# COMPANY REGISTRATION NUMBER: SC110356 CHARITY REGISTRATION NUMBER: SC012815

# Family Journeys Ltd Company Limited by Guarantee Unaudited Financial Statements 31 March 2023



# **MARTIN AITKEN & COLTD**

Chartered accountants
Caledonia House
89 Seaward Street

# Company Limited by Guarantee

# Financial Statements

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## **Company Limited by Guarantee**

# Trustees' Annual Report (Incorporating the Director's Report)

## Year ended 31 March 2023

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2023.

#### Reference and administrative details

Registered charity name

Family Journeys Ltd

Charity registration number

SC012815

Company registration number SC110356

office

Principal office and registered 519 Gorgie Road

Edinburgh **EH11 3ĀJ** 

The trustees

A Donachie

K Guthrie

N McFadyen

S Oswald

A Sloan

R Smith

S Young

K Gallagher

N Reilly

K Stutt

independent examiner

Robert G Andrews F.I.C.E.

(Resigned 29 March 2023)

(Resigned 29 November 2022)

(Appointed 29 November 2022)

Caledonia House

89 Seaward Street

Glasgow G41 1HJ

#### Company Limited by Guarantee

## Trustees' Annual Report (Incorporating the Director's Report) (continued)

#### Year ended 31 March 2023

#### Structure, governance and management

#### Governing document

Family Journeys is a charitable company limited by guarantee and was incorporated on 12th April 1988. The charity is governed by its Memorandum and Articles of Association which was last amended on 8th December 2020. The members of the charity are required to contribute an amount net exceeding £1 if it should be wound up while he/he is a member or within one year after he/she ceased to be a member.

#### **Appointment of trustees**

The trustees retire at each annual general meeting but are eligible for re-election. The trustees may serve for a period of seven consecutive years at which pointy they must retire. The governing documents allows for a minimum of 4 and a maximum of 12 trustees. The trustees may appoint additional trustees at any time.

#### Organisational structure

The trustees meet regularly to review the various projects undertaken together with planning of the future strategies. The Board is presently (31/03/2023) made up of nine Directors and two sub committees (Finance and Policy). The Board meets quarterly, the Finance Sub-Committee receives monthly management accounts and meets additionally as require to the Board meeting; the Policy Sub committee meets as required. Sub Committees make recommendations to the Board. The Chair and the Chief Executives also meet regularly as required.

Including our team of Family Connections Support Workers and our Volunteers, Family Journeys currently employ a total of 33 staff and volunteers. The day-to-day management and leadership of the charity is delegated to two Co-Chief Executive Officers (full-time role on a job share arrangement), supported by two p/t Co-Regional Managers and a Team Leader. In March 2023 Family Journeys employed 2.5 FTE Family Connections Lead Workers, 1 FTE Mediator, 0.34 FTE Project 'Worker, 2 FTE in management roles, 1.1 FTE in finance, administration and operational roles, and 10 Family Connections Support/Relief Workers offering flexible hours. In addition, Family Journeys have benefitted from the contributions of 7 volunteers across the organisation during the period 2022/23.

#### Induction and training of trustees

We marked the retirement of two Board members and the appointment of one new Board member. Two new finance trustee vacancies were filled in January 2022 with appointment of a new Treasurer and Depute Treasurer. This has created a healthy renewal of the Board, underpinned by four Board members with 3+ years' experience on the Board.

Shona Young was appointed Chair of the Board in December 2020.

#### Membership

an Annual General Meeting is open to all members of Family Journeys.

### **Company Limited by Guarantee**

## Trustees' Annual Report (Incorporating the Director's Report) (continued)

#### Year ended 31 March 2023

#### Objectives and activities

Family Journeys core services are inclusive of Family Connections (child contact), family mediation, group work provision, and child led intensive family support interventions to assist and support families through separation, relationship breakdown, and conflict. Family Journeys are child's rights focussed and all services that are provided are holistic, therapeutical approached, and trauma informed to support a child and their family through family relationship break down. Family Journeys offer a a progressive service and aim to support families to reach a healthy and independent co-parenting solution, reducing the need for future legal involvement.

To meet these objectives, the charity undertakes the following activities:

- (a) support parents to agree and sustain co-parenting arrangements designed to promote the well-being and health of their children, through family mediation where necessary;
- (b) provide a trauma informed, safe, secure, and therapeutic venue where children can meet and build relationships with their parents, siblings, or other significant family members after separation;
- (c) provide intensive support services for children and young people affected by family break up and separation;
- (d) promote and signpost the idea of counselling to individuals and couples experiencing relationship difficulties or family break up;
- (e) work using a multi-agency approach in partnership with local authorities, the legal sector and other voluntary and community organisations throughout Edinburgh and The Lothians to promote the above objectives; and
- (f) provide an accessible service which responds to the needs of all families and children, particularly those from areas where socio-economic factors such as poverty, health inequalities, poor housing and high unemployment have been identified and those families who have been disproportionately disadvantaged due to Covid 19.

## **Company Limited by Guarantee**

## Trustees' Annual Report (Incorporating the Director's Report) (continued)

#### Year ended 31 March 2023

#### Achievements and performance

2022/23 has seen significant growth for Family Journeys as we responded to increased need following the previous years recovery post COVID-19 service shut down period. The impact of the previous year on our children and families continues to be reflected in the increasing need for our services and the complexities of family situations. In 2022/23 we received over 2300 enquiries to the organisation with over 5300 web visitors. Across all of our services and supports Family Journey have been privileged to work with and alongside more than 225 families this year.

Within our Family Connections service, we have been able to offer stable service opening times across three venues (Edinburgh, East Lothian, and West Lothian) every Thursday - Sunday to reflect the needs of our children and families. This enables us to provide direct Family Connections support for 60 hours per week throughout the year, to include supervised child contact, supported child contact, pick up and drop off arrangements. With the addition of wrap round holistic support offered throughout the week, Family Journeys have undertaken approximately 6700 hours of support to facilitate Family Connections work in the year 2022/23, supporting approximately 230 children to have positive relationships with missing family members. We continue to build on the importance of preparation before intervention to make sure we are travelling at the correct and safe pace for our children and will develop this further in the coming year.

