

**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 2014

End date : 31st March 2015

FAMILY FRIENDS IN WINDSOR AND MAIDENHEAD

Company Information for the year-ended 31st March 2015

Directors:

Dianne Fletcher
Catherine Hollingsworth
Janet Rose
Patricia Mary Laković
Judith Littlewood

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 2015

Family Friends is a small but growing charity, set up in 1995, based in the Royal Borough of Windsor and Maidenhead. Last year we worked with more families than ever before whilst maintaining extremely high standards as evidenced by the evaluations provided by families who have received our services. 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 provide two core services – 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. We deliver specifically funded group work to children affected by domestic abuse and those with parents with a mental health or substance misuse issue and we provide targeted project work including community engagement work with Army families, particularly in Windsor and Asian Families and Fathers, particularly in Maidenhead.

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.

2015 is a significant milestone year for Family Friends as we have now been providing support to families for 20 years. At our AGM in July 2015 we intend to celebrate this remarkable achievement and recognise the hard work and dedication of the many volunteers, staff and trustees who have worked over the years to provide support to local families.

Governance:

Directors:

The Directors shown below have held office during the whole period from 1/4/14 and 31/3/15:

- Patricia Lakovic
- Diane Fletcher
- Catherine Hollingsworth
- Janet Rose
- Judith Littlewood

The following directors were co-opted to the Board during the year on the dates given in brackets. All are now company members and eligible for election to the Board.

- Helga Zink (11 April 2014)
- Eram Dodhy (22 July 2014)

- Helen Meanwell (22 July 2014)
- Simon Foy (4 September 2014)

Julie Greatwood resigned her trusteeship on 21 August 2014. Her enthusiasm and fundraising efforts will be greatly missed.

Pat Lakovic became Chair of Board of Trustees in July 2010. She has held this role with remarkable energy and dedication, and has worked tirelessly to support and develop Family Friends. She will continue as a Trustee in the future and her considerable wisdom and energy will remain a strong part of the Board. Her successor, Simon Foy took over as Chair in December 2014.

The Board has met on eight occasions during the year and has had to devote considerable care and consideration as Family Friends approaches what is potentially a new phase in its existence. The Board has utilised its system of electronic voting on Board matters, and papers, minutes and policies are circulated and stored electronically for easy reference.

The Board is drawn from a wide range of experience and background and is confident that it has the experience and acumen to enable it to discharge its duties towards the charity.

The Board continues to seek to increase its membership; all our staff actively promote Board membership.

Staffing:

We now have a complement of 11 staff members, 8 of whom are part time, including the Head of Services and we continued to use the services of Clare Cogan to work with Sophia Lazarou-West in her part time role as Volunteer Co-ordinator. At the start of the year our staff numbers were 9, 6 of who were part time.

Family Friends is also very proud of its team of volunteers who work with dedication and devotion to achieve our key objectives. At the start of April 2014 we had 31 active volunteers and at the end of March 2015 we had 34.

During the year there have been a number of changes in key personnel:

Mike Simpson, Head of Services resigned from his position at the end August 2014, in order to take up a position with a larger service charity. Mike had worked really hard to develop strong relationships across the community and other agencies. He enabled us to take advantage of many of the initiatives and projects detailed later in this report. We are very grateful to him for his hard work during his time with us.

We are in turn delighted that his successor Catherine Burns started her role in September 2014, and has already shown the strong and inclusive leadership that will take Family Friends forward.

During the year Tracy Muschamp took greater responsibility as the Family Support Work Lead role. This is an opportunity to make increasing use her skills and considerable experience (she has been with family Friends for over 10 years now).

Our Fundraiser, Azma Aziz left on maternity leave for a year in December 2014. She has done a fantastic job in raising funds and money from a wide range of sources with her drive, energy and commitment. Her role has been covered from January 2015 by Katherine Findlay who has quickly settled into this role and is developing and growing our marketing and brand awareness.

In January 2015, we were joined by Sofia Sattar and Samreen Aslam-Raja, who started the Asian Families and Fathers project, with particular focus within the Pakistani community in Maidenhead, as part of our successful Children in Need bid. This is a new and exciting project and very much in keeping with our ambitions for the future. We wish them both well in their ground-breaking work.

