

**FAMILY ACTION**  
**(A company limited by guarantee)**

**REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2023**

Charity number: 264713  
Company number: 01068186  
Isle of Man Company number: 6009F  
Isle of Man Charity Number: 1206

**FAMILY ACTION  
REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

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## FAMILY ACTION

### TRUSTEES' REPORT

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#### Welcome from Ian Hargrave, Chair of Family Action

I was delighted to be appointed as Family Action's new Chair of Trustees in December 2022 having previously served as Family Action's Treasurer and as a Trustee.

I begin this Trustees' Report for 2022/23 by paying tribute to my predecessor as Chair, Mary Fulton, who served Family Action with such distinction from 2017-2022. Just as Mary did before me, I will do everything I can to support Family Action's vital work.

This has been another challenging year for Family Action as we have continued to manage the ongoing impacts of the pandemic whilst also confronting the considerable hardships caused by the cost of living crisis on our service users, volunteers and staff.

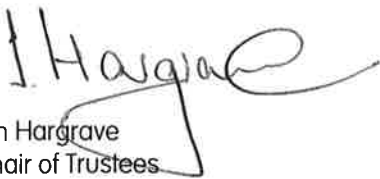
I am glad to report that once again the Charity, through excellent planning and management, has continued to provide our essential services without interruption and I am proud of the leadership, drive and determination that Family Action shows every day.

At all times Family Action's work is driven by its values – Can Do, Excellence, People Focus and Mutual Respect.

#### Key achievements during the year included:

- Providing 170 community-based and national services that together reach hundreds of thousands of children, adults and families;
- Providing a nutritious breakfast to hundreds of thousands of children a day through the National School Breakfast Programme and achieving an extension to the contract to continue to deliver the NSBP until July 2024;
- Managing more than 10,000 contacts to our FamilyLine service (a free telephone, text, webchat and email service for parents and carers) over the year;
- Maintaining our large network of FOOD Clubs in direct response to the continuing food insecurity resulting from the cost of living crisis;
- Creating a new Cost of Living Grants Fund which has made over 1,800 emergency grants to families in crisis since it opened in November 2022;
- Agreeing a new three year £3.75m corporate partnership with Barclays to fund vital new learning support grants and LifeSkills work; and
- Winning some £5m in new and retendered work over the year across England and Wales, including a large new contract to deliver supervised contact services with Hertfordshire County Council.

Family Action celebrates its 154th birthday this year. Please support this fantastic charity to do even more.



Ian Hargrave  
Chair of Trustees  
21st September 2023

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#### Our Objectives

To preserve and protect the good health (in particular mental health) and advance the education of families, individuals and groups within the community, the relief of poverty and the relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage in such ways as the Trustees see fit.

#### Our Purpose and Activities

Family Action provides services and financial support to strengthen poor, disadvantaged and socially isolated families and children. Through our excellent services we empower our service users and ensure that they are heard and listened to. We are committed to maximising our impact so that children and families can look forward to the future and not be defined by their past.

Family Action supports hundreds of thousands of families, adults and children a year through some 170 community-based services across England, Wales and the Isle of Man and a significant portfolio of national services. We help many more every year with financial assistance through our UK wide education and welfare grant programmes and through our FamilyLine and via the National School Breakfast Programme. We provide services to strengthen families and communities and to build skills, resilience and improve outcomes for children and their parents and carers.

Our services transform lives and are grouped under the following nine themes:

#### Early Years and Perinatal

Services that specialise in supporting pregnant people, parents and carers with children from birth to 5 years, at home, in a family centre and in an education setting.

#### Children and Families

Services that provide support for children, young people and families where a whole family approach to support is available. Services provided include:

- Short term targeted interventions, support with specific issues and intensive support for families with complex and enduring needs;
- Evidence-based parenting programmes to support children's emotional and social development;
- Emotional health and wellbeing services including counselling and therapeutic work for children who have suffered trauma, bereavement or abuse and other specialist services for children and families;
- Young Carers services including working with schools to identify and support young carers and their families;
- Relationship Support including supervised contact and working with separated parents; and
- Maintaining high quality Children's Centres particularly in disadvantaged areas; and
- Welfare benefits, debt and housing advice.

#### Domestic and Sexual Violence

Services supporting and advocating for people with lived experience of domestic and sexual violence and abuse.

#### Specialist Educational Needs and Disability (SEND)

Services providing support, information and guidance to children, young people, families and adults who are living with a Special Educational Need or Disability. Family Action is a leading provider nationally of:

- SEND information, advice and guidance, and support to families of neurodiverse children and young people; and
- Behaviour outreach support and emotional wellbeing services in schools.

#### Adult Mental Health and Wellbeing

Support for adults with a focus on health, mental health and wellbeing. Our services under this theme include:

- WellFamily services in GP surgeries offering advice, support and counselling for patients with non-medical issues;
- Social Prescribing services
- Mentoring and befriending services; and
- Supported housing.

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#### **Young People**

- Services that provide support, information and guidance for young people between the ages of 16-24 years. Services include:
- Mentoring services for disadvantaged young people and care leavers;
- Specialist therapeutic support for young people and young adults; and
- Supporting young people with work experience and into employment through the HeadStart programme.

#### **Financial Support**

Short term financial relief provided to individuals and families who have an immediate need for economic stability including:

- Programmes themed around welfare, education, multiple complex needs (Open Doors) and cost of living.

#### **Adoption and Looked After Children**

Services that provide support for children and young people who have been or who are currently under the care of the local authority and all parties affected by permanence. Services include:

- Specialist adoption support for adopted children and young people, adopted adults and adoptive families;
- Specialist support for birth families;
- Specialist support for families affected by special guardianship including the National Special Guardianship Support Service; and
- FamilyConnect ([www.familyconnect.org.uk](http://www.familyconnect.org.uk))

#### **Food Services**

Services that provide access to healthy and affordable food, recipes and tips, and activities for communities with high levels of food insecurity. Services include:

- The National School Breakfast Programme which feeds hundreds of thousands of children every school day who would otherwise be too hungry to learn;
- Provision of a national network of holiday hunger schemes and FOOD Clubs to alleviate family hunger; and
- A range of food and wellbeing related wraparound support work

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#### Our Staff

Family Action is committed to encouraging diversity, promoting equal opportunities, and providing fair treatment in all that we do. We strive for a working environment that is inclusive, free from discrimination and where everyone is treated with dignity and respect.

We believe that people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perspectives to the workplace. We seek to encourage and harness these differences in order to meet the changing needs and requirements of our staff, volunteers, service users, governance, partners, funders and supporters. We have appeared regularly in The Sunday Times Best 100 List of Not for Profits to work for and in The Sunday Times Best 100 List of Large Companies.

We are a signatory to the Race at Work Charter and a member of the Stonewall Workplace Equality Index and a holder of the Stonewall WEI Silver Award. We also hold the Level 2 – Disability Confident Employer status which confirms that Family Action is committed to the recruitment and retention of disabled people, and that we do the following to enable this:

- Interview all applicants with a disability who meet the minimum criteria for a job vacancy and consider them on their abilities. We operate a guaranteed interview process for any candidate who meets the essential criteria for a role and ensure that where candidates require reasonable adjustments in the selection process, that these are implemented. All recruiting managers receive training in our recruitment processes.
- Ensure there is a mechanism in place to discuss, at any time, but at least once a year, with disabled employees what can be done to make sure they can develop their abilities. We do this through monthly supervision with all staff and an annual appraisal review where career development is discussed with every employee at Family Action. There are many opportunities for staff to get involved in exciting projects, and all staff are encouraged to do this.
- Make every effort when employees become disabled to make sure they stay in employment. We discuss with employees any reasonable adjustments needed to support them during the course of their employment, and ensure appropriate support is put in place to accommodate these requirements where feasible.
- Take action to ensure all employees develop the appropriate awareness needed to make these commitments work. We promote this through our organisational policies and through the work of the Equality, Diversity and Inclusion (EDI) Steering Group.

We have a dedicated EDI role within our Senior Leadership Group. The post holder leads all of our organisation-wide EDI work in close collaboration with a range of staff diversity networks (see more about our staff networks and EDI work below).

Good communication is integral to all that we do at Family Action. There are a number of ways in which staff and managers are kept informed:

- Our user-friendly staff intranet is regularly updated to ensure that all employees are kept informed about important news, strategic developments, training opportunities, feedback received or key organisational initiatives such as our regular staff engagement surveys and recognition awards.
- We provide weekly updates on the intranet about issues discussed at our weekly Senior Leadership Group meeting so that staff across the organisation are kept up to date with key organisational challenges and opportunities. Each member of the SLG takes it in turn to blog about these meetings using this opportunity to introduce themselves and their lives, families and interests to the whole organisation too.
- Our monthly Family Action Bulletin (FAB) keeps everyone up to date with key news about what is happening across the organisation.
- Our Executive Group also holds a virtual open meeting once a month to which the whole organisation is invited so that people can pose questions live to members of the Executive Group and hear updates on key organisational priorities.

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- Information on progress against our strategic objectives is reported to, discussed with and communicated up and down the organisation through a range of fora including; open Executive Group meetings, Senior Leadership Group meetings, regional and team meetings, and individual supervisions, so everyone in the organisation is kept informed.
- Our Chief Executive regularly communicates with the entire staff group on important organisational matters. Every month, he personally inducts all new staff joining the organisation that month and keeps a highly visible profile within the organisation through regular communication, through celebrating successes and keeping everyone informed on key news, opportunities and challenges.
- Our Chief Executive also provides regular updates on progress towards our strategic objectives whenever there is an opportunity, be that at monthly corporate induction of new staff, meetings or during his visits to services.
- We have communicated directly and frequently with the whole staff group throughout the cost of living crisis to help people feel more reassured.
- We hold regular Joint Negotiating Committee meetings with our recognised unions (Unite and Unison) and staff representatives to discuss issues that impact upon staff including policies and procedures, organisational changes, and health and safety issues.

We provide an extensive wellbeing and staying connected programme with a focus on supporting the physical, emotional and financial wellbeing of our staff whilst also keeping the whole organisation together at all times.

#### Our Volunteers

Family Action is fortunate to have nearly 350 volunteers across our range of services. Our volunteers support our work in so many different ways, for example:

- helping to run our FOOD Club services in locations across England and Wales;
- as befrienders in our Perinatal Services;
- in parent support roles in our Children's Centres;
- as advisers, counsellors and befrienders in our FamilyLine Service;
- as mentors to disadvantaged children, young people and care leavers accessing our Friendship Works service;
- through the provision of practical support in our Emotional Health and Wellbeing services for adults; and
- as fundraisers for us.

Throughout this year we have been working towards the Investing in Volunteers (IIV) Award. This is the UK quality standard for good practice in volunteer management. We hope to be awarded the standard in the coming year to demonstrate both our commitment to all our amazing volunteers and as objective external evidence of our ability to provide an outstanding volunteer experience.

#### Our Values

Our Values and Behaviours underpin all that we do. Family Action staff demonstrate our values and behaviours in their work and in their professional relationships with colleagues, volunteers, partners and service users.

We have a **Can Do** attitude;  
We strive for **Excellence** in everything we do;  
We are **People Focused**; and  
We have **Mutual Respect** for colleagues, volunteers, partners and service users

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#### Our Impact

Family Action is committed to measuring the impact of our work. We seek to triangulate the impact of our services through service user feedback, robust data collection and analysis, compliance with contractually agreed outcomes, and independent evaluation of the effectiveness of our service models. We publish regular Impact Reports.

Across our different services in Family Action, we use bespoke Theories of Change to express how our activities contribute to outcomes which, in turn, help us achieve our goals. We have also developed a Theory of Change for Family Action as a whole organisation. This has five key pillars where we consider that we have a genuine role to play in changing families' lives – reducing poverty, supporting relationships and safety, improving society's understanding and support of families' needs, supporting family and community wellbeing and connectedness, and supporting families through change. We know that these areas are complex, overlapping, and require integrated support from a variety of organisations but our organisational Theory of Change helps us to focus harder on how we can both achieve and evidence our own impact in these areas; on what we have learnt; and on how we will build our impact in the future. Many of Family Action's services receive wonderful feedback. Here are just a few examples of the feedback received from our service users and partners for some of our service provision:

#### FamilyLine Helpline

*'The person I spoke to was very calm and understanding. She gave some really good suggestions on steps I could take'*

*'She (volunteer) took her time to listen and was like a supportive friend. I got the support I needed from someone who didn't make me feel hurried and who was the right mixture of professional knowledge and personal empathy'*

#### FamilyLine Counselling

*'I am so grateful for the support I have received. It has made a massive difference. Thank you so much'*

#### FamilyLine Befriending

*'Everything went well, yes! I felt really good after I spoke to [Befriender]! She is an unbiased person who can actually listen without judgement. I looked forward to speaking to her every week!'*

#### FamilyLine Coaching

*'The coaching sessions were really useful. The coach helped me to keep focus on individual tasks and put together an achievable action plan. I'm so grateful for the support'*

#### FOOD Clubs

We asked our FOOD Club members in a survey about the impact on them if FOOD Club wasn't there. The responses received underline how crucial this support is to many families across the country and included the following comments:

*'The food box supplements our family food budget, so the cost of living crisis would impact us much harder. It gives us a wider variety of food, seasonal veg and little treats.'*

*'We would definitely see the difference in the food shopping bill. We would be going without good meals a few days a week.'*

*'It would be a bigger struggle to buy food for a family of five especially with the cost of living crisis.'*

*'I would get to the point where I wouldn't be able to provide food for all of my family.'*

#### The following case study shows the difference a FOOD Club has made to one family:

*'... for those that have helped me so much this year, I hope you all get to hear how much of a difference you all have made in mine and my children's life this year. Not only have we received food items we have never eaten before, tried new recipes and been blessed so much with the amazing contents but I also found that I feel I have true friendship with you all. I look forward to seeing you all and you always greet me with a smile.'*

*'You always seem so pleased to see me and it really brightens my day. I think it's amazing that you all seem to genuinely care. I can't tell you what a lovely feeling that is ... the lovely things you have all said to me has helped me through a really sad time in my life. All the advice about different ways I can receive more affordable food has made such a difference to us as a family. I have learnt to make new meals, see the kids' excited faces when they see what we have received, had more variety with items ... I've learnt to enjoy cooking. Uploading pictures that you praise me for touches my heart and makes me feel good or proud about what I have cooked.'*

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*'Life can seem a little grim sometimes and it can feel like the world is a bad place but then there are people like you that make you stop and think ... this world has many beautiful, caring people in it. You have made me feel supported, that I'm not alone worrying about food. I love that you give me ideas on how to cook a meal with the items I receive.'*

