

A background image of a woman with long brown hair, wearing a pink top, talking on a smartphone. The image is partially obscured by a green overlay on the left. 

# Annual Report

And Financial Statements  
for the year ended  
31 December 2024

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## REFERENCE AND ADMINISTRATIVE INFORMATION

Company / Charity name	Addiction Family Support
Registered Company no.	06414684
Registered Charity number	1123316
Registered Office	Oakley Hall, 8 Castle Street, High Wycombe, Buckinghamshire, HP13 6RF
Honorary President	Elizabeth Burton-Phillips MBE (Founder)
Patrons	Emilia Fox Sir Anthony Seldon FRSA FRHistS FKC Professor Sir John Strang MBBS, FRCPsych, FRCP, MD, F.Med.Sci.
Directors / Trustees	Rodney D'Costa (Chair & Treasurer) – appointed Chair 15 October 2024 Amelia Adams – appointed 28 November 2024 Catherine Adcock – resigned 18 February 2024 Louise Clements - appointed 24 October 2024 Miranda Dunn – removed 15 October 2024 Laura Furness (Chair) – resigned 28 May 2024 David Hollins – appointed 28 November 2024 Rebecca King – appointed 28 November 2024 Simon Mills Isobel Morrow MBE – resigned 28 August 2024 Rosalind Pilcher – appointed 28 November 2024 Sarah Power – appointed 19 December 2024
Ambassadors	Heather Harper MBE Professor Keith Humphreys Susan Jackson Professor John Kelly
Junior Ambassador	James Sabin
Chief Executive Officer	Paul Rompani
Secretary	Natalie Archer ACA
Independent Examiner	Alan Endersby FCA Streets S J Males Limited Basepoint Business & Innovation Centre 110 Butterfield, Great Marlings Luton Bedfordshire LU2 8DL
Bank	HSBC UK Bank plc 1 Corn Market High Wycombe Buckinghamshire HP11 2AY

## CHAIR'S FOREWORD



2024 was an eventful year for Addiction Family Support. Despite several challenges, we (staff and volunteers) remained cheerful and made the most of opportunities that came our way.

Our founder, Elizabeth Burton-Phillips MBE, transitioned from an active role - supporting clients, networking and fundraising - to becoming our Honorary President. Whilst having taken a step back, due to health reasons, she remains the beating heart of the charity and a source of inspiration.

We undertook a rebranding exercise, which resulted in the change of name from 'DrugFAM' to 'Addiction Family Support' in May. The rebrand reflected our desire to adopt a more inclusive and professional approach, ensuring that support to clients is evidence-based, structured, and empowers individuals to build effective, long-term resilience to better cope with their situation.

In common with other third-sector organisations, and against the backdrop of the cost-of-living crisis, we face considerable funding challenges. In 2024, the Board agreed proposals to deliver cost efficiency savings whilst minimising the impact on our offer to clients. Whilst painful, the strategy enabled the charity to secure a more optimistic outlook.

We were privileged to have secured significant core funding from several sources, which enabled us to continue to reliably provide and develop our key support services, free of charge, to adults mainly in England and Wales. The funding ensured we can maintain operational and financial viability, resulting in a healthy cash position. It has also enabled the charity to implement several new operational systems, processes and initiatives.

We were also delighted to achieve Helplines Standard accreditation, which you can read about below.

In the latter part of 2024, we appointed six new Trustees. With a refreshed and diverse skill set, we have the foundations for strong governance and leadership and have already engaged in collaborative working – holding a day long strategic planning meeting early 2025 to refresh our Strategic Plan.

As this report shows, we have had considerable success meeting most, if not all, our key target outputs, achieved desired outcomes and had a significant positive impact on the lives of our clients. Throughout the document you can read unsolicited feedback received throughout the year illustrating this success.

Thank you for your continued support and commitment to helping Addiction Family Support realise its vision of a future without the stigma of addiction and for those affected or bereaved by addiction to have the support and understanding they want and need from their family, friends, colleagues, and the wider community. We hope it will continue.

Rodney D'Costa

A handwritten signature in dark ink, appearing to be 'RD' or 'Rodney D'Costa'.

Chair of Trustees & Treasurer

## OBJECTIVES

Addiction Family Support provides safe, caring and confidential support free of charge to adults affected or bereaved by someone else's harmful use of alcohol, drugs, substances and gambling.