Clare Cogan left as part-time Volunteer Co-ordinator in March 2015 after three years. Sophia Lazarou-West continued as the Volunteer Co-ordinator in a part time capacity, in addition to her work as a Family Support Worker. Our volunteers are a big part of our strength and identity. Clare and Sophia's work has been a big contributory element to their success.

Kerry Byde remains a strong and constant support to the team with her efficient and organised administration.

The Army Families team, Kate Saunders and Michele Cook, have also continued to expand their work and we are delighted that their work has now been able to be put on a more sustained footing. Ceri Rollason was appointed in May 2014 to cover maternity leave for Anna Morgan-Cox and left at the end of February 2015. We are very grateful to Ceri for her energy and positive engagement with the children and families.

In December 2014, the team and a number of trustees attended a team day facilitated by an external organisation, Café Leadership, introducing a way of understanding what Family Friends core values are and how everyone on the team could both make a contribution to them and understand what difference we are actually making. This was an important part of introducing both staff and trustees to how Family Friends will develop in the future and was considered by all to be a very helpful and enjoyable session.

Some of the organisational development work during the year has required an adjustment to the structure and staffing model. A proposal and developing model for the future was considered and discussed and approved by the Board in January, a copy is shown in **Appendix 2**. It is planned to introduce this from April 2015.

Organisational Development:

Family Friends is a strong and thriving charity, well embedded within its local community and with a long history of sustained service and support. It is very local in its nature and has always been able to ensure that its core values are integral to the service it delivers. It has a strong brand of trust with those that we work with and support.

However, the environment around charities and the third sector generally is changing significantly. Resources are becoming scarcer, placing ever increasing demands to raise funds and money to support activities. Potential partnerships are becoming more complex and statutory services particularly are looking to build relationships that are flexible, innovative and represent good value for money. The Board are very conscious of the need to both maintain our local character and identity and yet be sufficiently agile to be able to take opportunities that present themselves.

Against this background the Board has approved work on four areas of work to be considered in this section as the major and significant projects undertaken during the year:

The **'Difference Project'**, this was on the recommendation of Indigo Children's Services, a specialist children's services consultancy, who in August 2014, supported us in developing our potential commissioning strategy. One of their key recommendations was for Family Friends to develop a means of measuring its outcomes and what difference we make to children and families and identifying the value add. Knowing this is a vital part of being able to assess what possible partnerships we might engage in in the future, as well as understanding the projects we are already involved in. Measuring and being able to prove the impact of what we do is a vital part of understanding our future direction. Pia Balaam, a consultant (with input from Indigo Children's Services) has worked with us to devise a series of measures and tools as well as building a broad understanding with our team as to the significance and importance of this work. The Board have seen the early indications of what this data will look like and approval has been given for it to be reported throughout the year in 2015/16.

Social Care Innovation Programme (SCI): RBWM in partnership with Family Friends was successful in a bid of £1.1million for the national grant funding as part of the Department for Education (DfE) Social Care Innovation Programme (SCI). This will involve devising a two year pilot project delivering support and interventions to families in local communities, drawing the strengths of statutory and voluntary sectors into one team. The project is based on a model of delivering support and interventions through joint social worker/family support/community worker teams based in two local communities (Service families based in the Clewer North/Clewer South wards in Windsor and the Pakistani community in/adjacent to Maidenhead Riverside). The teams will then expand their work into nearby areas and other communities.

The consideration of this important and exciting project had begun in July 2014, when Family Friends were approached as an organisation who might be suitable for this type of initiative. This was based on our strong relationships with local communities and in particular the innovative work and results that our Army Families team had shown. Work on the proposal began in September and the bid was submitted in January 2015 and notification of the successful bid was given in February 2015. This work is to be delivered under a joint partnership agreement and will be monitored by a Project Board. Family Friends has responsibility for a number of key appointments to the project and will be a strong, committed and influential partner, maintaining our core identity and values whilst at the same time contributing to a greater understanding of what works to support children and families and to shape learning for future national policy in this area.

