A company limited by guarantee and not having a share capital

Annual Report and Accounts

31 March 2020



Company registration number 02863464 Charity registration number 1028214

(A company limited by guarantee and a charity)

Report and accounts

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Report and accounts

REFERENCE AND ADMINISTRATIVE INFORMATION

Directors/Trustees

Mr T Bernstein Mr C Madel

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Ms J Hildebrand (resigned 28 January 2020)

Mrs C Liley Mr G Smith Mrs N Key-Field

Mrs A Blasch (appointed 3 May 2019) Ms R Bowles (appointed 3 June 2019)

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

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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 2020

Structure, Governance and Management

The trustees and directors present their Report and Accounts for the year ending 31st March 2020. 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 made up of approximately 7-8 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 three/four others. Trustees who served during the year and up to the date of this report were as follows: Tony Bernstein (Chair), Chris Madel (Deputy Chair), Clare Liley, Judy Hildebrand (resigned 28 January 2020), , George Smith, Naomi Key-Field, Allison Blasch (appointed 3 May 2019) and Rosalyn Bowles (appointed 3 June 2019). To better inform our work, the trustee board includes former volunteers 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 Annual 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 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 to find their strengths 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 families with young children who, in the opinion of the charity, are in need of assistance. In accordance with this, 59 families were directly supported between April 2019 and March 2020, affecting a total of 218 people. Having considered the Charity Commission's guidance on public benefit, the trustees believe that our activities fall within this definition.

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Family Friends has developed a strategy, which sets out our priorities and plans in the furtherance of our charitable objectives, covering the period 2017-2020.

Level of Support Services

Family Friends operates in the Royal Borough of Kensington & Chelsea (RBKC), the London Borough of Hammersmith & Fulham (LBHF) and the south-east part of the London Borough of Brent (LBB). The charity offers befriending and mentoring services to families-in-need through an average 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 2016. The charity operates two services: Parent Befriending, where support is given to a parent with a child under 16 years, and Child/Adolescent Mentoring, where support is given to a child, adolescent or group of siblings aged 5-16 years.

During the financial year to 31st March 2020, Family Friends supported 59 families:

- 17 families in Kensington & Chelsea via the Child/Adolescent Mentoring scheme
- 9 families in Kensington & Chelsea via the Parent Befriending scheme
- 17 families in Hammersmith & Fulham via the Child/Adolescent Mentoring scheme
- 6 families in Brent via the Child/Adolescent Mentoring scheme
- 10 families in Brent via the Parent Befriending scheme.

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 childcare 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.

Each service user chose goals that he or she aimed to achieve via the programme. Staff visited families at home to review progress after two months, eight months and at the close of the programme. Goals relate to health, wellbeing, parenting, the home, school, personal development, child development, friend and family relationships,

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REPORT OF THE TRUSTEES AND DIRECTORS FOR YEAR ENDED 31ST MARCH 2020

developing routines and economic development. Goals chosen are SMART, i.e. specific, measurable, attainable, relevant and timely.

Description of Supported Families

Supported families were all reliant on some form of social benefit and faced several issues including poverty, inadequate housing, 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 bullying, school exclusion, social isolation, behaviour problems, being a Young Carer, special needs and little or no contact with one or other parent. In 59% of all cases there was a family member with a disability. The profile of supported families was 81% from BAME (Black, Asian & Minority Ethnic) groups and 73% single parent households.

Referrals

Family Friends is well integrated into local networks. The percentage of referrals from social workers (including children with disabilities teams) was 29% and from Early Help services it was 34%. The percentage of referrals from schools fell from 10% to 8%, whilst the percentage from Family and Children's Centres rose from 14% to 19%. The remaining 10% came from a wide range of sources including Health Visitors and CAMHS Mental Health and other voluntary organisations.

Impact

Family Friends' programmes have a significant impact on parents' confidence, family management and personal development. The programmes also have considerable impact on children's 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. Statistics are given for each outcome area in which support was requested. The table below shows the results of the 29 final assessments conducted during the period. Under the Child/Adolescent Mentoring scheme this covered 23 children from 21 families, while under the Parent Befriending scheme it covered 6 families. 100% of families made improvements in at least one outcome area. 100% of them rated the service as Good to Great at their final assessment.

