

FAMILY FRIENDS IN WINDSOR AND MAIDENHEAD

**Company registration Number: 7462339 (England and Wales)
Registered charity number 1141145**

Report of the Trustees and Unaudited Financial Statements

Period of Accounts

Start date : 1st April 2015

End date : 31st March 2016

FAMILY FRIENDS IN WINDSOR AND MAIDENHEAD

Company Information for the year-ended 31st March 2016

Directors:

Dianne Fletcher
Catherine Hollingsworth
Janet Rose
Patricia Laković
Judith Littlewood
Simon Foy
Helga Zink
Eram Dodhy
Helen Meanwell

Registered Office:

The Lawns Nursery School
Imperial Road
Windsor
SL4 3RU

Company Registration Number:
Registered Charity Number:

7462339 (England and Wales)
1141145

FAMILY FRIENDS IN WINDSOR AND MAIDENHEAD

TRUSTEES' ANNUAL REPORT

For year ended 31st March 2016

Family Friends is a small but growing charity, set up in 1995, based in the Royal Borough of Windsor and Maidenhead. In the past year we have continued to carry out our core work of supporting families, working with a wider range of partnerships, 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 was the occasion of our 20th anniversary. At our AGM in July 2015 we celebrated this remarkable achievement, and were delighted to be joined at the event by many of the people whose inspiration and efforts over many years had made us the organisation we are so proud to be. We celebrated with and thanked all those who had worked to support families for two decades.

In September 2015 we were delighted to be recognised as ‘The Charity of the Year’ under the Royal Borough of Windsor and Maidenhead Voluntary Sector awards. Our volunteers also received a commendable second place for ‘Team of the Year’ under the same competition. We have much to be proud of in the work that our people do.

Governance:

Directors

The Directors shown below have held office during the whole period from 1st April 2015 to 31st March 2016:

- Patricia Laković
- Janet Rose
- Helga Zink
- Dianne Fletcher
- Judith Littlewood
- Eram Dodhy

- Catherine Hollingsworth
- Helen Meanwell
- Simon Foy

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.

- Richard Germain (30 November 2015)
- George Fussey (30 November 2015)

Simon Foy has been Chair of the Board of Trustees since December 2014. His predecessor, Pat Laković has continued as an active and committed trustee and performs the vital role of chairing the Finance Committee.

The Board has met on six occasions during the year and has had to devote considerable care and consideration as Family Friends continues to develop the way that it works – particularly with other partner agencies. 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 15 staff members, 9 of whom are part time, including the Head of Services. Our organisational structure that we set ourselves to implement from April 2015 is shown as **Appendix 1**.

Family Friends is also very proud of its team of volunteers who work with dedication and devotion to achieve our key objectives. We have had a complement of 36 active volunteers during the year.

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

Catherine Burns has worked with huge energy and dedication since her appointment in September 2014. She has brought a strong inclusive leadership style to the team, and represented the organisation very professionally and effectively. Her unstinting efforts have made this a successful year for us. Sadly she will be leaving Family Friends this August (2016). Although disappointed, the Board understands her reasons for moving on and she does so with our full support and thanks for a job well done. At the time of writing this report a selection process is shortly to be held to identify her successor.

During the year Tracy Muschamp continued with her leadership of the Family Support Work role, bringing to it all her 'over a decade long' experience of working with Family Friends. Samreen Aslam-Raja took up the Innovation Lead role within the Social Care Innovation Programme (SCI) in June 2015, bringing with it her energy, experience and enthusiasm. Both Tracey and Samreen work in close support to Catherine – and together they represent a formidable leadership team.

Katherine Findlay worked a full year for us in the fundraising post from January 2015, whilst Asma Aziz was on maternity leave. Asma returned in January 2016. We are fortunate to have the services of two such energetic and successful team members in what is such an important role.

In September 2015 Sofia Sattar, who had joined us to the Asian Families and Fathers project, moved to the Innovation Project as part of the SCI team. She also covered the Children in Need Programme in the Maidenhead area until February 2016 when Shahida Omarshah took up this role. Aster Khokar is our community support worker within the Maidenhead hub. We are delighted with the way that this community has been able to benefit from our work – and we are very pleased that the efforts of all of our team have been recognised in such an enthusiastic way.

Claire Allison took up her role as our Volunteer Coordinator in May 2015 – delivering this vital part of the service we offer and supporting our wonderful volunteers. Sophia Lazarou-West our Senior Family Support Worker left on maternity leave in November 2015. Kerry Bye remains a strong, constant and vital support to the team in her efficient and organised way.

Kate Saunders and Michele Cook have also continued to expand their work with Army Families under the SCI banner and we have seen the full benefit of their work being placed on a more sustained footing. Anna Morgan-Cox returned from her maternity leave in April 2015 and now works to support this team.