**Social Prescribing Service, Havering**

*'You do a great job. There is hope there, I was in a tunnel, and you have shown me the exit.'*

*'This service is amazing, you have connected me up with so many places, it has made a big difference to me and my family - I feel better and so now they feel better too. I have hope and direction now.'*

*'You've done more than anyone ever has, you have done a brilliant job and I like that you don't talk down to me; you simply talk to me and listen.'*

**PAC-UK Adopted people - in-person meet-up**

*'I found every one of the speakers who shared their experiences inspirational, they have taken their own experiences and pain and used these to help others. They were amazing!'*

**Separated Parents Information Programme**

*'When Tracey answered the phone she listened to me, she was understanding, caring and most of all what came across was she was committed to helping me attend the course. As soon as I spoke to Tracey I felt like a weight had been lifted off my shoulders and my stress and anxiety had significantly reduced.'*

**Service User Feedback from the City and Hackney WellFamily Service**

*'From August/September onwards I've stopped feeling low altogether and feel like my old self again, also slowly started socialising amongst friends again.'*

*'Thank you for making me feel comfortable to talk to you and listening to what I had to say, you are an example as to why it's important to have diversity in the workplace, as I don't think I would have been able to have been as open with others.'*

**GP feedback from the City and Hackney WellFamily Service**

*'It's a fabulous service. Very much appreciated by our patients. Also reduces wait times to see a psychologist when referred to Homerton community services.'*

**Stockton Family Outreach Service**

*'Someone has finally listened to me and helped me.'*

*'Lyndsey was the only person who I feel actually tried to help me and my family. She was always there for me to talk to when other organisations were doing nothing and I know she done her best for me. I cannot thank her enough for what she's done.'*

**Durham Young Carers Service: training session to professionals working with families in the County**

*'Full of useful information. So good to hear stories and experiences – well done guys! I feel more informed about the service and the role of young carers now. Thank you!'*

**HeadStart (youth employability service)**

*'I really appreciate all the effort you put into helping me get this interview and I will be able to apply these skills for the future. You have also helped me write a CV and cover letter that no one has ever helped me with so I wanted to say thank you so much and wish you well.'*

**Change4Life coaching service (London Boroughs of Westminster and Kensington & Chelsea)**

*'I learnt the importance of water, vegetables and fruits. Now I am eating my five veg/fruits. Also, I start to eat healthy snacks by following the traffic lights system that I learnt. The staff are excellent. From my side, I don't think of anything they could have done more.'*

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### National School Breakfast Programme

*'Working in partnership with the National School Breakfast Programme has been, and continues to be, incredible. Providing a breakfast bagel every morning for our children and pupils from Nursery to Year 6 ensures all children have food and are ready to embrace the day and make the most of every moment. Thank you!'* Wyndham Spencer Academy  
*'Many of our children arrived saying they were hungry, however, now all children have access to breakfast which supports all in having a positive start to the day and allows them to remain focused throughout the morning.'* Freezywater St George's CofE VA Primary School

*'The NSBP breakfast provision has significantly transformed the start to the school day. Children arrive on time and the transition to learning is excellent. The social aspect of eating a bagel together in the morning has been very positive for pupil and staff relationships.'* Wodensfield Primary School

## Strategic Report

### Achievements and Performance

The Trustee Board worked with the senior management of the organisation to develop a new five year strategy, *Building on 150 Years*, for the period 2019-2024. The strategy was launched in April 2019. Examples of our progress against the five agreed strategic objectives over the fourth year of the strategy to March 2023 are given below:

1. **Agile and Responsive** - always able to look ahead, to innovate and to seize opportunities

During the year, Family Action continued to **look ahead** by working actively to try and reduce the impact of the cost of living crisis for our service users, volunteers and staff. We set up the Family Action Fund with an ambition to provide up to 2,500 individuals and families with £200 each in supermarket shopping vouchers to ease the impact of rapid increases in food prices. We provided the core of this new fund by disinvesting £200k of our own investments and supplementing this with generous donations from a number of our corporate partners, individual supporters and other friends. By the end of March 2023, we had already supported 1,805 individuals and families and disbursed £361,000 in supermarket vouchers. We also set up a similar cost of living hardship fund for our own worst affected staff and made over 160 grants of £150 supermarket vouchers to those staff again to help them address rapidly rising food prices. This very practical support recognised that many of Family Action's staff are in relatively low paid jobs and this is typical of the health and social care sector in which we operate. During the year we saw continuing demand for our network of FOOD Clubs and we managed to secure funding to keep many of these vital Clubs open throughout the year. We were delighted that two of our longest standing corporate partners NewDay and LV= General Insurance decided further to extend their partnerships with us. We continued to **innovate** by creating exciting new corporate partnerships including a fantastic new education support grants and extended LifeSkills offer (funded by a major new three year partnership with Barclays) and a new grants scheme for single parents pursuing higher education (funded by JP Morgan). Finally, we continued to **seize opportunities**, e.g. by significantly growing our range of supervised contact services over the course of the year, by extending our contract to deliver the National School Breakfast Programme until July 2024 and by identifying funding to enable us to take forward an ambitious new Development Programme which will include a brand review, new website and additional service development capacity.

2. **Managed Growth** - continue to grow in a managed, sustainable way so that we can help more children, adults and families to have better lives

Despite the cost of living crisis, Family Action continued to secure an encouraging level of income over the last 12 months. The charity retained the vast majority of its contracted services including the National School Breakfast Programme and our large contracts in Cumbria and also secured £4.9m in new wins and retendered contracts for the 23/24 financial year including a large supervised contact service in Hertfordshire and a smaller supervised contact service in Medway, a new SENDIAS services in Wiltshire and the Portsmouth Safe Space contract. As already mentioned above, we were also delighted to secure major new corporate partnerships with Barclays and JP Morgan and to extend further our existing highly successful partnerships with NewDay and LV= General Insurance.

The charity continues to work with over 60,000 families a year through some 170 services. We also ensured that hundreds of thousands of children who would otherwise be too hungry to learn, received a nutritious breakfast every school day through the National School Breakfast Programme, and we reach thousands of individuals through our grants programmes. Our fundraising team raised more than £6.5m during the year to support our core objective of providing emotional, practical and financial support to families.

3. **Improved Quality** - to ensure that our services are of the highest possible quality so that we can maximise the difference made to our service users

We have made several excellent new appointments and additions during the year to our senior operations team and we welcome those colleagues into their new roles. We are working hard to increase distributed leadership within Family Action, a goal that is important in an organisation that is so large and so widely dispersed geographically.

We made good progress again during the year on our quality improvement agenda. Our Quality Assurance Framework is enabling all tiers of the organisation to collect and analyse the right data, to understand the quality of practice and ultimately to improve outcomes for children and families. During the year all our services revised their Continuous Improvement Plans and it is good to see a culture of continuous improvement becoming firmly embedded into the organisation.

We have had a continuing focus during the reporting year on the development and application of data for service management and central organisational oversight. An organisational dashboard was developed and will be taken further next year to enable more rigorous regional and central oversight of key metrics across services. The development of individual Service Level Reports (SLRs) has accelerated again and all Family Action services which are on our internal InForm system now have their own bespoke SLR which enables the local, regional and central management oversight of that service including capturing outcomes for children and families. During the year we also appointed Family Action's first Head of Practice Development to lead on the development of communities of practice across our 9 thematic service areas which were summarised at the beginning of this report. We were also pleased to retain our three ISO accreditations during the year. On the IT side we were delighted to complete the migration from the remote desktop to the cloud as we had been working towards this goal for some time and retain our Cyber Essential Plus accreditation.

We had some excellent inspection results in our regulated services during the year. We were particularly pleased that the work of PAC-UK, Family Action's adoption support agency, was recognised with an Outstanding judgment when it was inspected in December 2022. The inspection report noted:

*'PAC-UK provides a highly enabling and intuitive service that is based on a shared understanding of service users' needs, which is a golden thread of exceptionally good practice.'*

4. **Better Known with a Bolder, Stronger Voice for Families** - to build our national profile and positioning and to ensure we have increased influence and impact

During the year our Development and External Affairs Directorate was restructured to include two Deputy Director level roles with responsibilities for External Engagement and Business Development reflecting the changing requirements of Family Action both as a social business and as a charity seeking to speak out on the issues where we have particular expertise. The restructured Directorate now has an increased focus on Social Value which has become a key element of public tendering and an area where Family Action has growing expertise.

Over the last 12 months Family Action has again worked hard to shine a bright spotlight on contemporary family pressures. We have highlighted the huge impact of the cost of living crisis on individuals and families across the country and the disproportionate impact of rising energy and food prices on the poorest households.

Over the year we have also continued to develop and evolve our work to give all families a bold strong voice under the umbrella of 'Family Voices'.

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We delivered two successful **brand campaigns** during the period. *'Creating Happy Memories'* in Summer 2022 included a successful play-themed partnership with Fisher-Price encouraging families and friends to make new happy memories by providing inspiration and practical ideas on how to spend quality time together. Our Christmas campaign *'Make theirs Magic'*, focused on the comfort we gain from time spent with loved ones. We reached over 1.5m views on our social channels and up to 192m views through PR activity. The Toy Appeal raised £52,946 and we distributed nearly 12,000 toys to families identified by our services. Our individual giving appeal raised over £55,000. Towards the end of the reporting year, we were particularly pleased to recruit our first ever Head of Brand Development who will lead on a review of Family Action's brand and feed into the development of our new website.

We continue to grow our **influencing** work. Our CEO was invited to join the new Cross Government Advisory Group on Family Policy and also spoke at or chaired a number of conferences relevant to Family Action's work. Significant coverage was achieved across Video on Demand, National Press, Television and social channels.

5. **Valuing Our People** - investing in our staff and volunteers and their development so that Family Action becomes an even better place to work

By the end of the reporting year, Family Action's workforce numbered on average 856 staff and nearly 350 volunteers. We were delighted to create and appoint a new central recruitment team during the year to streamline and enhance our recruitment processes and to learn from best practice in this field.

We have an Equality, Diversity and Inclusion (EDI) Manager to enhance our work and practice in EDI, a range of staff diversity networks (Anti-Racism and People of Colour, AccessAbility, Gender Equality, LGBTQIA+, Parents and Carers Equality and Inter-faith) and a network of EDI Champions across the organisation.

During the year we participated in the Stonewall Workplace Equality Index for the second time to help us generate a more informed understanding of our employees' experiences at work with regards to lesbian, gay, bi and trans inclusion in the workplace and we achieved a Silver Award this year recognising the progress that we are making as an organisation in this area.

We commissioned a review of our Learning and Development offer to staff and as a result of that review will now recruit our first ever Head of Learning and Development. We also commissioned a Reward Review. This important review will examine all aspects of reward within Family Action. While we are limited in what we can do in relation to salaries we want to ensure that all other aspects of our reward offer to staff are as good as possible. Staff wellbeing has continued to be a major concern and focus all year given the cumulative impact of the pandemic and now the cost of living crisis on our staff and volunteers personally as well as on our service users. We have continued to provide a comprehensive staff wellbeing programme that has focused on emotional, physical and financial wellbeing.

#### The legacy of the pandemic

We said in this report last year that we had emerged from the pandemic as a changed organisation. We are now able to provide more of our services virtually although many of our services of course require considerable face to face contact to be effective. We have also continued to make great strides forward in terms of our organisation-wide ability to use technology well. Many meetings across the organisation are now taking place virtually saving travel time and money and we are now better able to decide when a face to face meeting is really necessary and to prioritise our time and resources accordingly. We are encouraging flexible and hybrid working as much as we can whilst also being very conscious that many of our roles need to be performed within a designated workplace because of the necessity of maintaining face to face contact with service users.

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As with last year, a key challenge this year has been to keep open some of the services that rapidly expanded during the pandemic. There is still a pressing need for us to maintain our FOOD Club programme, which feeds thousands of families every week. Funding these Clubs is challenging and we continue to work very hard to find funding for this essential work. We have also continued to experience very high demand for our free FamilyLine service, which provides immediate advice and support on demand to parents and carers under stress.

Family Action has continued to work hard to support the wellbeing of our workforce as we have emerged from the pandemic. We know that many of our employees and volunteers struggled personally during the pandemic and many are also struggling in the context of the cost of living crisis yet they continue to provide unfailing support and encouragement to our service users. We have continued to invest in staff wellbeing, made a one-off payment of £500 during the year to all staff below senior management grade to provide some additional practical financial support and also established an employee hardship fund to provide £150 in supermarket food vouchers to over 160 of our most affected staff. Whilst these efforts were appreciated the reality of charity finances is that we cannot raise salaries to reflect prevailing rates of inflation and this is a constant worry for the charity as we seek to recruit and retain staff.

#### Financial Review

Family Action's total income for the year was £39m (2022: £35.2m). 93% of our income was restricted to funding specific services. Income for Operational Services came from Local Authorities, central government and NHS Trusts for the provision of specific services. These funders are listed in the accounts (Note 5a, b & c).

Overall, we employed a monthly average of 856 (2022: 904) staff in the year. Total expenditure amounted to £36.9m (2022: £32.8m), with £35.3m (2022: £31.5m) relating to restricted charitable activities.

Total Funds at year-end were £20.7m (2022: £16.9m). There was a decrease in the Pension deficit valuation at year-end from £12.5m to £9.7m (see pension fund statement for further details). We have also seen a reduction in the value of the Endowment funds from £10.8m in 2022 to £9.7m. The net increase in total funds was £3.8m.

#### Fundraising approach and performance

The charity undertakes fundraising activity to its supporters via a range of methods, including but not exclusively, direct mail, fundraising events, challenge events, corporate fundraising, crowd funding, Trusts and Grants fundraising and email fundraising, in line with the Fundraising Code of Practice set by the Fundraising Regulator. Our fundraising promise, (which is available on our website to reassure supporters of our approach):

When you support us, you can be sure of the following:

- We will never sell your contact details to anyone
- If you are an individual supporter, we will only contact you if you have expressed an interest in our work
- If we phone you, we will always check you are happy to take the call
- If you ask us to change how we communicate with you, or stop, we will respect that
- We do not engage in cold-calling, door-to-door or street fundraising. We try hard to ensure no one ever feels pressurised to support our work
- We are registered with the Fundraising Regulator and adhere to the Fundraising Code of Practice
- All our activities are open, fair, honest and legal

All our fundraising staff have regular supervision and appraisals, as well as a development plan, to ensure we are working to best practice standards and regularly reinforcing our fundraising ethics. We have an Ethical Fundraising Policy which is reviewed at least annually.

The charity is registered with the Fundraising Regulator and adheres to the standards of the Fundraising Code of Practice.

