

Family Friends

A company limited by guarantee and not having a share capital

Annual Report and Accounts

31 March 2016

Company registration number 02863464

Charity registration number 1028214

Family Friends

(A company limited by guarantee and a charity)

Report and Accounts

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Family Friends

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Annual Report and Accounts

REFERENCE AND ADMINISTRATIVE INFORMATION

Directors/Trustees	Mrs E Jack - Chair Mrs V C Madel - Deputy Chair Mr A S Duncan FCA - Treasurer Mr C Madel Mrs T Bexon Ms J Hildebrand Mrs C Liley Mr G Smith (appointed 29th July 2015) Ms A Pillana (appointed 29th June 2015) Ms A Halsted (resigned 29th June 2015)
Chief Executive	Ms Flora Taylor
Registered Office	73 St Charles Square London W10 6EJ
Charity Registration number	1028214
Company Registration number	2863464
Bankers	CAF Bank Ltd 25 Kings Hill West Malling Kent ME19 4JQ Scottish Widows Bank plc PO Box 12757 67 Morrison Street Edinburgh EH3 8YJ
Auditors	Bullimores LLP Chartered Accountants Old Printers Yard 156 South Street Dorking Surrey RH4 2HF

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REPORT OF THE TRUSTEES AND DIRECTORS FOR YEAR ENDED 31ST MARCH 2016

Structure, Governance and Management

The trustees and directors present their report and accounts for the year ending 31st March 2016. Legal and administrative information set out on Page 1 forms part of this Report.

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 19th October 1993 and registered as a charity on 9th November 1993. The company was established under a Memorandum of Association, which established the objects and powers of the charitable company, and is governed under its Articles of Association. In the event of the company being wound up, members are required to contribute an amount not exceeding £10.

Trustee Selection and Organisation

The directors of the company are also charity trustees for the purposes of charity law and throughout this report are collectively referred to as trustees. The trustees are appointed by the board of trustees as and when required. The board of trustees is of approximately 8-9 members and meets 5/6 times each year. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity, with a staff of four others. The trustee board consisted of the following members throughout the year: Elizabeth Jack (Chair), Victoria Madel (Deputy Chair), Angela Halsted (resigned on 29th June 2015), Chris Madel, Clare Liley, Tina Bexon, Judy Hildebrand, Andrew Duncan (Treasurer), George Smith (appointed 29th July 2015) and Arberie Pllana (appointed 29th July 2015). To better inform our work, the trustee board includes a current and former volunteer and a former service user.

Risk Management

The trustees have examined the major strategic and operational risks that the charity faces and confirm that systems have been put in place to enable regular reports to be produced so that steps can be taken to lessen these risks.

Elective Resolution

A resolution has been passed to dispense with the holding of an Annual General Meeting and the laying of accounts before the General Meeting. Members are entitled to call for a meeting to be held by giving notice to the company not later than three months before the end of the year.

Objectives and Activities

The charity's objectives as set out in its Memorandum of Association are the relief of children or parents in despair and distress and the prevention of emotional and physical abuse of such children. The aims of the charity are to give long-term befriending and mentoring support to parents and children in need through trained volunteers. The charity helps families find their strengths in order to make positive changes in their lives. The charity's mission is 'to help families to help themselves'.

In furtherance of these objectives, Family Friends recruits, trains and oversees a support network of individual volunteers to make friends with and give practical and emotional help to the families with young children who, in the opinion of the charity, are in need of assistance. In accordance with this, 70 families were supported between April 2015 and March 2016, affecting a total of 242 people. Having considered the Charity Commission's guidance on public benefit, the trustees believe that the charity's activities fall within this definition.

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Level of Support Services

Family Friends operates in the Royal Borough of Kensington & Chelsea (RBKC), the London Borough of Hammersmith & Fulham (LBHF) and the London Borough of Brent (LBB). The charity offers befriending and mentoring services to families-in-need through a 12-month volunteer home-visiting scheme.

Family Friends has worked with families in Kensington & Chelsea since 1993, in Hammersmith & Fulham since 2007 and Brent since 2015. It operates two services - Parent Befriending, where support is given to a parent with a child under 16 years, and Child/Adolescent Befriending & Mentoring, where support is given to a child, adolescent or group of siblings aged 5-16 years.