Lucy Phipps and Sofia Khurum provide vital and important administrative support to our Maidenhead and Windsor hubs.

In January 2016 we held a volunteer celebration day to recognise and thank our volunteers for all their hard work. We also sought their views about how they could become more involved in the service and about the ways that what Family Friends do could be expanded.

In addition during the year we had full staff training events (with volunteers joining us where possible) on Mental Health First Aid, the Berkshire Anxiety Clinic on Managing Childhood Anxiety, and Delivering Outcomes for children and families.

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 three particular 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, had 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 added'. 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. This process has enabled the Board to see and understand the outcome of what we are doing at regular intervals during the year. Looking forward, this will be a vital part of our being able to articulate our values and capabilities as we seek out potential partnerships in the future.

Social Care Innovation Programme (SCI): RBWM in partnership with Family Friends was successful in a bid of £1.1million for national grant funding as part of the Department of Education (DfE) Social Care Innovation Programme (SCI). This is 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 and 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.

Consideration of this important and exciting project had begun in July 2014, when the Royal Borough approached Family Friends 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 delivered under a joint partnership agreement and monitored by a Project Board. Family Friends had responsibility for a number of key appointments to the project and is a strong and 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.

During the year the teams have been established and begun their work. Early indications through the evaluation work done by Oxford Brookes University has shown that communities and families have started to notice a real difference and that there has been considerable learning and understanding of the real potential of joint statutory/third sector work – particularly around families and children most in need of support. Work and evaluation is ongoing. Particular efforts have been made to ensure that communities served by this work are aware of what is being done – with innovative work being done using social media. Our work with Army families has also been sustained through this project, maintaining our long standing commitment and work with this particular community.

BBC 'Children in Need' Project: Following a 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 Children's Centre in Maidenhead.

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.

During the year BC Technologies provided us with excellent IT support. Following a server upgrade and investment in cloud based Office 365 our infrastructure has improved considerably. Integrated IT is an important factor as we have more remote working and links into other organisations. The team now has access to a dedicated helpdesk for IT queries. In addition during the course of the year new handsets and mobile phones has also improved internal and external communication. We have also seen the benefit of 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.

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 had been agreed until March 2016. In October 2015 we were notified that this would not be continued for the financial year April 2016-March 2017. Through discussions with the Royal Borough, commissioning is anticipated for work starting April 2017.

In November 2015, the Board met to consider our position about this decision. Although it was not unexpected, it was important that we thought through what our response would be – given the significant proportion of our funding that had historically been generated under this arrangement. The Board decided that our financial position was robust enough to enable us to concentrate on setting out very clearly what our core values and strengths were; to construct our business plan around these core factors; to engage in a fundraising strategy that allowed us to fulfil our ambitions; and finally thinking through very carefully how and in what format we will be would be engaged in any future commissioning arrangements. We were confident that our experience and proven ability to deliver outcomes for families will place us in a strong position to sustain our service delivery in the future, and at the same time maintain the strong sense of identity of who we are as a charity.

To raise additional funds, we submit grant applications to appropriate funders (many of these grants are time limited and/or outcome specific), approach local companies, give talks about our work to local groups and attend local fundraising events in the community. Our fundraisers Katherine and Asma have led this work. In addition to the grant writing they successfully secured over £20k through fundraising and donations activity. A very significant feature of the successful bid from 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 grants from:

- The Blagrave Trust
- Awards for All – Big Lottery
- MoD Education Support Fund
- Kelly Charitable Trust
- Woodward Charitable Trust
- Berkshire Community Fund
- Thames Valley Police and Crime Commissioner
- Santander Bank

Our Community Enterprise Limited 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 Windsor and Maidenhead Christian Trust, Ascot Fire Brigade Trust, Eton Poors Estate, Radian, Louis Baylis and Romans Estate Agents. We were also delighted to be supported by a number of local fundraising efforts in particular by Diane Armstrong and team for the 10th Charity Ball of Maidenhead Golf Club, Taeppa's Tump Morris Dancers, Maidenhead Festival, The Book People at Centrica, Zumba with Kate events and collections at Ascot Racecourse.

From April 2015 the new financial reporting system using the software package (Xero) was implemented, together with paid services of an accountant until February 2016. From March 2016 Pink Accounting will support month and year end accounting processes. These changes enabled the Board and the Head of Services to keep track of what has 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 expresses its gratitude and thanks to Jane Stone for her accounting support from April to January and Jules Grace at Pink Accounting for preparing our year end accounts.

Services:

Our core services are split into two areas:

Family Support Service:

This service works to support children both individually and within groups to address issues that include: low self-esteem, anger management, separation and anxiety, school transition issues, bullying, bereavement, challenging behaviour and much more. Furthermore our skilled Family Support Workers offer parenting support using and promoting evidence based practices.

