



FAMILY FRIENDS IN WINDSOR AND MAIDENHEAD
Company registration Number: 7462339 (England and Wales)

**Report of the Trustees and Unaudited
Financial Statements**

Period of Accounts

Start date : 1st April 2012

End date : 31st March 2013

FAMILY FRIENDS IN WINDSOR AND MAIDENHEAD

Company Information for the year-ended 31st March 2013

Directors:

Heather Elizabeth Cox
Dianne Fletcher
Julie Greatwood
Catherine Hollingsworth
Patricia Mary Lakovi
Judith Littlewood
Margaret Eileen Maskell

Registered Office:

The Lawns Nursery School
Imperial Road
Windsor
SL4 3RU

Company Registration Number:

7462339 (England and Wales)

FAMILY FRIENDS IN WINDSOR AND MAIDENHEAD

TRUSTEES' ANNUAL REPORT

For year ended 31st March 2013

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 . %a 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.

Services

We supported 276 families and 535 children from many different types of backgrounds and environments over the past year . 170 were supported by the Family Support Worker Service and 106 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.

After the PICADA (Positive Intervention for Children Affected by Domestic Abuse) course held during the last financial year, we had to manage a serious complaint made by the father of one of the children on the programme. PICADA is a programme managed by the Royal Borough of Windsor & Maidenhead's Community Safety team together with the local Police. East Berkshire Women's Aid and Family Friends deliver the programme jointly. The amount of work necessary to resolve the complaint, to attend court etc. was extraordinary and it is to the credit of Philip Bell and Tracy Muschamp that no fault was attributed by the court to how Family Friends had managed the referral process. However, this complaint has resulted in changes to how referrals to the programme are managed.

We were able to obtain funding for only one Triple P parenting course, from the Royal Borough, and that only started in March 2013. There is a surfeit of Triple P course providers within the Borough as its own Family Services team and schools are extensively promoting Triple P courses their own Triple P courses.

Our new Looking Out For Me programmes - targeted at children living with parents either recovering from substance misuse or living with parents who have mental health issues - have now been piloted. 5 children attended the Looking out for Me (Mental Health) programme and 2

attended the Looking out for Me (Substance Misuse) programme, each of comprised 8 sessions. Feedback from children who completed the groups was positive. We plan to hold at least one each of these programmes during the coming year, subject to referrals.

During the financial year, we became a partner in a consortium of 13 schools working with armed forces families and their children, right up to school leaving age. Jonathan Adams, Director of a social enterprise company, Our Community Enterprise, had developed a successful bid to the Ministry of Defence for a project of up to 3 years ((renewable annually) to support children of forces families in the area. The majority of these children live in the Windsor area but there are also forces children in White Waltham and other parts of the Borough.

The Board felt that although the project worked with children above our normal maximum age of 13 years in this stand alone project, the project's objective ~~to~~ help children from service families to cope with issues related to mobility and deployment within the armed forces did not conflict with our organisational objects, as stated in our company Articles. It has taken time to establish the necessary working relationships between all the partners and the Family Friends team has been working hard to liaise with all the partnership schools

Governance

Directors

The directors shown below have held office during the whole period from 1st April 2012 to 31st March 2013:

Heather Elizabeth Cox
Dianne Fletcher
Julie Greatwood
Patricia Mary Lakovi
Judith Littlewood
Margaret Maskell

The director shown below was appointed to the company during the period:
Catherine Hollingsworth on 28th September 2012

The directors shown below resigned during the period:
Helyna Quartermaine on 8th September 2012
Helen Price on 3rd October 2012
Nora Hornyak on 17th July 2012
Claire Shedden on 28 June 2012

Catherine Hollingsworth has now become a company member and will therefore be eligible for election to the Board at the AGM. The Board will be seeking to increase its membership during the coming year.

The Board has also decided to streamline its committee structure to reduce the unnecessary duplication of information at various meetings. The Board has created a Standing Committee which will also meet 4 times each year (or more often if necessary) to discuss matters that affect the charity. The success of this change will be reviewed after 1 year.