Parent Befriending

Child/Adolescent Mentoring

Outcome Area	Percentage who report improvements (%)	Outcome Area	Percentage who report improvements (%)
How you Feel	83	School	100
Confidence in Parenting	80	Family and Friends	100
At Home	83	Being Healthy	81
Being Healthy	83	At Home	83
Personal Development	100	How you Feel	95

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Using Your Local Resources	100	Using Your Local Area	100
Family and Friend Relationships	100		
Child's Health	67		
How Your Child Feels	100		
Parent & Child Time Together	100		

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

- Six parents built up their confidence and three are feeling less isolated. Four parents are leaving the home more, two of them taking their children to local parks, children's centres, and Stay & Play sessions. One parent invited arranged a play date at her home for her daughter for the first time.
- Six parents felt better with two finding that having someone to talk to regularly made a big difference emotionally.
- Two parents moved to a bigger home and two parents got their landlord to make improvements to their home. One parent bought a new mattress and a bed from a charity shop.
- Seven parents became better at budgeting with two managing to pay their rent on time, one reducing her outgoings and another sort out her residency and getting on top of bills.
- One parent signed up for English classes, another completed an UCAS form to study at university and visited her local MP to address her housing issues.
- Two parents took up swimming and one took short walks which improved her physical health and mobility. One parent reduced her smoking, one stopped completely and another lost weight.
- Four parents accessed their local children's centre, two enrolled their children with nursery and one attended play groups. One parent is taking her children to the library once a week to do homework.
- Two parents found jobs, one parent completed her CV. The children of one parent started volunteering at a youth centre, while another got a job with the local council.
- One parent got a biometric card, gained administration skills, sorted out her housing issues and completed her son's medical reports.
- One parent signed up with her local dentist and doctor, one joined a sewing class, and another signed up with local mother/baby groups. Three parents went to museums and coffee shops and another visited a city farm and zoo
- Twelve children made academic improvements and gained better grades. One got into the final of a poetry competition, one was elected school prefect and one go into the top set at school. One child saw their scores in maths massively improve and another has gone up a level in English and Maths.
- Nine children became avid readers with one reaching the top level in her class. Two enrolled with their local library and four joined homework clubs.
- Six children settled well into secondary school and six children improved their behaviour at school. Another child got a desk at home to do school work.at.
- Four children improved their swimming, three learnt how to ride a bike and two were invited to join school sports teams. Four children attempted rock climbing, while one went abseiling and another tried archery. One child joined martial arts classes, three children learn to ice skate and another two went trampolining.
- One child joined the Scouts while another joined the Sea Cadets. One child performed with a theatre company Chickenshed and another four children enjoyed museum visits.

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- Eleven children felt more confident and better able to express themselves. One gets less stressed while another learnt to express her emotions better and no longer needs counselling. One child felt he has learnt to handle different social situations.
- Two children argue less with their mum, one plays more with his sisters, two learnt to better manage their anger while three are fighting less with their brothers. One child is getting along better with other children and one made new friends.
- One created communication cards to make herself better understood and another started a gratitude book.
- Seven children kept their homes tidier. Four started to sleep in their own bedrooms and two children are sleeping better.
- Five children are eating less junk food, crisps and fizzy drinks and eating more fruit and vegetables. One child is regularly having breakfast and two children have lost weight. Two children learnt to put their phones away while having dinner. Nine children learnt to cook healthy meals from scratch.

Raising Awareness

In the year, staff gave presentations to the following referral agencies/teams: Woodfield Medical Centre, Oxford Gardens Primary School, Early Help at Cheyne Children's Centre, RBKC Trainee Social Workers and regularly at RBKC TAFH (Team around the Family Hub) - North and South.

Family Friends staff joined panels/attended meetings of the following: RBKC Community Adventure Play Service Planning Event, H&F Hive Funding Meeting, H&F Voluntary Sector Forum: Sobus, and Team London Voluntary Event Staff took a stand at Family Hubs Early Help Service & Detached & Outreach Team Launch Event. Staff attended Reducing Parental Conflict Conference: London Local Authorities and John Lyon's Charity IVAR Impact Report Launch. Family Friends became a member of the Young Hammersmith & Fulham Consortium.