People affected by a loved one in addiction experience isolation, loneliness, prejudice and often judgement from friends, family and the wider community, accompanied with feelings of guilt, shame, helplessness and fear. Whilst those bereaved from the death of a loved one to addiction also experience a unique and complex grief.

*Thank you very much for speaking to me yesterday, I found the call very helpful and empowering, and it is comforting to know there is support and advice for my daughter and family. It has made me feel less alone and given me a plan for a way forward.*

## OUR AIMS

Our eight key strategic aims are:

- Increase the number and diversity of capable **volunteers** effectively and efficiently recruited, trained and supported.
- Ensure we maintain a caring culture, where members of **staff** are sufficiently trained, managed, motivated and supported to do their jobs effectively and efficiently.
- Ensure efficient and effective management of **operations** and delivery of accessible support services.
- Provide more **services** delivering more support to more people who need it.
- Monitor, evaluate and report on the output, outcomes and **impact** of our work.
- Raise **awareness** of Addiction Family Support.
- Develop and maintain sustainable **income** streams from a variety of sources.
- Identify, engage and **partner** with individuals, groups and organisations across sectors to achieve our aims and objectives.

We endeavour to achieve these aims whilst keeping the people we support, our clients, at the heart of what we do.

It is important that whilst we innovate and professionalise how we operate we continue to provide people with the space to legitimately express their feelings and to respond with empathy, care and understanding.

*Thank you, you do an amazing job with the group, and I am finding it so helpful.*

## OUR MISSION & VISION

Our mission is to support adults affected or bereaved by another person's harmful use of alcohol, drugs, substances, or gambling.

Our vision is a future without the stigma of addiction and for those affected or bereaved by addiction to have the support and understanding they want and need from their family, friends, colleagues and the wider community.

*Just wanted to thank you so much for your time and support yesterday it was so helpful, and your follow up email is just brilliant*

## ACTIVITIES

### SERVICES

In 2024 we came closer to achieving our aim of developing a client journey delivering a variety of evidence-based services, to provide people affected or bereaved by a loved one's addiction with the confidence, skills and abilities to better cope with their challenging situations.

Most of our services are delivered remotely, using video and phone technology.

*I did eventually call the helpline yesterday & spoke to X, probably for nearly an hour. It was really helpful & reassuring talking & listening to her.*

#### Telephone Helpline (for Affected and Bereaved)

The telephone Helpline is our primary source of support and in most cases the first time we engage with a client. During the year we continued to work with our Helpline telecoms provider, Call Handling, to improve the adaptation of the system, including using VOIP software instead of mobile telephones, which has resulted in further cuts to our running costs.

*I will definitely continue to make contact with the helpline as I have found it very supportive and everyone I have spoken to so far or made contact with has been so understanding and welcoming.*

#### 5-Step Method

The 5-Step Method (5SM) is a widely recognised, evidence-based, outcome evaluated brief programme for supporting people affected by a family member in addiction. It underpins and informs everything we do. The five steps are:

- Getting to know the client and their problem - listen, reassure, understand and explore.
- Providing the client with relevant, specific and targeted information.
- Exploring how the client is reacting, responding and coping.
- Exploring and enhancing the client's social support (family, friends and colleagues).
- Identifying the client's further needs and referring on for further help.

#### 5-Step Method One to One Support (for Affected)

Our 5-Step Method (5SM) One to One Programme continues to be a success, significantly improving how clients cope.

*I have used the tools learned in the 5-Step [Method] Programme to educate and support my wider circle of family and friends to help them cope with the situation. [Family Support Worker] conducts a Family Burden questionnaire at the beginning and end of the 5-Step course and then again 3 months later. My burden decreased from a score of 35 to 23 and then to 17. Those figures alone indicate just how effective this support is and I highly recommend the 5-Step Programme to other people who are trying to balance all the pressures of family and work life while loving an addict. Thank you AFS and [Family Support Worker] in particular.*

#### Pilot 5-Step Method One to One Support (for Bereaved)

In May we met with Lorna Templeton (University of Bath Research Associate) to plan the adaptation of the 5-Step Method Programme for people bereaved. In consultation with Lorna and Peter Cartwright (author of 'Supporting People Bereaved through a Drug- or Alcohol-Related Death') we planned the work to be done. By the end of the year, we had:

- Reviewed relevant literature.
- Consulted with relevant staff.
- Revised the 5SM Handbook and 5SM Practitioner Competency Framework.
- Developed the outcome evaluation tool.
- Trained all Family Support Workers (FSWs).

