

FAMILY FRIENDS IN WINDSOR AND MAIDENHEAD

TRUSTEES' ANNUAL REPORT

For year ended 31st March 2012



Family Friends is a small charity, set up in 1995, based in the Royal Borough of Windsor and Maidenhead. As a registered charity and company limited by guarantee, the primary objective of Family Friends is stated in its Articles – “to preserve the good physical and mental health of the public, in particular those resident in the Royal Borough of Windsor and Maidenhead, with particular regard to families, through the provision of practical and emotional support to families in need.”

Family Friends provides an early intervention service to families with children aged 13 and under living in the Royal Borough. We have a dedicated team of professionals and volunteers who work tirelessly to ensure that families receive the best possible assistance to address their particular needs. We have two types of service – a family support service supporting children and parents either on a 1-1 basis or in groups and a service where fully inducted volunteers support families in their homes.

Our services are free and are offered unconditionally to any family whose needs satisfy our service provision criteria. Family Friends is committed to enabling as many families as possible living in the Royal Borough of Windsor and Maidenhead to benefit from the services we provide. The Trustees are confident therefore that Family Friends satisfies the ‘public benefit’ requirement imposed on us by the Charities Act 2006.

Governance

After seeking legal advice in May 2011, the unincorporated charity of Family Friends voted to transfer all its assets to Family Friends (company limited by guarantee) on 20 June 2011. The transfer of the charity’s Board, its staff and assets proceeded without any insurmountable problems.

The Board has needed to adapt some of its working methods to comply with our company articles to ensure clarity of decision making and that our governance practices are as transparent as possible. We also decided to take out Trustees’ indemnity insurance.

During the year, Sunita Chelani resigned from the Board – we thank her for her contributions while she was on the Board over the past 3 years. We coopted two new Trustees, Claire Shedden and Julie Greatwood, after a recruitment campaign in the Maidenhead Advertiser.

The voting prior to and at the Annual General Meeting on 18 July will result in a newly elected Board of Trustees as all Trustees are required to stand down for this first AGM of the company.

All Trustees are volunteers and give of their time and energy most freely and willingly, for which we are most grateful.

Staffing

We have been fortunate in retaining our core staff throughout the year. The Family Support Worker in the Children’s Centre, Anna Morgan-Cox has been on maternity leave for much of the year and

returns to work in June. We were pleased to appoint an experienced volunteer, Michele Cook, for several months to continue work with families with pre-school children and their parents until the Council ended its funding for this post at the end of January 2012.

After 1 year of sharing the Volunteer Coordinator role with the Family Support Worker, the Director returned to his managerial duties in December 2011 when a new part time coordinator, Clare Cogan, joined us from Reading Borough Council for 15 hours per week. We are pleased that we have been able to find other work for Anna Morgan-Cox who returns to work 10 hours weekly.

A copy of our current organisational structure is shown in Annex 1.

Services

We supported 285 families from many different types of backgrounds and environments over the past year – 160 were supported by the Family Support Worker Service and 125 by volunteers. Annex 2 at the end of this report reproduces some basic statistics and some statements made by clients who have received our support – whether this was from a volunteer, as members of a group or in 1-1 sessions with a Family Support Worker.

We held one PICADA (Positive Intervention for Children Affected by Domestic Abuse) group during the year for 5 mothers and 5 children. We were able to reduce transport costs by using volunteers rather than taxis to transport attendees to the programme sessions. The mothers' group was facilitated by Senior Family Support Worker, Tracy Muschamp and Family Friends volunteer, Mary Fraser. The children's group was delivered by Family Friends volunteer Ruth Wells with the support of Sarah Vickers, Behaviour Support Team and Ben Burke, East Berkshire and South Bucks Women's Aid.

