

PRISONERS' FAMILIES AND FRIENDS SERVICE
TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2011

REGISTERED CHARITY NO: 251847

**PRISONERS' FAMILIES AND FRIENDS SERVICE
TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS**

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PRISONERS' FAMILIES AND FRIENDS SERVICE

REFERENCE AND ADMINISTRATIVE DETAILS

**Trustees who served
during the year ended
31 March 2011:**

Peter Droop (Chair)
Penny Clow (Vice Chair)
Anne Dunlop
Mike Slade (Treasurer) (Resigned)
Tricia Nicholson (Treasurer) (Appointed 15 November 2010)
Anne-Marie Brown-Douglas
Gloria Johnson
Jackie Manning
Gretta Reilly
Steve Jones
Shane Holland
Ruth Buchanan

Director: Alan Hooker (to 15 November 2010)
Margaret Vallance (from 15 November 2010)

Address: 20, Trinity Street
London SE1 1DB

Solicitors: Charles Russell
5, Fleet Place
London EC4M 7RD

Bankers: Lloyds TSB Bank
220, Strand
London WC2R 1BB

Scottish Widows
67, Morrison Street
Edinburgh EH3 8YJ

Independent Examiner: Mr D Terry
Ramon Lee & Partners
Kemp House
152/160 City Road
London EC1V 2DW

PRISONERS' FAMILIES AND FRIENDS SERVICE

The Trustees present their report and financial accounts for the year ended 31 March 2011.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Charity's governing document, applicable law and the requirements of the Statement of Recommended Practice, "Accounting and Reporting by Charities" issued in March 2005.

Objectives and Activities

The objects of the Charity are to provide a high quality service for the partners, families and other close relatives or friends of people in prison by promoting (wherever possible) their interests and offering them friendship, support, advice and information which is free, confidential and appropriate to their needs. In addition it seeks to continue this support for a period after release if this is welcomed and needed.

Structure, Governance and Management

Governing document

The Service which is a registered charity operates under the constitution dated 15th November 2005. The original constitution dated 24th February 1967 was replaced by the current constitution after agreement from the Charities Commission (charity no. 251847) and sets out the objects and powers of the charity and governs the actions of the Trustees.

Recruitment and appointment of Trustees

The Trustees who served during the year are detailed on page 2. The Trustees who are appointed during the year are confirmed at the Annual General Meeting where all Members are entitled to vote, including all of the charity's volunteers and its user groups. The Trustees have no beneficial interest in the charity other than as members.

Organisation

The members of the Committee, all of whom are Trustees, are shown on page 2. They are appointed at the Annual General Meeting, or by co-option subject to confirmation at the AGM where all Members are invited to vote. They hold office for a period of 12 months and their term of office is renewable. In 2010/2011, the Executive Committee met six times. The Executive Committee is responsible for control of policy and financial matters and day-to-day management of the Service is delegated to the Director. Trustees are covered by indemnity insurance.

Related parties

The charity does not have relationships with related parties and other charities and organisations with which it cooperates in pursuit of its charitable objectives.

Risk Management

The Trustees have a risk management strategy which comprises:

- An annual review of the risks the charity may face;
- The establishment of systems and procedures to mitigate those risks identified in the plan;
- Implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.

During 2011, the Chair, the Treasurer and the Director will carry out a systematic assessment of the major risks to which the Service is exposed.

PRISONERS' FAMILIES AND FRIENDS SERVICE

Public Benefit statement

The Trustees consider that they have complied with Section 4 of the Charities Act 2006 with regard to the guidance on public benefit published by the Charity Commission.

Trustees

Anne Dunlop

It is with great sadness that we must record the death of Anne Dunlop in April this year. Anne had been a trustee for over 36 years – a remarkable period of dedication to an organization. Anne originally joined as a trustee to raise funds but this was a prelude to many other contributions, chair during the 1990s and a dedicated befriender providing support and advice to our families and a regular attender at the Swan Centre. The continuing success of our organization is in large part due to Anne's work over many years. We are deeply grateful to Anne for giving PFFS a legacy which will contribute to our holiday programme.

Treasurer

Mike Slade retired as our treasurer after 5 years of valuable service and we are very grateful to him for all the work he has done for us. We are delighted to welcome Tricia Nicholson as our new treasurer.