Volunteer Service:

We are fortunate to have a cohort of 36 volunteers who offer practical and emotional support to families. The role of the Volunteer will vary depending on the needs of the family – it will range from a listening ear for a parent experiencing depression to helping a family to get out and about within their community.

Our services to children and families range from our Volunteer Service providing two hours' support per week in the family home, through to our Family Support Work providing specialist parenting and child support through 1:1s and groups for children. Our groups include: Looking Out For Me - supporting children whose parents have mental health needs and PICADA (Positive Intervention for Children Affected by Domestic Abuse), supporting children and mums who have experienced domestic abuse and SCWAD (Supporting Children With Army Dads). In addition we run targeted Community Engagement projects including events and weekly groups with two 'hard to reach communities' - Army Families in Windsor and Asian Families in Maidenhead.

Families & Children supported:

During the year we supported 194 families and 64 individual children. 33% of our families self-referred to our services. 1768 families attended our community engagement activities, with 66 families attending community engagement groups on a weekly basis.

Our referral routes break down as follows:

- Self-referrals – 33%
- Health – 23%
- Other – 18%
- Education – 16%
- Social Care – 10%

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.

Service impact and outcomes:

During the year we have supported families to move forward on average of 2.25 out of 5 levels (using our new outcomes framework.). This in effect means from moving from issues such as ‘struggling, confused and worried’ to ‘finding out what works, being hopeful and things changing’. 91% rated our services as excellent and 9% as good.

Appendix 2 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 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.

The Social Care Innovation project has run monthly community groups in the two targeted community areas, bringing together partner agencies, and community group representatives to share understanding and activities that are happening within the communities. They have developed new links, in particular in the Asian community in Maidenhead including the Maidenhead and Cookham Road Mosques, Salvation Youth Trust, St Luke’s School, Riverside School, St Mary’s and St Luke’s churches.

Joint working on activities and events with Poppies Children’s Centre and Riverside Children’s Centre has provided a great opportunity to support the Early Help offer in the Borough. The West Windsor Innovation Hub continues to develop joint working with the welfare teams of the Household Cavalry, Coldstream Guards, Army Welfare and the HIVE. New links and joint working with Windsor Boys School and East Berkshire College have begun. The Lite Bites sessions and Chai groups have seen guest speakers from Health Visitors, Police Community Support Officers, Education Welfare and Adult Education as the teams develop links between the community and local partners.

Our fundraisers have been successful in creating links with a number of local organisations and local grant making trusts and fundraising groups, these organisations are listed on our website. Corporate links have included Centrica, BCD Events and Family Friends is committed to developing further corporate links into next financial year.

Our Head of Services continues to develop strong relationships with the senior leadership team in the Children’s Services team at RBWM. Relationships with managers at the Clinical Commissioning Group have developed as well as Children’s Centres, and the Young Carers service.

The Head of Services attends the Local Safeguarding Children’s Board, Domestic Abuse Strategy Group, Community & Voluntary Sector Group and the Innovation Project Board.

Treasurer's Report:

Family Friends has managed its income very well this year and has generated a surplus of £161,434 (2015: £19,642) resulting in total retained funds of £280,842 at 31 March 2016. A large proportion of these funds are held for the SCI project for the coming year.

Our total income for the year was £520,291, which includes £274,533 for the SCI project and over £103,000 from our Service Level Agreement with the Borough and the local Clinical Commissioning Group. The Borough's contribution to this Service Level Agreement ceases from April 2016.

Total expenditure for the year was £358,857.

As the cost of running the SCI project was so high, during the year the Board, in accordance with prudent financial management, decided to increase the funds held as designated funds (reserves) from £90,000 to £130,000.

During the year, the Board approved the creation of a Finance Committee. Membership of this committee consists of 2 trustees and the Head of Services and it has specific finance responsibilities including

- regularly reviewing our financial position against budget and reporting on this to trustees
- preparing the annual budget for the Board
- every 3 years reviewing the charges made by our organisational service providers, such as insurers, IT support etc.

The transition to Xero was managed very well by the newly appointed accountant, Jane Stone, with the help of Kerry Bye, our Administrator, who manages the day-to-day data entry and Catherine Burns, Head of Services. Unfortunately Jane was unable to continue with her commitment after January 2016 nor was she able to prepare our annual accounts. We were very pleased that Pink Accounting, our payroll provider, was willing to take on this task and our 2015-16 accounts have been prepared most diligently by Jules Grace, Senior Accountant. She has recommended some changes to our book keeping terminology and practices to ensure that our accounts reflect our activities as accurately as possible.

The Charity Commission imposed new financial reporting standards on charities on 1st January 2015; this is the first year that we have been obliged to prepare our accounts in a completely new manner. Our accounts have been prepared under the SORP (FRSSE), the acronym for Statement of Recommended Practice in accordance with the Financial Reporting Standard for Smaller Entities.