Family Friends also met with RBKC and Brent Family & Children's Services, Rugby Portobello Trust, GoodGym, Kaleidoscope as part of the Central London Community Healthcare NHS Trust, West London Zone, Shepherds Bush Housing Group and, to share ideas of good practice, child mentoring charity Chance UK.

Volunteers

Volunteers are recruited from many sources including by word-of-mouth. Staff ran a stall at the Brent Volunteer Recruitment Fair. Advertisements were placed in the Metro, Evening Standard and The Kensington Magazine and opportunities were promoted via online portals including Do-it.org, CharityJob and Team London and internal communications systems of counselling colleges. Staff collaborated with GoodGym to put notices across Hammersmith & Fulham.

During the year under review, Family Friends made use of 51 volunteers (42 females, 9 males) to support the 59 families. The volunteers ranged in age from 24 to 72 and the average age was 43. Of the total number of volunteers, 49% were from BAME groups.

Volunteer Recruitment and Training

During the year to 31st March 2020, Family Friends ran four volunteer induction training courses, with 32 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

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and commitment to the programme. The volunteer induction training runs for 14 hours over two days. Training is compulsory for all volunteers.

Four on-going volunteer training sessions were run during the period. : Lucille Brown, a Systemic Therapist and NHS Primary Mental Health Worker ran a workshop on *Discipline and Managing Behaviour* in April 2019, Emma Motherwell of NSPCC on *Online Safety for Children* in November 2019. Staff facilitated *Solution Focused Techniques & SMART Goals* for developing skills for befriending and mentoring in September 2019 and *Befrienders and Mentors Corner* for volunteers to receive peer-to-peer support in January 2020.

Staff Induction, Training and Supervision

As at 31st March 2020, there were 2 full-time and 2 part-time posts within the organisation. Staff and trustees continually review and enhance their skills with training undertaken in the following areas: Protecture GDPR Clinic; Hiscox Clear Academy: Cybersecurity; Behaviour Change Conversations Workshop: NHS; Good Grammar & Punctuation: Media Training; Time Management: Happy Training; First Aid: Hammersmith & Fulham Adult Learning & Skills; Film Content Distribution: Media Trust. Staff update their safeguarding training every three years.

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

Coronavirus Crisis

On the 17th March, Family Friends suspended the face-to-face service following government guidance regarding the Covid-19 outbreak. Recruitment of our Male Outreach Worker was put on hold while one Family & Volunteer Coordinator reduced her hours. In the weeks prior to that, volunteers and families became reluctant to join a programme that involved visits to a family's home. New introductions and final visits and assessments did not take place, and this meant that family support numbers are below target.

Family Friends has continued to provide mentoring and befriending services electronically, with families receiving support by telephone and email each week from their allocated volunteer. If a volunteer had to pull out due to health or other issues, then staff took over. We provided families with emotional support and practical support around appropriate resources, support around accessing benefits, as well as family activities such as play, reading, music, arts and crafts and schooling. We have also supported families with maintaining their health, accessing health resources, and achieving good nutrition and exercise. Due to the outbreak, Family Friends started publishing a newsletter every fortnight which provides families with information about resources, activities, and recipe ideas.

In response to the great need that staff and volunteers were observing, on 23rd March 2020, Family Friends opened a Shop & Drop Scheme to support families who are self-isolated, shielding or finding it difficult to get out during the lockdown. This initially offered to all families supported within the last three years later broadened out to referrals from other agencies. It consists of carrying out a shop of essential items for up to a value of £30 to a shopping list of the families own devising and delivering it to the family door. This is also for the collection of foodbank items and prescriptions. It is managed by staff while shops and deliveries are made by volunteers or staff. Subsequently Family Friends has raised funds to carry out free Shop & Drops up to the value of £40 each for families we have identified as being particularly financially vulnerable.

Family Friends is continuing to review the situation and how it impacts on families and volunteers as well as exploring ways of providing the charity's service, whilst meeting government social distancing guidelines.