Achievements and performance

As these accounts show, we have ended the year with a small deficit and at the end of the year our reserves are healthy. It must however be remembered that our income is substantially comprised of one-off grants which are most gratefully received but arrive in an irregular pattern throughout the year. The aim of the trustees is to have a reserve of 6 months of projected expenditure and with constant monitoring of cash flow the trustees have more or less been able to meet this target. At the beginning of the new financial year we have committed income of £82,000 and the remainder of our income has to be found from applications to donors.

We and our families are very grateful to those donors who support our work and continue to fund us.

Director

In October 2010 our then director Alan Hooker decided to move out of London and tendered his resignation. The organization is grateful to Alan for the work he did for us during his period in office. The trustees are very pleased to have appointed Margaret Vallance to be our new director with effect from November 2010.

Our Telephone Helpline and our Website

We received 1,702 calls to our helpline in the year and we had 322,823 hits on our website. It appears that increasingly people who need information are choosing to obtain it from our website. Callers consistently reported considerable satisfaction with the helpline service, both that the information given had been accurate and that it had been imparted in an empathetic manner. Our website receives praise for the ease with which it can be accessed and for the range of useful information displayed there.

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Court Project

Our volunteers continue to offer support and guidance to family members at courts across London - 10 Crown Courts and 7 Magistrates Courts. We have been able to establish a presence this year at the Old Bailey. We also have volunteers giving information and emotional support in 4 prison visitor centres. We have had a concerted drive to distribute our "Court to Custody" booklet and our leaflets to all courts in England and Wales and we also distribute it to other agencies in the criminal justice system; in addition, the booklet is available on the website. We are aware of the success of this programme through the calls made to our national free helpline. The service we offer of immediate advice to families both at court and via the helpline is a vital element of our support to families. It also enables us to signpost families to our longer term services, the befriending project and the family centre.

A continuous programme of recruitment is in place and continuing support and refresher training is provided for court volunteers. We also hold a series of monthly lectures with guest speakers who operate in various sectors of the criminal justice system.

We reach more than 2,500 people at court each year. We deliver the service through our volunteers who on average number 45.

Our Services for Families

We support and sustain the family while the offender is in prison and we increase their resilience. We enable the family to achieve better outcomes in life. Where appropriate, we help the family to maintain their relationship with the prisoner during the sentence. Re-offending is reduced when a prisoner has a stable family situation to return to on release. We have restructured our work to give it a clear focus. The basis of it all now is helping service users to progress towards the achievement of specific outcomes for themselves. Those are improved physical and mental health, reduced social isolation, increased life and coping skills, boosted self confidence and self esteem, enhanced relationships within the family and a greater capacity to navigate the criminal justice system. We work to prevent the next generation being drawn into criminal activity. We provide young people of the family with learning and development opportunities. We enable them to increase their social skills and we raise their aspirations.

Home visiting and Befriending

Our volunteers provide emotional support, information, advice and advocacy to families either by home visits or by regular contact by telephone. We supported more than 90 families in this way, throughout the year. These families were supported by around 35 befriender volunteers. We hold monthly support evenings for our bendifenders. In addition bendifenders attend the monthly guest speaker lectures. Bendifenders work with family members to help them to achieve the six specific outcomes described above.

The Swan Centre

Our family centre continues to be well attended. The membership through the year averaged 30. The women participate each week in the programme of activities. Children too young to have secured a place in a nursery accompany their mothers. We have enhanced the quality of the centre's programme, which is focused on the achievement of the six outcomes. We brought in qualified and experienced facilitators to lead all the sessions. The Alternatives to Violence Project delivered a twenty hour course over two weeks. This was highly pertinent for our service users who all have to cope with much conflict in their lives. All those who took part in the course received a certificate. Relate presented a two session course on self esteem and assertiveness, which met a real need for several of our service

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users. The completion of a course is a vital element in the regaining of self respect and self worth for many of our families.

We arranged activities which allowed our service users to explore their creative abilities. We ran art workshops and a creative writing course. Many of the service users discovered skills and talents which they would not have previously believed they possessed. We also included "pampering" activities, massage and manicure sessions, which are very effective in boosting self esteem.

We were particularly pleased with the outcome of the parenting course which we ran jointly with LB Southwark's Children's Services. Some of our service users were not themselves well nurtured as children. In the absence of an appropriate model, they sometime have difficulties in being effective parents to their children. The participants in the course all reported that they had acquired new tools to help them in the management of their relationship with their children and that they felt more confident in undertaking the role.