BBC 'Children in Need' Project: Following our successful bid, funds have been given to establish a three year project, Asian Families and Fathers project with particular focus on the needs of families from Pakistani communities in Maidenhead and also to develop effective work with fathers and their children. Our work commenced in January 2015 with the appointment of two part time roles, a Family Support Worker and a Community Support Worker based at the Riverside centre in Maidenhead.

Army Families Project. Investment and success in bid and grant writing to secure this project has enabled the ongoing work and expansion of hours for the Army team this year. Successful bids have included the Community Covenant funding from MoD supporting army communities to identify and break down barriers between their engagement with wider communities through a range of activities. Other funding has been obtained from: The Royal British Legion; Garfield Weston; St James Place Foundation and Big Lottery Awards for All. Funding and project work as part of the local Schools Service Partnership will allow the work to continue beyond March 2014. We continue to employ 3 part time workers on this project.

Information technology/Communications/Logistics and Accommodation:

We have continued to make use of our expanded website and this gives us increased opportunities for further integration and communication with staff, volunteers, partners and those that we support. In February 2015 we engaged a new IT support provider BC Technologies. Following a server upgrade and investment in cloud based Office 365 our IT system has improved considerably. Integrated IT is an important factor as we have more remote working and links into other organisations. The Team now have access to a dedicated helpdesk for IT queries.

In addition during the course of the year trialling and purchasing new handsets and mobile phones has also improved internal and external communication.

We have also secured new laptops for those staff who will be working remotely. The year has seen a general improvement in the link between our communication systems and our IT.

In respect of our operational base in Windsor we have been able to agree an extension of our lease for a further 3 years from February 2015.

Funding:

The income we receive from our Service Level Agreement with the Royal Borough of Windsor and Maidenhead and the Windsor, Ascot and Maidenhead Clinical Commissioning Group contributes about 44% towards our running costs. The agreement was originally until the end of March 2015 but was extended initially to the end of September 2015 and then a further extension was granted to the end of March 2016. The anticipated commissioning in 2014/15 did not take place and a new timescale of commissioning activity is expected to begin in the autumn of 2015.

To raise additional funds, we must submit bids to appropriate funders (many of these bids are time limited and/or outcome specific), approach local companies, give talks about our work to local groups. This all takes time.

As has already been mentioned our Fundraiser, Azma Aziz, supported in the latter part of the year by her maternity leave cover Katherine Findlay have been successful in raising £60k which is an unstinting and continuous effort and task.

A very significant feature of the successful bid under the Children in Need fund and the partnership under the SCI project is that they both allow our activities to be developed, sustained and certain for a reasonable period of time.

During the course of the year we did receive significant contributions from:

- The Blagrave Trust
- MoD Community Covenant
- Royal British Legion
- MoD Education Support Fund
- Garfield Weston Foundation
- St James' Place foundation
- Big Lottery Funds for All

Our Community Enterprise has continued to advise us in identifying potential bids and assisting with some of the bids we have made.

Locally we were also supported by the Ascot Fire Brigade Trust, Schroder Trust, The Prince Philip Trust, The Shanly Foundation and the Windsor and Maidenhead Christian Trust. We were also delighted to be supported by a number of local fundraising efforts in particular at Holyport Village Fair, Centrica and Ascot Racecourse. We have received a legacy donation from Mrs Peggy Flew and a significant individual donation from Mr & Mrs Edgerton.

In January 2015 the Board also approved the introduction from April 2015 of the use of a software package (Xero) as a financial reporting system, together with paid services of an accountant. This will enable the Board and the Head of Services to be able to keep track of what will become a more complex system of budget allocation particularly under the SCI project. This is an important part of our being able to demonstrate our ability to integrate with other partners as well as a measure of our own efficiency. The Board wish to express their gratitude and thanks to Heather Cox who has provided accounting services to Family Friends for many years.

Services:

Families & Children Supported

We supported 158 families and 64 individual children. Just under 40% of our families self-referred to our services - an increase of 2% on last year. We experienced an increase in the number of families referred to us by other professionals beyond health, social care and education as a result of engaging and meeting with other local organisations to advertise our services.

Family Support Work Service

The team delivered PICADA programme (Positive Intervention for Children Affected by Domestic Abuse.) The 12 week group work ran for 6 children from January 2015. Funding from the Blagrave Trust will enable us to expand this to a 1 – 1 offer in 2015.