We still do not have a qualified accountant as a Board Trustee. Unfortunately, the one person who volunteered for this position was unable to progress with her appointment.

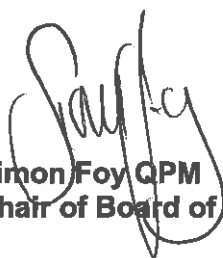
The above report has been prepared in accordance with the special provisions in part 15 of the Companies Act 2006.

Our full accounts for 2015-16 and the Independent Examiner's Report are shown in **Appendix 3**.

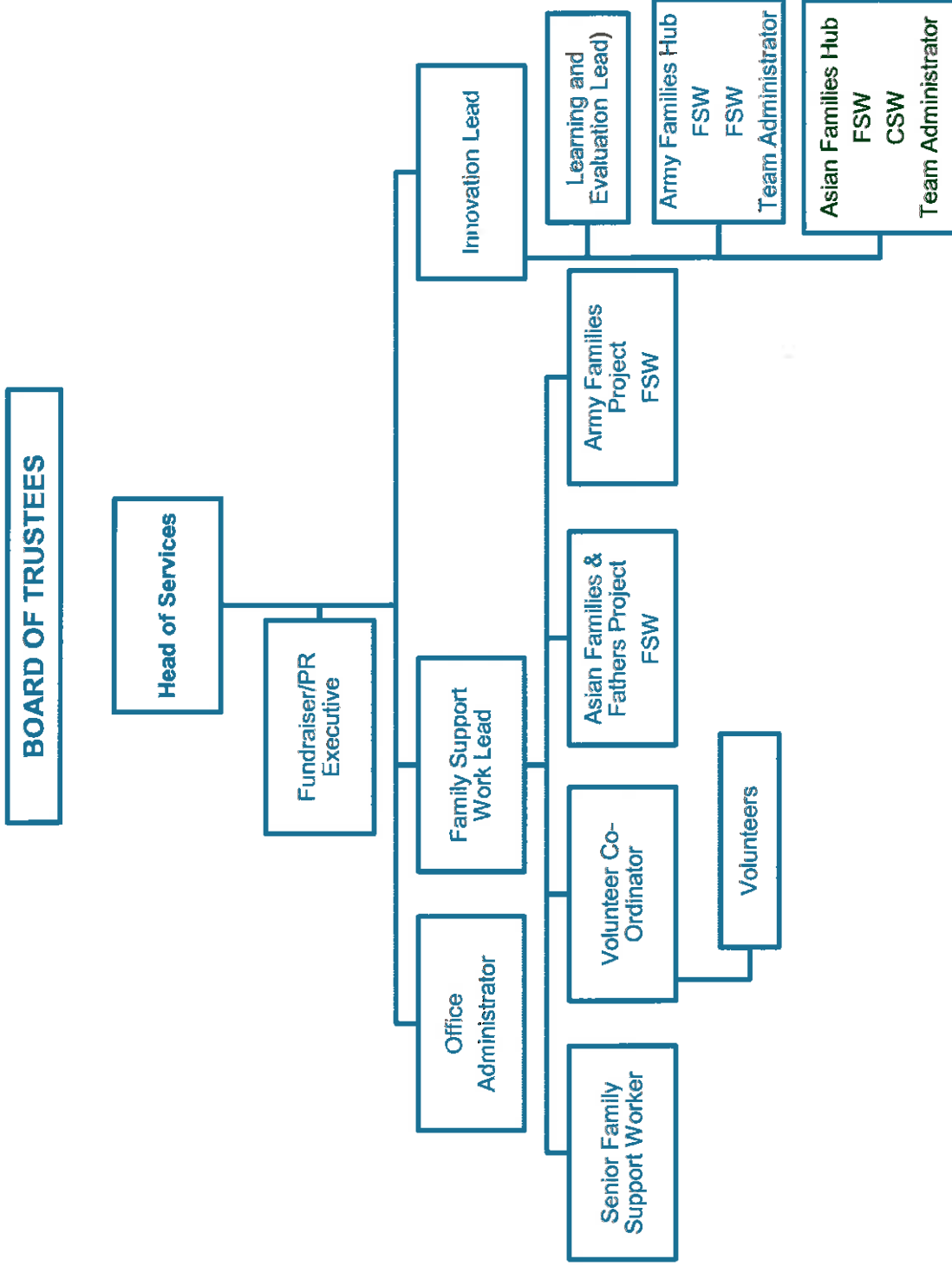
Pat Laković
Chair of Finance Committee

The above report was approved by the Board of Directors on 16th September 2016.