We held 3 Triple P parenting courses during the year – all were held at The Lawns Nursery school. The courses in June and October 2011 were facilitated by Family Support Workers, Tracy Muschamp and Sophia Lazarou. The February 2012 course was delivered by Tracy Muschamp with the help of East to West, Family Link Worker, Mandy Mitchell. As we have lost the funding to deliver these courses, we are investigating alternative options, such as trust grants or similar, to fund their delivery in the coming year.

Family Friends has also developed 2 new programmes to be piloted during 2012-13 targeted at children living with parents either recovering from substance abuse or living with parents who have mental health issues. There is no other organisation locally, as far as we know, offering programmes of this kind and the council has made a £4,000 donation towards them.

Volunteers

We inducted 12 volunteers during the year and now have an active cohort of 54 volunteers supporting families. We are pleased that the ethnic mix of our volunteers reflects that of the community we serve.

In addition to mandatory First Aid and Child Protection training for new volunteers, all volunteers have been offered interesting and relevant training through the auspices of the Borough's Social Care training function as part of its programme of training offered to all voluntary organisations in the borough.

- Introduction to Positive Parenting - Tracy Muschamp and Sophia Lazarou from Family Friends presented a short introduction to the Triple P parenting programme at 2 sessions.
- Mental health (child focus)

- Safeguarding adults
- The value of play

Funding

Funding, as for most charities, remains problematic. To give this area the profile and attention it requires, the Board of Trustees has created a third sub group, the function of which is to support the Director in managing fundraising and public relations functions? Helen Price, one of our Trustees has worked extremely hard during the year to raise our profile within the borough. We hosted a charity day at one of the royal residences, Frogmore House in Windsor which raised just over £2,000. The arrangements for this were most ably managed by Helen and Helyna Quartermaine, another Trustee.

A successful fund raising Indian meal in February 2012 contributed a similar amount. Grant and bid applications to foundations and trusts gave an income of about £22,500 during the year. It is becoming more time consuming and often not very cost effective to access income from these sources as donor organisations place stricter conditions and tighter controls on any donated funds. The Board realises that we need to be more creative in the future in how we approach fund raising; however, we have not yet agreed a way forward. Lisa Cunningham, from the charity Business in the Community, has been a useful link for the Director, Philip Bell, who has also been mentored by a successful local businessman during the year.

About 48% remainder of our income comes from other smaller fund raising activities, grants for a particular project or programme and donations. It can be difficult to manage the balance between our fundraising activities and the delivery of our services. However, as you will see from our Treasurer's report – with careful management, we have a surplus for the year; unfortunately all this surplus will be used to fund some of our activities for 2012-13.

Links with local authority

We receive a little over 50% of our funding from the local authority, with an additional contribution to our volunteer service from East Berkshire Primary Care Trust. This funding has remained unchanged for approximately 8 years and so we are working to find alternative means to raise funds to continue our essential work such as creating links with corporate bodies and payroll giving. Unfortunately the local authority's Parenting Team has withdrawn funding for Triple P parenting programmes in 2012/13. We had in March 2012 trained 2 more volunteers to co-facilitate this programme. We maintain a commitment to offering this programme and will work to seek alternative funds to run some courses in the year ahead. Funding to run PICADA and the 'Looking out for me' groups for children will take priority as Triple P is offered by many other providers.

Thanks are due to Natalie Bernardi, the Borough's Children's Partnership Manager, who has ensured that Family Friends has remained a key partner in the Borough's RBWM Partnership Plan for Children & Young People 2011-14 in a year that has been very difficult for many local authority social care employees. She has agreed changes approved by our Board to the specification to the 2012/13 Service Level Agreement that we have with the local authority and East Berkshire Primary Care Trust.

The charity was mentioned favourably in the local authority's Safeguarding Children's Ofsted report. We also received the Council's Bronze award for a process called Simple Quality Protects (SQP) - this is a tool that has been adopted by the Council and will, in time, be used when looking at commissioning. Family Friends was asked to trial this package and work to obtain the minimum

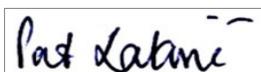
standard, bronze. This will be the minimum standard set by the Royal Borough to commission services in the voluntary and community sector.