We have also used electronic means to discuss and formally vote on Board matters where it has not been practicable to meet. This mechanism has worked well, even when Board members have been abroad.

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

Staffing

Once we were approved as a Forces project partner in May 2012, the Board agreed the appointment of Anna Morgan-Cox as the Family Support Worker for the project and we were able to reappoint Michele Cook, this time as the 0-11 years School Liaison Worker and Kate Saunders as the 11-18 years School Liaison Worker. The addition of 2 extra staff members has placed considerable pressure on our office space.

Jennifer Gunn left us in July 2012 after a very successful 18 months writing bids for us, to start a new job with the Royal Borough. Philip Bell advised us in October 2012 that he planned to leave by the end of the financial year.

The Board had discussed and rejected a proposed change to the staffing structure earlier in the year . allocating some of the Director's salary to a Fundraiser/PR post and making the Director's post part time. However, Philip's decision prompted a rethink and it was agreed to make the Director (now called the Head of Services) post 24 hours per week and the Fundraiser post 18 hours per week. Asma Aziz commenced work for us as Fundraiser/PR Executive in January 2013 and Mike Simpson started working for us on 4 March 2013 as the new Head of Services. In recruiting the Head of Services, we used only the internet to advertise the post and psychometric testing, both of which were very effective and costs were well within our budget.

We are pleased that we have been able to afford to continue to purchase the services of Clare Cogan to work as a Volunteer Coordinator alongside our own staff member, Sophia Lazarou. Both the Family Support and Volunteer services have started to experience increased workloads and the Board is most appreciative of all the team members' efforts.

Philip and Jennifer contributed greatly to Family Friends and we wish them every success in their new roles. Philip took our service delivery standards to an even higher level and helped us diversify our range of programmes. He worked tirelessly to ensure that our key stakeholders recognised the importance of our work and its high professional standards and further enhanced our reputation in the Borough.

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

Volunteers

We inducted 17 family support volunteers during the year and now have an active cohort of 37 volunteers supporting families. The number of active volunteers is lower than last year (54); it has become more difficult to recruit volunteers who can support families during the day and on occasions, it has been necessary to ask clients to wait until a suitable volunteer becomes available. . We are pleased that the ethnic mix of our volunteers continues to reflect that of the community we serve.

- In addition to mandatory First Aid and Safeguarding (Child Protection) training for new volunteers . volunteers also attend these 2 training courses every 3 years. In previous

years, the Borough has offered bite size training for charitable groups in the area. Unfortunately, this year no such training has been offered and it is hoped that new funding will improve the skills and knowledge of new and existing volunteers.

We have reviewed the training on offer to our volunteers and have recently been successful in obtaining new funding to support an enhanced training package. The new training programme will offer volunteers optional sessions giving foundational skills or understanding in the following:

- Autism;
- Disability;
- Bereavement;
- Domestic abuse;
- Post natal depression;
- Adult Mental Health;
- Money management (through the CAB);
- Listening skills;
- Safety in the home.

We have endeavoured to recruit volunteers to help us raise funds but this has not proved to be an easy task.

Funding

At the start of the year, we had a seemingly unachievable fundraising target of £44,200. By the end of March 2013, we had, through bid submissions and fundraising activities, raised £48,358. The accounts were balanced through very prudent financial management by the outgoing Director, his team and Heather Cox, our Treasurer.

Jonathan Adams, Director of Our Community Enterprise, has worked tirelessly on our behalf in identifying potential bids, writing some bids for us; he also assisted the Board by drafting a Fundraising strategy / plan which was useful to the Board in considering how to change our staffing structure and the way forward in our approach to our financial sustainability and significant reliance on a single funding source.

Our income from bids to foundations and larger institutions totalled £30,900. Our most significant corporate donation was £5,000 from Our Community Enterprise and our most successful fundraising event was a Quiz Night organised in November 2012 by One World Party on our behalf in Holyport Village Hall, which raised £2,000. The balance of our income came from donations from individuals, groups such as churches, schools and smaller fund raising activities.