And signed on behalf of the Board by:



Simon Foy QPM
Chair of Board of Trustees



Appendix 2 – A selection of Parent and Child Feedback

- Mine and my son's relationship is the biggest improvement - it is so much better. We talk to each other and spend time together. He wants me to be there with him, to be involved. He has calmed right down and is not aggressive now. I listen to him more than before and he is more open with me. He is expressing his own ideas. My confidence has increased. I think more before taking action and think consciously about what I'm saying. Thank you for everything you've done and for teaching me new ways to deal with things.
- I would have still been struggling with my daughter's behaviour without the support. The strategies have worked and it has been good being able to talk and know what to do and what to let go of. It has helped to know that my daughter's behaviour is normal and that I am not the only parent dealing with it. My daughter has responded really well to the strategies and I am feeling more stable and more confident now.
- I am very pleased Family Friends have been able to help me and my husband manage challenging situations with much more confidence. I would rate FF services 10 out 10. Communications and the support have been brilliant.
- Family Friends has made a big difference to my family, without the help I have received I don't know where I would be. I have had a lot of help and learnt a lot of things about how to deal with my daughter.
- I was actually unable to cope at the time. My partner was having to miss work and I was getting very sick from no sleep or rest. Family Friends enabled me to take some time out for me and that made all the difference. Without their support I wouldn't like to think where we could have ended up.
- It helped with how to change my way of parenting and in particular the way I do discipline. I am feeling so much more confident now. It has also helped make the relationship with my son better.
- The planning that I have learnt has been really useful. I'm a lot more confident in parenting after this support and the family are a lot happier now we have some rules. The support I received was above and beyond and even when I couldn't see my family support worker she would call to check how things with us were going which was really helpful. Without this support I would have been stuck in a rut but now I feel much happier.
- I feel that without support things would have been very bleak. The service has been a god-send and we are much happier as a whole. I feel that intervening now with my son has saved us from a very depressed teenager. More children need access to this service. Please find funds to have more staff and resources as this service should be protected.
- Without Family Friends, I feel I would still feel quite lost and desperate as a parent. The Family Support Worker helped me and my family in so many ways. With her help, I now have the confidence to deal with children again.
- It has definitely boosted his confidence. He is opening up more. He would have gone back into himself without the support and been more introverted. He doesn't have so many worries now and will come to me with little things - he is talking to me more. Thank you for everything.
- Family Friends has had a great impact on our family. My daughter was so anxious and angry all the time and it affected the entire family. She has learnt to deal with her worries and emotions and we have learnt to understand her and help her instead of being confused and eventually angry and distressed. We are much happier.
- The support offered to our daughter was excellent. She enjoyed the sessions and learnt to understand her reactions. She also learnt to control her reactions to an acceptable limit.

Appendix 2 – A selection of Parent and Child Feedback

The 1-1 nature of the sessions worked very well. It somehow made her feel special. For a long time, our daughter used some of the key techniques she was taught, e.g. creating a special, safe place in her bedroom where she could retreat to when she felt angry. THANK YOU FAMILY FRIENDS. OUR FAMILY FELT LIKE IT WAS IN CRISIS UNTIL WE FOUND YOUR SUPPORT.

- SCWAD has helped his confidence and understanding of emotions. It's made him feel grown up. He is more able to talk about how he's feeling and I feel it has made us closer. It's so nice to talk to him on a level that he is understanding more and is actively looking to improve his skills in communication".
- Nothing is really too much for the Hub
- It was a great experience and from the group you know how to be safe and have a safety plan.
- They make us understand the hurting is not our fault
- I liked the worry box and the worry eater. It has helped me with my worries and I have less worries now and know what to do if I feel worried. Thank you for helping me with my worries and thank you for the certificate.
- I have learnt more about anger and how to control it. I am able to control my anger better. Family Friends is very good because it will help you.
- It helped me to control my anger and stop having as many arguments at home. It was great, I liked all of it. I liked the milkshake breathing and all the games we played. I would tell other children to do it because I feel it really helped me about dad and mum splitting up. I would tell other children that you don't need to worry about the support, it will really help you.
- I have learnt strategies to help control my feelings and emotions. I think the sessions were excellent and would definitely recommend it to other children. I liked the craft and the milkshake breathing. Also it helped to be able to talk. I would say to other children that it is very helpful and gives you a lot of options. The craft is awesome!
- If I had not had Family Friends' support I would have kept struggling through and I would not have got on top of my son's behaviour anywhere near as quickly. Family Friends support was so brilliant.
- Family Friends support made a lot of difference. As parents we have become a "happier, confident, united front". Without Family Friends support I think we may have split up and I would now have been a single mum.
- She supported me to get out and about bit by bit to the Children's Centre. Her help has been amazing. She has boosted my confidence and supported me emotionally. She helped me with my daughter, played with her and was very good caring for her.
- Family Friends support made a big difference. It gave me a break and took my mind off worrying about C when she took her out and played with her.
- Such a help at a critical time. The chance to listen, chat and download was invaluable. It was easier to reach out to Family Friends than to our own personal family and friends. The support was detached in the right sort of way.
- She has been an extra pair of hands and someone to talk to. She is a really lovely person and her support has changed my life! I have more confidence now to seek social groups when I may not have bothered. I am looking forward to having her accompany me once or twice to some groups.