During the year, we supported 70 families, compared to 72 in 2014-15 and 72 in 2013-14. We gave support to our first family in Brent, a parent, during the year. We continue to limit our Parent Befriending activity in Hammersmith & Fulham due to the lack of council funding although our Child Befriending service is flourishing through funding from the Big Lottery.

The 70 families were given support through the following Family Friends services:

- 16 families in Kensington & Chelsea via our Child/Adolescent Mentoring & Befriending scheme which helps children/adolescents/groups of siblings aged 5-16 years.
- 24 families in Kensington & Chelsea via our Parent Befriending scheme which helps families with a child under the age of 16.
- 26 families in Hammersmith & Fulham via our Child/Adolescent Mentoring & Befriending scheme which helps children/adolescents/groups of siblings aged 5-16 years.
- 3 families in Hammersmith & Fulham via our Parent Befriending scheme which helps families with a child under the age of 16.
- 1 family in Brent via our Parent Befriending scheme which helps families with a child under the age of 16.

The Services Programme

The services programme was run as follows during the year. After receiving a referral, a member of the services team made a home-visit to the family and assessed their suitability for the support. It is a prerequisite of Family Friends that all families request the support and that they wish to make 'positive' changes in their lives. Each trained volunteer was carefully matched to a family member/s and introduced by the services team. Volunteers visited families in their homes for two hours each week, for a period of up to a year, to provide regular, dependable support. Each programme of support was targeted to the individual needs of the supported family member, providing practical and emotional support to enable them to build confidence, resolve difficulties and achieve their full potential.

The programme was managed by weekly telephone or email supervision by the services team to volunteers, with all details logged, with face-to-face supervision if required. Volunteers were required to attend ongoing training at support group meetings, held four times a year. Volunteers and families received monthly newsletters containing useful information e.g. local health resources, parenting classes, employment advice, activities, etc. All volunteers are given access to a password protected section of the Family Friends website which contains resources for managing situations and ideas for activities.

Services staff gave office support to families for applications for grants towards home essentials, holidays and child care costs to enable them to return to education or work. Where necessary, staff accompanied families to child protection conferences and provided advocacy at meetings with schools.

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At the outset, the service user chooses goals that he or she aimed to achieve via the programme and staff visited families at home to review progress after two and eight months. Goals were also reviewed at the home assessment carried out by staff at the close of the programme. Goals relate to health, wellbeing, parenting, the home, school, personal development, child development, developing routines and economic development. Goals chosen are SMART e.g. specific, measurable, attainable, relevant and timely.

Description of Supported Families

Supported families were all reliant on some form of social benefit and faced a number of issues including: poverty; inadequate housing; mental health problems; social isolation; disability; refugee/asylum seeker/immigrant status; a history of domestic violence or substance abuse; and parenting orders. Referred children/adolescents faced issues including: disability; victimisation/bullying; school exclusion; behaviour problems; being a Young Carer; special needs; and little or no contact with one or other parent. In 43% of all cases, there was a family member with a disability.

The profile of supported families was 84% from BME (Black, Minority or Ethnic) groups and 73% were single parent households. Just over 40% of families lived in Hammersmith & Fulham. The majority of the work is in the north of the RBKC and LBHF boroughs (71% of supported families) where the main areas of multiple deprivation lie, including Golborne ward, one of the most deprived London wards according to the Greater London Authority.

Brent Expansion

As part of our long term strategy and in accordance with our 2014-2017 Strategic Plan, in the year to 31st March 2016, Family Friends began a pilot scheme for the Parent Befriending service in neighbouring Brent, focusing on the South East part of the borough. The scheme was given the support of Brent Council and we began work with our first Brent family in the year. John Lyon's Charity has generously subsequently pledged additional funding towards the project's expansion over a three year period.

Referrals

The percentage of referrals from social workers (including children with disabilities teams) was 39% and from Early Help services it was 17%. The percentage of referrals from Health Visitors fell from 23% to 11% whilst the percentage from schools rose from 11% to 23% over the year. The remaining 10% came from a wide range of sources including mental health, nurses and other voluntary organisations. In the year, we conducted an audit of a cross section of our referrers to help better inform our work. Referrers were generally very positive and some of the words used to describe the service included 'a valuable resource, accessible, supportive, professional, necessary, caring, non-judgmental, simple and effective'. Some of the feedback we received has been incorporated into our practise.