Whilst the vast majority of our fundraising is staff and volunteer-led, we have engaged the services of one third-party fundraising agency this financial year. We are committed to monitoring the quality and performance of any third party agencies we engage with and ensure compliance to the Fundraising Regulator's Fundraising Code of Practice.

Over the course of this financial year, we have received no fundraising complaints. As such, no complaints were referred to the Fundraising Regulator. Our complaints procedure is available on our website with all relevant contact details.

## FAMILY ACTION

### TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

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#### Reserves Policy

The Trustees have considered their policy on building up reserves and established that the appropriate level of free reserves is one that allows the Charity to continue its normal activities in the event of a significant drop in funding, or loss of projects, with contribution toward the closure costs, if the project cannot absorb its own closure costs. In considering the nature and diversity of our income, the Trustees believe the appropriate level of free reserves should be 6 months running

costs of the central operation which runs the Charity. i.e., Head Office; the running costs of which is £5.70m for 2023/24 and a contribution towards potential project closure costs, including the total lease obligations payable of £0.6m.

Our freely available general funds as at 31 March 2023 were £5.28m (2022: £4.52m). This covers the required level of reserve of 6 months running costs of the Head Office, it also covers any potential project closure costs and continuing lease obligations.

General Funds form part of our Unrestricted Reserves which, totalled £7.64m at 31 March 2023 compared with £6.65m as at March 2022. Funds designated for specific purposes stood at £2.36m (2022: £2.12m).

Notes 15-17 of the accounts show the various funds or reserves by type and summarise the year's movements on each fund. Note 18 shows the assets and liabilities attributable to the various funds.

#### Going Concern

The Trustees have reviewed the projected operations and activities of the company, including consideration of the existing contracts and a two year projected cash flow forecast. Based on the available financial information, we are of the opinion that adequate resources will continue to be available to fund the activities and operations of the company, therefore Family Action is a going concern.

#### Pension Fund

In common with other Charities with historic final salary schemes, our pension scheme shows a deficit which stood at £9.68m at 31 March 2023 (2022: £12.48m) and under UK accounting standards, we are required to account for this deficit on the balance sheet (Note 9).

The deficit on the defined benefit pension scheme reduced by £2.79m in the year to 31 March 2023.

The main financial assumptions as at 31 March 2023 have changed since 31 March 2022. Discount rate increased from 2.65% to 4.75%. Inflation expectations increased to 3.25% from 3.60%. In combination, these gave rise to a gain of £14.81m.

Changes in demographic assumptions at 31 March 2023 led to a gain of £0.54m.

There was an experience loss of £1.55m, in addition, there was a loss on assets in excess of interest income of £11.07m.

The funding status of the Scheme over the period is as shown in the table below.

	31 March 2023 £'000	31 March 2022 £'000	Change £'000
Present value of liabilities	(26,376)	(40,156)	13,780
Market value of assets	16,695	27,681	(10,986)
Funding deficit	<b>(9,681)</b>	<b>(12,475)</b>	<b>2,794</b>

## FAMILY ACTION

## TRUSTEES' REPORT

### FOR THE YEAR ENDED 31 MARCH 2023

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The triennial valuation due in January 2023, is ongoing with a new repayment plan to be agreed with the Pension Regulator before the deadline of March 2024. The Charity will continue to make annual payments towards the deficit under the existing agreed repayment plan made with the Pension Regulator in March 2021.

The Trustees are aware that the deficit on the scheme under FRS102 will fluctuate with changing market conditions and that their responsibility is to meet the required contributions. There are active options being considered with the Pension Scheme Trustees as we continue to manage the deficit. The Trustees do not consider this deficit to represent an immediate demand on the Charity's funds and do not, therefore, consider that there are any resultant limitations on resources available for general application or on the application of any restricted income funds.

### Investment Policy and Performance

The Trustees' primary aim is to achieve sufficient income and capital growth from the investments so as to permit without interruption the continued provision of the Charity's core services.

In 2019, there was a review of the Investment Strategy with a change to the objectives and a strategic decision to reduce portfolio risk to focus on capital preservation (ahead of the start of the pandemic).

More specifically the objectives were prioritised in the form of 'Primary' and 'Secondary':

#### Primary

- The target is that the value of the portfolio will be maintained at a minimum of £10m.

#### Secondary

- To generate £225,000 to £275,000 per annum of income available for distribution as grants
- Diversification
- Capital growth to keep pace with inflation (CPI).

The above objectives have continued to be relevant in recent years given the challenging market conditions..

The Investment Portfolio managed by Brewin Dolphin generated investment income during the year of £305k, compared with £282k in March 2022. As the market conditions slowly improved during the year, we saw the majority of our portfolio paid dividends. The forecast income for 2023/24 is expected to be £312k at 3.10%.

During the year there was an approval from the Charity Commission and the Board to disinvest £0.2m to fund our new grants programme for the cost of living crisis, a major challenge for our client group and an objective of the Trust funds disinvested.

We saw the portfolio value drop and then slowly recover to £10.1m as at March 2023 compared with £11.2m in 2022, a reduction of £1.1m. With income at 3.05% of capital value and capital value at £10m, the portfolio has not produced a real return, principally due to prevailing high inflation and market volatility.

The performance of this investment strategy continues to be reviewed by Trustees, the Investment Committee and Brewin Dolphin on a quarterly basis, with a more in-depth review annually.

There is an ongoing review of the investment strategy and managers which will be completed in the next financial year by the Investment Committee.

The Investment Committee continues to have oversight of the management of the endowment portfolio and relationship with the investment managers in order to provide assurance to the Board of Trustees in respect of the strategies and management of this portfolio, in accordance with the agreed Investment Strategy.



### Plans for the Future

In 2023/24 Family Action will continue to take forward the 5 strategic objectives in our 5 year strategy, *Building on 150 Years*. These 5 priorities remain:

1. **Agile and Responsive** - always able to look ahead, to innovate and to seize opportunities
2. **Managed Growth** - continue to grow in a managed, sustainable way so that we can help more children, adults and families to have better lives
3. **Improved Quality** - to ensure that our services are of the highest possible quality so that we can maximise the difference made to our service users
4. **Better Known with a Bolder, Stronger Voice for Families** - to build our national profile and positioning and to ensure we have increased influence and impact
5. **Valuing Our People** - investing in our staff and volunteers and their development so that Family Action becomes an even better place to work

Unfortunately, we are expecting the 23/24 financial year to be challenging again. The combined impact of a decade of austerity, the pandemic and the continuing cost of living crisis is widening inequalities, particularly for the most disadvantaged, and fuelling demand for Family Action's services. Organisations like Family Action that bid for publicly tendered work for the majority of their income are locked into a market and a funding system that does not tolerate inflation-related annual contract increases. As a result, we are struggling to recruit and retain staff in some of our services and our flexibility to cover increasing costs and to increase salaries within existing budgets is very limited. This is a systemic issue in the commissioning of public services that was more manageable during a period of low inflation but which is now putting huge pressure on our staff and services. There is an assumption that the charity sector will always be there to provide a vital safety net but these systemic frailties are issues that politicians from all parties need to acknowledge, prioritise, confront and resolve. In the meantime Family Action needs to keep looking ahead for new sources of income so that we can continue to deliver high quality services that provide the support that vulnerable families, children and adults need. Our successful year in 22/23, in financial terms, will again help us to bridge these challenges but the imperative remains for us to continue to win new work in this difficult climate, whilst also retaining as many of our existing services as possible. We will continue to make the case for greater investment in high quality early intervention and preventative services such as those we provide across the country and this is a message that we will be giving clearly within the new Cross Government Advisory Group on Family Policy that we were recently invited to join.

Particular objectives for Family Action in the year ahead will be to continue to seize opportunities to develop new services that meet emerging needs for vulnerable children, individuals and families. We will also drive forward our quality assurance programme, our practice development work and implement the findings of our recent Learning and Development review including appointing Family Action's first Head of Learning & Development.

During the year ahead, we will also be completing our Reward Review and considering what more we can do to improve Family Action's total reward package for our staff. We will be developing a new People Strategy and we also hope to achieve the Investing in Volunteers award for the first time.

We will also take forward our review of Family Action's brand and will take the findings of that work into the development of a new website for the charity. We will also use our campaigns and other engagement work with professional audiences, influencers and political decision makers to influence societal understanding of the diversity of contemporary family life, to drive forward positive change and to act as a platform for the voices of all those with whom we work.

Finally, we want to continue to build on our programme of EDI work to ensure that Family Action becomes an even better place to work and to ensure that all our staff, volunteers and service users are comfortable to be themselves both in the workplace and in every contact that they have with us. More detail is given elsewhere in this report about our EDI priorities for the year ahead.

## FAMILY ACTION

### TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

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#### Structure, Governance and Management

##### Governing Document and group structure

Family Action has its origins in the Charity Organisation Society, which was established in 1869. Today, Family Action is a Company Limited by Guarantee governed by its Articles of Association last amended on 25 April 2019. It is registered as a Charity with the Charity Commission and as a company with Companies House. Family Action subsidiaries are Friendship Works, BAND, PAC-UK and PARCS which are registered and charitable companies that are now dormant following their mergers and transfers of trade and assets to Family Action.

##### Appointment of Trustees

Our Articles of Association provide that Family Action may have up to 15 Trustees and the present members of the Board are listed in this report. The recruitment of Trustees is steered through the Governance Committee, chaired by the Chair of Trustees. We assess the strengths of the Board and the skills that we need for effective governance on an ongoing basis.

##### Trustee Induction and Training

All new Trustees receive a bespoke induction plan according to individual need. As a minimum, this includes meetings with the Chair, CEO, Director of Finance and other key staff, the opportunity to observe a Board meeting before joining the Board, the opportunity to learn more about Family Action's services and an offer to attend the monthly corporate induction session for new staff where the CEO presents in detail on the charity's history, strategy, services, finances and current operating environment. We also have a standard Trustee Induction Pack which we keep updated, that contains key information about Trustees' legal duties and responsibilities under Charity and Company Law, the Charity Commission guidance on public benefit, the Charity's Articles and detailed organisational information. New Trustees are paired with a Trustee mentor and we provide training as necessary to ensure that all Trustees are kept up to date with changing requirements. Trustees have also been kept aware of the changing landscape around the regulation of Charity fundraising and Charity law.

##### Organisation

The Board of Trustees administers the Charity. The Chief Executive is appointed by the Trustees to manage the day to day operations of the Charity. To facilitate effective operations, the Chief Executive has delegated authority, within terms of delegation approved by the Trustees under its Executive Limitations, for operational matters including finance, contracts, service provision and employment. The Board meets five times a year and there are four Board sub committees: Audit Committee, Quality & Performance Committee, Governance Committee and Investment Committee which can meet up to four times a year under their respective terms of reference.

##### Related Parties and Co-operation with other Organisations

Any interest between a Trustee or senior manager and the Charity must be disclosed to the full Board of Trustees in the same way as any other contractual relationship with a related party.

David Holmes CBE, the CEO of Family Action, is the chair of Children England, a membership organisation to which Family Action is a member with £4,134 annual subscription.

Dez Holmes, a trustee of Family Action, is also a member of the key management personnel of The Dartington Hall Trust which runs Research in Practice (RiP), a membership organisation providing online resources supporting evidence-informed practice with children and families, young people and adults. During the year, Family Action had an active membership subscription to RiP at a cost of £19,500 excluding vat per annum, as this is a valuable professional resource for all Family Action staff. This transaction was carried out at an arm's length basis.

There are no other related party transactions to report.

## FAMILY ACTION

### TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

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#### Trustee Indemnity Insurance

Family Action provides insurance to its Trustees against liability in respect of actions brought by third parties, subject to the conditions set out in the Companies Act 2006. Such qualifying third party indemnity insurance remains in force as at the date of approving the Trustees' Report.

#### Key Management Personnel Remuneration

The Directors, who are the Trustees, consider the Board of Trustees, and the Executive Group as comprising the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day to day basis. All Trustees give their time freely and no Trustee received remuneration in the year.

The pay of the Executive Group is reviewed annually. In view of the nature of the Charity, the Trustees benchmark against pay levels in other Charities of similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles. The remuneration benchmark is the mid-point of the range paid for similar roles adjusted for a weighting of up to 30% for any additional responsibilities.

#### Risk Management

The Trustees have a risk management strategy which comprises:

- a review of the principal risks and uncertainties faced by Family Action as a standing agenda item at every Audit Committee meeting, and the Board on an annual basis;
- regular review of the principal risks and uncertainties faced by Family Action and the group by the Executive Group, in line with the Building on 150 Years Strategy;
- well-established policies, controls, systems and procedures to mitigate any risks identified; and
- clear processes designed to minimise or manage any potential impact on Family Action and the group, should those risks materialise.

The main risks are identified within Family Action's Risk Register. At each Audit Committee meeting we review the Risk Register and also highlight the current highest risks that the Executive Group is concerned about (with commentary and controls). The Risk Register is also reviewed annually by the Board of Trustees. The following top risks were identified over the last year:

- Failure to retain contracted services or win replacement work
- Unstable external environment impacts on staff morale and engagement, and our ability to recruit and retain staff
- The organisation becomes too reliant on the management charge earned against one significant contract in funding central infrastructure
- Death of, or serious harm to, a service user, due to poor safeguarding practice
- Failure to effectively manage the wide range of concurrent organisational priorities
- Inappropriate retention of confidential data, breaches of data protection law and/or increases the risk of loss of personal data, and any loss of confidential data held on paper file or electronically
- Inability to manage the historic pension scheme deficit and meet ongoing deficit payments

Key factors in the management of these risks are also reflected in our Building on 150 Years strategy that was launched in 2019 and is updated annually to ensure it remains current. The strategy has five underpinning objectives to help us prioritise and manage ongoing organisational risks and opportunities, especially in light of the external environment (including the impact of austerity, the Covid-19 pandemic and the current cost of living crisis). The five strategic objectives are summarised elsewhere in this report.

Further to the above, there remains ongoing mitigation of other key risks such as those relating to HR, IT, and Health & Safety.

## FAMILY ACTION

### TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

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#### **Slavery and Human Trafficking Statement**

The Modern Slavery Act 2015 introduced new obligations in relation to slavery and human trafficking. Family Action is fully supportive of the legislation as it is in keeping with our values. Family Action is committed to the principles of the Modern Slavery Act 2015 and the abolition of modern slavery and human trafficking. As an equal opportunities' employer, Family Action is committed to creating and ensuring a non-discriminatory and respectful working environment for its staff and volunteers. Family Action wants all its staff and volunteers to feel confident that they can expose wrongdoing without any risk to themselves.