In autumn 2014 the team ran the 'Looking out for me' programme, targeted at children affected by parental mental health or substance misuse. Feedback from both groups was very positive. It is likely that there will be an increase in referrals from this area in the future.

The team have continued to use Triple P programme to support parents in 1-1 sessions.

Volunteers Service

We inducted 26 family support volunteers during the year and have an active cohort of 34 volunteers supporting families. The number of volunteers coming through the Borough wide local volunteer recruitment service has decreased slightly following the transition to Windsor & Maidenhead Get Involved service (which is an online registration service.) Family Friends have therefore proactively engaged with direct marketing for volunteers through leaflets to schools and registration with the national volunteer website 'Do-It' which has maintained the momentum of our recruitment. We continue to experience difficulties in finding sufficient volunteers who are able to support families during the late afternoon/evening time. We aim to ensure that the ethnic mix of our volunteers continues to reflect that of the community we serve in particular with the start of the Asian Families and Fathers project.

Our volunteer induction, including safeguarding and ongoing training will be reviewed again next year with the exploration of joint team and volunteer training and the use of e-learning modules. The mandatory First Aid training has been reviewed and a new provider has been sourced to enable more flexibility on access to training dates. It continues to be a requirement for new trustees to attend the volunteer induction training (4 trustees have attended training during the year.)

Army Families Project

The team have supported 103 children and families. The team continue to support families on a 1-1 basis and in addition we have seen a significant increase in community engagement activities during this period with the weekly Community Coffee morning attracting between 10-15 families each week on Broom Farm with organised activities for children and families to engage with.

'Tales in the Treehouse' has an average attendance of about 25 families a week. This is run in conjunction with the library outreach service in central Windsor as part of the Covenant funding to encourage army families to meet with families from the wider community and to access services offsite from Broom Farm to reduce isolation. The team also run a weekly drop in service for families in the community café on Thursday mornings.

Through the Schools Service Partnership funding, the team work closely with Alexander First School supporting the Family SEAL programme (Social and Emotional Aspects of Learning). They ran a weekly drop in and a Triple P parenting programme from January 2015. The pilot SCWAD (Supporting Children with Army Dads) programme developed by Family Friends proved successful with 2 courses run during this period. The material has been trialled with a younger age group of 5-6 year olds. The team plan to run 3 during the next year due to the popularity and 1 of these developed/trialled with parents.

We have strong partnerships with the HIVE information service, Army welfare and the welfare units of both Household Cavalry and the Coldstream Guards and Poppies Children's centre.

Asian Families and Fathers Project

The project started in mid-January 2015 with the recruitment of two part time team members. The team during this period has been busy networking with community leaders in and around the Riverside community, including the 2 Mosques, Hindu Krishna Society, Sikh Temple, Interfaith groups, churches, schools and community groups including Salvation Youth Trust. They have visited groups at the Children's Centre and met with local Asian businesses and the taxi drivers to gain feedback from fathers specifically. The team has developed a series of community engagement activities that will be taking place during 2015. The team will gain feedback from those

attending the activities to shape and develop services and further engagement activities. The Family Support Work role has started to receive referrals for 1-1 work. The team has been warmly received by the local community.

Appendix 3 includes a selection of comments from parents and children who have accessed our services over the period. This is an admirable testament to the hard work and dedication of staff and volunteers within Family Friends.

Links with the local partners, agencies and community

Our relationship with the local authority has continued to develop during this period in particular with the partnership working on the bid and set up phase of the Social Care Innovation Programme. RBWM and the local Clinical Commissioning Group have continued to financially support the work of Family Friends through the Service Level agreement.

Our fundraiser has been successful in creating links with a number of local organisations, WAM Get Involved and local grant making trusts and fundraising groups. These organisations are listed on our website.

Our Head of Service continues to develop strong relationships with the senior leadership team in the Children's services team at RBWM. Relationships with managers at the CCG have developed as well as DASH charity, Children's Centres, and Young Carers service. The Head of Service attends the Children and Young People's Partnership Board, Local Safeguarding Children's Board, One Borough Group, Domestic Abuse Strategy Group, Community & Voluntary Sector Group.