Raising Awareness

In the year, staff gave presentations to the following referral agencies/teams: St Cuthbert's with St Matthias CE Primary School & Earl's Court Children's Centre, Health Visitors of Emperors Gate Health Centre, Hammersmith & Fulham Family Assist Team, CAMHS therapists at Parkside Clinic, Violet Melchett Health Visitors, K&C Health Trainers, Chelsea Theatre, Venture Centre, Barlby Primary School, Sion Manning School, Ashburnham Primary School, Latimer Tri Borough Alternative Provision, Holy Trinity Primary School, St Charles Catholic Primary School and Brent Family Solutions.

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Staff participated at events and met organisations including: Junior League of London – Holiday Hampers reception, St Cuthbert, Desta Health Consortium, Borough Voluntary Organisations Event, Go Golborne, RBKC Health and Wellbeing Forum, RBKC North and South Children’s Centre TACC Meetings, Early Help Advisory Board, Early Help Partnership Board, West London Zone, West London Action for Children, Best Start in Life Working Group, On Track Working Group, RBKC NHS Time To Talk, Westminster Befriend a Family, Hammersmith United Grants Conference, Development Manager Gypsies & Travellers, LBHF Young Persons Board, RBKC Public Health Commissioning Conference and Children & Mental Health NHS Commissioning Group.

Staff ran stalls at Volunteer Recruitment Fairs in RBKC and LBHF. Staff and Trustees ran an Open Hour Information Session to which all professionals were invited to learn more about Family Friends. Trustees attended a reception to celebrate HRH The Queen becoming our Longest Serving Monarch at the invitation of the Mayor.

Volunteers

During the year, Family Friends made use of 53 volunteers to support the 70 families. In recognition of their work, three volunteers received ‘Make a Difference’ awards from the Kensington & Chelsea and Hammersmith & Fulham Volunteer Centres. The volunteers ranged in age from 23 to 72 and the average age was 42. Of the total number of volunteers, 60% were from Black, Minority or Ethnic groups. Volunteers were predominantly female, but Family Friends attracted 8 male volunteers.

Volunteer Recruitment and Training

During the year, Family Friends ran four volunteer induction training courses, with 30 volunteers graduating. Family Friends has a thorough volunteer recruitment procedure, where candidates are screened by enhanced police checks and references, and assessed for their suitability for working with families and commitment to the programme. The volunteer induction training runs for 14 hours over two consecutive Saturdays. Training is compulsory for all volunteers.

Four on-going volunteer training sessions were run during the year on the following topics: Donna Kelly from Hammersmith & Fulham Mind ran a *Mental Health Awareness* training, Liz Warren of SE2 gave a training on *Healthier Homes*, Lucille Brown of Incredible Years Parenting Programme ran her popular session on *Managing Behaviour and Discipline* and our staff provided a workshop on *Using Solution Focused Techniques with Families*. We bring in outside speakers where possible to facilitate workshops at our volunteer support group meetings where volunteers have the opportunity to share learning experiences with their peers.

Male Outreach Worker

A male outreach worker position was created and recruited for, kindly funded by The John Armitage Charitable Trust. The post has enabled Family Friends to provide a male mentor to six families who have boys.

Garden Party at Buckingham Palace

Staff and trustees from Family Friends attended a Garden Party at Buckingham Palace at the invitation of The Queen on 28th May 2015. The invitation came following The Duchess of Cambridge’s visit to Family Friends in January 2015.

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Impact

Family Friends' programmes have a big impact on parents' confidence, family management and personal development. Our programmes also have considerable impact on childrens' key relationships with family and friends and their interactions with school and the local areas in which they live.

Staff and families monitor the results of the programme using a questionnaire and scale which covers a series of outcome areas. Families choose which areas they wish the programme to focus on and mark how they consider they are currently doing on the scale. This is reviewed at ongoing assessment visits by staff including an assessment at the end of the programme. The table below shows the results of the 30 final assessments conducted during the year. Under the Child Befriending scheme, this covered 15 children from 14 families and under the Parent Befriending scheme, this covered 15 families. 100% of families made improvements in at least one topic. Statistics are given for each category in which support was requested.