The nature of our organisation and supply chains means Family Action has a low risk of being exposed to suppliers who utilise human trafficking or slavery. However, we are committed to improving our practices and processes to combat slavery and human trafficking, wherever we can.

#### **Due Diligence Processes for Slavery and Human Trafficking**

As part of our initiative to identify and mitigate risk, our Procurement Policy and processes ensure we have in place systems to:

- identify and assess potential risk areas in our supply chains;
- mitigate the risk of slavery and human trafficking occurring in our supply chains; and
- monitor potential risk areas in our supply chains.

We have a zero tolerance to slavery and human trafficking, and we ensure all those in our supply chain and contractors, and our investments comply with these values. Family Action maintains the following policies which are accessible via the Family Action intranet:

- Employee Code of Conduct
- Anti-Bribery Policy
- Anti-Fraud Policy
- Ethical Fundraising Policy
- Health & Wellbeing Policy
- Whistleblowing Policy
- Anti-Bullying and Harassment Policy
- Equality, Diversity & Inclusion Policy
- Safer Recruitment Policy.

Family Action does not enter into business with any organisation, in the United Kingdom or abroad, which knowingly supports, or is found to be, involved in slavery, servitude and forced or compulsory labour.

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes the slavery and human trafficking statement for the financial year ended 31 March 2023.

#### **Statement of Trustees' Responsibilities**

The Trustees (who are also the directors of Family Action for the purpose of Company Law) are responsible for preparing the Trustees' Report (including the Strategic Report) and the financial statements in accordance with applicable Law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charitable Company and of the incoming resources and application of resources including the income and expenditure of the Charitable Company for that period.

## FAMILY ACTION

### TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

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In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and apply them consistently.
- Observe the methods and principles of the Charities SORP.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis, unless it is inappropriate to assume that the Charity will continue on that basis.
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose, with reasonable accuracy at any time, the financial position of the Charitable Company 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, hence taking reasonable steps for the prevention, detection of fraud and other irregularities.

In so far as each of the Trustees is aware, there is no relevant audit information which the charitable company's auditor is unaware of and they have taken all the steps that they ought to have taken, as Trustees, in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

#### **Public Benefit Statement**

The Charities Act 2011 requires all charities to have a purpose that is for the public benefit. The public benefit requirement has two aspects: the "benefit" aspect and the "public" aspect.

All Family Action services provide an identifiable benefit that is capable of being proved by evidence and are made available to the public or sufficient sections of the public. This is entirely in accordance with the two aspects of the public benefit requirement.

The Trustees can confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, "Charities and Public Benefit".

Family Action's charitable purpose is enshrined in its vision of a society where all families are free from poverty, disadvantage and social exclusion. The Trustees ensure that this purpose is carried out for the public benefit by delivering services in accordance with our strategic aims. Many of our services are open to all and our awareness raising and campaigning work benefits everyone.

## FAMILY ACTION

### TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

#### Carbon Performance 2022/23

Emissions are reported annually in June each year covering the previous financial year running April-March. These are calculated in accordance with the Carbon Trust Corporate Reporting and Accounting Standard using GOV.UK carbon conversion factors. The calculation for scope 3 uses carbon conversion factors for an average UK car. Data includes all activities where we have operational control and specifically eliminates any energy that is procured by a third party. This will include any procured by a landlord and recharged to Family Action as part of a service charge (or similar). We have also adopted the 2015 WRI/ WBCSD Scope 2 Guidance on procured renewable energy. For our efficiency Index we use 'per FTE'.

- **Gas combustion** (Scope 1 requirements) – includes gas consumed for stationary or mobile activities for which Family Action is responsible.
- **Electricity consumption** (Scope 2 requirements) – includes the purchase of electricity by Family Action for its own use, including for the purposes of transport.
- **Transport** (Scope 3 requirements) – includes energy consumption from transport where Family Action is responsible for purchasing the fuel e.g. fuel used in leased vehicles for business use, fuel used in personal cars for business use, including where Family Action reimburses staff for business' mileage claims. This excludes where a transportation service is procured that includes an indirect payment for the fuel consumption e.g. train/plane/taxi or similar where Family Action does not operate the transport. However, Family Action are preparing a base line so we can elect to report them separately in future years (including as part of Scope 3 emissions).

	2019/2020	*2020/2021	*2021/2022	2022/2023
	tCO2e	tCO2e	tCO2e	tCO2e
Gas combustion (Scope 1 requirements)	156.19	116.19	74.93	92.69
Electricity consumption (Scope 2 requirements)	87.96	72.4	64.07	43.41
Transport (Scope 3 requirements)	241.93	56.39	118.08	176.77
Total	486.08	244.98	257.08	312.87
Carbon footprint per FTE	0.75	0.37	0.37	0.50
Total	Base	49%↓	0%	18.5%↑

Family Action has had a target set out in our business assurance system processes to ensure that a carbon footprint decreases by 5% per annum per FTE year.

\*Due to the effects of the COVID-19 pandemic, lower than expected carbon was produced.

#### Section 172 Companies Act 2006

Acting in accordance with Section 172 of The Companies Act 2006 ("Duty to promote the success of a company") Family Action's Trustees consider that they have complied with their duties by promoting the Charity's success in achieving its charitable purpose to build stronger families.

Specifically, Trustees, working closely with the Executive Group, have supported the Charity to continue to implement its 5 year (2019-2024) corporate strategy - Building on 150 Years - and to navigate the continuing legacy of the pandemic and the current cost of living crisis (for more detail see the Trustees Report above).

## **FAMILY ACTION**

### **TRUSTEES' REPORT**

#### **FOR THE YEAR ENDED 31 MARCH 2023**

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#### **Long-term consequences of decisions**

A key decision taken during the year was to invest a total of £0.4m to replace Family Action's website, invest in our brand through the appointment of the Charity's first Head of Brand Development role and create a new service development role to ensure that Family Action remains at the cutting edge of new service design. Funding for this will be provided by the Charity's service development reserves until the 2024/25 financial year.

We also took the decision to disinvest £200k from the charity's invested funds to form the basis of our new Family Action Fund to support up to 2,500 of the most vulnerable families impacted by the cost of living crisis.

Finally, we used £462k of the charity's funds to provide a £500 one-off payment to support our own employees below senior management grade through the cost of living crisis.

#### **Interests of Employees**

Trustees as well as the Executive Group have been actively involved in decisions affecting employees, such as the approval of the one-off £500 cost of living payment to all staff below senior management grade in May 2022 and the 2022/23 Pay Award and through the work of the Governance Committee.

The Board of Trustees annually reviews Family Action's Gender Pay Gap data and Report. Trustees continue to take a close interest in the organisation's EDI action plan which is being led by our EDI Manager and our EDI Steering Group. As also mentioned above, Family Action has continued to take a very active role in ensuring an enhanced wellbeing support offer to all staff.

#### **Business Relationships with suppliers, customers and others; and reputation for high standards of business conduct**

During the year, Trustees and the Executive Group have overseen relationships with all our key commissioners and suppliers to ensure we maintain positive and effective relationships. The quality of these relationships has continued to be tested by the cost of living crisis but the Charity's longstanding efforts to maintain good relationships with commissioners and suppliers has ensured that these relationships remained strong.

#### **Fundraising**

Family Action has a wide range of fundraising activities to generate voluntary donations towards our vital services for children, families and adults. Our Board of Trustees and Executive Group are committed to building relationships and trust with our supporters. The Board works closely with the Executive Group to ensure that the Charity remains compliant at all times with Fundraising regulations and best practice. We are registered with the Fundraising Regulator.

#### **Impact in the Community and Environment**

Trustees and the Executive Group are committed to acting in accordance with our Environmental Policy and to identifying and seeking to minimise negative environmental impact. Family Action holds ISO 14001 (Environmental Management) certification and we retained this standard without any non-conformities recorded during a reauditing process in March 2023. Please also see our Carbon Performance above.

#### **Acting fairly between members**

Family Action is committed to ensuring all colleagues are treated fairly. To help achieve this we have an EDI Manager and an ambitious programme of EDI development work. We also have an active approach to staff wellbeing and maintain very positive relationships with our recognised trade unions. Family Action's status as an employer of choice was reflected in us being recognised as UK Charity of the Year in the Third Sector Awards 2021 and by our high ratings in recent years within the Sunday Times Top100 Best Not for Profits and Best Large Companies Lists. These high placings also recognised our world-class levels of employee engagement.

## **FAMILY ACTION**

## TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

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### Appointment of Auditors

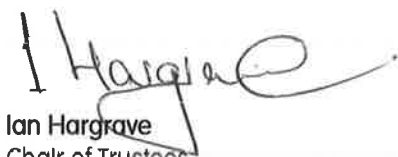
A resolution proposing the appointment of our auditors will be submitted at our AGM in 2023.

### Our Thanks

2022/2023 has been another challenging year for Family Action. Despite that, we have continued to deliver all our services to a very high standard and to respond actively to the cost of living crisis. Trustees recognise the exceptional leadership of Family Action's Chief Executive, David Holmes CBE, and the huge contribution of the Executive Group, Senior Leadership Group and all our excellent staff, volunteers and supporters. I would like to thank them all.

In approving this Trustees' Report, the Board is also approving the Strategic Report included herein in their capacity as Company Directors.

On behalf of the Board.



Ian Hargrave  
Chair of Trustees

21st September 2023



## FAMILY ACTION

### TRUSTEES' REPORT

#### FOR THE YEAR ENDED 31 MARCH 2023

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#### Family Action Trustees, Officers and Advisers

##### Patron

HRH The Princess of Wales

##### Vice Patrons

Dame Christine Davies DBE CBE  
Dr Andrew McCulloch  
Dame Denise Platt DBE  
Katie Vanneck-Smith  
Professor Harriet Ward CBE

##### Trustees

Mary Fulton (Chair to 8 December 2022)  
Ian Hargrave\*\*\* (Chair from 8 December 2022 and  
Honorary Treasurer to 8 December  
2022)  
Paul Hayes (Vice Chair)  
Krista McCluskey (Honorary Treasurer from 8 December  
2022)  
Aida Cable (to 8 December 2022)  
Sophy Doyle  
Robert Tapsfield\*  
George Dunnett  
Phillip Bowkley  
Dez Holmes  
Philippe Broadhead\*\*\*\*  
Barin Brian Roy\*\*  
Ayodele Arogundade  
Melanie Williams Browne

##### Chief Executive (and Company Secretary)

David Holmes CBE

##### Director of Finance

Funke Fatunla

##### General Counsel & Director of Systems

Ricardo Gomes da Silva

##### Director of Services & Innovation

Helen Cantrell

##### Director of Development & External Affairs

Anja Bailey

\*\*\*\* Chair of Investment Committee

\*\*\* Chair of Governance Committee

\*\* Chair of Audit Committee

\* Chair of Quality & Performance Committee

##### Family Action

##### Registered Office

34 Wharf Road  
London N1 7GR  
Tel: 020 7254 6251  
E-mail: [info@family-action.org.uk](mailto:info@family-action.org.uk)  
Web: [www.family-action.org.uk](http://www.family-action.org.uk)

Family Action is governed by its Articles of Association. It is a registered Charity (No 264713) and Company limited by guarantee not having a share capital (No 01068186) in England and Wales. Registered as a Foreign Company (No 6009F) and Charity (No 1206) in the Isle of Man.

##### Principal Advisers to Family Action

##### Bank

Coutts & Co  
Commercial Banking  
440 Strand  
London  
WC2R 0QS

##### Independent Auditor

Haysmacintyre LLP  
10 Queen Street Place  
London  
EC4R 1AG

##### Investment Advisor

Brewin Dolphin Ltd  
12 Smithfield Street,  
London EC1A 9LA

##### Lawyers

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4 North East Quay  
Sutton Harbour  
Plymouth, PL4 0BN

Stone King LLP  
Boundary House  
91 Charterhouse Street  
London, EC1M 6HR

### Opinion

We have audited the financial statements of Family Action for the year ended 31 March 2023, which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet, the Statement of Cash Flows and the related notes, 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 charitable company's affairs as at 31 March 2023, and of the charitable company's net movement in funds, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### 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 charitable company 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

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

### Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Trustees' Annual Report. 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.

### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report (which incorporates the Strategic Report and the Directors' Report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Directors' Report included within the Trustees' Annual Report have been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report (which incorporates the Strategic Report and the Directors' Report).

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

### **Responsibilities of Trustees for the financial statements**

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Based on our understanding of the charitable company and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to charity law, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006, the Charities Act 2011, corporation tax, payroll tax and sales tax.

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF FAMILY ACTION (continued)

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We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to the posting of inappropriate journal entries and management bias in accounting estimates and judgements. Audit procedures performed by the engagement team included:

- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals, in particular journal entries posted that significantly impact on the result for the year, posting in areas subject to significant judgements or estimates, postings in accounts that are considered to be higher risk; and
- Challenging assumptions and judgements made by management in their critical accounting estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

### Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 charitable company and charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Kathryn Burton (Senior Statutory Auditor)  
for and on behalf of Haysmacintyre LLP, Statutory Auditor

Date: 28th September 2023

10 Queen Street Place  
London  
EC4R 1AG

FAMILY ACTION

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £'000	Restricted Funds £'000	Endowment Funds £'000	Total 2023 £'000	Total 2022 £'000
<b>Income and Endowments from:</b>						
Donations and legacies	3	1,626	3,483	-	5,109	2,617
Investment	4	57	312	-	369	288
Charitable activities	5	873	32,650	-	33,523	32,103
Gains on acquisition of business		-	-	-	-	223
<b>Total</b>		<b>2,556</b>	<b>36,445</b>	<b>-</b>	<b>39,001</b>	<b>35,231</b>
<b>Expenditure on:</b>						
Raising funds:		521	-	95	616	581
Charitable activities		1,045	35,252	-	36,297	32,203
<b>Total</b>	6	<b>1,566</b>	<b>35,252</b>	<b>95</b>	<b>36,913</b>	<b>32,784</b>
Net income before investments gains/(losses)		990	1,193	(95)	2,088	2,447
Gains/(Losses) on investments		-	(35)	(1001)	(1,036)	265
Net income before other recognised gains and losses		990	1,158	(1,096)	1,052	2,712
Remeasurement on net defined benefit pension liability	9	-	2,735	-	2,735	1,319
<b>Net movements in funds</b>		<b>990</b>	<b>3,893</b>	<b>(1,096)</b>	<b>3,787</b>	<b>4,031</b>
<b>Fund balance brought forward at 1 April 2022</b>		<b>6,648</b>	<b>(559)</b>	<b>10,797</b>	<b>16,886</b>	<b>12,855</b>
<b>Fund balances carried forward At 31 March 2023</b>		<b>7,638</b>	<b>3,334</b>	<b>9,701</b>	<b>20,673</b>	<b>16,886</b>

All amounts relate to continuing activities. Conduit activities are not included above but are set out in **Note 20**.