We are encouraging supporters to donate regularly and we now facilitate individual donating through payroll giving which is a major breakthrough. More individuals have participated in or organised fun activities in support of Family Friends, such as fun runs, swimming in teams for Windsor and Maidenhead Lions, charity lunches or cake sales etc. It is hoped that we will be able to reclaim a reasonable sum in Gift Aid during the year which was not previously possible as we only registered with the HMRC during the last financial year.

The Fundraising and PR sub group continues to plan for activities to publicise our work as well as raise funds and organise events. Most of these are listed on our New Events tab on our website.

Helen Price led the group for 18 months and her mantle has now been taken on by Asma Aziz, our new Fundraiser/PR Executive.

Links with local authority and community

We received 59% of our funding from the local authority which includes a contribution to our volunteer service from the East Berkshire Primary Care Trust PCT). The PCT's functions have now transferred to GP Commissioners and we will need to re-establish ourselves with a completely new entity. Over the next 2 years, we will also need to prepare for contract tendering as it is inevitable that the services we provide under a Service Level Agreement will be formally commissioned in a competitive tendering process.

Staffing in Children's Social Care within the Borough has also changed dramatically as many staff have left. We were particularly sorry that Natalie Bernardi (previously the Borough's Children's Partnership Manager) and Cliff Turner, Director of Children's Services, both staunch supporters of our work, have moved on to other employment and retirement respectively. David Scott, Head of Children and Families, remains very supportive of our activities as does Councillor Charles Hollingsworth.

With the creation of hubs for Children's Centres, we have experienced a few difficulties in the management of our premises. Our lease term ends in February 2015 and we need to be mindful of the fact that it may not be renewed at the end of its term.

As a recipient of the Queen's award for Voluntary Services, we were privileged to be invited to two local events celebrating the Queen's Diamond Jubilee. Pat Lakovi, Board Chairman, and Mary Fraser, volunteer, attended a service on 27 May 2012 at Reading Minster on the invitation of the Lord Lieutenant of Berkshire, Mary Bayliss. The Queen invited us to one of her garden parties in Henley on 25 June 2012. Margaret Maskell, Deputy Board Chairman and Philip Bell, Director, represented Family Friends at this event which was attended by the Queen and Prince Philip.

During the year, we have worked to strengthen our existing links - and we have established new links - with local businesses and companies and local fundraising charities in the area. We have been supported in many ways. From the printing of promotional leaflets, to the provision of advice to organising fundraising events for us. These organisations are listed on our website.

New service leaflet

After considerable debate and discussion, our service leaflet was updated and issued at the beginning of 2013. Our brand and Freda our hippo mascot are very distinctive in the local area and those who know us, recognise it easily. The trick is to get those who do not know of us, to learn about our work, support us and tell others about us.

Treasurer's Report

Family Friends retained an overall surplus for the financial year ended 31st March 2013 of £874.

Income included grants received of £141,573, with £31,550 of this being grant income for our new Forces Project. The total amount raised through donations and fundraising events was £48,358, nearly £5,000 more than target. Many thanks must go to staff, volunteers and trustees who worked so hard in order to achieve this.

The work of the charity continues to expand but expenditure has been kept under good control during the year which resulted in the small overall surplus. We also invested £7,138 in IT equipment, this included a new server and firewall and also some computer equipment for our new Head of Services.

This puts us in a good position financially at the start of the new financial year with liquid funds of £105,022; this includes £80,000 held as a general reserve for ongoing activities and £9,887 held for ongoing projects, leaving the remainder to benefit the charity's work next year.

The above report has been prepared in accordance with the special provisions in part 15 of the Companies Act 2006.

The above report was approved by the Board of Directors on 22nd May 2013.