Parent Befriending

Child/Adolescent Befriending & Mentoring

Category	Percentage who report improvements (%)	Category	Percentage who report improvements (%)
How you Feel	93	School	93
Confidence in Parenting	79	Family and Friends	100
At Home	75	Being Healthy	83
Being Healthy	83	At Home	90
Personal Development	67	How you Feel	87
Using Your Local Resources	93	Using Your Local Area	93
Family and Friend Relationships	75		
Child's Health	91		
How Your Child Feels	88		
Parent & Child Time Together	80		

From feedback from families in the year, we can report the following positive changes took place:

- One parent no longer feels depressed, one parent is better managing her son's autistic symptoms by altering his travel and diet. One parent is going on parenting courses to improve their parenting skills. One parent improved her relationship with her mother.
- One parent feels calmer and less nervous and panicky, another feels stronger and more confident - especially when talking to professionals - and another parent believes she is more resourceful. One mum felt more confident to request a new social worker due to relationship breakdown and one mum approached her MP regarding her housing situation and from there submitted an accelerated housing application for alternative accommodation due to severe structural and damp issues with her home.

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- Four parents decluttered their home, one decluttered her home and sold her second hand items at a car boot sale, one parent got a dining room table so that they could eat with their daughter and another parent got new flooring and handles for the kitchen.
- One mum got a grant for a new cooker and washing machine, one mum received a grant for two new cribs for her new born twins, one child received a £300 grant for a new school uniform when she transitioned to secondary school and one mum received a grant for a washing machine, 2 children's beds and desks.
- Three parents adopted a healthier diet after some research, one parent started to check their blood levels to see if their cholesterol had gone down, another one went to the opticians to help improve their eye sight and two started to see their dentist. One mum was able to access support through the RBKC crèche workers who provided daily child care while she recuperated from a serious operation.
- One parent developed more IT skills, two started to search and apply for jobs online, three improved their English and one is planning to start her own business. One mum went on the children's centre volunteering certificate course.
- One mum got accepted for a business course in Kensington & Chelsea college and successfully organised child care so she is able to attend.
- Three parents left their flats more regularly and discovered local parks, they also became more familiar with London. One found a nursery for her child, one visited her local libraries and one visited the V&A museum. One mum was introduced to her local children's centre and attended it regularly.
- One parent found counselling for their son, two providing healthier meals while one parent is cooking together with their child to focus on their healthy eating.
- One parent arranged family meetings to improve relationships within the family, two got more books to read with their child, one tried rock climbing with their child and one joined parenting-child exercise classes to spend more time together.
- One child got better at maths, another is reading better, one produced good SAT results and one improved their handwriting and spelling. Four children's behaviour at school got better where they also started to see improvements to their school reports. One child created a diary to remember to complete their homework and one child received the Marshall Wace Award.
- Three children made more friends, two said they understood and got on better with people, one argued less with their grandmother and one was fighting much less with their siblings, one child claimed to be more helpful around the house.
- Five children learnt to cook and eat healthier foods, one began to eat breakfast before school even if it meant having it on the bus, one stopped smoking. Several became more physically active with three getting better at swimming, two playing football, one joining a football club, one joining a boxing club and another learnt to ice-skate.
- Five children reported they felt more confident, one found it easier to deal with problems, another one found it easier to make the right choices, one improved their communication skills which gave them more confidence and two become more social in groups, one child learnt to stand up to bullies and where to go for help if she was bullied.

Staff Induction, Training and Supervision

As at 31st March 2016, there were 2 full-time and 3 part-time posts within the organisation. Staff/trustees continually review and enhance skills with training undertaken in the following areas: Good Practice Volunteer Consultation at the RBKC Volunteer Centre, Five to Thrive Training, Safer Recruitment Training, RBKC Data Protection Training, RBKC Domestic Violence Training, Multi Agency Safeguarding & Child Protection Training, Fire Marshall Training and Barnardo's *What Makes a Good Childhood*.

Services staff received monthly supervision from UKCP registered Systemic & Family Psychotherapist Galit Haviv-Thomas on issues faced by families and volunteers.