Our 'All About Me' voice of child work has been crucial in better understanding the needs of our most vulnerable children and how to best support them on their journey through changes to their family. Although still in the early stages of development, All About Me' provides a therapeutic toolkit for staff to support children through their Family Connections journey. The aim is to enable the practitioner to successfully gather and capture the voice of the child and where appropriate report back to to sheriffs to ensure informed decision making and child's rights are communicated on behalf of the child. Family Journeys passionately uphold and are driven by the guiding principles of UNCRC, giving particular importance to Article 12: respecting the views of a child, and ensuring every child being supported by Family Journeys has their views, feelings and wishes considered and taken seriously. This commitment is embedded into the All About Me framework. Family Journeys also ensure that with all services involving children, Article 13 is considered and the child's right to freedom of expression, giving every child the right to share their thoughts and opinions throughout their journey is considered to ensure a child's emotional safety. As Family Journeys work with increasing family complexities and significant experience of Adverse Childhood Experiences (ACEs), the development of our All About Me supports in 2023/24 will be hugely important in bolstering our children's resilience and protective factors during turbulent periods in their lives.

Mediation supports have remained constant throughout the year with more one-to-one support being offered to parents who describe feeling "stuck" in their Family Connections journey. We have worked at times this year with no waiting list for mediation services. Inhouse referrals have increased which have supported families explore independent co-parenting strategies. As always Family Journeys offer a 'rotating door' for families to return to us should they struggle in the future. Mediation sessions provided as families leave our Family Connections service, have supported parents to feel more confident about the success of their co-parenting plan.

Our project work has developed by offering all parents struggling within the 'system' of legal and child contact, an opportunity to have their story heard and be supported through our Empowering Parents Through Experience Work. We continue to develop our work within the early years and to support parents who have never previously been in a relationship. Parenting Apart sessions also continue to be well attended by parents.

At Family Journeys all our work continues to view the child as central to and as part of their family system, where decisions made about children impact on the whole family and visa-versa. By

### **Company Limited by Guarantee**

# Trustees' Annual Report (Incorporating the Director's Report) (continued)

#### Year ended 31 March 2023

supporting both children and parents as active decision makers, we can report the following outcomes recorded from April 2022 - March 2023;

There was a 47% increase in our parents' ability to negotiate childcare arrangements since using our services.

There was a 36% increase in our parents' ability to deal with conflict since using our services.

There was a 64% increase in our parents' ability to discuss issues about the children since using our services

There was a 54% increase in our parents' ability to make arrangement for their children since using our services.

There was a 50% increase in our children's ability to cope with their family situation since using our services.

There was a 62% increase in our parents' ability to support their children emotionally since using our services.

There was a 50% increase in our parents' ability to support their own emotional needs since using our services.

There was a 64% increase in our parents' ability to cope with their family situation since using our services.

There was a 43% increase in our parents' satisfaction with dealing with current childcare arrangements since using our services.

There was a 57% increase in our parents understanding of the impact on their child since using our services.

There was a 45% decrease in the need for solicitor involvement since using our services.

# The Thomson Family - attending Family Connections for supervised contact (shared by one of our Family Connections Lead Worker).

This court ordered supervised contact has been particularly challenging as the child has had a significant gap since last seeing her Dad. She had shown ongoing resistance to engagement with Dad and due to her significant additional needs, the sessions required two members of staff to supervise. Initially the child repeatedly communicated that she "did not like this man". Her behaviour was inconsistent, and she had a history of running out of the playroom unannounced during discussions with staff.

Staff spent a significant amount of preparation time working with this child prior to her Family Connections time allowing time to listen to the child and understand her worries and fears, as well as ideas for what she thought might happen next. Following this, Family Journeys began a period of three months of supervised sessions. Family Journeys worked closely with the child on safe behaviours, emotional regulation, and connection building. Staff have also supported Dad on understanding developmental stages and encouraging attachment-based play as he begins to rebuild his relationship with his daughter.

Recently, the child communicated "I had a great time Dad and don't want to leave". She also wanted

## **Company Limited by Guarantee**

#### Trustees' Annual Report (Incorporating the Director's Report) (continued)

#### Year ended 31 March 2023

Dad to "come back to her house and play". The child is now able to regulate and communicate her wishes to staff and her Dad using words and actions that she could not previously do. She rarely (if ever) leaves the playroom during a Family Connections session and has now progressed to feeling comfortable to have the door closed. She has begun to allow Dad to hug her goodbye and lift her to reach something or play. She now sits physically close to him during the session and has asked "can you come to my party." Due to the ongoing intensive support that Family Journeys have provided to this family, the child is now able to enjoy and feel comfortable during the Family Connections sessions with her Dad. She feels heard and listened to and is now excited to attend the centre. Family Journeys have also seen a significant improvement in Dad's awareness of how to manage certain behaviours, how to restore calm and how to co regulate with his daughter.

#### Empowering Parents Through Experience Group (shared by our Fathers Support Worker)

David, a dedicated father, travelled a long distance to participate in the peer-support group meeting. For David, these meetings held immense value as they provided a space where he could be surrounded by understanding peers who could offer and receive support in their shared journey. He vividly recalled the initial difficulty of his divorce and how, over time, he came to cherish the moments spent with his children during contact visits.

David graciously shared his insights on what makes a contact visit a positive experience. He emphasised the importance of approaching each visit with an abundance of positive energy to share with his son. However, David also acknowledged that not every visit would go smoothly, and it was vital to be prepared for such instances. His account illuminated the significance of making the most of the time spent with one's children and "maintaining gratitude for every precious moment shared with them".

For parents who have not yet had the opportunity to reconnect with their children, David's words offer a beacon of hope and inspiration. Hearing emotional strategies and advice from a peer in a similar situation has a powerful impact, as it resonates more deeply than the same advice given by a professional. Through David's heartfelt testimony, other parents can draw strength and motivation to navigate their own child contact situations with determination and optimism.