The lease with The Lawn's Nursery School was finally signed at the beginning of April 2011, 14 months after we moved into our new offices. We have tenure for 5 years but the lease does not give us a guarantee of renewal at the end of its term.

New website

A great deal of effort and work has gone into the development of our new website which goes live at the end of June. Although its functionality is not as comprehensive as that of commercial websites, we know that the information contained in it is accurate and we will be able to manage this content within the office rather than rely on external persons. This would not have been achieved without the significant contributions made by two volunteers who have supported the project with their professional expertise – Catherine Hollingsworth and Wayne Jones - not to mention the tireless efforts of Sandy in actually putting everything together, over and above her other day to day duties.

On behalf of the Board of Trustees

A rectangular box containing a handwritten signature in black ink that reads "Pat Laković".

Pat Laković
Trustee

10th June 2012

Family Friends in Windsor and Maidenhead

Income and Expenditure Account

1 April 2011 to 31 March 2012

<u>2010/11</u>		<u>TOTAL</u>	<u>3mths ended 30th June 2011</u>	<u>9mths ended 31st March 2012</u>
£		£	£	£
	Income			
	<u>Grants</u>			
103,989	Grants – RBWM	103,753	25,938	77,815
35,000	Grants – Children’s Centre	29,170	7,293	21,878
8,234	Grants – Other	12,315	3,079	9,236
5,500	Parenting Course Funding	11,000	2,750	8,250
0	Family Enrichment Funding	493	123	370
152,723		156,731	39,183	117,548
32,080	Donations and Fundraising	38,251	7,044	31,207
150	Interest	214	83	131
1,706	Other Income	1,420	620	800
186,659	Total Income	196,616	46,930	149,686
	Expenditure			
	<u>Staff Costs</u>			
169,820	Salaries	151,801	39,411	112,390
3,216	T&S – Coordinators	2,868	621	2,247
567	T&S – Volunteers	277	0	277
223	CRB Costs	332	40	292
173,827		155,278	40,072	115,206
	<u>Administrative Costs</u>			
1,470	Insurance	1,532	383	1,149
721	Payroll	817	313	504
10	Audit	0	0	0
5,551	Rent	5,000	1,250	3,750
807	Postage	269	63	206
3,003	IT Costs	2,532	338	2,194
1,814	Telephone & Communications	2,518	862	1,656
1,644	Stationery	743	181	562

<u>2010/11</u>		<u>TOTAL</u>	<u>3mths ended 30th June 2011</u>	<u>9mths ended 31st March 2012</u>
1,367	Miscellaneous	543	80	463
16,387		13,954	3,470	10,484
	<u>Specific Fund Related Costs</u>			
390	Accommodation - Meetings & Courses	736	78	658
1,448	Expenses - Meetings & Courses	925	132	793
371	Family Enrichment Payments	801	266	535
3,250	Holiday Accommodation Costs	0	0	0
102	Holiday Travel Costs	0	0	0
300	Holiday Spending Money	0	0	0
5,861		2,462	476	1,986
	<u>Development Costs</u>			
3,693	Marketing	395	0	395
729	Promotion & Printing	556	65	491
1,909	Training	3,110	0	3,110
134	Recruitment	258	0	258
6,464		4,319	65	4,254
	<u>Contingency</u>			
1,055	Costs of Incorporation	420	420	0
1,055		420	420	0
<u>203,593</u>	Total Expenditure	<u>176,433</u>	<u>44,503</u>	<u>131,930</u>
3,890	Depreciation	3,890	973	2,918
<u>(20,824)</u>	Surplus/(Deficit) for the Year	<u>16,293</u>	<u>1,454</u>	<u>14,839</u>
934	Capital Expenditure	0	0	0