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REPORT OF THE TRUSTEES AND DIRECTORS FOR YEAR ENDED 31ST MARCH 2016

Hampers

Hampers were delivered to 30 families supported by Family Friends on 17th December 2015. The hampers contained items of food, toys, books and toiletries brought together and assembled for each individual family by The Junior League of London. Community Recycling agency Furnish arrange the storage of the hampers and provided staff and vans for their delivery. We had additional donations from Bookstart, LAW Ltd and a local resident which were greatly appreciated.. Family Friends is extremely grateful to both The Junior League of London and Furnish for allowing us to treat our families in this way.

Going Concern

Family Friends has funding contracts for the next 12 months and in order to help guarantee the service programmes to existing clients, Family Friends has a level of unrestricted reserves. The trustees believe that Family Friends will be able to maintain cash flows for the foreseeable future and as a result the going concern basis of accounting has been adopted.

Financial Review

Funding and Fundraising

The Statement of Financial Activities shows net expenditure for the year of £393 (2015: £1,484). An increase in income from £211k last year to £245k has enabled the trustees to increase the support given to our core charitable activities whilst maintaining total funds unchanged at £148k. The bulk of total funds are represented by unrestricted funds with only £28,551 of restricted funds that must be expended on work specified by the donor.

During the year, Family Friends received further commissioned funding from RBKC Public Health and RBKC Family & Children's Services towards the Parent Befriending (0-16 years) and Child/Adolescent Befriending & Mentoring (5-16 years) schemes. In addition, Brent Council donated towards the pilot scheme in Brent.

Family Friends received funding for the financial year from the following organisations and individuals who kindly donated funds towards our work:

For the Child/Adolescent Befriending & Mentoring scheme, The Big Lottery Reaching Communities Fund contributed to the costs of the scheme in Hammersmith & Fulham and BBC Children In Need donated towards the salaries of both the Administrator and Family & Volunteer Co-ordinator across Hammersmith & Fulham and Kensington & Chelsea. Hammersmith United Charities and The Girdlers Company Charitable Trust gave funding towards the costs of our work across both schemes in Hammersmith. The Kensington & Chelsea Foundation in partnership with DMGT plc, The John Armitage Charitable Trust and The CMF Charitable Trust donated towards the Parent Befriending and Child/Adolescent Befriending & Mentoring schemes in Kensington & Chelsea. The Hollick Family Charitable Trust also donated towards the cost of these schemes in Kensington & Chelsea. The Grove Trust donated towards support for families living in W10 and W11. Lloyds Bank Foundation donated towards the Parent Befriending scheme across both boroughs. John Lyon's Charity, Dischma Charitable Trust and Douglas-Morris Charitable Trust donated towards the costs of both schemes across both boroughs. Treebeard Trust gave unrestricted funding. The John Armitage Charitable Trust paid the salary costs of the Male Support Worker. Great thanks go to La Petite Ecole Francaise, Waitrose West Kensington, Buttle UK, Kensington & Chelsea Nursing District Trust, Sally Clifton-Brown, Judy Francis, Toni Sharpe and Mrs P. MacLeod for their kind donations.

Family Friends is grateful to all funders – the support of families would not be possible without their generosity.

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Reserves Policy

Family Friends has a policy on unrestricted reserves as follows: 'in order to help guarantee the completion of service programmes to existing clients, Family Friends has a reserve policy of maintaining a minimum unrestricted reserve of 30% of its annual gross expenditure budget'.

Unrestricted reserves as at 31st March 2016 total £119,243 which represents 49% of current expenditure and therefore comply with this policy.

Statement of Trustee Responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

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

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to disclosure of information to auditors

So far as the trustees are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the charity's auditors are unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 17th October 2016 and signed on its behalf by:



.....
Elizabeth Jack (Chair)

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AUDITOR'S REPORT TO THE TRUSTEES OF FAMILY FRIENDS

Independent Auditors' Report to the Trustees of Family Friends

We have audited the financial statements of Family Friends for the year ended 31st March 2016 which comprise the Statement of Financial Activities, the Summary Income and Expenditure, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity's trustees, as a body, in accordance with Section 145 of the Charities Act 2011 and the regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective Responsibilities of Trustees and Auditor

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

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly we have been appointed as auditors under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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

Scope of the Audit of the Financial Statements

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

Opinion on Financial Statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2016 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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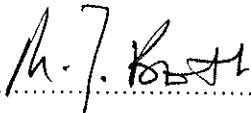
AUDITOR'S REPORT TO THE TRUSTEES OF
FAMILY FRIENDS