#### Online Mediation (shared by one of our Mediators)

After approximately one year, the parents had separated because of persistent arguments, and difficulty with communication and understanding. Both parents wanted their young son to have a relationship with his dad and for dad to be an active parent, but this hadn't been working out, so they self-referred to Family Journeys for mediation. Dad's work commitments took him away from the area at times, and mum had a few concerns about his ability to parent and his extended family.

The parents opted to use our online mediation service through Zoom. During the mediation mum was able to update dad on their son's development. They agreed to weekly texts where mum could let dad know about their son and also send photos, and dad could also text and ask about him. They also agreed to use Family Journeys Family Connections service, as a neutral venue, where dad could build up a bond with their son and mum could also be part of the session to gain reassurance of dad's parenting.

This year we have heard the following from children and parents we have worked alongside:

"I worry about my mum, she gets sad. I worry about my dad being lonely" (child, age 8 accessing All About Me Voice of Child supports)

"As a parent going to Family Journey's this is one of the greatest mental challenges I have faced in my

# **Company Limited by Guarantee**

#### Trustees' Annual Report (Incorporating the Director's Report) (continued)

#### Year ended 31 March 2023

life, which was smoothed over by your tremendous staff. Your staff really have been a credit to the service. I also felt that I could potentially face stigma for being a dad and potentially be treated unfairly or like I had done something wrong and was on the backfoot. Your staff have never once made me feel like I was being judged and have always treated me fair" (Dad coming to Family Connection service).

"That's the 3rd Sunday (CHILD) has spent at my new place. Next Sunday, I pick her up on my own. I can't believe it" (parent exiting our Family Connections service moving towards independent co-parenting arrangements after mediation support).

"Thank you, you have been an absolute pleasure to work with" (mum)

"I wanted to say thank you for helping me understand the legal procedures relating to my divorce case, your call helped massively with my anxiety generated by the approaching hearing" (parent).

#### Growth, change and development:

The rights and voice of a child and their parents remain a primary concern for Family Journeys. This year we have been able to grow the organisation with this value core throughout all that we do. Our aim is always to provide a safe service for families to get the support they need at the time they need. With steadily increasing number of families referred to Family Journeys, an increased level of complex need has also been identified:

Over 50% of our children attending our Family Connections service experience more than four adverse childhood experiences. Research tells us that the impact of experiencing four or more ACEs in childhood significantly increases the risk of negative lifelong impact on physical and mental health as adults Felliti et al, 1998).

Domestic abuse and violence in the home continues to be the most widely experienced ACE, after parental separation. Poor parental mental health, parental substance misuse, and living in poverty also contributes significantly to many of our children's early life experiences.

Approximately a fifth of our children have additional needs including ASD, ADHD and Global Learning Delay. Combined with childhood trauma of separation and associated ACEs, Family Journeys have experienced children demonstrating significant challenges in their day to day lives.

Many of our parents experience denied access to Scottish legal aid due to associated behaviours resulting from their complex trauma. This impacts between 15-20% of families we work with at any one time.

2021/22 was a successful year for Family Journeys that gave us the foundation to continue growth, change and development through 2022/23. This year we have built on that foundation work and implemented further adaptations in response to organisational need and family demand. This growth includes the following:

Management restructure to address the growth in number of practice staff. In November 2022, Family Journeys appointed two co-Regional Managers (job share).

Continue to review our practice staff structure to ensure operationally we are providing to best support to children, families, solicitors, and the smooth running of the organisation as a whole.

Review and adjust admin and operation structure to include a newly appointed reception and referrals post in June 2022.

#### **Company Limited by Guarantee**

#### Trustees' Annual Report (Incorporating the Director's Report) (continued)

#### Year ended 31 March 2023

Increased support in our finance team to manage the increase revenue from SLAB (now representing 22% of our annual income, a rise from 4% the previous year).

Built relationships with independent grant providers to increase funding through grant streams (providing 41% of our annual income in 2022/23).

Maintain a strong Family Connections support/relief team allowing the organisation to provide consistent family support across three venues.

Support first and final year social work students on placement from Edinburgh university within our Family Connections team for opportunities for practice development and learning.

Grow our volunteer strategy. This has further aided our recruitment of paid staff as we support volunteer development.

Continue to review our policies to reflect changing child protection, UNCRC and national policy guidelines.

Continue to develop best practice in service delivery focusing on child and family need, resulting in strengthened capacity for therapeutic family interventions.

Reviewed our Family Connections service to ensure they are trauma informed, child-centred, and consistent across the organisation - ready for Child Contact Centres regulation anticipated in 2023.

Increased capacity to focus on rights of the child, including the extension of Family Connections preparation periods and developed 'All About Me' supports for children struggling to have their voices heard in decision making.

Continue to offer a hybrid of delivery methods within our mediation service including online and in person, allowing for further flexibility and responding to individual need.

Supports and resources developed for parents who have not previously been in a relationship giving attention to pre-birth/post birth attachment based interventions, early years parenting and brain development/toxic stress.

Continuing to develop our full annual CPD calendar of training for staff which includes child protection and safeguarding, Family Connections family preparation, trauma and attachment, First Aid, Relationship Practice and Engagement, Understanding access to legal aid, Family Connections guidance and delivery, Attachment based play, recording and reporting, domestic violence and abuse, and systems and processes.

Introduction of a robust Support and Supervision structure for all staff.

Continue to develop our social media profile.

Develop our projects and outreach work to offer support services where possible to parents and children in spaces away from our traditional venues, including community spaces, homes, and schools.

We have listened to feedback from children and families and responded in support of mental health, wellbeing and inclusivity.

We have developed our delivery of Parenting Apart to include a mixture of group work and one-to-one

### **Company Limited by Guarantee**

## Trustees' Annual Report (Incorporating the Director's Report) (continued)

#### Year ended 31 March 2023

offered either online or face-to-face.

Offer translation services to individuals and families when English is not a first spoken language. There are eleven languages spoken across the staff team.