We plan to deliver, monitor and evaluate the pilot over a six-month period in 2025 – to include holding monthly review and evaluation sessions, interviews with FSWs and clients, undertaking descriptive analysis of demographic and questionnaire data for all clients, preparing a short report; updating the handbook and liaising with AFINet (the creators of the 5SM) to get the adapted version endorsed.

We are excited to be at the forefront of this work to adapt the evidence-based outcome evaluated 5-Step Method for use with people bereaved by a loved one's harmful use of alcohol, drugs and gambling. The results of the pilot will also be presented in a paper and submitted to a peer reviewed journal.

*Once again you have been so helpful and I am grateful for your advice as it can be very lonely trying to deal with family members who have addictions and mental health issues as you feel no one will understand what I am going through, but you do, so thank you for being so helpful and caring.*

### **Pilot 5-Step Method Couples Support (for Affected)**

In May we delivered the first pilot 5SM Programme for couples. Our FSW, Clinical Supervisor and Forces Family Support Project Lead, who is delivering the pilot noted that, for the couple, it:

- Provided a safe and supportive space to explore each other's emotions and the impact of their loved one's harmful use.
- Allowed the addressing and acknowledgement of each other's different coping strategies.
- Gave space to explore conflict and each other's stresses and strains, and the differences between them.
- Allowed each other a voice without judgement or criticism.
- Provided a platform to emphasize weekly progress they had made together.

Challenges included keeping emotions calm, setting realistic expectations, working with the couple as individuals and managing time well to allow both voices to be heard.

In summary, our FSW found the 5SM Programme worked very well with couples. Significant progress was made, with couples gaining an empathy for each other, from which came the strength to develop and implement boundaries, and plan and agree how they will better manage situations going forward.

*[Loved one] had controlled us financially and emotionally for so many years the 5-Step support you gave us showed us how to take that control back and live our lives we still fear for him and support him but no longer try to change him because we now know we can't.*

### **Pilot 5-Step Method Group Support (for Affected)**

For the six months between June and December we piloted a new 5SM informed Group Programme, facilitated by a trained and accredited volunteer. The pilot supported six clients who had completed the 5SM One to One Programme. A new Programme Manual was developed, informed by Turning Point who had also established a 5SM Group Programme.

An interim assessment showed promising results. Most notably, as clients had completed the 5SM One to One Programme prior to joining the group, the group members bonded quickly and felt they were growing together with the 5SM underpinning their progress.

By the end of the year the pilot had been completed. Once client reported:

*"I have found the support group incredibly helpful in so many ways. It's hard to know where to start! I feel more in control of myself with regards to the situation with my son and no longer feel on the edge of a dark precipice with this big black cloud hanging over me constantly, dragging me down all the time and sapping all my emotional energy to the detriment of my other children, my husband and above all, myself.*

*Together with the 5-Step Programme with X last year, the support group has given me permission to step back from the situation – not in a non-caring way but accepting that I can't control my son's actions, I can't 'fix' him.*

*This realisation has taken me many years to reach and I'm not sure if there were any possible short-cuts I could have taken, or whether it was just part of the journey. As a mum, I always believed it was my job to help and support my children whatever age they are. I now understand that that doesn't necessarily mean being able to solve all their problems, and that's OK; it can simply mean being there for them if they need me (and trusting that they will ask for help).*

*Talking things through with both X and X showed me that there isn't a wrong or right way to react – I learnt how to put up boundaries, what's useful and not so useful to say to my son. Meeting others in the support group was so helpful – not just by realising that I'm not alone, that this illness can strike anyone and isn't a reflection on me as a person, or my parenting skills. Knowing I wasn't being judged, but was being totally understood and my situation acknowledged was amazing. All the group members obviously had their own stories, some closer to mine than others but there was something we all had in common – the love of someone close to us who was afflicted by this horrible illness which is so misunderstood by wider society, leaving both the person concerned and their loved ones so isolated.*

*I've learned something from every member of our group and hope to stay in contact with them all. And finally, the superb guidance that X brought to the group was so reassuring and supportive. I wouldn't wish anyone ever to have to go through what I'm going through but thanks to Addiction Family Support, I'm still here and moving on with my life, coping with what's happened as well as I can (which is something at times, I doubted I would ever be able to get through). Thank you!"*

In November, we established a monthly drop-in session, facilitated by one of our FSWs, to ensure clients are still supported once they have completed the pilot.