We had recognized that some of our families would benefit from having more individual support to enable them to cope with their problems. In the previous year we had introduced our mentoring programme, which offers one to one emotional support and advocacy to families who ask for the service. We continued to offer the service during this last year. It is provided by students who come to us on placements from the MSc course in Therapeutic Counselling at the University of Greenwich. The partnership has proved to be mutually beneficial to us and the university.

It became clear to us as we went through the year that some families would welcome being able to receive counselling. The waiting time for the service on the NHS can be quite long and it is expensive to obtain privately. We decided that the service was one which we should make available to family centre members and we introduced it in the autumn of 2010. It is provided by two trainee counsellors working under the supervision of a fully trained and very experienced counsellor. Seven families are participating in the programme.

We continued to be successful in encouraging family centre members to refer themselves to Red Kite Learning Centre, our near neighbour, for help with selecting a suitable course to attend, finding a volunteering placement or help with compiling a CV. Participation in those activities helps service users to start on the pathway to paid employment and to enhanced self esteem.

Holiday Programme

We arranged a programme of activities for the children and young people during each school holiday, including trips to the seaside, to an animal park, to a cinema and to museums. An average of forty five children and twenty five adults went on each outing. We also arranged a five day holiday to the seaside for twelve families in August. We are grateful to Children in Need and the Sheriffs' and Recorder's Fund for their support of our holiday programme.

Christmas

At Christmas we had a party and we gave supermarket vouchers to all the families we support to enable them to buy items of festive food. We provided Christmas gifts for all the children and young people. We took 50 adults and children to see a pantomime in January.

Our Outlook Programme

We recognize that the post release period is critical for a family because of the reintegration of the released prisoner and so we run a resettlement programme on a separate day to help family members

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and sometimes the returning prisoner through this difficult period. Up to 8 - 10 attend these sessions which are run by the St Giles Trust once a month. We link the families and their relative in prison to their services.

Welfare

Wherever possible, we have accessed help from other charities to provide household equipment, furniture and children's clothes to families in need. During the year, we have obtained beds, flooring, washing machines, fridge freezers, school uniform and other essential items.

Monitoring and Evaluation

We recognise that continuous monitoring and evaluation of all areas of our work is essential for ensuring that we are meeting the needs of our service users and delivering a high quality service. A rigorous monitoring system for the helpline, the family centre, the court project and the befriending service has been developed and established over the last year. The manager of each area of work maintains records of the numbers of families they are supporting and how their work is meeting the outcomes which we seek for each family we help. The system provides information on satisfaction levels and includes quotes from service users about their perception of the value they attach to our services and the difference we make to the quality of their lives.

Staff

Our organization could not function at all without the energy and enthusiasm of our staff members led by Margaret Vallance. Their contribution to our families is immense and they make many lives better and more stable as a result of their work.

Volunteers

We would not be able to deliver our services at all if it were not for the dedication and commitment of our large body of volunteers, over 90 in total. We are hugely dependent on them and are most appreciative of all their efforts. Week by week our volunteers provide information, advice, encouragement and emotional support to distressed families through our court project and our befriending service. Other volunteers provide the same services to families on our telephone helpline and some assist us with administrative tasks in the office. Our volunteers committed almost 25,000 hours during the year to us.

Future plans and developments

We shall install a desk top computer in our family centre and we shall provide training in basic computer skills for our service users. Several have expressed a desire for such training. We shall also run a course in mathematics because several of our families have told us that that is an area with which they would like help. We are working towards achieving accreditation with the Mentoring and Befriending Foundation for our befriender scheme.

We have recognised that in addition to our fund raising applications we must also help ourselves and we have already arranged a sponsored walk; in the current year a fund raising dinner and a concert have been held with further events in planning.

Financial review

The net outgoing resources amounted to £4,662 (2009 - net outgoing resources £5,273). Nearly all the work undertaken is in defined project areas. The general intention is that all project areas are fully

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funded and control of expenditure is maintained on that basis. However, if short-term gaps occur in project funding, these are covered by transfers from general funds.

Investment powers and policy

The Trust Deed authorises the Trustees to make and hold investments using the general funds of the charity. The trustees have the power to invest in any way that they see fit.

Reserves policy

The level of general or 'free' reserves is maintained at a level designed to protect the Service's work in the event of unforeseen and significant changes in its financial position. In setting the level of reserves the Trustees have considered the length of time required to attract new sources of funding in the current economic climate.