In recognition of the increased cost-of-living demands, the Board of directors approved a small Christmas bonus' for all staff whilst further exploration of a full HR review could be completed.

In Spring 2023, the Board agreed to recommendations within the full HR review. This will be implemented from the start of the financial year 2023/24 and will include new contracts for all staff offering increased salaries with opportunity for annual incremental growth within sector competitive set pay bands. It was felt that a HR review was necessary to mitigate the risk of staff resignation and to demonstrate the value Family Journeys has for its staff, children and families.

Early Promise delivery events within Judicial workforce (Law society, Junior Bar, College of Law etc) regarding children's rights and children's voice work.

Recruitment of Children's Rights Ambassador to lead voice of the child work.

Priority referral routes established for care experienced families as part of The Promise project.

With some continued and some new supports in grant funding including that from Cattanach, Trust House, Silverhill Trust, Postcode Trust, Cash for Kids, Garfield Weston, Little Lives, and most recently that received from The Promise Partnership (CORRA), Family Journeys have been able to continue to explore and develop our service delivery model constantly pushing for best practice and achieving positive experiences for our children and families. Moving forward into 2023/2024, we will continue to respond to the needs of our families, increasing opportunity for user experience design of services. Services will continue to ensure trauma informed, therapeutic and child centred approaches are core. We will ensure that our families receive the often intensive, quantifiable, and child's rights focussed services that have been designed to ensure long term co-dependency on services is reduced and healthy coparenting can be established and sustained.

Our team of incredible staff continue to offer high levels of dedication and support, often going above and beyond to ensure children and parents do not miss out on vital time together. At Family Journeys we benefit from a broad range of professions and experiences with current team members made up of backgrounds in family law, psychology, psychotherapy, social work, youth work, education, and direct lived experience. Across the staff team eleven languages are spoken allowing us to connect with families from many backgrounds when English is not a first spoken language. We have been able to offer translation services to families supporting multi diverse communities. We will continue to invest in staff training and development, further develop our successful student placement and volunteer strategies and maintain a team with relevant qualifications and skills to support all upcoming requirements for regulation of child contact centres in 2023.

## Company Limited by Guarantee

# Trustees' Annual Report (Incorporating the Director's Report) (continued)

#### Year ended 31 March 2023

#### Financial review

Following successful financial recovery post COVID-19 with a reversed three-year trend of modest deficit demonstrated in 2020-21, Family Journeys have been able to grow both in the number of families we support and the financial security of the organisation.

In 2022/23 we have seen the financial benefits of robust and effective account management and development of processes and procedures introduced the previous year. Family Journeys now have a healthy and consistent monthly income from SLAB which has generated near to £120,000 of revenue this year.

Family Journeys Co-CEO's have been successful in building strong relationships with grant funders and securing significant funding in 2022/23.

#### Principal risks

The impact of a pandemic remains clear in our memories and the further threat of service closures across the UK continues to remain a concern for organisations working closely with the public. 2021/22 and 2022/23 have however seen more stable years in this regard.

Economic downturn across the country has increased pressures on local authorities and public sector funding in general. At Family Journeys this has been felt by the reduction or cessation of investment by local authorities. This financial reduction has been on a sliding scale for the last three years: in 2020/21 local authority funding made up 14% of our annual income, in 2022/23 this is now 5% of total income. Our co-CEOs continue to grow our reputation across our four local authorities to ensure high profiling of the support work we do. This will position us for future grant and tendering processes, as well as opportunities for potential partnerships with local authorities.

With success in 2022/23 in large funding investments from The Promise Partnership (through CORRA), Family Journeys have successfully been able to grow our services and supports in the direction of trauma informed, children's rights work. The investment has allowed us to increase hours to current staff and to recruit new positions to work towards positive outcomes for children. The Promise Partnership funding is for two years, concluding In January 2025. The forthcoming year therefore requires attention to the gap in funding that will be created once this funding completes.

It has been suggested by Relationship Scotland head office that funding they receive and distribute from CORRA (Scottish Government) is presenting as less stable for future years due to reduced government funds and potential increased competition. Family Journeys have taken steps to increase revenue from other sources to protect against this financial risk. From 2020/21 we have reduced our annual income dependency on money received from Relationship Scotland head office from 60% to 32%.

Our part-time staffing model continues to present a risk to staff retention and recruitment. The nature of our work with families over weekends however means that offering full-time hours is often problematic. Furthermore, due to 78% of our annual income coming from external grant providers and funders, this income is often uncertain on an ongoing basis. The result of this is recruitment contracts can only be offered on a temporary basis. In addition, reflections across the wider third sector have reported increased challenges with staff recruitment.

#### Reserves policy

To reflect the growth of the organisation since services reopened post COVID-19, the directors decided in 2021/22 that the charity's reserves needed to reflect the size of the organisation and made the decision that Family Journeys needs to hold one year's rent, non-cancellable commitments, redundancy payments and two months running costs in reserves. This equates to a reserve balance

#### **Company Limited by Guarantee**

#### Trustees' Annual Report (Incorporating the Director's Report) (continued)

#### Year ended 31 March 2023

of approximately £140,000 in general funds, after deduction of fixed assets. At the year-end for 2022/23 the free reserves amount to £175,812. The policy is therefore met. The Board considers that in the event of further financial challenges in the pandemic economic recovery period, holding this reserve is prudent to allow for further redundancy payments should this be in the best interests of the organisation and its long-term sustainability.

## Plans for future periods

A strong focus for the coming year is the retainment and recruitment of staff and volunteers. In 2021/22 we invested in significant training for all staff and supported the development of trauma informed practice across the workforce. It is hugely important to the board of directors that this investment remains within the organisation so that we can continue to develop excellence across our services, with consistency for our children and families. A lengthy and full HR review was completed at the end of 2022/23 with new contracts issued to all staff with revised and improved salary scales that were brought in line with local council salaries. Family Journeys can now confidently offer competitive and attractive pay with opportunity for incremental growth as well as broader employee benefits. With the continued investment in CPD and consultation with staff about the development of services, we hope that Family Journeys can build on the amazing staff team that we already hugely value.