Treasurer's Report:

Family Friends retained an overall surplus for the financial year ended 31st March 2015 of £19,642.

Income including grants received during the year (after deduction of April 2014 opening balances of £38,237) was £157,290. £63,207 of this was grant income for the Army Families Project. The total amount raised through donations and fundraising events was £60,403. Together with the funds raised specifically for the Army Families project, this fundraising total is over £40,000 more than our original target. Many thanks must go to staff, volunteers and trustees who worked so hard in order to achieve this.

The Board decided to move its investments held in the CAF bank to two other banks paying a higher interest rate. One is a 100 day notice account paying 1.25% and the instant access charity deposit account at VirginMoney pays 1%. The CAF accounts were closed in April after both new accounts were activated.

We have agreed a new 3 year extension to our lease for our offices at The Lawns Nursery, albeit at a higher rent plus the cost of a proportion of the Nursery's utilities bills.

The work of the charity continues to expand and expenditure has been kept under good control during the year which resulted in the overall surplus. We have continued to invest in our infrastructure. We have, amongst other actions:

- updated our server and operational software;
- purchased new laptops for the Children in Need staff;
- increased the number of user licences for our client database.

With the advent of the Social Care Innovation project, the Board agreed to transfer our future accounts to a bespoke accounting package and to use the paid services of an accountant. These

year end accounts were prepared by Heather Cox, our ex volunteer Treasurer now living in Cardiff, to whom we are very grateful.

We are in a good position at the start of the new financial year with liquid funds of £152,583. This includes £90,000 held as a general reserve for ongoing activities and £24,191 for ongoing projects, leaving the remainder to benefit the charity's work in the next and forthcoming years.

We were saddened to hear of the death of Mr Daniel Moriarty MBE in November 2014. He had been the Independent Examiner for Family Friends for many years until May 2014 and had also given of his time to many other voluntary organisations in the area.

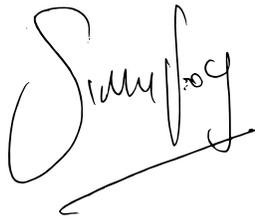
The above report has been prepared in accordance with the special provisions in part 15 of the Companies Act 2006.

The Treasurer's report was approved by the Board of Directors on 8 June 2015.

Our full accounts for 2014/15 are shown in **Appendix 1**.

The above report was approved by the Board of Directors on 8 July 2015 .

And signed on behalf of the Board by:

A handwritten signature in black ink, appearing to read 'Simon Foy', with a long horizontal stroke underneath.

Simon Foy QPM
Chair of Board of Trustees

Appendix 1:

**FAMILY FRIENDS IN WINDSOR AND
MAIDENHEAD**

Company registration Number: 7462339 (England and Wales)

Unaudited Financial Statements

Period of Accounts

Start date : 1 April 2014

End date : 31 March 2015

Family Friends in Windsor and Maidenhead

Accounts for year-ended 31st March 2015



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 Commission.

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

Trevor Bartlett FCMA CGMA

17th June 2015

Family Friends in Windsor and Maidenhead
Income and Expenditure Account
1 April 2014 to 31 March 2015

2013-14		2014-15
£		£
	Income	
	<u>Grants</u>	
108,753	Grants – RBWM / CCG	113,753
41,250	Grants – Army Families Project	63,207
14,442	Grants – Other	18,567
<u>164,445</u>		<u>195,527</u>
45,467	Donations and Fundraising	60,403
678	Interest	358
300	Other Income	617
<u>£210,890</u>	Total Income	<u>£256,904</u>
	Expenditure	
	<u>Staff Costs</u>	
177,113	Salaries	194,248
3,778	T&S – Coordinators	4,840
85	T&S – Volunteers	15
421	DBS Costs	612
<u>181,395</u>		<u>199,716</u>
	<u>Administrative Costs</u>	
2,868	Insurance	1,572
722	Payroll	1,003
0	Audit	0
5,400	Rent	4,150
310	Postage	402
2,019	IT Costs	5,760
2,197	Telephone & Communications	2,302
1,386	Stationery	2,756
261	Cleaning	29
392	Miscellaneous	1,469
<u>15,555</u>		<u>19,443</u>
	<u>Specific Fund Related Costs</u>	
1,346	Expenses - Meetings & Courses	2,283
50	Family Enrichment Payments	288
59	Activity Resources	2,901
1,172	Costs of Fundraising	164
<u>2,626</u>		<u>5,636</u>
	<u>Development Costs</u>	
3,320	Promotion & Printing	2,381
1,344	Training	3,650
440	Recruitment	2,163
<u>5,104</u>		<u>8,195</u>
<u>£204,681</u>	Total Expenditure	<u>£232,989</u>
3,059	Depreciation	4,273
<u>£ 3,150</u>	Surplus/(Deficit) for the Year	<u>£ 19,642</u>