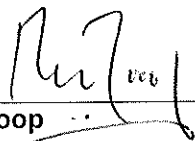
Trustees' responsibilities in relation to the financial statements

Charity law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing financial statements giving a true and fair view, the trustees should follow best practice and:


1. select suitable accounting policies and apply them consistently;
2. make judgements and estimates that are reasonable and prudent;
3. state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements;
4. prepare the financial statements on a going concern basis unless it is inappropriate to assume that the Trust will continue in operation.

The Trustees are responsible for maintaining proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the Charities Act 1993. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the Committee and signed on its behalf:



Peter Droop
Chair



Tricia Nicholson
Treasurer

12 October 2011

PRISONERS' FAMILIES AND FRIENDS SERVICE

REPORT OF THE INDEPENDENT EXAMINER TO THE TRUSTEES OF THE PRISONERS' FAMILIES & FRIENDS SERVICE

I report on the accounts of Prisoners Families & Friends Service for the year ended 31st March 2011, which are set out on pages 10 to 20.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND INDEPENDENT EXAMINER'S

As the charity's Trustees you are responsible for the preparation of the accounts; you consider that the audit requirement of Section 43(2) of the Charities Act 1993 (the Act) does not apply. It is my responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under Section 43(7)(b) of the Act, whether particular matters have come to my attention.

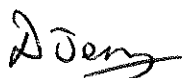
BASIS OF INDEPENDENT EXAMINER'S REPORT

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you, as Trustees, concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

INDEPENDENT EXAMINER'S STATEMENT

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

1. Which gives me reasonable cause to believe that in any material respect the requirements:
 - To keep accounting records in accordance with Section 41 of the Act:
 - To prepare accounts which accord with the accounting records and comply with the accounting requirements of the Acthave not been met, or
2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



DAVID TERRY

RAMON LEE & PARTNERS
REGISTERED AUDITORS
CHARTERED ACCOUNTANTS

KEMP HOUSE
152/160 CITY ROAD
LONDON EC1V 2DW

1st October 2011

PRISONERS' FAMILIES AND FRIENDS SERVICE

STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 March 2011

	Note	Unrestricted Funds	Restricted Funds	Endowment Fund	2011	2010 (restated see Note 1)
		£	£	£	£	£
Incoming resources						
Incoming resources from generated funds:						
Voluntary income	2	55,927	136,018	-	191,945	194,380
Activities for generating funds		1,870	-	-	1,870	-
Investment income		1,117	-	-	1,117	1,197
Incoming resources from charitable activities:						
Parenting courses		-	2,829	-	2,829	-
Other incoming resources		-	-	-	-	75
Total incoming resources		58,914	138,847	-	197,761	195,652
Resources expended						
Costs of generating voluntary income						
Charitable activities		79,948	119,693	-	199,641	200,978
Governance costs		3,511	-	-	3,511	5,189
Total resources expended	3	83,459	119,693	-	203,152	206,167
Net incoming resources		(24,545)	19,154	-	(5,391)	(10,515)
Other recognised gains and losses						
Unrealised gains on investment assets	7	-	117	612	729	5,242
Net movement in funds		(24,545)	19,271	612	(4,662)	(5,273)
Reconciliation of funds						
Total funds brought forward		98,188	3,920	20,577	122,685	127,958
Total funds carried forward		73,643	23,191	21,189	118,023	122,685

All recognised gains and losses have been included in the Statement of Financial Activities.
All operations are continuing.

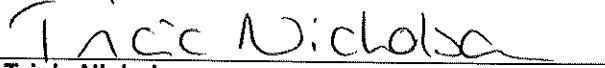
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BALANCE SHEET
as at 31 March 2011

	Note	31 March 2011 £	31 March 2010 £
Fixed Assets			
Tangible fixed assets	6	3,360	5,418
Charity investment funds	7	25,226	24,497
		<u>28,586</u>	<u>29,915</u>
Current Assets			
Debtors	8	3,670	4,549
Cash at bank and in hand		111,459	89,984
		<u>115,129</u>	<u>94,533</u>
Creditors: amounts falling due within one year	9	<u>(25,692)</u>	<u>(1,763)</u>
Net Current Assets		<u>89,437</u>	<u>92,770</u>
Net Assets		<u>118,023</u>	<u>122,685</u>
Charity Funds			
Endowment funds	10	21,189	20,577
Restricted income funds	10	23,191	3,920
Unrestricted income funds: general funds	10	66,643	91,188
Unrestricted income funds: designated funds	10	7,000	7,000
Total funds		<u>118,023</u>	<u>122,685</u>