In 2023/24 we will have access to a new venue in Jock Tamson's Gairden - The Den. This is a therapeutic safe space for children and their family to spend positive time together in the garden overlooking Duddingston Nature Reserve. The space is also suitable for some group work, outreach support, and mediation. In previous years we have run group work from the garden and developed relationships to explore how space within the garden could better meet the needs of our children and families. We are excited to return, and to offer transitional space to children and parents moving from supported contact arrangements within our buildings, to outdoor supported contact, and on to pick up and drop off arrangements. The Den offers safe space to develop confidence for all family members as we continue to strive towards successful independent co-parenting.

With significant funding in place over the next two years dedicated to supporting care experienced children, young people and families, and specifically understanding how agencies can better work together to create the biggest positive impact for care experienced children, Family Journeys are excited about what this work will tell us. We hope that learning from this project will inform how best practice is rolled out to all our children and families who share the experience of parental and family relationship breakdown. We anticipate the learning will inform our future funding directions.

It is the intention in the coming year to relocate our Edinburgh main office and play centres. The costs of residing in central Edinburgh is significant and our venue space is often not convenient for families access our services with limited parking available.

Fundraising in the coming year as always will focus on the development of best practice, ensuring

## **Company Limited by Guarantee**

#### Independent Examiner's Report to the Trustees of Family Journeys Ltd

#### Year ended 31 March 2023

I report to the trustees on my examination of the financial statements of Family Journeys Ltd ('the charity') for the year ended 31 March 2023.

#### Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities and Trustee Investment (Scotland) Act 2005 ('the 2005 Act'), the Charities Accounts (Scotland) Regulations 2006 (as amended) and the Companies Act 2006 ('the 2006 Act'). You are satisfied that the accounts of the company are not required by charity or company law to be audited and have chosen instead to have an independent examination.

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 44(1)(c) of the 2005 Act. In carrying out my examination I have followed the requirements of Regulation 11 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

#### Independent examiner's statement

Since the charity is required by company law to prepare its accounts on an accruals basis and is registered as a charity in Scotland your examiner must be a member of a body listed in Regulation 11(2) of the Charities Accounts (Scotland) Regulations 2006 (as amended). I can confirm that I am qualified to undertake the examination because I am a registered member of ICAS which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act, section 44(1)(a) of the 2005 Act and Regulation 4 of the 2008 Accounts Regulations; or
- 2. the financial statements do not accord with those records or with the accounting requirements of Regulation 8 of the Charities Accounts (Scotland) Regulations 2006; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- 4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

## **Company Limited by Guarantee**

## Trustees' Annual Report (Incorporating the Director's Report) (continued)

#### Year ended 31 March 2023

rights of the child are captured in everything that we do, and that our staff, volunteers and students are supported in their learning and development to be the best they can be.

Developing best practice involves more joined up working with stakeholders, multi-disciplinary professionals, and with the children and families we work alongside. In 2022/23 we will develop increased opportunities for conversations about how to integrate our support in the most holistically supportive way possible for children and young people. Family Journeys will consider how to be most effectively inclusive given the increased complexities experienced. To build strong trusting relationships with families, we will ask how 'Family Journeys can come to you, if you can't come to us.'

Identified as a gap in our current capturing and recording of information, and to match the focus of our work as child-centred and child-led, the coming year will see the development of child focussed outcomes. Currently our data capture primarily focusses on the needs of adults and on parent's ability to meet their child's needs. As part of preparation and readiness for child contact centre regulation, Family Journeys will develop child-led outcomes that can be reflected and reviewed as the child's individual growth plan and can also better support fund reporting. The cultural focus within Family Journeys for 2022/23 is to always think 'child first'.

#### Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

S Young

# Company Limited by Guarantee

# Independent Examiner's Report to the Trustees of Family Journeys Ltd (continued)

## Year ended 31 March 2023

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Robert G ANGELS FCIE

Robert G Andrews F.C.I.E. Independent Examiner

Caledonia House 89 Seaward Street Glasgow G41 1HJ

8/12/2023

# **Company Limited by Guarantee**

# Statement of Financial Activities (including income and expenditure account)

# Year ended 31 March 2023

		Unrestricted	2023 Restricted		2022
	Note	funds	funds	Total funds	Total funds £
Income and endowments					
Donations and legacies	5	101,017	287,826	388,843	343,755
Other trading activities	6	109.786	_	109,786	22,499
Investment income	7	321	_	321	12
Total income		211,124	287,826	498,950	366,266
Expenditure					
Expenditure on charitable activities	8,9	127,116	227,585	354,701	416,748
Total expenditure		127,116	227,585	354,701	416,748
		<del></del>	· <u></u>		
Net Income/(expenditure) and net movement in funds		84,008	60,241	144,249	(50,482)
Reconciliation of funds					
Total funds brought forward		91,804	40,527	132,331	182,813
Total funds carried forward		175,812	100,768	276,580	132,331

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

# **Company Limited by Guarantee**

# Statement of Financial Position

# 31 March 2023

	Note	2023 £	2022 £
Fixed assets Tangible fixed assets	14	_	2,931
Current assets Debtors Cash at bank and in hand	15	34,306 267,403	27,090 123,862
		301,709	150,952
Creditors: amounts falling due within one year	16	25,129	21,552
Net current assets		276,580	129,400
Total assets less current liabilities		276,580	132,331
Net assets		276,580	132,331
Funds of the charity Restricted funds Unrestricted funds		100,768 175,812	40,527 91,804
Total charity funds	18	276,580	132,331

For the year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

#### Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on  $\frac{124223}{1243}$  and are signed on behalf of the board by:

S Young

Trustee

### **Company Limited by Guarantee**

#### Notes to the Financial Statements

#### Year ended 31 March 2023

#### 1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in Scotland and a registered charity in Scotland. The address of the registered office is 519 Gorgie Road, Edinburgh, EH11 3AJ.