And signed on behalf of the Board by:

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

Pat Lakovi
Director

22nd May 2013



FAMILY FRIENDS IN WINDSOR AND MAIDENHEAD

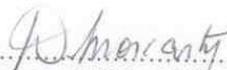
Accounts for the year-ended ended 31st March 2013

I have examined the attached statement of income and expenditure, together with the supporting balance sheet, bank statements and other records.

My examination was carried out in accordance with the General Directions given by the Charity Commissioners.

My examination included a review of the accounting records kept by the charity and a comparison of the accounts presented with those records.

In connection with my examination (which did not include a complete audit) no matter has come to my attention to doubt the accuracy of the records or that they have not been kept in accordance with the relevant legislation.


.....
Daniel Moriarty (MBE. HM/T RETD.)

Date *31st May 2013*
.....

Family Friends in Windsor and Maidenhead

Income and Expenditure Account

1 April 2012 to 31 March 2013

<u>2011/12</u>		<u>2012/13</u>
£		£
	Income	
	<u>Grants</u>	
103,753	Grants - RBWM	103,753
41,485	Grants - Other	37,820
11,000	Parenting Course Funding	0
493	Family Enrichment Funding	0
156,731		141,573
38,251	Donations and Fundraising	48,358
214	Interest	454
1,420	Other Income	7
196,616	Total Income	190,392
	Expenditure	
	<u>Staff Costs</u>	
151,801	Salaries	159,793
2,868	T&S - Coordinators	3,731
277	T&S - Volunteers	614
332	CRB Costs	401
155,278		164,539
	<u>Administrative Costs</u>	
1,532	Insurance	1,501
817	Payroll	773
0	Audit	0
5,000	Rent	5,000
269	Postage	385
2,532	IT Costs	2,297
2,518	Telephone & Communications	2,315
743	Stationery	1,102
963	Miscellaneous	1,029
14,374		14,402
	<u>Specific Fund Related Costs</u>	
736	Accommodation - Meetings & Courses	21
925	Expenses - Meetings & Courses	668
801	Family Enrichment Payments	0
2,462		689
	<u>Development Costs</u>	
395	Marketing	0
556	Promotion & Printing	1,034
3,110	Training	3,783
258	Recruitment	1,979
4,319		6,796
176,433	Total Expenditure	186,425
3,890	Depreciation	3,092
16,293	Surplus/(Deficit) for the Year	874

The notes form part of these financial statements

Family Friends in Windsor and Maidenhead
Statement of Total Recognised Gains and Losses
1 April 2012 to 31 March 2013

The company does not have any gains and losses to report other than that disclosed in the Income and Expenditure Account for the period

The notes form part of these financial statements

Family Friends in Windsor and Maidenhead

Balance Sheet as at 31 March 2013

2012		£	£	2013 £
	Fixed Assets	<u>Cost</u>	<u>Acc.Depr</u>	<u>NBV</u>
996	Computers	31,180	25,827	5,353
311	Equipment	6,350	6,350	0
0	Furniture	764	764	0
1,307		38,294	32,941	5,353
	Current Assets			
79,152	CAF Platinum Account		75,221	
0	CAF Gold Account		19,226	
18,306	Deposit Account at Bank		10,279	
3,681	Cash at Bank		296	
			105,022	
102,446				110,375
	Less: Current Liabilities			
(6,000)	Funding Received for Future Periods			(2,490)
(704)	Funding Held for Ongoing Projects			(9,887)
0	Creditors			(1,382)
£95,742				£96,616
	Represented by:			
4,449	Accumulated Fund b/f		20,742	
16,293	Surplus/Deficit for the Year		874	
0	Transfer to Provision for Ongoing Activities		(5,000)	
20,742			16,616	
75,000	Provision for Ongoing Activities			80,000
£95,742				£96,616

For the year ending 31st March 2013, the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of accounts.

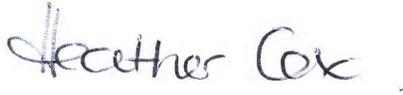
These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the Financial Reporting Standard for Smaller Entities (effective 2008).