The financial statements on pages 10 to 20 were approved by the Trustees and authorised for issue on 12 October 2011 and signed on their behalf by:

Peter Droop
Chair



Tricia Nicholson
Treasurer

PRISONERS' FAMILIES AND FRIENDS SERVICE

Notes to the financial statements

for the year ended 31 March 2011

1. ACCOUNTING POLICIES

Basis of preparation

The financial statements have been prepared under the historical cost convention, modified by the inclusion of investments at market value, and in accordance with applicable United Kingdom standards. The financial statements are drawn up to reflect the format of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities", published in March 2005. The accounting policies have been applied consistently throughout the current and previous year.

Incoming resources

Voluntary income including donations, gifts and legacies and grants that provide core funding or are of a general nature are recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Such income is deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor is funding a programme or activity for a period of more than one year
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Where a donor is funding a programme or activity for a period of more than one year, then the income is spread evenly over the term of the grant.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions is recognised as earned (as the related goods or services are provided). Grant income included in this category provides funding to support performance activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Income is deferred when performance related grants are received in advance of the performances to event to which they relate.

Following technical advice received, a review of all income was undertaken and some income previously treated as derived from charitable activities has been disclosed under voluntary income. The comparative figures have been adjusted.

Interest receivable and investment income

Interest receivable is credited to the Statement of Financial Activities when it is receivable. Dividends and interest from investments, including associated tax credits, are credited to the Statement of Financial Activities when they are receivable.

Investments are included in the accounts at mid-market value at the end of the financial year. Realised and unrealised gains and losses are credited or debited to the statement of financial activities in the year in which they arise.

Tangible fixed assets and depreciation

Tangible fixed assets (excluding investments) are stated at cost less depreciation. The cost of minor

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additions or those costing less than £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

- Lease improvements - The lesser of 20% straight line basis and the remaining life of the lease
- Office equipment - 20% straight line on cost
- Computers - 33.33% straightline on cost

Value Added Tax

Value Added Tax is not recoverable by the charity, and, as such, is included in the relevant costs in the Statement of Financial Activities

Resources expended

- **Costs of generating funds**

Costs of generating funds are those costs incurred in attracting voluntary income, and those incurred in raising funds.

- **Charitable activities**

Charitable activities include expenditure associated with the main objectives of the charity and include both the direct costs and support costs relating to these activities.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, i.e. Staff time.

Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory Governance requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. All costs are allocated between expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource.

Unrestricted funds

Unrestricted funds are available for use at the discretion of the Trustees and in furtherance of the general objectives of the charity. Unrestricted funds include a revaluation reserve representing the restatement of investment assets at market value.

Pensions

The pension costs charged in the accounts represent the contributions payable by the charity during the year in accordance with FRS 17.

PRISONERS' FAMILIES AND FRIENDS SERVICE

2. VOLUNTARY INCOME

	Total 2011 £	Total 2010 £
<i>Unrestricted:</i>		
1772 Charity	2,000	-
1970 Trust	2,000	2,000
A B Charitable Trust	5,000	5,000
Albert Hunt Trust	-	1,000
Alchemy Foundation	500	-
Batchworth Trust	5,000	5,000
City and Metropolitan Welfare Fund	-	1,500
City of London Justice Rooms	750	-
Coutts Charitable Trust	-	500
City of London Magistrates Poor Box	-	10,000
Noel Buxton Trust	1,000	2,000
Norda Trust	-	5,000
Odin Trust	-	1,000
Pilkington Trust	-	1,000
Sir James Roll Charitable Trust	1,250	1,250
United St Saviours Charity	-	5,000
Wates Foundation	16,000	15,000
Willow Tree Trust	5,000	5,000
Woodroffe Benton Foundation	5,000	5,000
Other donations	12,427	2,822
	55,927	68,072
<i>Restricted:</i>		
<i>Management & Volunteer Support</i>		
Nationwide Foundation	-	4,954
<i>Advice & Information</i>		
Inner London Magistrates' Courts' Poor Box	2,500	-
Lankelly Foundation	15,000	15,000
Leigh Trust	1,000	-
Lloyds TSB Foundation	-	15,000
London Borough of Tower Hamlets	3,152	-
Nationwide Foundation	470	23,000
Newby Trust	2,500	-
Persula Foundation	-	500
Pilgrim Trust	10,000	10,000
Rowan Trust	1,500	3,000
Sylvia Adams Trust	2,000	-
Woodward Charitable Trust	2,000	-
	40,122	66,500