Appendix 2 – A selection of Parent and Child Feedback

- She has definitely helped me increase my confidence, reduce my anxiety and provided me with clarity in various aspects of my life. Her support was a real benefit and strong support at a crucial time in my life having had a baby.
- Family Friends came in to my life at a time I really needed it – when I was at a real low. She helped me a lot. Her support worked perfectly and I couldn't ask for anyone better.

Appendix 3

Independent Examiner's report on the accounts:

Report to the Directors/Trustees of Family Friends in Windsor & Maidenhead (Company registration number: 7462339. Charity no: 1141145.) on the accounts for the year ended 31 March 2016 set out in Appendix 3 on pages 17 to 24.

Respective responsibilities of trustees and examiner

The charity's directors/trustees are responsible for the preparation of the accounts. The charity's directors/trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- state whether particular matters have come to my attention.

Basis of Independent Examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent Examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



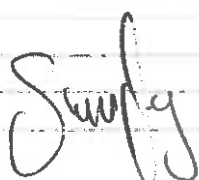
Date:

14th November 2016

Name:

Kevin Laxton
Chartered Accountant (ICAEW)

Family Friends in Windsor and Maidenhead							
Statement of Financial Activities (including Income & Expenditure Account) for the							
year ended 31 March 2016							
			Unrestricted Funds	Restricted Funds	Total Funds	Total Funds	
			2016	2016	2016	2015	
		Notes	£	£	£	£	
Income from grants and donations:							
	Grants		1,439	491,879	493,318	195,527	
	Donations		18,039	-	18,039	60,403	
	Fundraising		6,049	1,020	7,069	-	
Other Income:							
	Interest		1,865	-	1,865	358	
	Other income		-	-	-	617	
	Total income	1	27,392	492,899	520,291	256,904	
Expenditure on:							
	Staff Costs		18,838	274,224	293,062	199,716	
	Administrative Costs		3,640	28,230	31,870	19,443	
	Specific Fund Related Costs		374	18,199	18,573	5,636	
	Development Costs		994	8,001	8,995	8,195	
	Depreciation	1	1,843	4,515	6,357	4,273	
	Total Resources Expended	2	25,689	333,169	358,857	237,262	
	Transfers between funds	3	12,055	(12,055)	-	-	
	Net Movement in Funds		13,758	147,676	161,434	19,642	
	Total Funds brought forward		116,525	2,882	119,407	99,766	
	Total Funds Carried Forward	8	130,284	150,558	280,842	119,407	
The statement of financial activities includes all gains and losses in the year. All incoming resources expended derive from continuing activities.							
The notes form part of these financial statements.							

Family Friends in Windsor and Maidenhead						
Balance Sheet as at 31 March 2016						
	Notes	2016		2015		
		£	£		£	
Fixed Assets						
Tangible assets	4		15,888		8,031	
			15,888		8,031	
Current Assets						
Debtors and prepayments	5	16,927			-	
Cash held on Deposit		476,755			125,429	
Cash at bank and in hand		83,333			27,154	
			577,014		152,583	
Creditors: amounts falling due within one year	6	(312,060)			(41,207)	
			(312,060)		(41,207)	
Net Current Assets			264,954		111,376	
Net Assets			280,842		119,407	
Unrestricted funds						
Designated fund	7	130,000			90,000	
General funds		284			26,525	
			130,284		116,525	
Restricted funds			150,558		2,882	
Total funds	8		280,842		119,407	
For the year ending 31 March 2016, the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.						
The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.						
The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.						
These accounts have been prepared in accordance with the special provisions of the Statement of Recommended Practice applicable to charities and with the Financial Reporting Standard for Smaller Entities (effective January 2015).						
The notes on pages 3 to 7 form part of these financial statements.						
These accounts were approved by the trustees on :			14 June 2016			
and signed on their behalf by :						
Simon Foy						

Family Friends in Windsor and Maidenhead							
Notes to the Financial Statements for the year ended 31 March 2016							
1	Accounting Policies						
	Accounting convention						
	The financial statements are prepared under the historical costs convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2015)						
	Income recognition						
	Items of income are recognised and included in the accounts as follows:						
	Grants						
	Grants are included when the charity has unconditional entitlement to the funds and is, virtually certain to receive the funds and the amount can be measured reliably.						
	Donations and fundraising						
	Donations and fundraising are included in full in the Statement of Financial Activities when receivable.						
	Interest receivable						
	Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity.						
	Expenditure and Liabilities						
	Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes VAT which cannot be recovered, and is reported as part of the expenditure to which it relates.						
	Depreciation						
	Depreciation is provided at the following annual rates, in order to write off each asset over its expected useful life.						
	Computers	25% on cost					
	Equipment	33% on cost					
	Furniture	20% on cost					