#### 2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

#### 3. Accounting policies

#### Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

#### Going concern

The charity is dependent on continuing funding from the Scottish Government. The trustees have no reason to consider that this will not continue or that there are any material uncertainties about the charity's ability to continue in operational existence for the foreseeable future. Accordingly the trustees have prepared the accounts on a going concern basis.

#### **Judgements**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

#### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

# **Company Limited by Guarantee**

#### Notes to the Financial Statements (continued)

#### Year ended 31 March 2023

#### 3. Accounting policies (continued)

#### Incoming resources

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income: Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

#### Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

Expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

#### **Operating leases**

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

#### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation.

#### Depreciation

Depreclation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office Equipment
Computer Equipment

33% straight line

- 33% straight line

#### **Defined contribution plans**

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided.

#### 4. Limited by guarantee

Family Journeys Ltd is a company limited by guarantee, not having a share capital.

# **Company Limited by Guarantee**

# Notes to the Financial Statements (continued)

# Year ended 31 March 2023

# 5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Donations	2.242		
General Donations	2,342	-	2,342
Mediation donations	12,065	_	12,065
Cuanta			
Grants Scottish Government CYPEIF	77,718	_	77 710
Promise partnership	77,710	75,921	77,718 75,921
Scottish Government Child Contact Centre	-	90,584	75,921 90,584
West Lothian Council	-		
	-	17,422	17,422
East Lothian Council	-	7,125	7,125
Adapt and Thrive	<del>-</del>	45.000	45 000
Garfield Weston	-	15,000	15,000
Silverhill Trust	_	14,508	14,508
Cash for Kids	-	6,136	6,136
Postcode Trust	-	24,180	24,180
Gannochy Trust	_	_	-
Inspiring Scotland	4:440		4 440
Crowd Funding	1,112	44755	1,112
Trust House	-	14,755	14,755
Brewin Dolphin - community grant	-	40.005	40.005
Cattanach	_	19,995	19,995
EVOC Grant	-	-	
One Parent Families Scotland	_ 7.700	-	7.700
Social Work Practice Learning Team	7,780		7,780
Little Lives		2,200	2,200
	101,017	287,826	388,843
	Unrestricted	Restricted	Total Funds
	Funds	Funds	2022
	· £	£	
Denetlana	L	L	£
Donations General Donations	4 222		4 222
Mediation donations	1,322	_	1,322
MEGIZUOTI GONZUONS	9,315	_	9,315

# **Company Limited by Guarantee**

# Notes to the Financial Statements (continued)

5.	Donations and legacles (continued)				
			Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
	Grants				
	Scottish Government CYPEIF		74,017	_	74,017
	Promise partnership		_	_	_
	Scottish Government Child Contact Cer	ntre	_	90,584	90,584
	West Lothian Council		_	17,422	17,422
	East Lothian Council		_	7,125	7,125
	Adapt and Thrive		_	41,886	41,886
	Garfield Weston		_	_	_
	Silverhill Trust			_	_
	Cash for Kids		_		_
	Postcode Trust		_	<del>-</del>	_
	Gannochy Trust		_	19,153	19,153
	Inspiring Scotland		_	21,874	21,874
	Crowd Funding		5,499	· -	5,499
	Trust House		_	14,755	14,755
	Brewin Dolphin - community grant		_	1,000	1,000
	Cattanach		_	12,938	12,938
	EVOC Grant		_	19,344	19,344
	One Parent Families Scotland		-	3,021	3,021
	Social Work Practice Learning Team		4,500		4,500
	Little Lives		-	-	-
		i	94,653	249,102	343,755
6.	Other trading activities				
			Total Funds	•	Total Funds
		Funds	2023	Funds	2022
		£	£	£	£
	Contact Centre Set-up & reports	56,274	56,274	7,069	7,069
	Supervised contact	53,512	53,512	15,430	15,430
	·	109,786	109,786	22,499	22,499
7.	Investment income				•
		l lugga a salaka d	T-4-1 P	11	Total From de
			Total Funds	Unrestricted	Total Funds
		Funds	2023	Funds	2022
	B. atatura a A. a. a. t. A.t.	£	£	£	£
	Bank interest receivable	321	321	12	12

# **Company Limited by Guarantee**

# Notes to the Financial Statements (continued)

8.	Expenditure on charitable activities by fund type			
		Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
	Charitable activities Support costs	125,077 2,039	227,585	
		127,116	227,585	354,701
		Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
	Charitable activities Support costs	173,555 1,249	241,944	
		174,804		
9.	Expenditure on charitable activities by activity typ	e		
	· · · · · · · · · · · · · · · · · · ·	Support costs	Total funds 2023	Total fund
	£ Charitable activities 352,662	£	<b>£</b> 352,662	£ 415,499
	Governance costs –	2,039		
	352,662	2,039	354,701	416,748
10.	Net Income/(expenditure)			•
	Net income/(expenditure) is stated after charging/(cred	diting):	2023	2022
	Depreciation of tangible fixed assets		£ 2,931	£ 2,930
11.	independent examination fees			
	Face parable to the independent agentings for		2023 £	2022 £
	Fees payable to the independent examiner for: Independent examination of the financial statements		2,040	1,250

## **Company Limited by Guarantee**

#### Notes to the Financial Statements (continued)

#### Year ended 31 March 2023

#### 12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023 £	£
Wages and salaries	248,161	278,191
Social security costs	<b>8,367</b>	10,141
Employer contributions to pension plans	4,041	2,649
	260,569	290,981

Key Management Personnel are considered to be the CoChief Executive Officers, and the Co Regional Manager who received a total remuneration of £55,902 (2022 - £67,604).

The charity contributed to employee personal stakeholder pension plans. Pensions costs charged in the Statement for Financial Activities represent the contribution payable by the charity in the year.