The notes form part of these financial statements

Family Friends in Windsor and Maidenhead
Statement of Total Recognised Gains and Losses

1 April 2014 to 31 March 2015

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 2015

2014		2015
£		£
	Fixed Assets	
		<u>Cost</u>
		<u>Acc.De</u>
		<u>pr</u>
		<u>NBV</u>
		40,09
7,394	Computers	6 32,900
0	Equipment	6,650 6,450
0	Furniture	1,558 923
		48,30
7,394		4 40,273
		8,031
	Current Assets	
85,104	Cash Held on Deposit	125,429
45,505	Cash at Bank	27,154
		152,583
138,00		160,614
3		
	Less: Current Liabilities	
(25,00		
0)	Funding Received for Future Periods	(0)
(8,056)	Funds held for Restricted Projects	(41,207)
(5,181)	Creditors and Accrued Expenditure	(0)
		£119,40
£99,76		7
6		7
	Represented by:	
16,616	Accumulated Fund b/f	14,766
3,150	Surplus/Deficit for the Year	19,642
(5,000)	Transfer to Provision for Ongoing Activities	(5,000)
		29,407
14,766		90,000
85,000	Provision for Ongoing Activities	90,000
		£119,40
£99,76		7
6		7

For the year ending 31st March 2015, 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 financial statements were approved by the Board of Directors on 8 June 2015.

Signed on Behalf of the Board by:



Pat Laković

Director

8 June 2015

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

Shawbrook Bank
100 day notice Charity & Trust Account
Lutea House
Warley Hill Business Park
The Drive
Great Warley
Brentwood
Essex CM13 3BE

VirginMoney
Charity Deposit Account
Jubilee House
Gosforth
Newcastle upon Tyne
NE3 4PL

Independent Examiner

Mr Trevor Bartlett FCMA CGMA
30 Baring Road
Beaconsfield
Bucks HP9 2NE

The notes form part of these financial statements

Family Friends in Windsor and Maidenhead

Notes to the Financial Statements

For the year ended 31 March 2015

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 2014	36,280	6,350	764	43,394
Acquisitions	3,816	300	794	4,910
At 31 st March 2015	40,096	6,650	1,558	48,304
Depreciation				
At 1 st April 2014	28,886	6,350	764	36,000
Charge for year	4,014	100	159	4,273
At 31 st March 2015	32,900	6,450	923	40,273
Net Book Value				
At 31 st March 2015	£7,196	£200	£635	£8,031

3. Income and Expenditure Account

	2015	2014
	£	£
Opening Balance	14,766	16,616
Surplus/(Deficit) for the period	19,642	3,150
Transfer to Ongoing Activities Provision	(5,000)	(5,000)
Retained Surplus	£29,407	£14,766

Family Friends in Windsor and Maidenhead

Notes to the Financial Statements (continued)

For the year ended 31 March 2015

4. Provision for Ongoing Activities

The Provision for Ongoing Activities is an amount held to ensure that the activities of Family Friends 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 £90,000 this year – a level considered to be sufficient to fund six months of the charity's work.