The notes form part of these financial statements.

Family Friends in Windsor and Maidenhead
Balance Sheet as at 31st March 2013 (continued)

The financial statements were approved by the Board of Directors 22nd May 2013.

Signed on Behalf of the Board by:



Heather Cox
Director

22nd May 2013

Bankers

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

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

Independent Examiner

Mr Daniel Moriarty
69 Pinkneys Road
Maidenhead
Berks SL6 5DT

The notes form part of these financial statements

Family Friends in Windsor and Maidenhead

Notes to the Financial Statements

For the year-ended 31st March 2013

1. Accounting Policies

Basis of Measurement and Preparation of Accounts

The financial statements have been prepared under the historical cost convention in accordance with the Financial Reporting Standard for Smaller Entities.

Tangible Fixed Assets Depreciation Policy

Depreciation is provided, after taking account of any grants receivable, at the following annual rates, in order to write off each asset over its estimated useful life.

Computers	25% on cost
Equipment	33% on cost
Furniture	20% on cost

2. Tangible Assets

	Computers	Equipment	Furniture	Total
	£	£	£	£
Cost				
At 1 st April 2013	24,042	6,350	764	31,156
Acquisitions	7,138	0	0	7,138
At 31 st March 2013	31,180	6,350	764	38,294
Depreciation				
At 1 st April 2012	23,046	6,350	453	29,849
	2,781	0	311	3,092
At 31 st March 2013	25,827	6,350	764	32,941
Net Book Value				
At 31 st March 2013	5,353	0	0	5,353

3. Income and Expenditure Account

	2013	2012
	£	£
Opening Balance	20,742	4,449
Surplus/(Deficit) for the period	874	16,293
Transfer to Ongoing Activities Provision	(5000)	0
Retained Surplus	16,616	20,742

Family Friends in Windsor and Maidenhead

Notes to the Financial Statements (continued)

For the year-ended 31st March 2013

4. Provision for Ongoing Activities

The Provision for Ongoing Activities is an amount held to ensure that the activities of the Charity can continue should there be any reduction in our main sources of funding. The amount would allow time to find other sources of funding while continuing our work. The provision has been increased by £5,000 to £80,000 this year . a level considered to be sufficient to fund six months of the Charities work.