The average head count of employees during the year was 29 (2022: 27). The average number of full-time equivalent employees during the year is analysed as follows:

	2023 No.	2022 No.
Management and administration	4	4
Direct charitable services	25	23
	29	27

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

#### 13. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

#### 14. Tangible fixed assets

	Office Equipment £	Computer Equipment £	Total £
Cost	40.076	9 704	_
At 1 April 2022 and 31 March 2023	10,076	8,791	18,867
Depreciation At 1 April 2022 Charge for the year	10,076	5,860 2,931	15,936 2,931
At 31 March 2023	10,076	8,791	18,867
Carrying amount At 31 March 2023			
At 31 March 2022	-	2,931	2,931

# Company Limited by Guarantee

# Notes to the Financial Statements (continued)

# Year ended 31 March 2023

15.	Debtors		
		2023 £	2022 £
	Trade debtors Other debtors	30,305 _4,001	20,861 6,229
		34,306	27,090
16.	Creditors: amounts falling due within one year		
		2023 £	2022 £
	Trade creditors	7,346	8,839
	Accruals and deferred income	11,192	9,152
	Social security and other taxes	6,591	3,561
		25,129	21,552

# 17. Pensions and other post retirement benefits

# **Defined contribution plans**

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £4,041 (2022: £2,649).

# 18. Analysis of charitable funds

#### **Unrestricted funds**

					At
	At			.31	March 202
	1 April 2022 £	Income £	Expenditure £	Transfers £	3
General funds	84,261	211,124	(127,116)	~ -	168,269
Dilapidation fund Property	3,000	-	-	<del></del>	3,000
repair/replacement	4,543			_	4,543
	91,804	211,124	(127,116)		175,812
					At
	At			31	March 202
	1 April 2021	Income	Expenditure	Transfers	2
0	£	3	£	£	£
General funds	141,899	117,164	(174,804)	2	84,261
Dilapidation fund Property	3,000	_	_	-	3,000
repair/replacement	4,543				4,543
	149,442	117,164	(174,804)		91,804

# Company Limited by Guarantee

# Notes to the Financial Statements (continued)

# Year ended 31 March 2023

# 18. Analysis of charitable funds (continued)

#### **Restricted funds**

					At
	At			3	1 March 202
	1 April 2022	Income	Expenditure	Transfers	3
	£	£	£	£	£
City of Edinburgh					
Council	-			_	_
West Lothian Council	-	17,422	(17,422)	-	_
East Lothian Council	-	7,125	(7,125)	_	_
Community Fund	_	-	_	_	_
Tesco	-	-	<del>-</del> .	_	-
Bank of Scotland					
Foundation	-	_	_	_	_
Scottish Government Child Contact		90,584	(00 584)		
Adapt and Thrive	4,866	90,564	(90,584) (4,866)	_	<u> </u>
Gannochy Trust	6,964	_	(6,964)	_	_
Inspiring Scotland	0,304	_	(0,304)	<u> </u>	_
Trust House	2,985	14,755	(14,076)	_	3,664
Brewin Dolphin	2,000		(14,070)	_	0,504
Cattanach	6,368	19,995	(18,538)	_	7,825
EVOC Grant	19,344	-	(19,344)	_	-
CEC Community Mental	,		(10,011,		
Health	_	_	_	_	. <del>-</del>
Postcode Trust	<del>-</del>	24,180	(8,821)	_	15,359
Cash for Kids	-	6,136	(1,611)	_	4,525
Silverhill Trust	-	14,508	(12,090)	<del>-</del>	2,418
Garfield Weston	_	15,000	(13,750)	_	1,250
Little Lives	-	2,200	_	_	2,200
Promise Partnership	_	75,921	(12,394)	-	63,527
	40,527	287,826	(227,585)	_	100,768
	40,527	207,020	(227,000)		100,700
					At
	At			3	1 March 202
	1 April 2021	1 Income	Expenditure	Transfers	2
	£	£	£	£	£
City of Edinburgh					
Council	2	_	-	(2)	-
West Lothian Council	_	17,422	(17,422)		_
East Lothian Council	_	7,125	(7,125)	-	_
Community Fund	17,833	_	(17,833)	-	-
Tesco	491	-	(491)	-	-
Bank of Scotland			·		
Foundation	15,045	_	(15,045)	-	_
Scottish Government					
Child Contact	-	90,584	(90,584)	-	
Adapt and Thrive	-	41,886	(37,020)	_	4,866
Gannochy Trust	<u></u> *	19,153	(12,189)	-	6,964
Inspiring Scotland	_	21,874	(21,874)	_	-

# Company Limited by Guarantee

# Notes to the Financial Statements (continued)

18.	Analysis of charitable fund	ds (continued)				
	Trust House		14,755	(11,770)	_	2,985
	Brewin Dolphin	_	1,000	(1,000)	_	_
	Cattanach	_	12,938	(6,570)	_	6,368
	EVOC Grant	_	19,344	<u>-</u>	_	19,344
	CEC Community Mental					
	Health	_	3,021	(3,021)	_	_
	Postcode Trust	_	_		_	_
	Cash for Kids	_	<b>-</b>	_	_	_
	Silverhill Trust	_	_	_		_
	Garfield Weston	_	-		-	_
	Little Lives	_		· <del>_</del>	-	_
	Promise Partnership	<del></del>	_	· <del></del>	-	-
		33,371	249,102	(241,944)	(2)	40,527

## **Company Limited by Guarantee**

#### Notes to the Financial Statements (continued)

#### Year ended 31 March 2023

#### 18. Analysis of charitable funds (continued)

#### City of Edinburgh Council

Part funding for the provision of the full range of Family Journeys services in the area i.e intake, family mediation and child contact centre services.

#### **East Lothlan Council**

Part funding for the provision of the full range of Family Journeys services in the area i.e. intake, family mediation and child contact centre services.

#### West Lothian Council

Part funding for the provision of the full range of Family Journeys services in the area i.e intake, family mediation and child contact centre services.

#### Scottish Government (Child Contact)

Monies received from the Scottish government toward running the child contact centre and associated cost.

#### **Big Lottery Fund**

Monies received to part fund the child contact centre and service.

#### Adapt and Thrive

Funding received and administerd through First Port to assist the organisation to adapt to the challenges presented by COVID-19 including the purchase of equipment and adapting services to be delivered through secure online methods.

#### Community Fund

Funding received and administerd through First Port to support the organisation and its beneficiaries to respond to the challenges presented by COVID 19 and in particular towards assisting the recovery from the pandemic.