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Hampers

Christmas Hampers were delivered to 21 families supported by Family Friends on 11th December 2019. The hampers contained items of food, toys, books and toiletries brought together and assembled for each individual family by The Junior League of London. Shepherds Bush Housing Group arranged the storage of the hampers and provided staff and vans for their delivery. Family Friends is extremely grateful to The Junior League of London and Shepherds Bush Housing Group for allowing us to treat our families in this way.

General Data Protection Regulation (GDPR)

Family Friends is continuing to review all procedures and policies which relate to data protection and privacy in order to be fully in line with the new data protection regulations around GDPR. To help manage compliance, the charity engaged the services of Protecture Ltd, specialists in this field.

25th Anniversary

On 12 June 2019, Family Friends held a party at the Museum of Brands to celebrate the charity's 25th anniversary. It was attended by families, volunteers, referral agencies, staff, trustees, funders and other stakeholders. Sheila Paget, founder of Family Friends, also attended as did The Worshipful the Mayor of the Royal Borough of Kensington and Chelsea, Councillor Will Pascal. The event was an opportunity to celebrate the positive outcomes achieved for hundreds of families.

Tony Bernstein, Chair of Family Friends, and Flora Taylor, Chief Executive gave speeches thanking all involved over 25 years and explain the history of Family Friends. Speakers also included ex-service users and volunteers. The event brought together those who have helped Family Friends reach this landmark and those who will take the charity towards the next 25 years.

Film

Family Friends bid for and was selected as one of 10 charities to work with a film director and make a short film about our work. This was an initiative set up by John Lyon's Charity and run by Media Trust. The film 'Two Hours' was made in the summer of 2019, completed in the autumn, launched with a screening at the Curzon Cinema, Mayfair and had 30 showings at Olympic Cinema, Barnes. The film has promoted Family Friends' volunteering opportunities across social media and attracted new funding. In April 2020 'Two Hours' won Bronze in the Charity Film Awards 2020 in the £100k - £500k turnover category. The film is now a key part of Family Friends' marketing/publicity programme and funding presentations.

Business Review

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

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REPORT OF THE TRUSTEES AND DIRECTORS FOR YEAR ENDED 31ST MARCH 2020

Financial Review

Funding and Fundraising

The Statement of Financial Activities shows net expenditure for the year of £12,652 (2019: Net expenditure £5,026). Total income decreased slightly to £223,258 and total funds slightly decreased to £152k. The bulk of total funds are represented by unrestricted funds with only £38k of restricted funds required to be expended on work specified by the donor.

For the financial year to 31st March 2020, Family Friends received funding from the following organisations and individuals who kindly donated funds towards our work:

RBKC Family & Children's Services commissioned funding for the Parent Befriending (0-16 years) and Child/Adolescent Mentoring (5-16 years) schemes. Brent Council donated towards the programme in Brent. For the Child/Adolescent Mentoring scheme, BBC Children In Need donated for staff salaries across all three boroughs. The Girdlers Company Charitable Trust gave funding towards the costs of work in Hammersmith and The Daisy Trust towards volunteer training costs for Child Mentoring in Hammersmith & Fulham. The Julia and Hans Rausing Trust, DMGT plc in partnership with the Kensington & Chelsea Foundation and The London Communities Foundation donated towards both schemes in Kensington & Chelsea. The Grove Trust donated towards support for families living in W10 and W11. The Trusthouse Charitable Foundation contributed towards the running and staffing costs of the programme in Kensington & Chelsea. Garfield Weston Foundation, John Lyon's Charity, London Catalyst, The Drapers' Charitable Fund and The John Armitage Charitable Trust in partnership with New Philanthropy Capital gave funding towards both schemes across all three boroughs. Treebeard Trust gave unrestricted funding. The John Armitage Charitable Trust in partnership with Kensington & Chelsea Foundation paid the salary costs of the Outreach Worker. Kensington & Chelsea Foundation also donated through their Supporting & Empowering Our Children & Young People initiative for both schemes in Kensington & Chelsea and Green Shoots initiative for our 25th Anniversary celebration. Great thanks go to Little Waitrose West Kensington, St Mary The Boltons, The Aurum Charitable Trust, Katie Arnold, Sussane Mwihaki, Edenhouse Solutions, Catherine Sandler and her team at Sandler Consulting, Craig Muir and all anonymous donors for their generosity.