The attached notes form part of the financial statements.

## FAMILY ACTION

### SUMMARY INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

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	2023 £'000	2022 £'000
Total income	39,001	35,231
Total expenditure excluding endowment funds charges	(36,818)	(32,665)
Net income before investments gains/(losses)	2,183	2,566
Gains/ (losses) on investments (excluding endowment funds)	(35)	(138)
Net income for the year	<u>2,148</u>	<u>2,428</u>

Total income comprises £2,556k (2022: £1,751k) unrestricted funds and £36,445k (2022: £33,480k) restricted funds.

A detailed analysis of expenditure is available in the Statement of Financial Activities and Note 6.

The Summary Income and Expenditure Accounts are derived from the Statement of Financial Activities with movements in endowment funds excluded to comply with Company Law. All income and expenditure are derived from continuing activities.

The Statement of Financial Activities, together with the notes to the accounts, provides full information on the movements during the year on all the funds of the charitable company.

The attached notes form part of the financial statements.

FAMILY ACTION

BALANCE SHEET

AT 31 MARCH 2023

Company Number: 01068186

	Notes	2023		2022	
		£'000	£'000	£'000	£'000
<b>FIXED ASSETS</b>					
Tangible assets	10		4,593		4,754
Trust and Investments	11		10,077		11,207
<b>CURRENT ASSETS</b>					
Debtors	13	5,634		4,656	
Cash		12,380		12,689	
		<u>18,014</u>		<u>17,345</u>	
<b>CREDITORS: amounts falling due within one year</b>	14	<u>(2,330)</u>		<u>(3,945)</u>	
<b>NET CURRENT ASSETS</b>			<u>15,684</u>		<u>13,400</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			<u>30,354</u>		<u>29,361</u>
Pension scheme deficit	9		(9,681)		(12,475)
<b>NET ASSETS</b>	18		<u><u>20,673</u></u>		<u><u>16,886</u></u>
<b>FUNDS</b>					
Unrestricted funds:					
General funds	15		5,281		4,525
Designated reserve	15		2,357		2,123
			<u>7,638</u>		<u>6,648</u>
Restricted funds					
Income funds – including revaluation reserve of (£166k) (2022: (£129k))	16		13,015		11,916
Pension Reserves	9		(9,681)		(12,475)
Endowment Funds - including revaluation reserve of £120k (2022: (£1,090k))	17		9,701		10,797
			<u>20,673</u>		<u>16,886</u>

The Financial Statements on pages 28 to 63 were approved and authorised for issue by the Board of Trustees, and signed on its behalf on 21<sup>st</sup> September 2023 by:

  
 Ian Hargrave  
 Chairman of Trustee Board

  
 Krista McCluskey  
 Honorary Treasurer

The attached notes form part of the financial statements.

FAMILY ACTION

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	2023	2022
	£'000	£'000
Net cash (used in)/provided by operating activities	(650)	3,014
<b>Cash flow from investing activities:</b>		
Dividends and interest received	369	288
Purchase of tangible assets	(27)	(11)
Proceeds from sale of investments	4,151	1,412
Purchase of investments	(3,833)	(1,294)
Net movement in cash held not yet invested	(319)	(118)
	<u>          </u>	<u>          </u>
Net cash provided by investing activities	341	277
	<u>          </u>	<u>          </u>
<b>Change in cash and cash equivalents in the year</b>	<b>(309)</b>	<b>3,291</b>
Cash and cash equivalents at the beginning of the year	12,689	9,398
	<u>          </u>	<u>          </u>
<b>Cash and cash equivalents at the end of the year</b>	<b>12,380</b>	<b>12,689</b>
	<u><u>          </u></u>	<u><u>          </u></u>



FAMILY ACTION

NOTES TO THE STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £'000	2022 £'000
Net income for the year before investment gains/ (losses)	2,088	2,447
Depreciation	188	157
(Increase)/Decrease in debtors	(978)	(330)
(Decrease)/Increase in creditors	(1,615)	1,401
Decrease in pension scheme deficit, net of gains/losses	(59)	(268)
Net investment income	(369)	(289)
Investment manager fees	95	119
Gains on acquisition of business	-	(223)
	<u>(650)</u>	<u>3,014</u>

ANALYSIS OF CASH AND CASH EQUIVALENTS

	2023 £'000	2022 £'000
Cash in hand	12,380	12,689
	<u>12,380</u>	<u>12,689</u>

ANALYSIS OF CHANGES IN NET FUNDS

	At start of year £'000	Cash flows £'000	Other non- cash changes £'000	At end of year £'000
Cash	12,689	(309)	-	12,380
<b>TOTAL</b>	<u>12,689</u>	<u>309</u>	<u>-</u>	<u>12,380</u>

**1. ACCOUNTING POLICIES**

**(a) General information**

Family Action is a charitable private company limited by guarantee incorporated in England and Wales (co. number 01068186) and registered with the Charity Commission (Charity Registration no. 264713). The Charity's registered office address is 34 Wharf Road, London N1 7GR. The members of the company are the Trustees. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

**(b) Basis of Preparation**

The financial statements have been prepared under the historical cost convention, as modified by the revaluation of fixed asset investments, which are carried at fair value and in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition effective 1 January 2019, applicable accounting standards (FRS 102) and the Companies Act 2006. Family Action is a public benefit entity as set out in section 3 of FRS 102.

**(c) Going concern**

Following a thorough review of projections, including consideration of the delivery costs of existing contracts, a two year projected cash flow forecast and the company's operations, the Trustees consider that there are no material uncertainties regarding the Charity's ability to continue as a going concern. Accordingly, the Trustees continue to adopt the going concern basis in preparing the financial statements.

**(d) Entity combinations**

Entity combinations are the effect on the accounts of Family Action of changes to the structure of the Charity and the group that may arise from the acquisition of businesses and companies, the gift of charities and mergers between charities. In accounting for entity combinations, Family Action applies the requirements of Sections 19 and PBE34.75 – PBE34.86 of FRS 102 and the guidance set out in the Charity SORP.

Unless the requirements for merger accounting are met, an acquiring entity is identified in an entity combination, being the dominant party in a charity merger or the contractual acquirer of a business or company. The assets and liabilities of the entity joining the group at the date of combination or being transferred to the parent charitable company are initially recognised in Family Action's accounts at their fair values. After that date, the accounting policies of Family Action are applied to recognition, de-recognition and valuation of the assets and liabilities.

When the transaction is in substance a gift from the Trustees or members of an existing charity, the fair value of the net assets and liabilities acquired is recognised as a gain or loss within the Statement of Financial Activities.

**(e) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income is deferred when the charity has to fulfil conditions before becoming entitled or where the donor or contracting party has specified the income be expended in a future period.

Grants from government and other agencies amounting to a contract for services are recognised as income as the charity earns the right to the consideration by its delivery of those services. Income received in advance of the provision of a specified service is deferred until the service is delivered.

Legacies are recognised on notification of an impending distribution or on receipt. For the purposes of entitlement this is considered to be the earlier of the date on which with the charity is made aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from an estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition has not been met, then the legacy is treated as a contingent asset and disclosed if material.

Donated services and facilities are included as 'income from donations and legacies' at their estimated value to the Charity when received, and under the appropriate expenditure heading depending on the nature of service or facility provided, at the same value and time. No amounts are included in the financial statements for services donated by volunteers.

**(f) Expenditure**

All expenditure is accounted for on accruals and has been classified under headings that aggregate all costs related to the category.

Fundraising and publicity costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of charitable activities.

Direct expenditure on charitable activities includes all costs directly relating to delivering the Charity's principal activities of providing services and financial support to families, individuals and groups within the community. Grant expenditure includes those grants awarded to individuals under the charity's grant programme and those direct and allocated support costs incurred in relation to the award and monitoring of grants. Grant expenditure is recognised once an offer has been awarded and communicated to the recipient.

Support costs are those costs incurred directly in support of the expenditure on the objects of the Charity and governance costs and have been allocated, together with overheads, based on the head count. Governance costs are those incurred in connection with compliance with constitutional and statutory requirements of the Charity.

**(g) Tangible Fixed Assets and Depreciation**

Tangible fixed assets are stated at purchase cost and any incidental expenses of acquisition or deemed cost less accumulated depreciation and accumulated impairment losses. Amounts financed by unrestricted funds and costing more than £500 are capitalised.

Depreciation is provided on all tangible assets, other than freehold land, to write off the cost, less estimated residual value of each asset over its expected useful life on a straight-line basis. The estimated useful lives are as follows:

- Freehold and Leasehold property – 75 years;
- Leasehold Property Improvements – 20 years
- Leasehold Improvements – term of the Lease
- Equipment – 4 years;
- Computers – 3 years;
- Furniture – 10 years
- IT infrastructure – 5 years

**(h) Fixed asset investments**

Investments are stated at market value at the balance sheet date. The SOFA includes the net gains and losses arising on revaluations and disposals throughout the year. Investments in unlisted investments and subsidiary undertakings are stated at cost, less provision for diminution in value.

**(i) Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at banks, other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. Bank overdrafts, when applicable, are shown within current liabilities.

**(j) Financial instruments**

*Financial assets*

Basic financial assets, including trade and other receivables, cash and bank balances, are initially recognised at transaction price. Such assets are subsequently carried at the amortised cost using the effective interest method, less impairment.

Other financial assets, including investments in equity instruments which are not subsidiaries, associates or joint ventures, are initially measured at fair value, with subsequent changes in fair value recognised in the SOFA, except investments that are not publicly traded and whose fair values cannot be measured reliably are measured at cost less impairment.

At the end of each reporting period, financial assets measured at amortised cost are assessed for objective evidence of impairment. If an asset is impaired the impairment loss is the difference between the carrying amount and the present value of the established cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in the SOFA.

*Financial liabilities*

Basic financial liabilities, including trade and other payables, and loans from third parties are initially recognised at transaction price.

Trade payables are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Trade payables are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Loans obtained by the Charity to further its charitable purposes at rates below prevailing market rates are classified as concessionary loans and accounted for in accordance with Section 34 of FRS 102. Such loans are initially recognised and measured at the amount received and subsequently adjusted to reflect any repayments, accrued interest and any subsequent impairment.

**(k) Employee benefits**

The charity provides a range of benefits to employees including paid holiday arrangements and defined benefit and defined contribution pension plans.

*Short-term benefits*

Short-term benefits, including holidays and other similar non-monetary benefits are recognised as an expense in the period in which the service is received.

*Termination costs*

All costs included in terminating an employee contract are accounted for on an accruals basis and disclosed in aggregate in staff costs. Termination benefits are measured at the best estimate of the expenditure required to settle the obligation at the reporting date.

*Defined contribution pension plans*

The Charity contributes to a Group Personal Pension arrangement administered by Aviva (merged with Friends Life). New members are auto enrolled into the GPP based on eligibility except where employees choose the option to opt out. The contributions are recognised as an expense when they fall due. The assets of the pension plans are held separately from the Council in independently administered funds.

## FAMILY ACTION

### NOTES TO THE FINANCIAL STATEMENTS (continued)

#### FOR THE YEAR ENDED 31 MARCH 2023

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##### *Defined benefit pension scheme*

Family Action operates a defined benefit pension scheme, which closed, to future accruals in May 2012, the assets of which are administered by Trustees.

The liability recognised in the balance sheet in respect of the defined benefit pension scheme is the present value of the defined benefit obligation at the end of the reporting date less the fair value of the scheme assets at the reporting date.

The defined benefit obligation is calculated using the projected unit credit method. Annually the Charity engages an independent actuary to calculate the obligation. The present value is determined by discounting the estimated future payments using market yields on high quality corporate bonds that are denominated in sterling and that have terms approximating the estimated period of the future periods ("discount rate").

The fair value of the scheme's assets are measured in accordance with the FRS 102 fair value hierarchy, and include the use of appropriate valuation techniques.

Actuarial gains and losses arising from experience adjustments and changes in actuarial assumptions are charged or credited to other comprehensive income. These amounts together with the return on plan assets, less amounts included in net interest, are disclosed as "re-measurement of net defined benefit pension liability".

The cost of the defined benefit plan is recognised in the SOFA as employee costs and comprises:

- The increase in the pension benefit liability arising from employee service during the year; and
- The cost of plan introductions, benefit changes, curtailments and settlements.

The net interest cost is calculated by applying the discount rate to the net balance of the defined benefit obligation and the fair value of the scheme assets. The cost is recognised in the SOFA within "expenditure on charitable activities".

Details of the scheme assets and liabilities and major assumptions are shown in Note 9.

#### **(l) Fund Accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds are the unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the Notes to the Financial Statements.

Restricted funds are funds that are used in accordance with the specific instructions imposed by the donors or which have been raised by the Charity for particular purposes.

Investment income and gains are allocated to the appropriate fund.

#### **(m) Leasing**

Rentals in respect of operating leases are charged on a straight line basis over the lease term.

Incentives received to enter into an operating lease are credited to the SOFA, to reduce the lease expense, on a straight-line basis over the period of the lease.

2. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

In preparing these financial statements, management has made judgements, estimates and assumptions that affect the application of the Charity's accounting policies and the reported assets, liabilities, income and expenditure and the disclosures made in the financial statements. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Key areas subject to judgement and estimation are as follows:

**Defined benefit pension scheme**

The Charity has obligations to pay pension benefits under a defined benefit pension scheme. The cost of these benefits and the present value of the obligation depend on a number of factors including; life expectancy, salary increases, asset valuations and the discount rate on corporate bonds. The Trustees, in consultation with the scheme's actuary, agree the key factors and estimates that determine the net pension obligation in the balance sheet on the basis of historical experience and current trends.

FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

3. DONATIONS AND LEGACIES	2023 £'000	2022 £'000
Individuals	1,379	679
Charitable trusts	968	809
Companies	2,762	1,129
	<u>5,109</u>	<u>2,617</u>
	<u><u>5,109</u></u>	<u><u>2,617</u></u>
4. INVESTMENT INCOME	2023 £'000	2022 £'000
Interest receivable	57	1
Dividends receivable from investments	312	287
	<u>369</u>	<u>288</u>
	<u><u>369</u></u>	<u><u>288</u></u>

5.