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<i>Family support & welfare</i>		
1772 Charity	-	2,000
Children in Need	6,500	6,000
City Bridge Trust	12,500	-
City of London Justice Rooms	-	2,100
Drapers Fund	-	2,500
Garfield Weston Foundation	5,000	-
Good Gifts	2,524	2,715
Henry Smith's Charity	12,000	12,000
Inner London Magistrates' Courts' Poor Box	2,500	-
Leigh Trust	1,000	-
LB Tower Hamlets	3,152	4,241
Mary Strand	-	230
Mercers Company	5,000	5,000
Michael and Shirley Hart Foundation	-	2,500
Newby Trust	2,500	200
Nationwide Foundation	-	7,750
Rowan Trust	1,500	-
Sheriff & Recorders	2,847	4,038
Souter Trust	2,000	-
Surrey Dispensary	1,600	580
Trusthouse Charitable Foundation	-	3,000
Tudor Trust	35,000	-
Other Donations	273	-
	95,396	54,854
Total grants and donations	191,945	194,380

PRISONERS' FAMILIES AND FRIENDS SERVICE

3. RESOURCES EXPENDED

	Basis of allocation	Advice & Information	Family support & welfare	Governance	2011	2010
<i>Costs directly allocated to activities:</i>						
Direct project costs	Direct	341	18,708	-	19,049	24,529
Grants payable	Direct	-	1,666	-	1,666	4,221
Salaries and other staff costs	Direct	66,262	60,721	1,238	128,221	124,870
Volunteer expenses	Direct	3,220	1,862		5,082	4,011
Independent examiners fees	Direct	-	-	1,800	1,800	1,763
<i>Support costs allocated to activities:</i>						
Premises costs	Staff time	10,508	9,498	202	20,208	22,455
Communications	Staff time	8,499	7,682	163	16,344	15,831
Publications and subscriptions	Staff time	1,501	1,356	29	2,886	1,455
Insurance	Staff time	1,040	940	20	2,000	2,233
Depreciation	Staff time	1,578	1,426	30	3,034	2,709
Miscellaneous expenses	Staff time	1,488	1,345	29	2,862	2,092
		94,437	105,204	3,511	203,152	206,167

4. DIRECTORS AND EMPLOYEES

STAFF COSTS

	2011 £	2010 £
Salaries	116,138	109,814
National Insurance	10,366	10,500
Pension costs	1,717	2,262
	128,221	122,576

Pension costs represent contributions paid to a defined contribution scheme on behalf of the charity's employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

There were no employees whose annual emoluments were £60,000 or more.

PRISONERS' FAMILIES AND FRIENDS SERVICE

The average weekly full time number of staff employed by the charity during the period was as follows:

	2011	2010
Direct charitable work	5	4

6. TANGIBLE FIXED ASSETS

	Leasehold improvements £	Office equipment £	Computers £	Total £
Cost or valuation:				
At 1 April 2010	4,970	2,274	8,126	15,370
Additions	-	-	976	976
Disposals	-	-	-	-
	4,970	2,274	9,102	16,346
Depreciation:				
At 1 April 2010	4,970	2,273	2,709	9,952
Charged in the year	-	-	3,034	3,034
Disposals	-	-	-	-
At 31 March 2011	4,970	2,273	5,743	12,986
Net book value:				
At 31 March 2011	-	1	3,359	3,360
At 31 March 2010	-	1	5,417	5,418

7. CHARITY INVESTMENT FUNDS

	2011 £	2010 £
Market value:		
Market value, brought forward	24,497	19,255
Unrealised gain during the year	729	5,242
Market value, carried forward	25,226	24,497
Historic cost	11,190	11,190
The investment shown above is represented by:		
Held within the United Kingdom:		
UK Common Investment Funds	25,226	24,497

PRISONERS' FAMILIES AND FRIENDS SERVICE

At 31 March 2010 the charity held the following stocks that represented more than 5% of the market value of listed investments held at 31 March 2010.