5. Statement of Trustees' Responsibilities

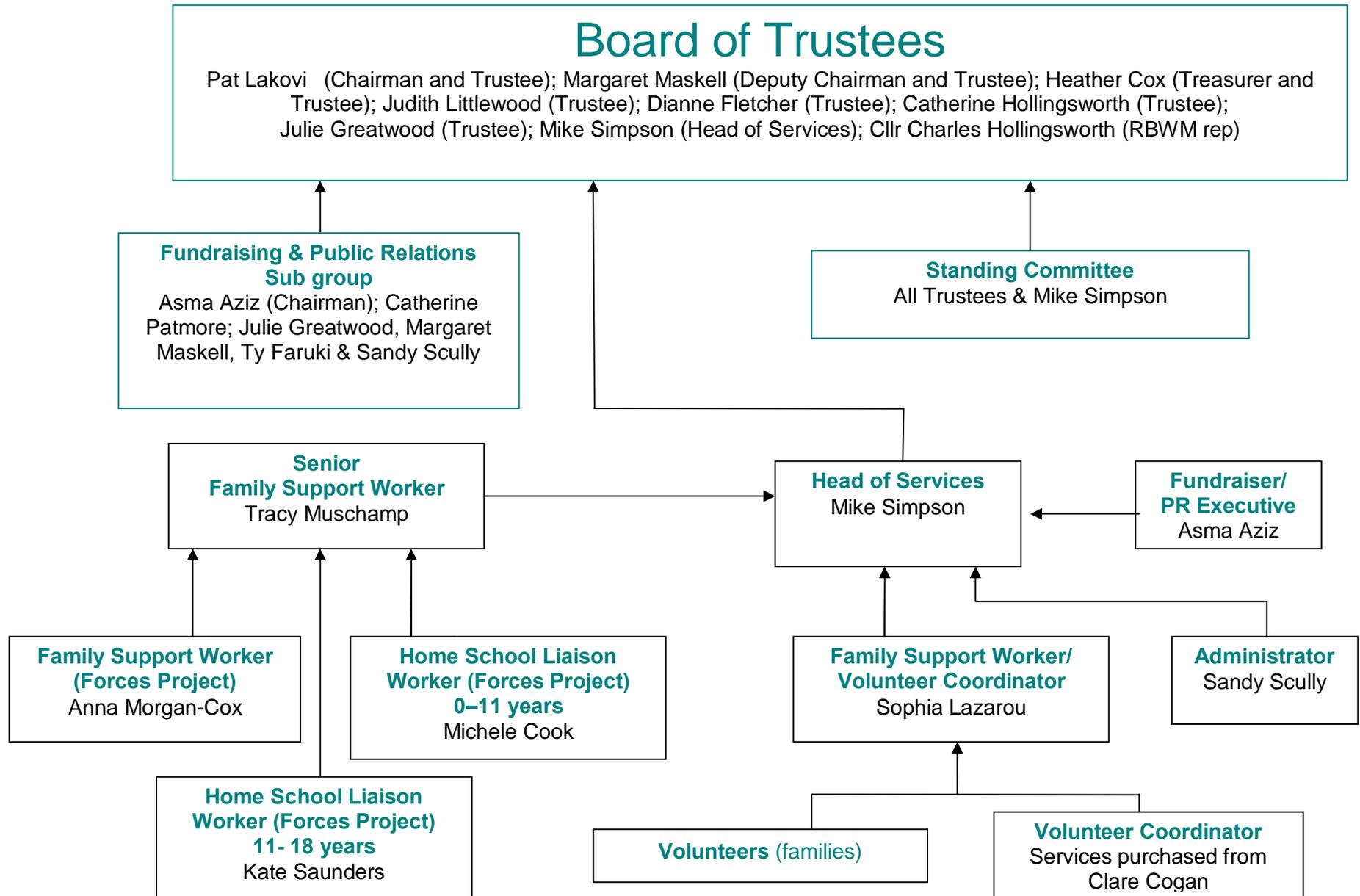
The Trustees, who are also directors of Family Friends for the purpose of company law, are responsible for preparing the Trustees report and the accounts in accordance with applicable law and the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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.

ORGANISATIONAL STRUCTURE (from 4th March 2013)



Annex 2

Families supported 1st April 2012 to 31st March 2013					
Total number of families supported by both services: 276		Family Support Worker Service: 170		Volunteer Service: 106	
Total number of children supported: 535	Age range: 0 . 4 275	Age range: 5-8 138	Age range 9 . 13 122	Age range: Older than 13 0	Age range: Unknown 0
New referrals: 230	Origin: Safeguarding 53	Origin: Health 33	Origin: Education 24	Origin: Self-referrals 76	Origin: Other 44
Service Level Agreement with RBWM					
Referrals contacted within 3 working days 100%		Referrals visited within 10 working days of enquiry 100%		Referrals allocated a worker within 20 working days 98%	
Full time team members at year-end: 3	Part time team members: 6	Active volunteers: 37 Short term on hold+volunteers: 13		Trustees: 7	