Family Friends in Windsor and Maidenhead

Balance Sheet at 31 March 2012

2011				2012
£		£	£	£
	Fixed Assets	<u>Cost</u>	<u>Acc.Depr</u>	<u>NBV</u>
4,575	Computers	24,042	23,046	996
623	Equipment	6,350	6,039	311
0	Furniture	764	764	0
5,198		31,156	29,849	1,307
	Current Assets			
78,954	CAF Reserve Account		79,152	
38,947	Deposit Account at Bank		18,306	
2,217	Cash at Bank		3,681	
			101,139	
125,316				102,446
	Less: Current Liabilities			
(45,867)	Funding Received for Future Periods			(6,704)
£79,449				£95,742
	Represented by:			
25,274	Accumulated Fund b/f		4,449	
(20,825)	Surplus/Deficit for the Year		16,293	
4,449			20,742	
75,000	Provision for Ongoing Activities			75,000
£79,449				£95,742

Signed:

Heather Cox, Honorary Treasurer

Family Friends in Windsor and Maidenhead

Treasurer's Report

Year ended 31st March 2012

Family Friends in Windsor and Maidenhead changed its operating status during the financial year from an unincorporated charity to a company limited by guarantee. The accounts for the period are therefore split into two periods – the three months ended 30th June 2011 as an unincorporated charity and the nine months ended 31st March 2012 for the first accounting period operating as a company limited by guarantee. However, for comparison purposes the figures for the whole year have been included.

For the year ended 31st March 2012 Family Friends made an overall surplus of £16,293. Grant income for the year totalled £156,731, an increase of £4,000 from 2011. Donation and fundraising income increased by £6,000 to an impressive £38,251, which is £8,000 more than that originally targeted. However, the level of funding required to be raised through channels other than grant income continues to increase and this is an ongoing pressure. The charity's staff and trustees will have to continue the hard work to focus on how we can access different ways of attaining this necessary funding in order to continue our much needed and very valued work.

Expenditure has been kept under good control during the year which resulted in the overall surplus mentioned above. This puts us in a good position financially at the start of the new financial year with liquid funds of £101,139. Included in this amount is £75,000 which is a general reserve for ongoing activities in accordance with the Charity's reserves policy.

Heather Cox
Treasurer

16th May 2012

Note:

Bankers:

Lloyds TSB
Windsor and Eton (309972) Branch
Lloyds TSB Bank plc
PO Box 1000
BX1 1LT

CAF

Insert statements from Daniel Moriarty

Statement of Trustees' Responsibilities

The Trustees, who are also directors of Family Friends for the purpose of company law, are responsible for preparing the trustees' report and the accounts in accordance with applicable law and the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law applicable to charities in England and Wales requires the Trustees to prepare accounts for each financial year which give a true and fair view of the charity's financial activities during the year - of incoming resources and application of resources, including the income and expenditure - and of its financial position at the end of the year.