A second 5SM Group Programme pilot, facilitated by a FSW will be launched early 2025.

### **Pilot Group Support (for Bereaved Mothers)**

In June we began running a pilot programme of FSW facilitated monthly group support for bereaved mothers. Due to the universal positive feedback we decided to roll out twice monthly meetings on a permanent basis.



*I just wanted to say a massive thank you for yesterday. It seemed to me to be a really special time/place when everything just gelled, and it became a special place of mutual benefit for a group of women going through the same devastation. I think many of us came away with a sense of not feeling so alone and for me it 'normalised' my grief - any type of grief is ok! And any way of dealing with it is ok too.*

### Group Support (for Bereaved)

During the year we held four quarterly group support sessions for bereaved clients. Feedback was very positive, especially about the breakout groups, where participants had the opportunity to talk to others going through similar experiences.

The positive feedback highlights a potential benefit of introducing a weekly/fortnightly Peer Support Group for our bereaved clients, like those we run for affected clients.

*The group is the best thing I've been part of since my son passed away. I felt understood and really connected. Thank you for facilitating this, I hope it becomes a regular thing.*

### Peer Support Groups (for Affected)

In March we opened a new in-person weekly Peer Support Group in Notting Hill and in June we opened a new in-person monthly Peer Support Group in Tunbridge Wells. In October and November, we opened two new online support group facilitated by volunteers.

*I want to thank you from the bottom of my heart to you all at Addiction Family Support and the lovely people in the same scenario as me on the meetings.*

### Forces Family Support

During the year 82 people in the Armed Forces community were supported directly through our Forces Family Support project.

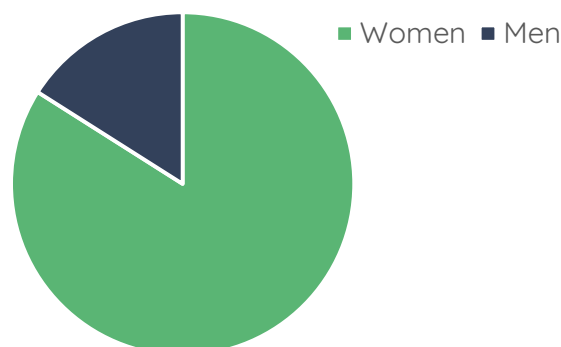


*Thank You for your consideration in terms of support through the armed forces support groups. I will be in contact and the peace and strength it gives me knowing you are there. My heartfelt and deep Thanks to you and the organization for all the work you do.*

## CLIENTS

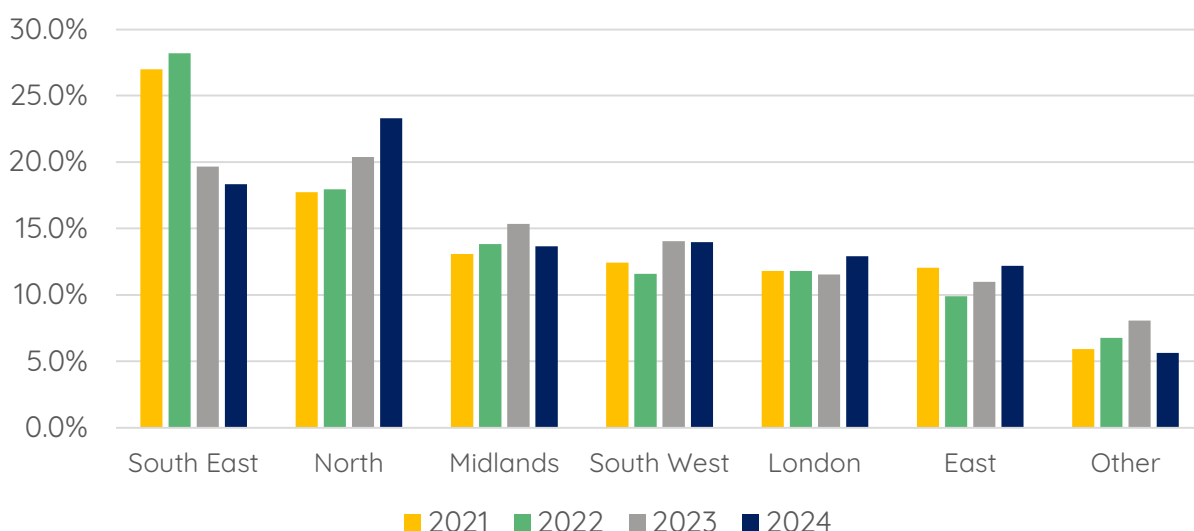
Consistent with previous years, in 2024 84% of our clients were women and 16% men:

Client Gender 2024



We support clients from all over England (and to a lesser degree other countries of the UK and beyond). In 2021 and 2022, we had supported more people from the Southeast of England (not including London/Greater London) than any other region of the country. In 2023 we supported more clients from the North, for the first time, and this trend continued in 2024:

**Client Locations 2021 - 2024**

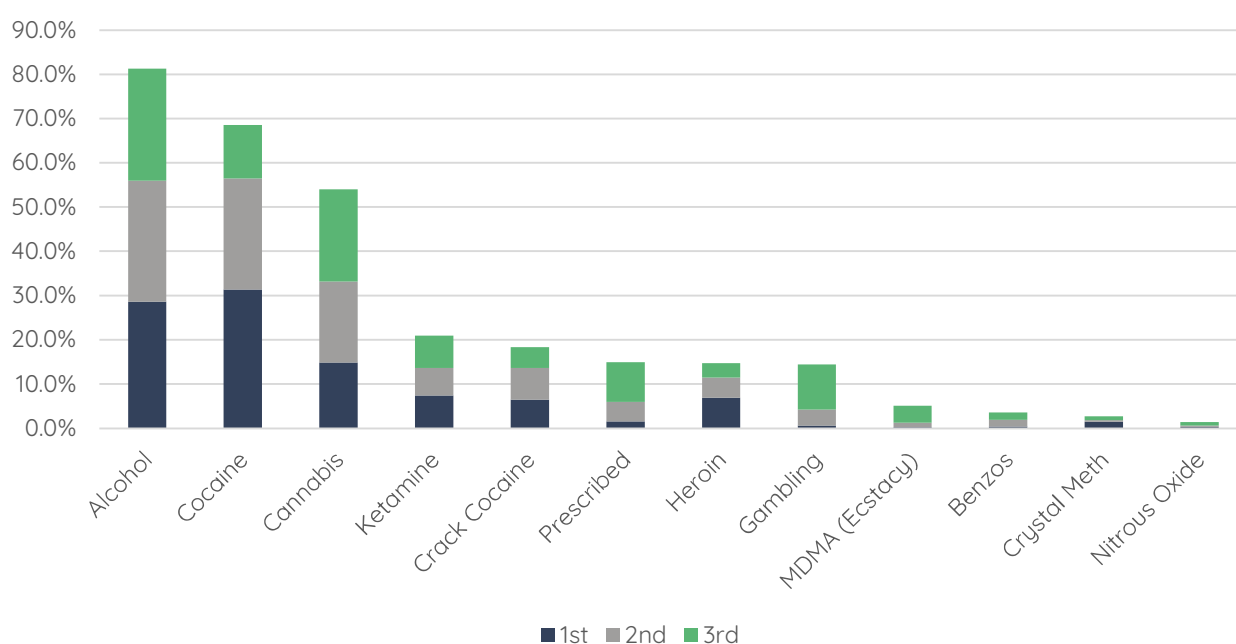


## LOVED ONE'S HARMFUL USE

We ask our clients to let us know what their loved ones harmfully use or have used. Many list more than one substance. Alcohol, cannabis and cocaine have always dominated in the top three, with crack cocaine, heroin and gambling featuring in the top six. Over recent years prescription drugs and ketamine have risen, with heroin dropping.

In 2024 cocaine overtook alcohol as the primary substance used and is almost the most common secondary substance used, after alcohol.