	Notes	Unrestricted Funds £'000	Restricted Funds £'000	Total 2023 £'000
<b>Income</b>				
Statutory, Lottery & Trusts Funding	5a/b/c	-	30,163	30,163
Rent and Fees		76	1,997	2,073
Trusts and Administered Funds		-	209	209
Other Income		797	281	1,078
		<u>873</u>	<u>32,650</u>	<u>33,523</u>
		<u><u>873</u></u>	<u><u>32,650</u></u>	<u><u>33,523</u></u>

	Notes	Unrestricted Funds £'000	Restricted Funds £'000	Total 2023 £'000
<b>Income</b>				
Early Years Work			2,864	2,864
Children and Families Work		72	16,243	16,315
Adult Mental Health & Wellbeing			2,900	2,900
Educational & Alleviation of need			214	214
National Services		801	10,429	11,230
		<u>873</u>	<u>32,650</u>	<u>33,523</u>
<b>Total</b>		<u><u>873</u></u>	<u><u>32,650</u></u>	<u><u>33,523</u></u>

FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted	Restricted	Total
	Notes	Funds £'000	Funds £'000	2022 £'000
<b>Income</b>				
Statutory, Lottery & Trusts Funding	5a/b/c	2	29,319	29,321
Rent and Fees		71	1,007	1,078
Trusts and Administered Funds		-	577	577
Other Incoming Resources		794	333	1,127
		<u>867</u>	<u>31,236</u>	<u>32,103</u>

	Notes	Unrestricted Funds £'000	Restricted Funds £'000	Total 2022 £'000
<b>Income</b>				
Early Years Work		-	3,982	3,982
Children and Families Work		71	17,326	17,397
Adult Mental Health & Wellbeing		-	2,179	2,179
Educational & Alleviation of need		-	577	577
National Services		796	7,172	7,968
<b>Total</b>		<u>867</u>	<u>31,236</u>	<u>32,103</u>



FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

5a. LOTTERY FUND, TRUSTS & GRANTS	Movement in Funds				
	Project	Balance	Incoming	Outgoing	Balance
	Ref.	31-Mar	Resources	Resources	31-Mar
	Number	2022			2023
		£	£	£	£
These funds are part of statutory funding in restricted funds					
Big Lottery Reaching Communities - Friendship Works	10302129	14,977		(14,977)	-
National Lottery -Sport England	N\A	994	30,246	(31,240)	-
National Lottery Community Fund - Sandwell helping hands	0010347649	2,536		(2,536)	-
National Lottery Community Fund - BAND buddying project	0010352061	1,767	-	(1,767)	-
National Lottery Community Fund - BAND buddying project	20159294	-	49,417	(35,061)	14,356
National Lottery Community Fund - Young Carers	20104822	-	103,093	(102,970)	123
National Lottery Community Fund – PARCS	C40608	-	87,318	(90,254)	(2,936)
Department of Health - Stockton Enhanced Perinatal Project	SW0081	11,522	190,802	(202,289)	35
North Northamptonshire Council - Flourishing Babies	20161	-	58,520	(48,828)	9,692
The Julia and Hans Rausing Trust -		-	18,000	(18,000)	-
SCVO Vision 2030		-	33,104	(33,104)	-
Hampshire & IOW OPCC DVA Grant	DASV22025	-	44,442	(44,442)	-
MoJ - Victim Support, Bradford	CLVSGG-22/23-24/25-041	-	46,886	(46,886)	-
Leicester PCC Pre-Trial Support		-	8,821	(6,477)	2,344
Rayne Foundation		-	17,000	(12,585)	4,415
National Lottery - Flourishing Babies	20103715	-	29,260	(29,260)	-
PHE - Ways to Wellbeing, Bolton		-	20,458	(20,458)	-
Nottinghamshire County Council (Public Health)		-	50,000	(50,000)	-
Birmingham City Council (Adult Social Care)		-	75,000	(75,000)	-
		<b>31,796</b>	<b>862,367</b>	<b>(866,134)</b>	<b>28,029</b>

**FAMILY ACTION**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

**FOR THE YEAR ENDED 31 MARCH 2023**

**5b. LOCAL AUTHORITY AND GOVERNMENT DEPARTMENT / AGENCIES FUNDERS**

Adoption Support Fund	Leicester City ICB	Norfolk Community Health & Care NHS Trust ICB
Bath & North East Somerset Council	Leicestershire County Council	Norfolk County Council
Birmingham City Council	Lincolnshire County Council	North East Lincolnshire Council
Bolton Metropolitan Borough Council	London Borough of Barnet	North East London ICB
Borough Council of Kings Lynn	London Borough of Camden	North Lincolnshire Council
Bradford Metropolitan District Council	London Borough of Croydon	North Northamptonshire Council
Bradford Trident	London Borough of Hackney	North Tyneside Council
Bradford VCS Alliance	London Borough of Harrow	North Yorkshire County Council
CAMHS Alliance NELDN ICB	London Borough of Havering	Nottinghamshire County Council
Cheshire East Authority	London Borough of Islington	Office of Police & Crime Commissioner Cambridgeshire
Children & Family Court Advisory & Support Service (CAFCASS)	London Borough of Lambeth	Office of Police & Crime Commissioner Hampshire
City of Bradford Metropolitan District Council	London Borough of Lewisham	Office of Police and Crime Commissioner Leicestershire
City of Westminster Council	London Borough of Redbridge	Peterborough City Council
City of Wolverhampton	London Borough of Tower Hamlets	Portsmouth City Council
City of York Council	London Borough of Waltham Forest	Radstock Town Council
Cornwall Council	London Borough of Wandsworth	Rochdale Borough Council
Cumbria County Council	Luton Borough Council	Royal Borough Greenwich
Department for Education	Manchester City Council	Royal Borough of Kensington & Chelsea
Department for Health & Social Care	Manchester University Hospital NHS Trust	Royal Borough of Windsor & Maidenhead
Derbyshire County Council	Mansfield District Council	Salford Royal NHS Foundation Trust
Devon County Council	Medway Council	Sefton Council
Doncaster Metropolitan Borough Council	Monmouthshire County Council	Sheffield City Council
Dorset Council	Ministry of Justice	Solihull Metropolitan Borough Council
Durham County Council	NHS Black Country & West Birmingham ICB	South London & Maudsley NHS Trust
Ealing Mencap	NHS Central and North West London NHS Foundation Trust	Staffordshire Council
East End Citizen Advice Bureau	NHS City and Hackney ICB	Stockport Metropolitan Borough Council
East Riding of Yorkshire Council	NHS England	Stockton-On-Tees Borough Council
Essex County Council	NHS Frimley ICB	Suffolk County Council
Greater London Authority	NHS Greater Manchester ICB	Surrey County Council
Greater Manchester Mental Health NHS Foundation Trust	NHS IPSWICH & EAST SUFFOLK ICB	Swaffham and Downham PCN
Hampshire Constabulary	NHS Leicester, Leicestershire and Rutland ICB	Tameside Metropolitan Borough Council
HAMPSHIRE PNN POLICE	NHS Morecambe Bay ICB	The Children's Family Trust
Havering Health GP Federation	NHS Norfolk and Waveney ICB	Thurrock County Council
Hertfordshire County Council	NHS North East London ICB	Wakefield Council
Hull City Council	NHS Nottingham and Nottinghamshire ICB	Walsall Council
Isle of Man Government	NHS South West London ICB	West Sussex County Council
Isle of Wight Council	NHS South Yorkshire ICB	Wigan Council
Kingston upon Hull City Council	NHS West London ICB	Wiltshire County Council
Lancashire County Council	NHS West Suffolk ICB	
Leeds City Council	NHS West Yorkshire ICB	

FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

5c. Income & Expenditure for Isle of Man Government Funding (Family Action registered Charity No 1206, Family Action Foreign Company No: 6009F):

	2023 £'000	2022 £'000
Turnover	811	806
Expenditure	(747)	(723)
Surplus/(Deficit)	64	83

6a. ALLEVIATION OF NEED

The Charity made 4,060 (2022: 1,678) grants to individuals and families in the year that totalled £1,197k (2022: £481k). The Charity has opted to take the exemption available under Charity Law not to disclose the names of grants recipients in these financial statements.

6b. ANALYSIS OF TOTAL EXPENDITURE - 2023

	Activities Undertaken Directly £'000	Grant Funding Activities £'000	Support Costs £'000	2023 £'000	2022 £'000
<b>Raising funds</b>					
Fundraising and publicity costs	426	95	95	616	581
<b>Cost of charitable activities</b>					
Early Years work	2,971	-	128	3,099	3,885
Children and Families work	16,041	-	696	16,737	18,353
Adult Mental Health & Wellbeing	2,803	-	122	2,925	2,977
Educational & Alleviation of need	105	1,197	55	1,357	607
National Services*	11,672	-	507	12,179	6,381
	33,592	1,197	1,508	36,297	32,203
	<b>34,018</b>	<b>1,292</b>	<b>1,603</b>	<b>36,913</b>	<b>32,784</b>

\*National services includes Food clubs and the Nationwide Breakfast provisions etc.

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

ANALYSIS OF TOTAL EXPENDITURE – 2022

	Activities Undertaken Directly £'000	Grant Funding Activities £'000	Support Costs £'000	2022 £'000
<b>Raising funds</b>				
Fundraising and publicity costs	415	-	166	581
<b>Cost of charitable activities</b>				
Early Years work	3,753	-	132	3,885
Children and Families work	17,730	-	623	18,353
Adult Mental Health & Wellbeing	2,876	-	101	2,977
Educational & Alleviation of need	63	481	63	607
National Services*	6,237	-	144	6,381
	<u>30,659</u>	<u>481</u>	<u>1,063</u>	<u>32,203</u>
	<u>31,074</u>	<u>481</u>	<u>1,229</u>	<u>32,784</u>

6b. ANALYSIS OF TOTAL EXPENDITURE

	2023 £'000	2022 £'000
<b>Support costs include:</b>		
Staff Costs	1,048	829
Office Premises	41	38
Rates	30	20
Cleaning & materials	38	37
Office Equipment	15	10
Telephone	24	17
Depreciation	188	157
Governance	40	32
Others	179	88
	<u>1,603</u>	<u>1,229</u>

The above expenditure includes the following charges:

	£'000 2023	£'000 2022
Auditor's remuneration – Statutory audit	34	28
Auditor's remuneration – non audit services:		
Taxation advisory services	-	-
Assurance services	-	-
Depreciation	188	157
Interest costs on Bank Loan	-	-
Operating lease rentals:		
- Buildings	621	449
- Other	21	45
	<u></u>	<u></u>

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

7. STAFF COSTS

	2023	2022
	£'000	£'000
<i>Staff costs consist of:</i>		
Wages and salaries	19,494	19,467
Redundancy	83	222
Social security costs	1,727	1,610
Employer's Pension costs	872	858
	<hr/>	<hr/>
Agency costs	22,175	22,157
	630	574
	<hr/>	<hr/>
	<b>22,806</b>	<b>22,731</b>
	<hr/> <hr/>	<hr/> <hr/>
The monthly average number of employees was	<b>856</b>	<b>904</b>
	<hr/> <hr/>	<hr/> <hr/>

## FAMILY ACTION

### NOTES TO THE FINANCIAL STATEMENTS (continued)

#### FOR THE YEAR ENDED 31 MARCH 2023

The numbers of employees with emoluments over £60,000 were as follows:

	2023 No	2022 No
£60,000 - £70,000	9	5
£70,000 - £80,000	2	1
£80,000 - £90,000	2	2
£90,000 - £100,000	2	1
£160,000 - £170,000	1	1

The Directors consider the Board of Directors, who are the Trustees, and the Senior Management Team as comprising the key management personnel of the Charity.

The Senior Management Team of the group comprises the Chief Executive Officer, Director of Services & Innovation, General Counsel & Director of Systems, Director of Finance and Director of Development & External Affairs. The total compensation of the Senior Management Team was £634,868 (2022: £597,737).

#### 8. TRUSTEES' REMUNERATION AND EXPENSES

The Charity's Trustees were not paid or received any other benefits from employment with the Charity or its subsidiary in the year (2022: £nil), reimbursed expenses during the year £446.06 (2022: £nil). No Charity Trustee received payment for professional or other services supplied to the Charity (2022: £nil).

#### 9. PENSION COSTS

##### Pension Arrangements

The group has two pension arrangements, a defined contribution and a defined benefits scheme.

The defined contribution scheme is a Group Personal Pension (GPP) arrangement administered by Friends Life, now Aviva. New members are auto enrolled into the GPP based on eligibility except where employees choose the option to opt out.

The total defined contribution payable and recognised as an expense in the SOFA was £872,088 (2022: £858,081).

The administration of the closed defined benefits is with Cartwright Group. The scheme closed to future accruals on 31 May 2012 except for payments due under a Recovery Plan agreed with the pension Trustees. There is an obligation to fund the ongoing administration costs of the pension scheme.

The disclosures, set out below, are based on calculations carried out as at 31 March 2023 by a qualified independent actuary.

The Scheme's assets are held in a separate trustee-administered fund to meet long-term pension liabilities to past and present employees. The liabilities of the Scheme are measured by discounting the best estimate of future cash flows to be paid out of the Scheme using the Projected Unit Method, which is a method suitable for a scheme that was closed to new entrants. The liabilities set out in this note have been calculated based on the full valuation as at 1 January 2020, updated to 31 March 2023. The results of the calculations and the assumptions adopted are shown below.

The Charity's contributions expected to be made in the year commencing 1 April 2023 are approximately £737k based on the revised schedule of contributions agreed at the 1 January 2020 valuation.

## FAMILY ACTION

### NOTES TO THE FINANCIAL STATEMENTS (continued)

#### FOR THE YEAR ENDED 31 MARCH 2023

The Trustees of the Scheme are required to act in the best interest of the Scheme's beneficiaries. The appointment of members of the Trustee Board is determined by the trust documentation. Trustees have received actuarial advice and the overall expected rate of return on assets is based on the long-term future expected investment return for each asset class as at the beginning of the period.

<b>Changes in Defined Benefits Obligation:</b>	<b>2023</b>	<b>2022</b>
	<b>£'000</b>	<b>£'000</b>
Benefits obligation, beginning of the year	40,156	42,541
Interest cost	1,051	842
Actuarial (gains)/losses arising from changes in demographic assumptions	(541)	(571)
Actuarial losses on experience adjustments	1,551	1,534
Benefits payments	(1,025)	(910)
	<u>26,376</u>	<u>40,156</u>

#### Assumptions used to determine defined benefit obligation at end of year:

	<b>2023</b>	<b>2022</b>
Discount rate	4.75%	2.65%
Rate of retail price inflation (non-pensioner)	3.25%	3.60%
Rate of consumer price inflation (non-pensioner)	n/a	n/a
Nominal rate of increase in pension payments (pensioners)		
- RPI 5% pa	2.90%	3.45%
- RPI 3% pa	2.10%	2.70%

#### Post-retirement mortality assumption:

	<b>2023</b>	<b>2022</b>
-Base table	100% S3PXA	100% S3PXA
-Projections for future improvements	CMI 2021 projections, with a long term improvement rate of 0.5% p.a.	CMI 2021 projections, with a long term improvement rate of 0.5% p.a.