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

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 an unrestricted reserve of the equivalent of 5 months of its annual gross expenditure budget'.

Unrestricted reserves as at 31st March 2020 total £112,978 which represents just over five months of current expenditure and therefore comply with this policy.

Trustees' Responsibilities for the Financial Statements

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

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REPORT OF THE TRUSTEES AND DIRECTORS FOR YEAR ENDED 31ST MARCH 2020

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 applicable 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.

Tony Bernstein (Chair)

Chris Madel (Deputy Chair)

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INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF FAMILY FRIENDS

Opinion

We have audited the financial statements of Family Friends (the "Charity") for the year ended 31st March 2020 which comprise Statement of Financial Activities, the Summary Income and Expenditure, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31st March 2020 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF FAMILY FRIENDS

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- we have not obtained all the information and explanations necessary for the purposes of our audit;
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption from the requirement to prepare a strategic report.

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement set out on pages 9 to 10, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

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 auditor under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilites]. This description forms part of our auditor's report.

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INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF FAMILY FRIENDS

Use of our report

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.

Signed

Date 25ⁿ August 2070

Bullimores LLP
Statutory Auditor and Chartered Accountants
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Old Printers Yard
156 South Street
Dorking
Surrey RH4 2HF

Statement of financial activities

(incorporating an income and expenditure account)

For the year ended 31 March 2020

	l Note	Jnrestricted £	Restricted £	2020 Total £	2019 Total £
Income from: Donations and legacies	3	47,505	128,813	176,318	184,141
Charitable activities: Befriending & Mentoring Services	4	-	43,750	43,750	42,083
Other trading activities	5	2,964	-	2,964	1,716
Investment income	6	226	<u>-</u>	226	154
Total income	-	50,695	172,563	223,258	228,094
Expenditure on:					
Raising funds	7	6,719	25,112	31,831	23,836
Charitable activities: Befriending & Mentoring Services	7	57,114	146,965	204,079	209,284
Total expenditure	_	63,833	172,077	235,910	233,120
Net income/(expenditure) for the year	8	(13,138)	486	(12,652)	(5,026)
Reconciliation of funds: Total funds brought forward	_	126,116	38,135	164,251	169,277
Total funds carried forward	=	112,978	38,621	<u>151,599</u>	164,251

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 2020

	Note	2020 £	2020 £	2019 £	2019 £
Fixed assets: Tangible assets	11		344		876
Current assets:					
Debtors	12	11,960		21,576	
Cash at bank and in hand	_	208,571		239,938	
	_	220,531		261,514	
Liabilities:					
Creditors: amounts falling due within one year	13 _	(69,276)		(98,139)	
Net current assets			151,255		163,375
Total assets less current liabilities			151,599	:	164,251
Funds Restricted funds	15		38,621		38,135
Unrestricted funds:			30,021		36,133
General funds		112,978		126,116	
Total unrestricted funds	_	112,970	112,978	120,110	126,116
Total funds			151,599	:	164,251

For the year ended 31 March 2020 the charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit of its financial statements for the year eneded 31 March 2020 in accordance with Section 476 of the Companies Act 2006

The trustees acknowledge their responsibilitities for

- 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 $\frac{19}{8}/20$ and signed on their behalf by:

Tony Bernstein

Chair

Chris Madel Deputy Chair

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 2020

Accounting policies Basis of preparation

The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRS102) "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)", Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" 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 adoption of the exemption available to the charities with income less than £500,000.

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.

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.

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.

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.

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.

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Notes to the financial statements

For the year ended 31 March 2020

Accounting policies (continued) 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.

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.

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

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.

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.

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.

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.