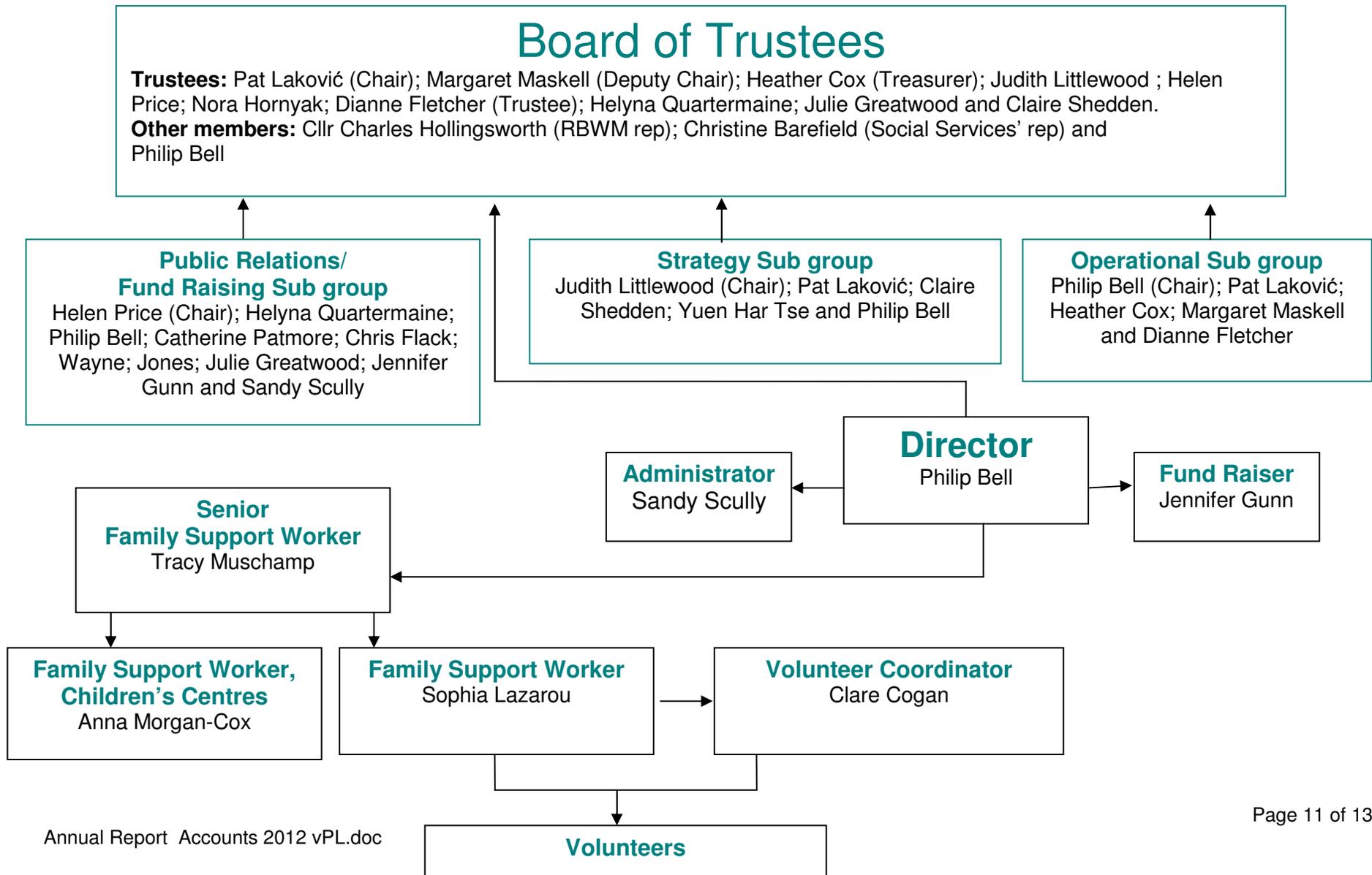
In preparing these accounts, the Trustees are required to:

- select suitable accounting practices and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records which disclose with reasonable accuracy the financial position of the charity and which enable them to ensure that the accounts comply with the regulations under S42 (1) of the Charities Act 1993, the Charities (accounts and Reports) Regulations 1995, the Charities (Accounts and Reports) Regulations 2005 (both made under part VI) and with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

ORGANISATION STRUCTURE

at 31 March 2012



Families supported 1st April 2011 to 31st March 2012					
Total number of families supported by both services: 285		Family Support Worker Service: 160		Volunteer Service: 125	
Total number of children supported: 554	Age range: 0 – 4 254	Age range: 5-8 157	Age range 9 – 13 143	Age range: Older than 13 0	Age range: Unknown 0
New referrals: 257	Origin: Safeguarding 50	Origin: Health 43	Origin: Education 20	Origin: Self-referrals 90	Origin: Other 55
100% referrals contacted within 3 working days		100% referrals visited within 10 working days of enquiry		100% referrals allocated a worker within 20 working days	
Full time team members at year-end: 5		Part time team members: 2	Active volunteers: 45 Short term “on hold” volunteers: 9		Trustees: 10