#### Commutation allowance

80% of maximum cash at retirement	80% of maximum cash at retirement
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	<b>Years</b>	<b>Years</b>
Life expectancy from 65 for a male currently aged 65	21.3	21.3
Life expectancy from 65 for a male currently aged 45	21.7	21.6
Life expectancy from 65 for a female currently aged 65	23.7	23.7
Life expectancy from 65 for a female currently aged 45	24.3	24.3

FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

Changes in Scheme assets are as follows:	2023 £'000	2022 £'000
Fair value of Scheme assets, beginning of the year	27,681	28,570
Interest Income	725	567
Return on plan assets in excess of interest income	(11,071)	(998)
Employers' Contributions	715	695
Administration Expenses	(330)	(243)
Benefits payments	(1,025)	(910)
Fair value of Scheme assets, end of year	<u>16,695</u>	<u>27,681</u>
<b>Scheme Assets Allocation, End of Year</b>	<b>31 March 2023 £'000</b>	<b>31 March 2022 £'000</b>
Diversified Growth Funds	9,635	12,056
Absolute Return Bonds	1,508	6,904
Liability Driven Investment	5,388	8,550
Property	-	-
Cash	164	171
Total	<u>16,695</u>	<u>27,681</u>



FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

9. PENSION COSTS (continued)

Amount recognised in the balance sheet

	31 March 2023 £'000	31 March 2022 £'000
Fair value of Scheme assets	16,695	27,681
Present value of funded defined benefit obligation	(26,376)	(40,156)
Deficit recognised in scheme	<u>(9,681)</u>	<u>(12,475)</u>

Components of benefit cost recognised in Income & Expenditure

	31 March 2023 £'000	31 March 2022 £'000
Net interest cost on net defined liability	326	275
Administration Expenses	330	243
Net benefit cost in SOFA before other recognised gains and losses	<u>656</u>	<u>518</u>

	2023 £'000	2022 £'000
Actual return on plan assets	<u>(10,346)</u>	<u>(431)</u>

Amount recognised in other recognised gains and losses:

	2023 £'000	2022 £'000
Actuarial losses/(gains) arising from changes in demographic assumptions	(541)	(571)
Actuarial losses arising from changes in financial assumptions	(14,816)	(3,280)
Actuarial losses on experience adjustments	1,551	1,534
Return on plan assets in excess of interest income	11,071	998
Gains/(Loss) recognised in other recognised gains and losses	<u>(2,735)</u>	<u>(1,319)</u>

FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

10. TANGIBLE FIXED ASSETS

	Freehold Property	Leasehold Property	Leasehold Improvements	IT Infrastructure	Computers Equipment & Furniture	Total
	£'000	£'000	£'000	£'000	£'000	£'000
<b>Cost</b>						
At 1 April 2022	313	3,900	746	161	166	5,286
Additions	-	-	-	-	27	27
<b>At 31 March 2023</b>	<b>313</b>	<b>3,900</b>	<b>746</b>	<b>161</b>	<b>193</b>	<b>5,313</b>
<b>Depreciation</b>						
At 1 April 2022	4	156	146	130	96	532
Charge for the year	4	52	63	32	37	188
<b>At 31 March 2023</b>	<b>8</b>	<b>208</b>	<b>209</b>	<b>162</b>	<b>133</b>	<b>720</b>
<b>Net Book Value at 31 March 2023</b>	<b>305</b>	<b>3,692</b>	<b>537</b>	<b>(1)</b>	<b>60</b>	<b>4,593</b>
<b>Net Book Value at 1 April 2022</b>	<b>309</b>	<b>3,744</b>	<b>600</b>	<b>31</b>	<b>70</b>	<b>4,754</b>

## FAMILY ACTION

### NOTES TO THE FINANCIAL STATEMENTS (continued)

#### FOR THE YEAR ENDED 31 MARCH 2023

#### 11. FIXED ASSETS & INVESTMENTS

All trust fund investments were revalued to the quoted price on 31 March 2023.

The investments of the Endowed Trusts and administered funds are held in a broadly diversified multi-manager portfolio devised and run by Brewin Dolphin.

	<b>2023</b>
	<b>£'000</b>
Market value at 1 April	11,207
Disposal in year	(4,151)
Acquisitions in year	3,833
Net cash movement in year not yet invested	319
Investment management fees	(95)
(Losses)/Gains on revaluation in year	(1,036)
Market value at 31 March	<u>10,077</u>
Historical cost at 31 March	<u>10,123</u>
	<b>2023</b>
	<b>£'000</b>
<b>Splits:</b>	
Listed Investment	
Investment cash	9,662
	415
	<u>10,077</u>

#### 12. SUBSIDIARY UNDERTAKINGS

##### **Friendship Works:**

Friendship Works is a dormant charitable company incorporated in England and Wales (Charity no: 1017460, Company no: 2754587) controlled by Family Action by virtue of being its sole member.

##### **Building A New Direction (BAND):**

BAND is a dormant charitable company incorporated in England and Wales (Charity no: 1060822, Company no: 03284504) controlled by Family Action by virtue of being its sole member.

##### **PAC-UK Ltd:**

PAC-UK is a dormant charitable company incorporated in England and Wales (Charity no: 294998, Company no: 2040322) controlled by Family Action by virtue of being its sole member.

##### **Portsmouth Abuse & Rape Counselling Service (PARCS)**

PARCS is a dormant charitable company incorporated in England and Wales (Charity no: 1079950, Company no: 3643599) controlled by Family Action by virtue of being its sole member.

The registered office address of each subsidiary undertaking is 34 Wharf Road, London N1 7GR.

FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

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<b>13. DEBTORS</b>	<b>2023</b>	<b>2022</b>
	<b>£'000</b>	<b>£'000</b>
Amounts invoiced to funders	4,710	4,129
Prepayments and accrued income	918	518
Other Debtors	6	9
	<u><b>5,634</b></u>	<u><b>4,656</b></u>
<b>14. CREDITORS: amounts falling due within one year</b>	<b>2023</b>	<b>2022</b>
	<b>£'000</b>	<b>£'000</b>
Trade Creditors	593	2,423
Payment received on account for contracts	306	26
Accruals and Deferred Income	211	369
Tax and social security	741	566
Other creditors	479	561
	<u><b>2,330</b></u>	<u><b>3,945</b></u>

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Deferred income represents funding received in advance of the provision of the related services. All deferred income held at the end of the previous financial year has been recognised within the current financial year.

FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

15. UNRESTRICTED FUNDS AS AT MARCH 2023

	Balance 31 March 2022 £'000	Incoming Resources £'000	Movement in Funds Gains and transfers £'000	Expenditure £'000	Balance 31 March 2023 £'000
General funds	4,525	2,557	(315)	(1,486)	5,281
Fixed Assets fund	618	-	-	(44)	574
Property Improvement fund	150	-	-	-	150
Service Development Funds	819	-	(271)	-	548
Staff Contingency	536	-	203	(36)	703
Digital development	-	-	112	-	112
Brand Development	-	-	160	-	160
Service & Innovation	-	-	111	-	111
	<b>6,648</b>	<b>2,557</b>	<b>-</b>	<b>(1,566)</b>	<b>7,638</b>

The general funds represent the free funds of the Charity, which are not designated for any particular purpose. The balance as at 31 March 2023 is: £5,281k (2022: £4,525k).

The fixed assets fund represents leasehold improvements of the Charity's offices used for charitable activities. The balance as at 31 March 2023 is £574k (2022: £618k).

Property improvements fund is a designated fund set aside for the cyclical repairs and maintenance of the Head Office property. The balance as at 31 March 2023 is £150k (2022: £150k).

A Service development fund has been set up to enable the Charity to manage planned payment of liabilities and budget deficits. This is essential for the future of the Charity and is designated, so excluded from free reserves. The balance as at 31 March 2023 is £548k (2022: £819k).

The staff contingency fund has been set up to enable the Charity to meet its contracted obligations where services experience staff absences due to sickness, redundancy or maternity for which additional funding is not available. The balance as at March 2023 is £703k (2022: £536k).

During the year the Board made a key decision to spend £382k on developmental projects. The projects will run over two financial years namely:

Digital & Website Development, to redevelop the Family Action website to ensure it is fit for purpose and accurately represents the charity. The balance as at March 2023 is £112k (2022: nil).

Brand Development, to review and refresh the Family Action brand and positioning to improve recognition and engagement, and drive unrestricted income generation. The balance as at March 2023 is £160k (2022: nil).

Service & Innovation Development, to fund a development role which will ensure that Family Action remains at the cutting edge of new service design and innovations. The balance as at March 2023 is £111k (2022: nil).

FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

15. UNRESTRICTED FUNDS AS AT MARCH 2022

	Balance 31 March 2021 £'000	Incoming Resources £'000	Movement in Funds Gains and transfers £'000	Expenditure £'000	Balance 31 March 2022 £'000
General funds	4,213	1,751	(713)	(726)	4,525
Fixed Assets fund	662	-	4	(48)	618
Property Improvement fund	150	-	-	-	150
Service Development Funds	325	-	500	(6)	819
Staff Contingency	548	-	209	(221)	536
	<u>5,898</u>	<u>1,751</u>	<u>-</u>	<u>(1,001)</u>	<u>6,648</u>

16. RESTRICTED FUNDS AS AT March 2023

	Balance 31 March 2022 £'000	Incoming Resources £'000	Movement in Funds Gains/(losses) and transfers £'000	Expenditure £'000	Balance 31 March 2023 £'000
<b>Operational services</b>	10,762	34,620	12	(34,114)	11,280
<b>Other restricted funds:</b>					
New Day	104	105	-	(94)	115
Other Trust funds	314	1,267	(10)	(668)	903
Nora Henry Trust	3	43	-	(42)	4
Other Trust funds	321	410	(2)	(393)	336
Edith & W Morgan Mental Health	360	-	(30)	-	330
Other Trust funds	52	-	(5)	-	47
	<u>1,154</u>	<u>1,825</u>	<u>(47)</u>	<u>(1,197)</u>	<u>1,735</u>
<b>Restricted income funds</b>	<u>11,916</u>	<u>36,445</u>	<u>(35)</u>	<u>(35,311)</u>	<u>13,015</u>
<b>Pension scheme reserve</b>	<u>(12,475)</u>	<u>-</u>	<u>2,735</u>	<u>59</u>	<u>(9,681)</u>
<b>Total restricted funds including pension scheme reserve</b>	<u>(559)</u>	<u>36,445</u>	<u>2,700</u>	<u>(35,252)</u>	<u>3,334</u>

Restricted funds comprise two main elements:

1. The unexpended income from Operational Services of £11,280k as at 31 March 2023 (2022: £10,762k). These restricted funds represent funded projects and services run by Family Action. The balance consists mainly of start-up funding on new projects not yet spent and funding to be carried forward as agreed with individual funders.
2. Family Action administers endowed and non-endowed trust funds. It distributes this income in the form of grants to individuals. The unexpended income from the funds is carried forward under its restricted purpose. This amounts to £1,735k as at March 2023 (of which £376k is held as investment in our portfolio) compared with £1,154k in 2022 (of which £411k is held as investment in our portfolio). Sufficient resources are held in an appropriate form to enable each fund to be applied in accordance with the restrictions imposed.

FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

16. RESTRICTED FUNDS AS AT March 2022

	Balance 31 March 2021 £'000	Incoming Resources £'000	Movement in Funds Gains/(losses) and transfers £'000	Expenditure £'000	Balance 31 March 2022 £'000
<b>Operational services</b>	9,459	32,615	-	(31,312)	10,762
<b>Other restricted funds:</b>					
New Day	(1)	175	-	(70)	104
Other Trust funds	94	413	-	(186)	321
Nora Henry Trust	11	46	-	(54)	3
Other Trust funds	303	230	-	(219)	314
Edith & W Morgan Mental Health	354	-	6	-	360
Other Trust funds	195	-	(143)	-	52
	956	864	(137)	(529)	1,154
<b>Restricted income funds</b>	<b>10,415</b>	<b>33,479</b>	<b>(137)</b>	<b>(31,841)</b>	<b>11,916</b>
<b>Pension scheme reserve</b>	<b>(13,971)</b>	<b>-</b>	<b>1,319</b>	<b>177</b>	<b>(12,475)</b>
<b>Total restricted funds including pension scheme reserve</b>	<b>(3,556)</b>	<b>33,479</b>	<b>1,182</b>	<b>(31,664)</b>	<b>(559)</b>

FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

17. ENDOWMENT FUNDS AS AT MARCH 2023

	Charity Reg. Number	Balance 31 March 2022 £'000	Movement in Funds		Balance 31 March 2023 £'000
			Additions £'000	Expenditure and Unrealised Gains/(losses) £'000	
<b>Permanent Endowments</b>					
Caterham Whyteleafe Trust	272724	778	-	(65)	713
Eleanor Ponsonby Trust	275060	1,247	-	(105)	1,142
FWA Greater London Relief in Need Charity	1006487	945	-	(80)	865
FWA National Relief in Need	231205	1,067	-	(277)	790
FWA Relief in Need Charity for the Aged	237118	1,042	-	(88)	954
FWA Relief in Sickness Charity	264713	731	-	(61)	670
Women's Holiday Fund	207455	1,000	-	(84)	916
Metropolitan Visiting and Relief Association	251586	395	-	(33)	362
Queen Adelaide Fund	207228	282	-	(24)	258
Bishop Andrews Charity	205288	131	-	(11)	120
Other funds (balances < £100,000)		313	-	(26)	287
		<b>7,931</b>	<b>-</b>	<b>(854)</b>	<b>7,077</b>
<b>Expendable endowments</b>					
Nora Henry Trust	313949	1,859	-	(156)	1,703
Fenton Trust	247552	103	-	(9)	94
Lamming Will Trust	216257	135	-	(12)	123
Other funds (balances < £100,000)		769	-	(64)	705
		<b>2,866</b>	<b>-</b>	<b>(241)</b>	<b>2,625</b>
Total endowment funds		<b>10,797</b>	<b>-</b>	<b>(1,096)</b>	<b>9,701</b>

Family Action manages trust funds with or without endowments. These are permanent and expendable endowment trust funds. The general policy is not to spend the fund's capital even if permitted to do so within the terms of the trust deed. The capital is invested and income is disbursed. The trust deed specifies the purpose for which the income can be used.