5. Restricted Funds

Family Friends has utilised the following funds for restricted activities during the year ended 31st March 2015:

	Funds Held 1 April 2014	Funds Received	Expenditure	Funds Retained 31 March 2015
	£	£	£	£
Enrichment Activities	653	0	(653)	0
Safeguarding Training Fund	1,684	0	(245)	1,439
Army Families Project (formerly Schools Service Partnership)	0	63,207	(26,947)	36,260
Children in Need Grant	0	10,061	(6,553)	3,508
Awards for All	5,719	0	(5,719)	0
	<hr/> £ 8,056	£73,268	£(40,117)	£ 41,207 <hr/>

Family Friends in Windsor and Maidenhead

Notes to the Financial Statements (continued)

For the year ended 31 March 2015

6. Statement of Trustees' Responsibilities

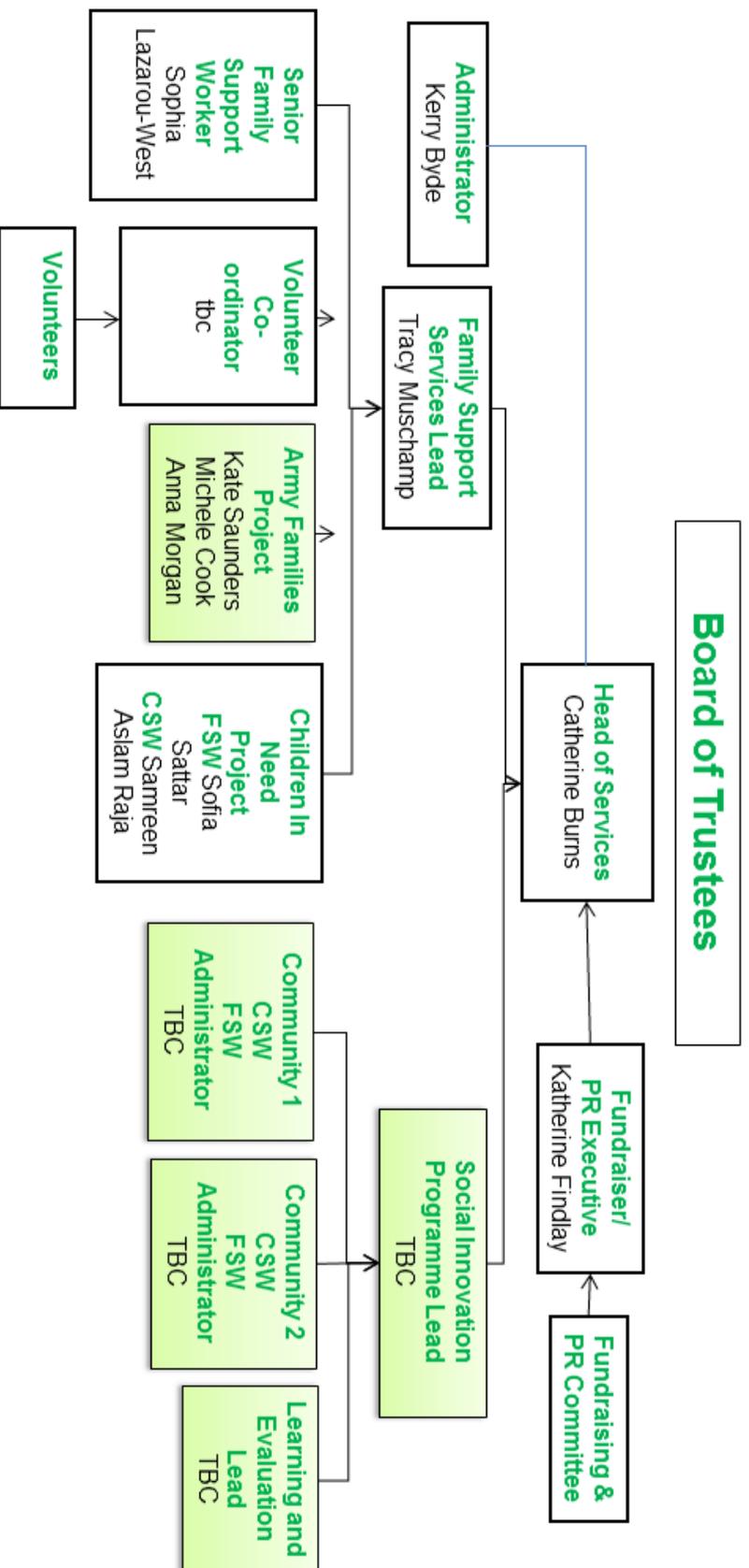
The Trustees, who are also directors of Family Friends for the purpose of company law, are responsible for preparing the Trustees' report and the accounts in accordance with applicable law and the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 Family Friends 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