Matter on which we are Required to Report by Exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements;
- the charitable company has not kept adequate accounting records;
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Signed



Date

19th October 2016

Margaret Brett FCA (Senior Statutory Auditor)
For and on behalf of Bullimores LLP
Old Printers Yard
156 South Street
Dorking
Surrey RH4 2HF

Family Friends

Statement of financial activities

(incorporating an income and expenditure account)

For the year ended 31 March 2016

	Note	Unrestricted £	Restricted £	2016 Total £	2015 Total £
Income from:					
Donations and legacies	3	14,576	158,674	173,250	130,427
Charitable activities:	4				
Befriending & Mentoring Services		-	67,786	67,786	77,750
Other trading activities	5	2,932	-	2,932	1,872
Investment income	6	573	-	573	484
Other income		-	-	-	-
Total income		18,081	226,460	244,541	210,533
Expenditure on:					
Raising funds	7	11,629	16,034	27,663	25,639
Charitable activities:	7				
Befriending & Mentoring Services		-	217,271	217,271	174,465
Other		-	-	-	11,913
Total expenditure		11,629	233,305	244,934	212,017
Net (expenditure) for the year	8	6,452	(6,845)	(393)	(1,484)
Transfers between funds		-	-	-	-
Net movement in funds		6,452	(6,845)	(393)	(1,484)
Reconciliation of funds:					
Total funds brought forward		112,791	35,396	148,187	149,671
Total funds carried forward		119,243	28,551	147,794	148,187

All of the above results are derived from continuing activities.

There were no other recognised gains or losses other than those stated above.

The attached notes form part of these financial statements.

Family Friends
Balance sheet
As at 31 March 2016

	Note	2016 £	2016 £	2015 £	2015 £
Fixed assets:					
Tangible assets	11		2,377		1,446
Current assets:					
Debtors	12	16,862		6,813	
Cash at bank and in hand	16	170,427		218,219	
		<u>187,289</u>		<u>225,032</u>	
Liabilities:					
Creditors: amounts falling due within one year	13	41,872		78,291	
Net current assets			<u>145,417</u>		<u>146,741</u>
Total assets less current liabilities			<u>147,794</u>		<u>148,187</u>
Funds					
Restricted funds	15		28,551		35,396
Unrestricted funds:					
General funds		119,243		112,791	
Total unrestricted funds		<u>119,243</u>		<u>112,791</u>	
Total funds			<u>147,794</u>		<u>148,187</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2016.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2016 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

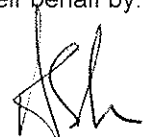
These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the trustees on 17th October 2016 and signed on their behalf by:



Elizabeth Jack
Chair



Andrew Duncan FCA
Treasurer

Company registration no. 02863464

The attached notes form part of the financial statements.

Family Friends

Notes to the financial statements

For the year ended 31 March 2016

1 Accounting policies

a) Basis of preparation

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

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

The charitable company is exempted from preparing a cash flow statement due to the early adoption of the exemption available to the charities with income less than £500,000.

b) Reconciliation with previously Generally Accepted Accounting Practice (GAAP)

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 a restatement of comparative items was required. The transition date was 1 April 2014.

At the date of transition in applying the requirement to recognise liabilities arising from employee benefits, a liability was considered to be non material for short-term compensated absence arising from employee entitlement to paid annual leave. No initial liability was recognised at the date of transition and no restatements were required.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Key judgements that the charitable company has made which have a significant effect on the accounts include estimating the liability from multi-year grant commitments. The trustees do not consider that there are any sources of estimation at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when:

- (1) the charity has entitlement to the funds
- (2) any performance conditions attached to the income have been met
- (3) it is probable that the income will be received
- (4) the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

e) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

f) Interest receivable

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

g) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

1 Accounting policies (continued)

h) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services, exhibitions and other educational activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include office costs, finance, personnel, payroll and governance costs which support the Trusts programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 7.

j) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Office equipment	33% straight line basis
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k) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

l) Cash at bank and in hand

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

m) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

n) Pensions

Employees of the charity are entitled to join the Pensions Trust Pension Scheme which is funded by contributions from employees and the charity as employer. The pension charge recorded in these accounts is the amount of contributions payable in the accounting year.