2	Detailed comparatives for the statement of financial activities				
_	Detailed Comparatives for the statement of infancial activities		2019	2019	2019
			Unrestricted	Restricted	Total
			£	£	£
	Income from:				
	Donations and legacies		56,098	128,043	184,141
	Charitable activities:				
	Befriending & Mentoring Services			42,083	42,083
	Other trading activities		1,716	-	1,716
	Investments		154	-	154
	Total income		57,968	170,126	228,094
	Expenditure on:		C 000	47.076	22.026
	Raising funds		5,860	17,976	23,836
	Charitable activities:		49,333	159,951	209,284
	Befriending & Mentoring Services		49,333	139,931	209,204
	Total expenditure		55,193	177,927	233,120
	Net income / expenditure		2,775	(7,801)	(5,026)
	Total funds brought forward		123,341	45,936	169,277
	Total funds carried forward		126,116	38,135	164,251
	Total lands camed forward				
3	Income from donations and legacies - current year				
				2020	2019
		Unrestricted	Restricted	Total	Total
	.	£	£	£	£
	Donations				
	BBC Children In Need	_	13,000	13,000	12,000
	Big Lottery Reaching Communities Grant		-	-	19,143
	The Daisy Trust	_	1,000	1,000	-
	DMGT plc in Partnership with The Kensington & Chelsea			,	
	Foundation		10,000	10,000	10,000
	Dischma Charitable Trust	_	-	,	2,000
	The Drapers' Charitable Fund	-	3,000	3,000	-
	Garfield Weston Foundation	_	10,000	10,000	-
	The Girdlers Company Charitable Trust	_	5,000	5,000	5,000
	The Grove Trust	_	14,350	14,350	22,500
	Hammersmith United Charities	-	-	•	,
	Hands Across the Borough with The Kensington &				
	Chelsea Foundation	-	-	-	1,200
	Individual Donations	6,505	-	6,505	4,765
	John Armitage Charitable Trust in partnership with The				
	Kensington & Chelsea Foundation	-	7,000	7,000	14,000
	John Armitage Charitable Trust in partnership with New				
	Philanthropy Capital	30,000	•	30,000	46,000
	The Julia & Hans Rausing Trust	-	21,380	21,380	-
	The Kensington & Chelsea Foundation (Green Shoots)	1,000	-	1,000	- '
	London Catalyst	-	2,000	2,000	-
	London Community Foundation	=	15,000	15,000	4,000
	John Lyon's Charity	-	19,083	19,083	20,000
	The Kensington & Chelsea Foundation (Supporting &				
	empowering our children and young people)	-	3,000	3,000	-
	The Mercers' Company	-	•	-	20,200
	Treebeard Trust	10,000	-	10,000	3,333
	The Trusthouse Charitable Foundation	-	5,000	5,000	-
		47,505	128,813	176,318	184,141

3	Income from donations and legacies - prior year				
				2019	2018
		Unrestricted £	Restricted £	Total £	Total £
	Donations	2		•	2
	BBC Children In Need	_	12.000	12,000	12,000
	Big Lottery Reaching Communities Grant	-	19,143	19,143	38,003
	DMGT plc in Partnership with The Kensington & Chelsea			,	·
	Foundation	-	10,000	10,000	10,000
	Dischma Charitable Trust	2,000	-	2,000	2,000
	The Girdlers Company Charitable Trust	-	5,000	5,000	5,650
	The Goldsmiths' Company Charity	-	-	22 500	1,000
	The Grove Trust Hammersmith United Charities	-	22,500	22,500	16,875 4,667
	Hands Across the Borough with The Kensington &	•	-	-	4,007
	Chelsea Foundation	-	1,200	1,200	1,200
	Individual Donations	4,765	-	4,765	4,464
	Johyn Armitage Charitable Trust in partnership with The				
	Kensington & Chelsea Foundation	•	14,000	14,000	12,830
	Johyn Armitage Charitable Trust in partnership with New				
	Philanthropy Capital	46,000	-	46,000	- - 046
	London Community Foundation John Lyon's Charity	•	4,000 20,000	4,000 20,000	5,846 21,667
	The Mercers' Company	- -	20,200	20,200	20,200
	The Northmoor Trust	-	-	,	10,000
	Treebeard Trust	3,333	-	3,333	6,667
					170.000
		56,098	128,043	184,141	173,069
4	Income from charitable activities				
				2020	2019
	Defined and 9 Mantaging Consider	Unrestricted £	Restricted £	Total £	Total £
	Befriending & Mentoring Services Royal Borough of Kensington & Chelsea F & C Services	_	37,500	37,500	37,500
	London Borough of Brent	-	6,250	6,250	4,583
	Total for Befriending & Mentoring Services	-	43,750	43,750	42,083
			43,750	43,750	42,083
	Total income from charitable activities		43,750	43,730	42,000
	•				
5	Income from other trading activities				
			D- 11 I-1	2020 Total	2019
		Unrestricted £	Restricted £	i ota: £	Total £
	DBS Check fees	2,964	. ~	2,964	1,716
	110 0.000	2,964		2,964	1,716
6	Income from investments				
•				2020	2019
		Unrestricted	Restricted	Total	Total
	Deal Standard	£	£	£	£
	Bank interest	226 226		226 226	154 154