Family Friends in Windsor and Maidenhead								
Notes to the Financial Statements for the year ended 31 March 2016								
2	Analysis of expenditure on charitable activities	Central	Army	Asian	FSW	Social Care	Volunteer	Total
		£	£	£	£	£	£	£
	DBS checks	(13)	(1)	155	45	303	191	679
	Direct Expenses	10	1	1	6	14	3	35
	Self Employed Contractors	128	13	19	75	10,366	251	10,851
	Self Employed Contractors Expenses	-	-	-	-	147	23	170
	Staff Salaries	18,377	11,287	20,302	62,468	134,418	28,868	275,720
	Travel and Expense Volunteers	-	-	-	63	-	60	123
	Travel and Expenses	345	112	459	2,235	1,687	680	5,518
	Activities & Resources	-	6,238	1,890	885	7,940	-	16,953
	Bank Fees	0	0	0	0	0	0	1
	Consultants - expenses	-	-	-	-	14	-	14
	Consultants - fees	116	12	17	68	1,701	32	1,945
	Cost of Fundraising	231	24	34	135	310	63	796
	Depreciation Expense	1,843	190	268	1,081	2,475	501	6,357
	IT Software and Consumables	-	-	30	-	6,075	-	6,105
	Management Charge Allocation	-	-	-	-	-	-	-
	Marketing	801	83	116	470	1,075	218	2,763
	Meetings	144	45	21	102	474	39	824
	Miscellaneous	(159)	(16)	(23)	(93)	687	(43)	352
	Payroll & Finance Management	1,821	188	265	1,069	2,446	495	6,284
	Postage, Freight & Courier	81	8	12	48	123	22	295
	Recruitment - other	-	-	-	-	1,972	-	1,972
	Rent (incl. cleaning)	1,012	104	147	594	6,793	275	8,924
	Staff Training	193	245	1,283	113	1,248	53	3,135
	Stationery Printing and Photocopying	252	69	461	444	2,723	260	4,209
	Telephone Landline	518	53	75	304	1,028	141	2,119
	Telephone Mobile	46	19	7	128	1,499	88	1,788
	Volunteer Training	-	120	-	-	30	975	1,125
		25,689	18,788	25,530	70,205	185,469	33,177	358,857
	of which are support costs	25,689	2,651	3,736	15,073	34,500	6,986	88,635
	Support Costs							
	The support costs from Central are apportioned to Social Care Innovation Fund and Asian Families							
	Governance Costs							
	The Support costs include Governance costs totalling £9480 - these include a proportion of							
						2016		
						£		
	Staff Salaries					7,471		
	Travel and Expenses					59		
	Meetings					350		
	Finance Management					1,600		
						9,480		

Family Friends in Windsor and Maidenhead					
Notes to the Financial Statements for the year ended 31 March 2016					
2 cont.	Fees for Examination of the Accounts				
	The independent examiner made no charge for their services (2015: nil)				
	Related Party Transactions				
	There were no related part transactions during the year (2015: nil)				
	Staff Costs			2016	
	Staff salaries paid in the year are split by:			£	
	Wages and Salaries			264,561	
	Social Security Costs			11,159	
				<u>275,720</u>	
				2016	
	The average head count (staff employed) during the year was			14	
	There were no employees who received emoluments (excluding employer pension costs) of more than				
3	Transfers between Funds				
	The transfer relates to the value of tangible fixed assets from restricted to unrestricted funds as the				
4	Tangible Assets				
		Computers	Equipment	Furniture	Total
		£	£	£	£
	Cost				
	At 1st April 2015	40,096	6,650	1,558	48,304
	Additions	12,883	532	799	14,214
	At 31st March 2016	<u>52,979</u>	<u>7,181</u>	<u>2,357</u>	<u>62,518</u>
	Depreciation				
	At 1st April 2015	32,900	6,450	923	40,273
	Depreciation charge	5,892	248	218	6,357
	At 31st March 2016	<u>38,792</u>	<u>6,697</u>	<u>1,141</u>	<u>46,630</u>
	Net Book Value				
	At 31st March 2016	<u>14,187</u>	<u>484</u>	<u>1,216</u>	<u>15,888</u>
	At 31st March 2015	<u>7,196</u>	<u>200</u>	<u>635</u>	<u>8,031</u>