Family Friends
Notes to the financial statements
For the year ended 31 March 2016

2 Detailed comparatives for the statement of financial activities

	2015 Unrestricted £	2015 Restricted £	2015 Total £
Income from:			
Donations and legacies	2,208	128,219	130,427
Charitable activities:			
Family & Childrens Services	-	77,750	77,750
Other trading activities	1,872	-	1,872
Investments	484	-	484
Other income	-	-	-
Total income	4,564	205,969	210,533
Expenditure on:			
Raising funds	3,882	21,757	25,639
Charitable activities:			
Family & Childrens Services	-	174,465	174,465
Other	11,913	-	11,913
Total expenditure	15,795	196,222	212,017
Net movement in funds	(11,231)	9,747	(1,484)
Total funds brought forward	124,022	25,649	149,671
Total funds carried forward	112,791	35,396	148,187

3 Income from donations and legacies

	Unrestricted £	Restricted £	2016 Total £	2015 Total £
Donations				
BBC Children In Need	-	10,000	10,000	10,000
Big Lottery Fund Grant	-	39,606	39,606	36,219
Buttle UK	-	980	980	-
The CMF Charitable Trust in Partnership with The Kensington & Chelsea Foundation	-	3,000	3,000	3,000
DMGT plc in Partnership with The Kensington & Chelsea Foundation	-	10,000	10,000	10,000
Dischma Charitable Trust	-	2,000	2,000	-
Douglas Morris Charitable Trust	400	-	400	-
Fundraising Event/Challenges	-	-	-	47
The Girdlers Company Charitable Trust	-	4,583	4,583	2,500
The Grove Trust	-	25,000	25,000	25,000
Hammersmith United Charities	-	6,000	6,000	-
The Hollick Family Charitable Trust	-	15,000	15,000	15,000
Individual Donations	4,176	-	4,176	2,161
John Armitage Charitable Trust	-	20,505	20,505	2,000
John Lyons Charity	-	12,000	12,000	12,000
Lloyds TSB Foundation	-	10,000	10,000	10,000
The Mercers Trust	-	-	-	2,500
Treebeard Foundation	10,000	-	10,000	-
	14,576	158,674	173,250	130,427

Family Friends

Notes to the financial statements

For the year ended 31 March 2016

4 Income from charitable activities

	Unrestricted	Restricted	2016 Total	2015 Total
	£	£	£	£
Befriending & Mentoring Services				
Royal Borough of Kennington & Chelsea F & C Services	-	34,500	34,500	48,875
Royal Borough of Kennington & Chelsea Public Health	-	28,286	28,286	28,875
London Borough of Brent	-	5,000	5,000	-
Total for Befriending & Mentoring Services	-	67,786	67,786	77,750
Total income from charitable activities	-	67,786	67,786	77,750

5 Income from other trading activities

	Unrestricted	Restricted	2016 Total	2015 Total
	£	£	£	£
DBS check fees	2,932	-	2,932	1,872
	<u>2,932</u>	<u>-</u>	<u>2,932</u>	<u>1,872</u>

6 Income from investments

	Unrestricted	Restricted	2016 Total	2015 Total
	£	£	£	£
Bank interest	573	-	573	484
	<u>573</u>	<u>-</u>	<u>573</u>	<u>484</u>

Family Friends

Notes to the financial statements

For the year ended 31 March 2016

7 Analysis of expenditure

	Basis of allocation	Cost of raising funds £	Charitable Activities		Support costs £	Governance costs £	2016 Total £	2015 Total £
			Befriending & Mentoring Services £					
Staff costs	Staff time	16,034	136,289		-	8,017	160,340	145,048
Direct costs	Direct	4,244	18,206				22,450	19,264
Premises costs	Staff time			12,089			12,089	14,400
Staff recruitment/training	Staff time			9,708			9,708	7,198
Office costs/comms	Staff time			27,351			27,351	17,344
Depreciation	Staff time			1,869			1,869	935
Audit & accountancy fees	Staff time				11,114		11,114	7,815
Other governance costs	Staff time				13		13	13
		20,278	154,495		51,017	19,144	244,934	212,017
Support costs		5,370	45,647	(51,017)			-	-
Governance costs		2,015	17,129			(19,144)	-	-
Total expenditure 2016		27,663	217,271	-	-	-	244,934	212,017
Total expenditure 2015		25,639	174,465	-	-	11,913	212,017	

Of the total expenditure, £11,629 was unrestricted (2015: £15,795) and £233,305 was restricted (2015: £196,222).