NEEDS OF FAMILIES SUPPORTED 1.4.12 - 31.3.2013	FSW and Volunteer Services	NEEDS OF FAMILIES SUPPORTED 1.4.12 - 31.3.2013	FSW and Volunteer Services
Difficulties with parenting	121 (46%)	Mental health issues - child	17 (7%)
Stress	117 (45%)	Attachment / relationship issues	14 (5%)
Single parent	101 (39%)	Domestic abuse (before referral)	13 (5%)
Difficulties with home life	76 (29%)	Substance misuse	13 (5%)
Isolation / loneliness	64 (25%)	Disability (physical / learning) - child	12 (5%)
Separation / divorce	62 (24%)	Bereavement	11 (4%)
Manage anger - child	53 (20%)	Multiple births	10 (4%)
Low self-esteem - parent	48 (18%)	Disability (physical / learning) - parent	8 (3%)
Low self-esteem - child	46 (18%)	Physical / acute illness . parent	8 (3%)
Mental health issues - parent	44 (17%)	Manage anger - parent	6 (2%)
Parent under 20 years	42 (16%)	Young carer	6 (2%)
Financial difficulty	41 (16%)	Army family	5 (2%)
Housing issues	33 (13%)	Parent in prison	4 (2%)
English as Additional Language	30 (11%)	Physical / acute illness - child -	1 (0%)
Parent relationship conflict	25 (10%)	Enrichment Fund application	1 (0%)
ADHD/ADD/ASD - child-	24 (9%)	Link Foundation application	1 (0%)
Child Protection	17 (7%)	ADHD/ADD/ASD - parent	1 (0%)

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

Comments by clients

Individual Parenting Support

- I just wanted to drop you an email and say thank you for working with me and my husband on this program. I can't tell you how much it has opened my eyes and changed my way of parenting. I wish I did this program 2 years ago I wouldn't have lived such a stressful and disorganised life because of no discipline and fair understanding how to bring up young children. I feel more confident that I'm on the right track and I have these methods or strategies of bring up the kids in the right manner. I thank you again for all your time and effort I have enjoyed it very much and I'm much happier as a parent.
- It has made me a stronger person and given more insight into how to deal with my daughter's behaviour. When I use strategies consistently, she is like a different child. It has brought a much nicer side out of her and she speaks nicely to me. I wouldn't be without my Triple P Bible love put together of the information I've been given. I have recommended it to other people. It has relieved a lot of pressure from the family and made it a nicer home environment. I can revert back to important information which is really good as sometime you forget and it's nice to refresh. It's been a lifesaver!

Individual Support of Child

- Support has helped me a lot with our son. He is not as angry, but he has his moments, as all teenagers do. Seems to be getting on better with his mum and talking to her. Not such much anger anymore. Made a big difference to him. I am trying to build a relationship between them both and keeping it on the right track. She is talking about it too.
- Thank you so much Sophia. I feel confident that my son will continue with all he has learned during his sessions with you. I am truly grateful. He showed me his self esteem manit was lovely to read those words he used to describe his feelings with himself and his family. It has taken special place in his recently decorated room.

Thank you again for all your support throughout and it's great to know that if difficulties arrive we have support available.

PICADA (Positive Intervention for Children Affected by Domestic Abuse)

- From Jane McFadyen, Educational Psychologist - in relation to the statutory assessment that was being undertaken for M:

Mum commented on how very helpful your sessions with M have been and about how much more settled he is both at home and at school. She felt that your intervention has really helped him and that he is much more open and more talkative about things that have happened and that he has a much better understanding of his own emotions. She was also very positive about the PICADA group that she and M's sister have attended. School have also found M to be much more settled. %o

Volunteer Service

- The support from the volunteer helped me to face my financial situation and sort out my debts. I can now manage things better and stay on top of things and feel I am more organised. I am really grateful for everything Family Friends has done and especially to Karen who I felt really comfortable with.
- We were in dire straits when the volunteer arrived and I just needed to hand my son over to someone else. The volunteer was amazing with him. She played with him and offered him the developmental play he needed because I wasn't emotionally able to offer it to him at the time. Because of the treatment my son has been having, he is now moving away from autism and has only minor issues left. When the volunteer came, I just got my head down and caught up on much needed sleep. The volunteer helped us survive and I couldn't have turned to anyone else for support. Please do pass on my thanks to her. Having her here was like having a therapy session as she passed on sage words of wisdom.

'Looking out for me' (substance abuse)

I ~~was~~ loved coming to group

I am really thankful for the time and effort that Tracey and Sofia have put in to for us to make LOFM a great experience.