NEEDS OF FAMILIES SUPPORTED 1.4.11 - 31.3.2012	FSW and Volunteer Services	NEEDS OF FAMILIES SUPPORTED 1.4.11 - 31.3.2012	FSW and Volunteer Services
Parent under 20 years	0% (1)	Child Protection	6% (13)
Parent - ADHD/ADD/ASD	1% (2)	Disability - parent (physical/learning)	8% (17)
Parent in Prison	1% (2)	English as Additional Language	8% (17)
Young Carer	1% (2)	Financial Difficulty	11% (25)
Army Family	2% (4)	Housing issues	12% (26)
Attachment/relationship issues	2% (4)	Parent relationship conflict	12% (27)
Bereavement	2% (4)	History of Domestic Abuse (B4 referral)	13% (29)
Link Foundation Application	2% (5)	Low Self-Esteem - Child	19% (41)
Domestic Abuse	4% (8)	Low Self-Esteem - Parent	24% (53)
Financial Difficulty	4% (8)	Mental health issues - parent	24% (53)
History of Domestic Abuse (B4 referral)	4% (8)	Isolation/loneliness	26% (58)
Multiple births	4% (8)	Separation/divorce	28% (61)
Substance Misuse	4% (8)	Difficulties with home life	30% (66)
English as Additional Language	4% (9)	Mental Health Issues - child	31% (68)
Child - ADHD/ADD/ASD	5% (12)	Single Parent	40% (87)
Disability – parent (physical/learning)	5% (12)	Stress	44% (96)
Domestic Abuse	5% (12)	Difficulties with parenting	50% (109)

ADHD/ADD/ASD/ -attention deficit hyperactivity disorder/attention deficit disorder/autistic disorder

Comments by clients

Individual Parenting Support

- I feel more confident in handling problems with my children. I know how to manage simple and difficult problems. I feel happy and the boys are more respectful towards me. Thank you for the brilliant tools!
- Everything is calmer with your support. I have different strategies in place to deal with the children. My children get on better together. You've been my rock.

Individual Support of Child

- I don't think my daughter would have coped without the support from Sophia and I don't think she would even be in school now as her feelings would have caused her to explode, it would have all been too much for her. Having an outlet has meant that she has been able to manage her feelings on her own terms. My daughter has looked forward to the sessions each week and seems to be really positive about the future now. She has been given the message that when things are difficult it is ok to ask for help and that support can make a real difference. She understands that we all need extra help from time to time. I would definitely recommend the service to others. It has been a very positive experience for my child and I am glad that we got support for the children earlier rather than later. Thank you.
- Very helpful. He seems happier and to have benefited from getting things off his chest. He has been more helpful at home and the relationship between us has improved. I have also been able to see things from his perspective and understand how things have affected him. If I hadn't got help from Family Friends I'm not sure where I would have gone to so I am very grateful.

PICADA (Positive Intervention for Children Affected by Domestic Abuse)

I hope this service continues. It has been a huge help for me and my family.

Dads' Group

- I learned more than I ever expected
- Very good and am now considering full Triple P course

Volunteer Service

- I would like to thank the Family Friends team for immediate and caring support right from my first phone call of enquiry and all the way at a time that I thought I was on my own and had no idea of such possibilities of a positive outcome. I would have no hesitation in recommending Family Friends to anyone. My volunteer was fantastic. Such a lovely lady with a good listening ear and a fantastic approach to life. I looked forward to my sessions with her and will remember her fondly always. My sessions have left me much more energised and equipped to deal with day-to-day matters; they would have dragged me down before. I also felt I could say anything and not be judged, which was also helpful to discussions.
- It gave me the incentive and push to get things started in resolving my financial situation.
- Having someone to speak to and help with the children helped me to feel better emotionally. A big thanks to Karen and all at Family Friends.