Appendix 2:

Appendix 3 – testaments from parents and children in support of Family Friends:

INDIVIDUAL PARENTING

- It has helped me and my husband's relationship greatly and has had a real positive affect on our daughter. It has made me feel a lot more confident about dealing with our daughter's behaviour. It has really helped a lot. You have also helped with follow on support for our daughter and have been really understanding of my mental health issues. I can't thank you enough.
- A massive impact in terms of helping me regain control of some 'normality' of family life in terms of discipline, behaviour, expectations and acceptance that we will be okay. Thank you!
- My confidence with being a single parent and coping with 3 children has improved and I feel very focussed and structured. Our home rules are working and we have a very good home routine. I feel less stressed and very determined to continue the programme at home.
- I have been **so** impressed by the service from Family Friends. Sophia has been totally professional, yet warm and caring, with a real empathy and understanding which gave me confidence to open up and share all my concerns and "release my stress". I cannot praise and thank you enough for the difference you have made by assisting us and I'm extremely grateful for all your time and efforts. ☺
- We were under a lot of stress as a family and just were unable to see things clearly, so it was all very chaotic and emotional with lots of conflict escalations by the children and overreacting from our side. The sessions helped us as parents to gain confidence to deal with negative behaviour and to work together more effectively.
- We have found the service very valuable and has helped improve our quality of life. Tracy in particular is very dedicated and shows a genuine interest in the welfare of children and parents. She is never too busy to help and always offers a solution whatever the issue. We have moved on from disciplining our child, which only had a negative effect on his self-esteem, to positively encouraging good behaviour. We are all in a much happier place now.

INDIVIDUAL SUPPORT OF CHILD

- I learnt that just because a lot of people are worried about my sister, it doesn't mean they don't love me anymore. And I know more about my sister's situation (anorexia).
- I learnt how to keep safe
- Everything we did made me happy
- Made me understand, feel good about myself, be strong and help is always there and we are not on our own
- I liked meeting people who have a parent who has a mental health issue

- It has helped enormously at a point where I didn't know where else to turn. Knowing the children had support outside of the home really helped. It has helped my son to be able to talk about things. He had a lot to say and once he had done this, he felt better. It has also really helped for me to be able to talk to you and you have been really flexible with the support. It has been really positive. Thank you so much for everything, I really appreciate it.
- I think my son found a kind of emotional release with Family Friends. Someone to talk to and confide in that wasn't directly involved in the traumatic situation he found himself caught up in. It also - very importantly - made him realise that he wasn't 'abnormal' and that his feelings were to be expected and normal given the circumstances. Thank you!

- My son has almost 'matured' and learnt different ways of addressing situations. His self-esteem has improved greatly, as has his confidence.
- My son has grown in confidence and improved self-esteem. He is happy to share more information but also seems able to accept some things "Just happen, it's life" rather than being angry that he can't effect everything or change it. He seems to value people more. He is always excited when going to a session and happy afterwards.

VOLUNTEER SERVICE

- I think you are a brilliant organisation! D was great with the children. She was so supportive towards me but particularly enthusiastic with the children. We gelled immediately. Definitely made things easier for me, we came to really look forward to her visits.
- Somebody being with me got me over a bad patch. The volunteer didn't judge. I found the situation overwhelming and it helped having impartial, focused support.
- S support has allowed me and my baby to get out and utilise the facilities around us. That has been brilliant as it's given me a time to go out with him. The certainty of the support on a weekly basis has been really reassuring
- M was absolutely fab; she gave me that listening ear I needed. She really helped and was supportive when I was having problems with my mum. It was just brilliant having M. If it wasn't for you (Family Friends) getting involved and M coming on board and giving me that support, I think I would have ended up in the loony bin again. We have really appreciated Ms time and the whole experience.
- Gave me a lot more confidence being able to do the extra things with J, getting the exercises done which he needed for his development, such as rolling the ball along the floor, some of these things couldn't be done on my own and needed 2 people.