2,486.33 COIF Charities Investment Fund Units £25,226

8. DEBTORS

	2011 £	2010 £
Sundry debtors and prepayments	3,670	4,549
	3,670	4,549

9. CREDITORS: amounts falling due within one year

	2011 £	2010 £
Sundry creditors and accruals	7,074	1,763
Deferred income	16,250	-
PAYE and social security	2,368	-
	25,692	1,763

Grants received from Hilden Charitable Fund and City Bridge Trust in respect of charitable activities to be performed in the year to 31 March 2012 have been deferred.

10. MOVEMENT IN FUNDS

	At 01 April 2010	Income	Expenditure	Transfer	Unrealised gain	At 31 Mar 2011
Restricted funds:						
Management & Volunteer Support	3,920	-	-	-	117	4,037
Advice & Information	-	40,122	40,122	-	-	-
Family Support & Welfare	-	98,725	79,571	-	-	19,154
<i>Total restricted funds:</i>	3,920	138,847	119,693	-	117	23,191
Endowment funds:	20,577	-	-	-	612	21,189
Unrestricted funds:						
General funds	91,188	58,914	83,459	-	-	66,643
<i>Designated funds:-</i>						
Property repairs & renewal	7,000	-	-	-	-	7,000
<i>Total unrestricted funds</i>	98,188	58,914	83,459	-	-	73,643
Total funds	122,685	197,761	203,152	-	729	118,023

PRISONERS' FAMILIES AND FRIENDS SERVICE

10. MOVEMENT IN FUNDS *continued*

Purposes of Restricted Funds

Management & Volunteer Support

Provides for the efficient administration of the organisation's activities and finances, services the Management Committee and the induction supervision and appraisal of staff. Collates relevant service statistics and ensures quality control methods are in place and user-feedback is collected. Is responsible for welfare fundraising and assisting the fundraising trustee with applications and reports to major funders. Also manages the recruitment, training and supervision of home visitors (befrienders) and provides training for telephone helpline staff and volunteers. Ensures that policies and procedures are reviewed regularly and organizes the Annual General Meeting and the production of the Annual Report.

Advice & Information

Provides an information and liaison service to agencies within the Criminal Justice sector to ensure that these agencies are aware of the services we offer in order that they may make appropriate referrals. Also provides input into training for other agencies, ensures that our literature is widely available and assumes responsibility for the organization and ongoing expansion of the court project taking responsibility for the training and supervision of court volunteers. Also pursues a development role with regard to criminal justice and voluntary sector partnership working.

Ensures that a high quality service is available to prisoners' families through the research and production of up-to-date printed information, the operation of a free phone telephone help line and one-to-one advice sessions for family members both during imprisonment and after release. Edits and oversees the distribution of regular Newsletters.

Family Support & Welfare

Provides social events, creative and self-development workshops for women on a regular weekly basis as well as support for prisoners' families after release through monthly meetings. Arranges holiday schemes for women and children during the summer as well as Christmas and other seasonal events. Runs a clothing store. Raises awareness of the services offered through attendance at prison visitors centres and distributes regular news and programme updates to service users.

Purpose of Endowment Fund

These funds originate from donations given by the Clothworkers Company and the Freda Goodall Fund of £2,500 and £6,900 respectively. These funds were given to the Charity on the understanding that the principal was invested. The interest can be used for any purpose.

Purpose of Designated Funds

These funds represent amounts that the Trustees have decided to designate for the purpose of maintaining making good the Charity premises should they be vacated by the Charity at the end of the lease period, funds designated towards costs of new staff and funds designated for a quality appraisal of the charity.

The unrealised gain arising on the revaluation of the charity's investment funds has been allocated to restricted funds and endowment funds on the basis of their average fund balances during the year.

PRISONERS' FAMILIES AND FRIENDS SERVICE

11. ANALYSIS OF FUND BALANCES BETWEEN NET ASSETS

	Unrestricted £	Designated £	Restricted £	Endowment £	Total £
Tangible fixed assets	3,920	-	-	-	3,920
Fixed asset investments	-	-	4,037	21,189	25,226
Net current assets	62,723	7,000	19,154	-	88,877
	<u>66,643</u>	<u>7,000</u>	<u>23,191</u>	<u>21,189</u>	<u>118,023</u>

12. RELATED PARTY TRANSACTIONS

No Trustee received any remuneration, whilst acting as a Trustee, during the year (2010 - £nil). None of the trustees were reimbursed expenses during the year (2010 - £nil).