#### Tesco

Monies received through Tesco's Bags for Help and administerd through Groundworks UK to contribute towards the costs of the resources in connection with children experiencing trauma after the parents divorce.

## **Gannochy Trust**

Funding received to support the Peer Leader training programme.

#### Inspiring Scotland

Monies received for the organised outdoor community play project.

#### **Trust House**

Monies received for the sessional contact centre salaries.

#### **Brewin Dolphin**

Monies received for the contact centre.

#### **Bank of Scotland Foundation**

Monies received for expenditure relating to the organisation's running costs.

#### Cattanach

Monies received for expenditure relating to the organisation's running costs.

# **Company Limited by Guarantee**

## Notes to the Financial Statements (continued)

#### Year ended 31 March 2023

#### 18. Analysis of charitable funds (continued)

#### EVAC Grant

Monies received for expenditure relating to the organisation's running costs.

#### **CEC Community Mental Health**

Monies received for the Intake/Programme Team salaries.

#### **Postcode Trust**

Monies received for the Lead Worker salary.

#### Cash for Kids

Monies received for activities.

#### Silverhill Trust

Monies received for expenditure relating to the organisation's running costs.

#### **Garfield Weston**

Monies received for expenditure relating to the organisation's running costs.

#### Little Lives

Monies received for therapeutic "All about Me" support.

#### Promise Partnership

Monies received for expenditure relating to the organisation's running costs.

#### 19. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds	Total Funds 2023 £
Tangible fixed assets	_	<del></del>	-
Current assets	200,941	100,768	301,709
Creditors less than 1 year	(25,129)		(25, 129)
Net assets	175,812	100,768	276,580
,	Unrestricted	Restricted	Total Funds
	Funds	Funds	2022
	£	£	£
Tangible fixed assets	2,931	-	2,931
Current assets	110,425	40,527	150,952
Creditors less than 1 year	(21,552)		(21,552)
Net assets	91,804	40,527	132,331

# **Company Limited by Guarantee**

# Notes to the Financial Statements (continued)

# Year ended 31 March 2023

# 20. Operating lease commitments

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

	2023	2022
	£	£
Not later than 1 year	11,760	33,678
Later than 1 year and not later than 5 years	-	11,760
	11,760	45,438

Family Journeys Ltd
Company Limited by Guarantee
Management Information
Year ended 31 March 2023

The following pages do not form part of the financial statements.

# Company Limited by Guarantee

# **Detailed Statement of Financial Activities**

	2023	2022
Income and endowments	£	£
Donations and legacies		
General Donations	2,342	1,322
Mediation donations	12,065	9,315
Scottish Government CYPEIF	77,718	74,017
Promise partnership	75,921	- 1,01.
Scottish Government Child Contact Centre	90,584	90,584
West Lothian Council	17,422	17,422
East Lothian Council	7,125	7,125
Adapt and Thrive	-,	41,886
Garfield Weston	15,000	_
Silverhill Trust	14,508	_
Cash for Kids	6,136	_
Postcode Trust	24,180	_
Gannochy Trust	•	19,153
Inspiring Scotland	_	21,874
Crowd Funding	1,112	5,499
Trust House	14,755	14,755
Brewin Dolphin - community grant	· <b>-</b>	1,000
Cattanach	19,995	12,938
EVOC Grant	-	19,344
One Parent Families Scotland	-	3,021
Social Work Practice Learning Team	7,780	4,500
Little Lives	2,200	_
	388,843	343,755
Other trading activities		
Contact Centre Set-up & reports	56,274	7,069
Supervised contact	53,512	15,430
	109,786	22,499
Investment Income	204	40
Bank interest receivable	321	
Total Income	498,950	366,266

# Company Limited by Guarantee

# Detailed Statement of Financial Activities (continued)

	2023 £	2022 £
Expenditure		
Expenditure on charitable activities		
Wages and salaries	248,161	278,191
Employer's NIC	8,367	10,141
Pension costs	4,041	2,649
Legal and professional fees	2,039	1,249
Depreciation	2,931	2,930
Contact centre costs	23,162	26,999
Membership and subscriptions	1,313	2,723
Training	9,123	11,125
Volunteer and staff travel	1,079	1,675
Rent and service charges	22,000	20,984
Rates and water	(1,060)	4,996
Cleaning	318	973
Heat and light	3,039	2,407
Insurance	3,128	1,992
Maintenance and repair	735	10,328
Telephone	2,680	5,666
Postage, printing and statinery	3,997	2,777
Legal and professional fees	1,710	10,078
Staff recruitment	333	1,216
Other costs	1,385	1,438
IT and comupter costs	16,220	8,961
Provision for Bad Debts	·	7,250
	354,701	416,748
Total expenditure	354,701	416,748
Net income/(expenditure)	144,249	(50,482)

# **Company Limited by Guarantee**

# Notes to the Detailed Statement of Financial Activities

	2023	2022
	£	£
Expenditure on charitable activities		
Charitable activities		
Activities undertaken directly		
Wages and salaries	248,161	278,191
Employer's NIC	8,367	10,141
Pension costs	4,041	2,649
Depreciation	2,931	2,930
Contact centre costs	23,162	26,999
Membership and subscriptions	1,313	2,723
Training	9,123	11,125
Volunteer and staff travel	1,079	1,675
Rent and service charges	22,000	20,984
Rates and water	(1,060)	4,996
Cleaning	318	973
Heat and light	3,039	2,407
Insurance	3,128	1,992
Maintenance and repair	735	10,328
Telephone	2,680	5,666
Postage, printing and statinery	3,997	2,777
Legal and professional fees	<del>1</del> ,710	10,078
Staff recruitment	333	1,216
Other costs	1,385	1,438
IT and comupter costs	16,220	8,961
Provision for Bad Debts	_	7,250
	352,662	415,499
Governance costs		
Governance costs - accountancy fees	<u>2,039</u>	1,249
Expenditure on charitable activities	354,701	416,748
	<del></del>	