Family Friends
Notes to the financial statements
For the year ended 31 March 2016

8 Net expenditure for the year

This is stated after charging:	2016	2015
	£	£
Depreciation	1,869	935
Auditors' remuneration:		
Audit fees	3,960	3,960
Amounts paid under operating leases - Rent	10,429	9,384

9 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:	2016	2015
	£	£
Salaries and wages	142,109	129,636
Social security costs	14,373	12,216
Employer's contribution to defined contribution pension schemes	3,858	3,196
	<u>160,340</u>	<u>145,048</u>

No employee received emoluments of more than £60,000.

The total employee benefits including pension contributions of the key management personnel were £160,340 (2015: £145,048).

The charity trustees were not paid or received any benefits from employment with the Trust in the year (2015: £nil) neither were they reimbursed expenses during the year (2015: £nil). No charity trustee received payment for professional or other services supplied to the charity (2015: £nil).

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2016	2015
	No.	No.
Charitable activities	4.5	4
	<u>4.5</u>	<u>4</u>

10 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

Family Friends
Notes to the financial statements
For the year ended 31 March 2016

11 Tangible fixed assets	Office equipment £	Total £
Cost		
At the start of the year	16,002	16,002
Additions in year	2,800	2,800
At the end of the year	<u>18,802</u>	<u>18,802</u>
Depreciation		
At the start of the year	14,556	14,556
Charge for the year	1,869	1,869
At the end of the year	<u>16,425</u>	<u>16,425</u>
Net book value		
At the end of the year	<u>2,377</u>	<u>2,377</u>
At the start of the year	<u>1,446</u>	<u>1,446</u>

All of the above assets are used for charitable purposes.

12 Debtors	2016 £	2015 £
Trade debtors	12,286	6,000
Other debtors	2,712	-
Prepayments	1,864	813
Accrued income	-	-
	<u>16,862</u>	<u>6,813</u>

13 Creditors: amounts falling due within one year	2016 £	2015 £
Trade creditors	1,156	182
Taxation and social security	5,833	3,831
Other creditors	460	392
Accruals	6,151	6,386
Deferred income	28,272	67,500
	<u>41,872</u>	<u>78,291</u>

Deferred income	2016 £	2015 £
Balance at the beginning of the year	67,500	65,500
Amount released to income in the year	(67,500)	(52,500)
Amount deferred in the year	28,272	54,500
Balance at the end of the year	<u>28,272</u>	<u>67,500</u>

Deferred income comprises of grants received in the current year which relate to future periods.

14 Analysis of net assets between funds	General unrestricted £	Restricted £	Total funds £
Tangible fixed assets	2,377	-	2,377
Net current assets	116,866	28,551	145,417
Net assets at the end of the year	<u>119,243</u>	<u>28,551</u>	<u>147,794</u>

Family Friends

Notes to the financial statements

For the year ended 31 March 2016

15 Movements in funds

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Befriending & Mentoring Services	35,396	226,460	233,305	-	28,551
Total restricted funds	35,396	226,460	233,305	-	28,551
Unrestricted funds:					
General funds	112,791	18,081	11,629	-	119,243
Total unrestricted funds	112,791	18,081	11,629	-	119,243
Total funds	148,187	244,541	244,934	-	147,794

Purposes of restricted funds: Befriending and mentoring services.

The income of the charity includes grants received for specific restricted projects. The trustees' report includes a description of the activities of each project.

16 Analysis of cash and cash equivalents

	At 1 April 2015 £	Cash flows £	Other changes £	At 31 March 2016 £
Cash at bank and in hand	218,219	(47,792)	-	170,427
Total cash and cash equivalents	218,219	(47,792)	-	170,427

17 Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Property 2016 £	2015 £
Due within one year	10,220	10,220
Due within two to five years	7,665	17,885
	17,885	28,105

During the year, a lease agreement was entered into for the offices at 73 St Charles Square starting on 1st January 2015 with a break clause of 1st January 2018 at a rent of £10,220 per annum.

18 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the charity being wound up.

19 Related party transactions

There are no related party transactions to disclose for 2016 (2015: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.