Family Friends in Windsor and Maidenhead						
Notes to the Financial Statements for the year ended 31 March 2016						
5	Debtors				2016	2015
					£	£
	Trade Debtors				15,243	-
	Prepayments				1,684	-
					16,927	-
6	Creditors				2016	2015
					£	£
	Trade creditors				4,854	-
	Accruals				5,931	-
	Deferred Income				301,275	41,207
					312,060	41,207
	Deferred Income					
			2015	Received	as Income	March
			£	£	£	£
	Army Families		14,859	16,686	31,545	-
	Asian Families		3,508	23,477	26,984	-
	FSW		16,310	99,231	88,798	26,743
	Social Care Innovation			549,065	274,533	274,532
	Volunteer Service		5,091	64,928	70,019	-
	Central		1,439		1,439	-
			41,207	753,387	493,318	301,275
	The deferred income is grants received by 31 March 2016 which are not recognised as income at that date as the funding relates to 2016/17.					
7	Designated Fund					
	The Designated Fund is for the Provision of Ongoing Activities. It is an amount held to ensure that the activities of Family Friends can continue should there be any reduction in the main source of funding. The amount would allow time to find other sources of funding while continuing the work of the charity. The provision is set at £130,000 (2015 £90,000) - a level considered to be sufficient to fund four months of the charity's work. The provision has been increased by £40,000 to take into account the increased size of the charity.					
	£130,000 is held in the Shawbrook bank account for this purpose.					

Family Friends in Windsor and Maidenhead						
Notes to the Financial Statements for the year ended 31 March 2016						
8	Movement in Funds	2015	Resources	Resources	Transfers	March
		£	£	£	£	£
	Restricted funds					
	Army Families	2,882	32,565	(18,788)	-	16,659
	Asian Families	-	26,984	(25,530)	-	1,455
	FSW	-	88,798	(70,205)	-	18,593
	Social Care Innovation	-	274,533	(185,469)	(12,055)	77,009
	Volunteer Service	-	70,019	(33,177)	-	36,842
	Total Restricted funds	2,882	492,899	(333,169)	(12,055)	150,558
	Unrestricted funds					
	Designated fund	90,000	-	-	40,000	130,000
	General fund	26,525	27,392	(25,689)	(27,945)	284
	Total Unrestricted funds	116,525	27,392	(25,689)	12,055	130,284
	Total funds	119,407	520,291	(358,857)	-	280,842

Family Friends in Windsor and Maidenhead							
Statement of Financial Activities (including Income & Expenditure Account) for the							
year ended 31 March 2016							
			Unrestricted Funds	Restricted Funds	Total Funds	Total Funds	
			2016	2016	2016	2015	
		Notes	£	£	£	£	
Income from grants and donations:							
	Grants		1,439	491,879	493,318	195,527	
	Donations		18,039	-	18,039	60,403	
	Fundraising		6,049	1,020	7,069	-	
Other Income:							
	Interest		1,865	-	1,865	358	
	Other income		-	-	-	617	
	Total income	1	27,392	492,899	520,291	256,904	
Expenditure on:							
Staff Costs							
	Salaries		18,377	257,343	275,720	194,248	
	Self Employed Contractors		128	10,723	10,851	-	
	T&S - Coordinators		345	5,173	5,518	4,840	
	T&S - Self Employed Contractors		-	170	170	-	
	T&S - Volunteers		-	123	123	15	
	DBS Costs		(13)	692	679	612	
			18,838	274,224	293,062	199,716	
Administrative Costs							
	Insurance		-	-	-	1,572	
	Payroll & Finance Management		1,821	4,463	6,284	1,003	
	Legal & Professional		116	1,843	1,959	-	
	Rent & Utilities costs		1,012	7,913	8,924	4,150	
	Postage		81	213	295	402	
	IT Costs		-	6,105	6,105	5,760	
	Telephone & Communications		564	3,342	3,906	2,302	
	Stationery & Printing		252	3,957	4,209	2,756	
	Cleaning		-	-	-	29	
	Bank Charges		0	1	1	-	
	Miscellaneous		(207)	394	187	1,469	
			3,640	28,230	31,870	19,443	
Specific Fund Related Costs							
	Accommodation - Meetings & Courses		-	824	824	-	
	Expenses - Meetings & Courses		144	(144)	-	2,283	
	Family Enrichment Payments		-	-	-	288	
	Activity Resources		-	16,953	16,953	2,901	
	Costs of Fund-Raising		231	565	796	164	
			374	18,199	18,573	5,636	
Development Costs							
	Promotion & Printing		801	1,962	2,763	2,381	
	Training		193	4,067	4,260	3,650	
	Recruitment		-	1,972	1,972	2,163	
			994	8,001	8,995	8,195	
	Depreciation	1	1,843	4,515	6,357	4,273	
	Total Resources Expended	2	25,689	333,169	358,857	237,262	
	Transfers between funds	3	12,055	(12,055)	-	-	
	Net Movement in Funds		13,758	147,676	161,434	19,642	
	Total Funds brought forward		116,525	2,882	119,407	99,766	
	Total Funds Carried Forward	8	130,284	150,558	280,842	119,407	