7 Analysis of expenditure - current year

			Charitable Activities					
	Basis of allocation	Cost of raising funds	Befriending & Mentoring Services £	Grenfell £	Support costs £	Governanc e costs £	2020 Total £	2019 Total £
Staff costs Direct costs Premises costs Staff recruitment/training Office costs/comms Depreciation Audit & Accountancy fees Other Governance costs	Staff time Direct Staff time Staff time Staff time Staff time Staff time	15,824 9,288	134,507 12,458		13,635 5,986 25,542 532	7,912 10,060 166	158,243 21,746 13,635 5,986 25,542 532 10,060 166	158,566 26,811 13,438 3,800 20,510 532 9,302 161
•		25,112	146,965	-	45,695	18,138	235,910	233,120
Support costs		4,810	40,885	. -	(45,695)		j -	-
Governance costs		1,909	16,229	<u>-</u>		(18,138)	<u>.</u>	-
Total expenditure 2020		31,831	204,079	•	-	-	235,910	233,120
Total expenditure 2019		23,836	209,284	-	-	<u>-</u>	233,120	

Of the total expenditure, £63,833 was unrestricted (2019: £55,193) and £172,077 was restricted (2019: £177,927).

Charitable

7 Analysis of expenditure - prior year

		046	Activities	Grenfell				
	Basis of	Cost of raising	Befriending & Mentoring	Tower	Support	Governanc	2019	
	allocation	funds	Services	Project	costs	e costs	Total	2018 Total
	allocation	£	£	£	£	£	£	2010 10tai
		L	L	_	_	_	~	~
Staff costs	Staff time	15,857	134,781	-	-	7,928	158,566	149,329
Direct costs	Direct	2,119	24,692	-	-	-	26,811	23,419
Premises costs	Staff time	-	-	-	13,438	-	13,438	12,430
Staff recruitment/training	Staff time	-	-	-	3,800	-	3,800	2,794
Office costs/comms	Staff time	-	-	-	20,510	-	20,510	27,563
Depreciation	Staff time	-	/ -	-	532	-	532	1,122
Audit & Accountancy fees	Staff time	-	' -	-	-	9,302	9,302	9,742
Other Governance costs	Staff time	-	-	-	-	161	161	166
•			 .				·	
		17,976	159,473	-	38,280	17,391	233,120	226,565
Support costs		4,029	34,251	-	(38,280)	-	-	-
Governance costs		1,831	15,560	-		(17,391)	-	-
Total expenditure 2019		23,836	209,284	•	-	-	233,120	226,565
Total expenditure 2018		18,602	172,322	35,641	-	-	226,565	
								

Of the total expenditure, £55,193 was unrestricted (2018: £4,422) and £177,927 was restricted (2018: £222,143).

8 Net expenditure for the year

This is stated after charging	2020	2019
•	£	£
Depreciation	532	532
Auditor's remuneration:		
Audit fees	4,000	4,080
Under provision in 2019	256_	(378)
Total remuneration charged in the year	4,256	3,704
Amounts paid under operating leases - Rent	11,387	11,100

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

Staff costs were as follows:	2020	2019
	£	£
Salaries and wages	139,150	140,160
Social security costs	10,833	10,526
Employer's contribution to defined contribution pension schemes	8,261	7,880
	158,244	158,566

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

The total employee benefits including pension contributions of the key management personnel were £158,244 (2019: £158,566).

