | | |
| Salaries | 2,245 | 2,319 |
| Social security costs | 178 | 193 |
| Pension contributions | 58 | 53 |
| | <hr/> 2,481 | <hr/> 2,565 |
| | <hr/> <hr/> | <hr/> <hr/> |
| The number of employees employed by the charity whose emoluments exceeded £60,000 were:- | No | No |
| £60,001-£70,000 | 1 | - |
| £70,001 - £80,000 | 1 | 1 |
| | <hr/> 2 | <hr/> 1 |
| | <hr/> <hr/> | <hr/> <hr/> |
| Average weekly number of employees during the year, calculated on the basis of full time equivalents:- | No | No |
| Charitable activities | 78 | 80 |
| Governance | 1 | 1 |
| | <hr/> 79 | <hr/> 81 |
| | <hr/> <hr/> | <hr/> <hr/> |

8 Pensions

The charity has a group personal pension scheme to which all employees are invited to contribute. In accordance with the scheme the charity made a contribution of either 4.5% or 6.5% of gross salary as determined by the contributions of the individual employee. This amounted to £57,860 in the year (2012: £53,425). From 1st April 2013 FamilyLives' contribution will be capped at 3% of salaries for staff joining the scheme.

9 Board of Trustees

Four trustees were reimbursed expenses for travel and subsistence amounting to £989 (2012: 4 Trustees, £1,439)

10 Tangible assets

| | Furniture & equipment | Office fittings | Total |
|---------------------|-----------------------------|--------------------|-------|
| | £'000 | £'000 | £'000 |
| Cost | | | |
| At 1 April 2012 | 173 | - | 173 |
| Additions | - | - | - |
| Cost of disposals | - | - | - |
| At 31 March 2013 | 173 | - | 173 |
| Depreciation | | | |
| At 1 April 2012 | 169 | - | 169 |
| Charge for the year | 4 | - | 4 |
| On disposals | - | - | - |
| At 31 March 2013 | 173 | - | 173 |
| Net book value | | | |
| At 31 March 2013 | - | - | - |
| Net book value | | | |
| At 31 March 2012 | 4 | - | 4 |

| | 2013 | 2012 |
|--|-------|-------|
| | £'000 | £'000 |
| 11 Debtors | | |
| Debts payable within one year | | |
| Debtors and prepayments | 364 | 606 |
| Debts payable after more than one year | | |
| Rent deposit | 14 | 18 |
| | <hr/> | <hr/> |
| | 378 | 624 |
| | <hr/> | <hr/> |

| | £'000 | £'000 |
|--|-------|-------|
| 12 Creditors | | |
| Deferred income | 40 | 22 |
| Creditors and accruals | 159 | 163 |
| Taxation (inc VAT) and Social Security | 115 | 135 |
| | <hr/> | <hr/> |
| | 314 | 320 |
| | <hr/> | <hr/> |

13 Commitments

All expenditure approved by the Trustees at 31 March 2013 was provided for in these accounts.

14 Obligations under operating leases

| | 2013 | 2012 |
|--|-------|-------|
| | £'000 | £'000 |
| At 31 March 2013, the Charity had annual commitments under operating leases as set out below:- | | |
| Operating leases expiring within 1 year | 33 | 35 |
| Operating leases expiring between 1 and 5 years | 18 | 46 |
| | <hr/> | <hr/> |
| Total operating leases | 51 | 81 |
| | <hr/> | <hr/> |
| The above leases relate to: | | |
| Land and buildings | 50 | 62 |
| Photocopiers | 1 | 19 |
| | <hr/> | <hr/> |
| | 51 | 81 |
| | <hr/> | <hr/> |

15 Analysis of net assets between funds

| | Unrestricted funds £'000 | Restricted funds £'000 | 2013 Total £'000 |
|--------------------|--------------------------------|------------------------------|------------------------|
| Fixed assets | - | - | - |
| Net current assets | 1,135 | 99 | 1,234 |
| Net assets | 1,135 | 99 | 1,234 |

16 Purposes of designated funds

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

17 Movements in unrestricted funds

| | At 1 Apr 2012 £'000 | Incoming resources £'000 | Resources expended £'000 | Tfrs £'000 | Net mvmt in funds £'000 | At 31 Mar 2013 £'000 |
|---------------------------------|---------------------------|--------------------------------|--------------------------------|---------------|----------------------------------|-------------------------------|
| Unrestricted funds | | | | | | |
| General unrestricted funds | 887 | 1,856 | (1,608) | (100) | 148 | 1,035 |
| Designated fund | 16 | - | (16) | 100 | 84 | 100 |
| Total unrestricted funds | 903 | 1,856 | (1,624) | - | 232 | 1,135 |

18 Movements in deferred income

| | At 1 Apr 2012 | Incoming resources | Resources expended | Tfrs | Net mvmt in funds | At 31 Mar 2013 |
|-----------------|------------------|-----------------------|-----------------------|------|-------------------------|----------------------|
| Deferred income | 22 | 40 | (22) | - | 18 | 40 |

19 Movement in restricted funds**Funder name**

| | b/fwd | Income | Expenditure | c/fwd |
|--|--------------|---------------|--------------------|--------------|
| | £'000 | £'000 | £'000 | £'000 |
| DfE Improving Outcomes Theme One Grant | - | 710 | 710 | - |
| Big Lottery Reaching Communities - Hants | (1) | 101 | 100 | - |
| Essex CC CYPSP (Castlepoint & Rochford) | - | 35 | 35 | - |
| Nottingham CC Transition Fund | - | 31 | 31 | - |
| Thurrock City Council | - | 45 | 45 | - |
| The Peter Laing Trust | 2 | 13 | 15 | - |
| Fairlands School | - | 25 | 25 | - |
| DoH Volunteering Fund | 26 | 193 | 200 | 19 |
| Croydon BC EIFS Additional Support | 13 | 34 | 47 | - |
| DoH HSC Care Grant - Gloucestershire | 2 | 10 | 12 | - |
| Big Lottery Supporting Change - Hants | - | 10 | 10 | - |
| Big Lottery Reaching Communities - Glos | - | 76 | 67 | 9 |
| BAA Communities Trust | - | 5 | 5 | - |
| MK Dons Sport and Education Trust | - | 63 | 63 | - |
| William A. Cadbury Charitable Trust | - | 15 | 13 | 2 |
| Harlow Education Consortium Ltd | - | 16 | 16 | - |
| Big Lottery Silver Dreams | - | 31 | 14 | 17 |
| Hants CC Integrated Services | - | 6 | 6 | - |
| Henry Smith Charitable Trust | - | 47 | 11 | 36 |
| Big Lottery Reaching Communities - Herts | - | 17 | 17 | - |
| Comic Relief | - | 18 | 6 | 12 |
| Esmee Fairbairn Foundation | - | 25 | 25 | - |
| The Bryant Trust | - | 5 | 5 | - |
| Grants less than £5k | 8 | 15 | 19 | 4 |
| | 50 | 1,546 | 1,497 | 99 |

Note:

As requested by funders the following precise amounts were awarded:

Big Lottery Fund: Reaching Communities - Hampshire £101,116

Big Lottery Fund: Reaching Communities - Gloucestershire £75,850

Big Lottery Fund: Silver Dreams £31,402

Big Lottery Fund: Reaching Communities - Hertfordshire £16,688