The market value of the invested funds (including endowments) as at March 2023 is £ 10,077k compared with £11,207k in 2022. The reduction in market value, which are unrealised gains, amounts to £1,130k compared with an increase in value in 2022 of £146k.

Family Action Trustees have established a grant allocation team to approve the disbursement of grants in line with the terms of the trusts. All unexpended income is held as restricted funds for the purpose specified.

Family Action presents investment management fees on endowment funds separately on the face of the SOFA but as these are linked to the movements in the value of the underlying investments, the costs and unrealised gains and losses reported in the year are combined under one column.



FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

17. ENDOWMENT FUNDS AS AT MARCH 2022

	Charity Reg. Number	Balance 31 March 2021 £'000	Movement in Funds		Balance 31 March 2022 £'000
			Additions £'000	Expenditure and Unrealised Gains/(losses) £'000	
<b>Permanent Endowments</b>					
Caterham Whyteleafe Trust	272724	768	-	10	778
Eleanor Ponsonby Trust	275060	1,231	-	16	1,247
FWA Greater London Relief in Need Charity	1006487	885	-	60	945
FWA National Relief in Need	231205	852	-	215	1,067
FWA Relief in Need Charity for the Aged	237118	1,028	-	14	1,042
FWA Relief in Sickness Charity	264713	386	-	345	731
Women's Holiday Fund	207455	987	-	13	1,000
Metropolitan Visiting and Relief Association	251586	390	-	5	395
Queen Adelaide Fund	207228	278	-	4	282
Bishop Andrews Charity	205288	129	-	2	131
Other funds (balances < £100,000)		448	-	(135)	313
		<b>7,382</b>	<b>-</b>	<b>549</b>	<b>7,931</b>
<b>Expendable endowments</b>					
Nora Henry Trust	313949	1,809	-	50	1,859
Fenton Trust	247552	652	-	(549)	103
Lamming Will Trust	216257	204	-	(69)	135
Alfred de Rothschild Trust	202225	328	-	(328)	-
Other funds (balances < £100,000)		138	-	631	769
		<b>3,131</b>	<b>-</b>	<b>(265)</b>	<b>2,866</b>
Total endowment funds		<b>10,513</b>	<b>-</b>	<b>284</b>	<b>10,797</b>

Family Action manages trust funds with or without endowments. These are permanent and expendable endowment trust funds. The general policy is not to spend the fund's capital even if permitted to do so within the terms of the trust deed. The capital is invested and income is disbursed. The trust deed specifies the purpose for which the income can be used.

The market value of the invested funds (including endowments) as at March 2022 is £11,207k compared with £11,061k in 2021. The increase in market value, which are unrealised gains, amounts to £146k compared with an increase in value in 2021 of £1,602k.

Family Action Trustees have established a grant allocation team to approve the disbursement of grants in line with the terms of the trusts. All unexpended income is held as restricted funds for the purpose specified.

Family Action presents investment management fees on endowment funds separately on the face of the SOFA but as these are linked to the movements in the value of the underlying investments, the costs and unrealised gains and losses reported in the year are combined under one column.

FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS AS AT 31 MARCH 2023

	Unrestricted Funds £'000	Restricted Funds £'000	Endowment Funds £'000	Total Funds £'000
<b>Fund balances at 31 March 2023</b>				
Are represented by:				
Tangible fixed assets	4,593	-	-	4,593
Investments	-	376	9,701	10,077
Current assets	3,511	14,503	-	18,014
Current liabilities	(466)	(1,864)	-	(2,330)
Pension scheme deficit	-	(9,681)	-	(9,681)
<b>Total net assets</b>	<b>7,638</b>	<b>3,334</b>	<b>9,701</b>	<b>20,673</b>
<b>Unrealised gains included above:</b>				
Investment assets	-	(166)	120	(46)
<b>Total unrealised gains at 31 March 2023</b>		<b>(166)</b>	<b>120</b>	<b>(46)</b>

ANALYSIS OF NET ASSETS BETWEEN FUNDS AS AT 31 March 2022

	Unrestricted Funds £'000	Restricted Funds £'000	Endowment Funds £'000	Total Funds £'000
<b>Fund balances at 31 March 2022</b>				
Are represented by:				
Tangible fixed assets	4,754	-	-	4,754
Investments	-	410	10,797	11,207
Current assets	2,685	14,660	-	17,345
Current liabilities	(791)	(3,154)	-	(3,945)
Pension scheme deficit	-	(12,475)	-	(12,475)
<b>Total net assets</b>	<b>6,648</b>	<b>(559)</b>	<b>10,797</b>	<b>16,886</b>
<b>Unrealised gains included above:</b>				
Investment assets	-	(129)	1,090	961
<b>Total unrealised gains at 31 March 2022</b>		<b>(129)</b>	<b>1,090</b>	<b>961</b>

## FAMILY ACTION

### NOTES TO THE FINANCIAL STATEMENTS (continued)

#### FOR THE YEAR ENDED 31 MARCH 2023

#### 19. LEASING COMMITMENTS

At 31 March 2023 the charitable company had future minimum rentals payable under non-cancellable operating leases as detailed below:

	2023 Property £'000	2023 Other £'000	2022 Property £'000	2022 Other £'000
Minimum lease payments due within:				
- one year	398	15	449	45
- within two to five years	223	6	383	34
- over five years	-	-	14	-
	<u>621</u>	<u>21</u>	<u>846</u>	<u>79</u>

The Charity carefully manages its lease obligations to ensure that the lease terms closely match the length of service contracts and for non-service related properties that appropriate break clauses are in place to safeguard the Charity's resources.

#### 20. CONDUIT FUNDS

Family Action manages and disburses funds on behalf of a number of organisations. These are held in separate bank accounts and subject to Family Action's internal controls and procedures to ensure that these assets are safeguarded. The value of these funds at 31 March 2023 is stated below:

	Balance 31 March 2022 £'000	Incoming Funds £'000	Outgoing Funds £'000	Balance 31 March 2023 £'000
Motor Insurance Bureau	41	-	(4)	37
Deputy and Trustee Services	35	-	-	35
CAMHS Alliance Fundholder	996	1,451	(1,151)	1,296
	<u>1,072</u>	<u>1,451</u>	<u>(1,155)</u>	<u>1,368</u>

Motor Insurance Bureau: Family Action acts as custodian trustee for minors in respect of awards made by the Motor Insurance Bureau. These funds are paid out to the individual benefactors on reaching the age of maturity.

Deputy and Trustee Services: The Head of Deputy and Trustee Services acts as deputy for people who do not have the capacity to manage their own financial affairs and undertakes the day to day management of their financial affairs in line with guidelines provided by the Office of the Public Guardian. During the year a majority of the clients were moved with orders from the court to firms of solicitors with only the accounts of deceased clients left. These will be resolved by the courts with balance on the accounts paid out accordingly.

CAMHS Alliance Fund Holder: Family Action are the Fund holder for City & Hackney Child and Adolescent Mental Health Service (CAMHS) Alliance. Family Action is responsible for payment of invoices on behalf of the alliance to various service providers commissioned by the NHS City & Hackney CCG.

## FAMILY ACTION

### NOTES TO THE FINANCIAL STATEMENTS (continued)

#### FOR THE YEAR ENDED 31 MARCH 2023

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#### 21. RELATED PARTY TRANSACTIONS

David Holmes, the CEO of Family Action, is the chair of Children England, a membership organisation to which Family Action is a member with £4,134 (2022: £3,937) annual subscription.

Dez Holmes, a Trustee of Family Action, is also a member of the key management personnel of The Dartington Hall Trust which run Research in Practice, a membership organisation providing online resources supporting evidence-informed practice with children and families, young people and adults. A valuable professional online resource for all of Family Action staff. During the year, Family Action has an active membership subscription at a cost of £19,500 +VAT (2022: £11,700) per annum. This transaction was carried out at an arm's length basis.

Donations made by Trustees totalled £11.8k as at 31<sup>st</sup> March 2023 (2022: £7.4k). There are no other related party transactions to report.

## FAMILY ACTION

### NOTES TO THE FINANCIAL STATEMENTS (continued)

#### FOR THE YEAR ENDED 31 MARCH 2023

Annual Report and Accounts of the service delivery activities on the Isle of Man for the year ended 31 March 2023.

#### 1. Family Support Service Overview:

The primary purpose of the Family Support Service is to provide timely, time limited, effective and targeted support to children with complex needs (CwCN) and additional needs (CwAN). The focus of the service is early help and support (EHaS) for children and families on the Isle of Man (IoM). All interventions are evidence-based and consist of a variety of support programmes that include 1:1 support for children, young people and their families, 1:1 parenting support in the family home and tailored emotional and practical support for families in need of hands-on support. Family Support Workers deliver support in the family home, which enables them to see children's true lived experiences and gain a better understanding of how best to drive positive outcomes for the children and families on the IoM.

Table 1

Quarter	Period	EHaS referrals received	CwCN referrals received
Q1	April – June 2022	23	23
Q2	July – September 2022	25	19
Q3	October – December 2022	28	11
Q4	January- March 2023	38	21

Table 1 demonstrates that referrals are received on regular basis for both EHaS and CwCN support. Family Action accepted all referrals received, without a waiting a list in place. All families were contacted within 5 days of the referral being received and on average were supported over a period of 14.5 weeks.

Family Action prides itself on delivering evidence-based parenting programmes and interventions that include:

- Incredible Years Parenting Programme,
- Solihull Parenting Programme,
- Triple P Parenting Programme,
- ACE's Adult ACE Recovery Toolkit
- The Salford Graded Profile

#### Outcomes:

The Family Star tool is used to measure the distance-travelled outcomes for each of the referred family and their children. Families are asked to score 7 of the Family Star domains that include Home and Money; Boundaries & behaviour; Family Routines; Physical Health; Emotional wellbeing; Keeping Children Safe and Education and Learning. Families are encouraged to be open and honest during the Family Star session, so that the right support can be offered to them during the 12-week intervention. Families are encouraged to review their Family Star scores at the 6-week and 12-point to help them see how far they have come and the positive changes they have achieved.

In relation to CwCN cases, families received longer interventions with an average of 17 weeks. Families and children were supported by more experienced Family Support Workers who worked closely with the Social Workers and many other agencies such as health, CAMHS, DAT or Motiv8. All families and children received minimum one visit per week; however, where crisis was recorded, sessions were increased adequately. Family Support Workers attended strategy, network and professional meetings as required. Step-up processes were applied when safeguarding concerns were recognised by Family Action workers.

## FAMILY ACTION

### NOTES TO THE FINANCIAL STATEMENTS (continued)

#### FOR THE YEAR ENDED 31 MARCH 2023

##### Feedback:

Family Action seeks feedback on a regular basis. Families are contacted after 12-weeks of the intervention and then again 6 weeks after the interventions have finished. This helps to determine if our interventions are successful, and if families are able to sustain changes.

Examples of feedback received include:

*IFS Worker] was able to set house rules for us and she was fantastic with us, I couldn't fault her, she really helped me and my daughter.*

*IFS Worker] being a voice for us with other people involved; teacher for example. She would meet with me beforehand and I would feel more confident in the meetings. A lot of the processes we were introduced to e.g. breathing techniques were just not for him, they had no effect.*

*Just listening, having someone to vent on sometimes, especially someone very calm.*

*It was very reassuring having FA there and listening and representing us.*

*It made us more resourceful, it was helpful to have an adult outside of the family that the children (both but mainly child A) could bounce off and who gave them a voice. As parents, you are trying to guide and put in sanctions so there's battles but it was helpful to have another adult.*

*I feel guilty for taking up resources because he's not that bad and our situation is not that bad, there are others far worse. I am grateful for the help and support and the feeling of calm in a storm. I was grateful to have someone who would listen when I was freaking out and phoning them up.*

*We really appreciate the input and the quickness of engaging with us. We had IFS Worker] in 2018 and it was very helpful to have IFS Worker] again, rather than a different worker. More so for the child, he was able to engage quicker than if he had someone new to him learning how to press his buttons. That IFS Worker] already knew us was helpful, it meant that, for example, if she did 5 weeks of work, she really did 10, because she didn't have to do the engagement part to build up the relationship.*

##### 2. Supervised Contact Centre:

The purpose of the service is to provide the looked after children with a safe environment where their emotional and physical safety needs are met during contact with their birth families. SCC will help parents to maintain positive relationships with their children whilst they reside with family members, foster carers or in residential care. Any harmful and abusive contact is to be recognised, reported and steps are to be taken to reduce or remove such harm or abuse.

Supervised Contact Centre is required to deliver up to 90 hours of face-to-face contact sessions per week. All referrals to contact centre are issued by the Local Authority, Manx Care. Referrals for private contacts are not authorised.

Table 2 demonstrates the volume of contacts between Q1 and Q4 2022-23. In the context of the continuing Covid-19 pandemic we are pleased to note that sessions have increased in the first quarter of 2023 with an average of weekly hours of 55. Although there is still capacity in the service to accept new referrals, the service is now supervising a high volume of contact sessions between birth Mothers and their new-born babies that are having sessions on a daily basis. The purpose of daily contacts is to help birth Mothers to sustain their relationship with their babies, build attachment and where needed encourage breastfeeding. SCC delivers sessions across 6-days, including Saturdays.

Quarter	Period	Hours delivered (per week)
Q1	April – June 2022	15
Q2	July – September 2022	41
Q3	October – December 2022	32.7
Q4	January – March 2023	49.6

##### Feedback:

We continue to encourage families in the SCC to give us feedback about the service so we can keep improving it. Families prefer to feed back to us about their experience of the child's social worker, court process or their issues with services such as mental health or the Drug and Alcohol Service (DAT).

FAMILY ACTION

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2023

ISLE OF MAN INCOME AND EXPENDITURE FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Restricted Funds £'000	Total 2023 £'000	Total 2022 £'000
<b>Income from:</b>				
Donations and legacies	1	-	-	12
Charitable activities	2	811	811	794
Other Income		-	-	-
<b>Total</b>		<b>811</b>	<b>811</b>	<b>806</b>
<b>Expenditure on:</b>				
Raising funds:		2	2	2
Charitable activities	3	745	745	721
<b>Total</b>		<b>747</b>	<b>747</b>	<b>723</b>
<b>Net income</b>		<b>64</b>	<b>64</b>	<b>83</b>

NOTES:

1	Donation & Legacies	2023	2022
		£'000	£'000
	Income from Charitable Trusts	-	12
2	Income from Isle of Man Government	811	794
3	Expenditure		

	Activities Undertaken Directly	Grant Funding of activities	Support costs	Total	Total
	£'000	£'000	£'000	2023 £'000	2022 £'000
Children & Families work	721	-	26	747	723