The charity trustees were not paid or received any benefits from employment with the Trust in the year (2019: £nil) neither were they reimbursed expenses during the year (2019: £nil). No charity trustee received payment for professional or other services supplied to the charity (2019: £nil).

Staff numbers

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

	2020	2019
	No.	No.
Charitable activities	5	5
	5	5

10 Taxation

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

11	Tangible fixed assets	Office		
		equipment		Total
		£		£
	Cost			
	At the start of the year	20,398		20,398
	Additions in year		<u></u>	-
	At the end of the year	20,398	_	20,398
	Dannaciation			
	Depreciation	10 E22		19,522
	At the start of the year	19,522		
	Charge for the year	<u>532</u> 20,054	_	532 20,054
	At the end of the year	20,034	-	20,034
	Net book value			
	At the end of the year	344	_	344
			_	~~~
	At the start of the year	<u>876</u>	=	876
	All of the above assets are used for charitable purposes.			
12	Debtors			
			2020 £	2019 £
	Trade debtors		9,583	18,750
	Other debtors		5 ,565	10,750
	Prepayments		2,377	2,826
	r repayments .	-	11,960	21,576
	•	=		21,010
13	Creditors: amounts falling due within one year			
			2020	2019
			£	£
	Trade creditors		818	5,040
	Taxation and social security	F	3,379	3,906
	Other creditors		1,075	-
	Accruals	(5,991	5,397
	Deferred income	_	58,013	83,796
		=	69,276	98,139
	Deferred income			
	Solotion modifie		2020	2019
			£	£
	Balance at the beginning of the year		83,796	98,732
	Amount released to income in the year		(83,796)	(98,732)
	Amount deferred in the year		50,300	83,796
	Balance at the end of the year	-	50,300	83,796
	•	=		

14a	Analysis of net assets between funds -	current vear				
	, and you of the access controls to the			General		Total
				unrestricted	Restricted	funds
				£	£	£
	Tangible fixed assets			344	-	344
	Net current assets			112,634	38,621	151,255
	Net assets at the end of the year			112,978	38,621	151,599
14b	Analysis of net assets between funds -	prior year				
				General		Total
				unrestricted	Restricted	funds
				£	£	£
	Tangible fixed assets			876	-	876
	Net current assets			125,240	38,135	163,375
	Net assets at the end of the year			126,116	38,135	164,251
	1					•
150	Movements in funds - current year		Incoming	Outgoing		
ıJa	movements in runus - current year	At the start	resources &	resources &		At the end
		of the year	gains	losses	Transfers	of the year
		£	£	£	£	£
	Restricted funds:	~	~	_	_	-
	Befriending & Mentoring Services	38,135	172,563	172,077	-	38,621
	Total restricted funds	38,135	172,563	172,077	•	38,621
	Unrestricted funds:					
٠	General funds	126,116	50,695	63,833	-	112,978
	Total unrestricted funds	126,116	50,695	63,833	-	112,978
						454.500
	Total funds	164,251	223,258	235,910		151,599
15b	Movements in funds - prior year		Incoming	Outgoing		
		At the start	resources &	resources &		At the end
	'	of the year	gains	losses	Transfers	of the year
		£	£	£	£	£
	Restricted funds:					
	Befriending & Mentoring Services	45,936	170,126	177,927	-	38,135
	Total restricted funds	45,936	170,126	177,927		38,135
	Unrestricted funds:					
	General funds	123,341	57,968	55,193	-	126,116
	Total unrestricted funds	123,341	57,968	55,193		126,116
	Total unrestricted lunus	123,341	37,300		<u>-</u>	120,110
	Total funds	169,277	228,094	233,120	<u> </u>	164,251
	D					

Befriending & Mentoring Services

Purposes of restricted funds

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 Operating lease commitments

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

	Property	
	2020	2019
	. £	£
Due within one year	12,250	8,325
Due within two to five years	49,000	-
	61,250	8,325

There is a five year lease for the offices at 73 St Charles Square from 01 Jan 2020 which is due for renewal on 01 January 2025.

Family Friends Notes to the financial statements For the year ended 31 March 2020

17 Legal status of the charity

The charity is a company limited by guarantee incorporated in England 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.

18 Related party transactions

There are no related party transactions to disclose for 2020 (2019: none).

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