**Client Loved One's Harmful Use 2024**



## STAFF RECRUITMENT, TRAINING AND SUPPORT

In January we launched a recruitment drive for our first Training & Support Manager, responsible for developing and delivering the training and support of our volunteers. In March, after reviewing more than 110 applications and holding two interview stages, we appointed a qualified and experienced training, learning and development professional with master's degrees in occupational psychology, health psychology and counselling and specialized training in leadership and supervision.

In September we launched a recruitment drive for a part time (two days a week) Bereavement Support Worker. In October we reviewed 280 applications (35 of which were from people with at least a Level 4 Counselling qualification), many of whom had experience of delivering counselling/therapy, some to bereaved clients. Following two rounds of interviews in November we appointed a new member of staff into the role.

We were delighted that during the year a second FSW become accredited as a 5SM One to One Programme Practitioner. We will be looking at ensuring all our FSWs receive formal 5SM accreditation to better enable us to support our clients and compete for funding in the professional sector.

*I still feel very sad, carry shame and can't believe this is the situation but I am in a much better place myself, a place I never thought I'd be. It's been interesting looking back on this time last year and seeing how far I have come. I am so grateful you have been a big part of getting me there.*

## VOLUNTEER RECRUITMENT, TRAINING AND SUPPORT

We rely on Family Support Volunteers (FSVs) to help us support people affected and bereaved by taking telephone Helpline calls and facilitating Support Group meetings.

Our objective is to recruit enough volunteers to answer all telephone Helpline calls.

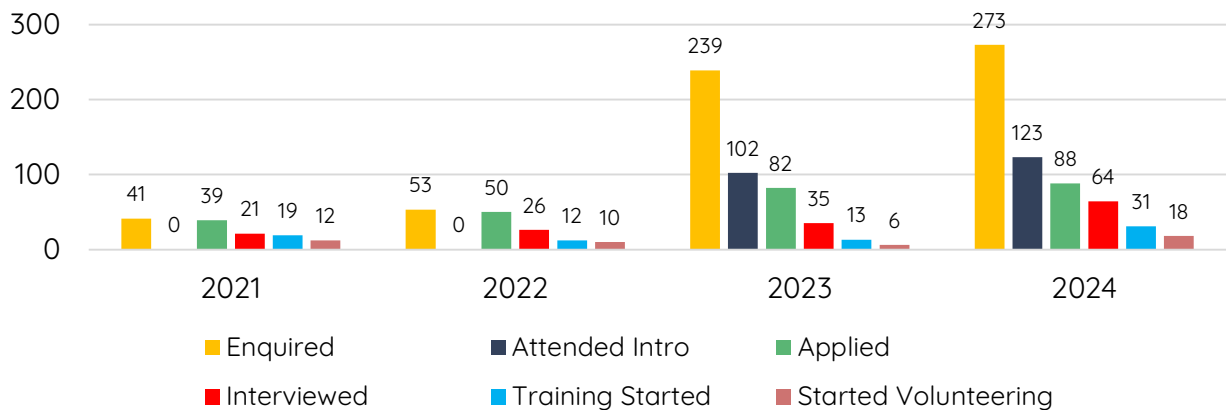
In September we prepared for a volunteer recruitment drive, which involved making several changes to the volunteer page on the website ([addictionfamilysupport.org.uk/volunteer](http://addictionfamilysupport.org.uk/volunteer)), reviewing and revising the FSV Role Descriptions (for Helpline Call Takers and Peer Support Group Facilitators) and drafting copy for an ad promoting the roles. The online Volunteer Application Form was replaced with a short Volunteer Enquiry Form, to avoid wasting time processing applicants without relevant and appropriate skills, experiences or motivations.

We established a 40 minute online 'Introduction to Addiction Family Support' session to be held every week, delivered by our CEO, for those who completed the Enquiry Form to attend. Ads were uploaded to Google, Indeed and CharityJob.

The recruitment drive resulted in the largest number of people enquiring, attending an introduction session, applying, being interviewed, starting training, then volunteering. In 2024:

- 273 people interested in volunteering enquired (up from 217 in 2023 and 53 in 2022).
- 123 of whom attended an introduction session (up from 102 in 2023).
- 88 of whom converted into formal applications (up from 82 in 2023 and 50 in 22).
- 64 of whom were interviewed (up from 40 in 2023, and 26 in 2022).
- 31 of whom started training (up from 13 in 2023 and 12 in 2022).
- 18 of whom completed their training by the end of the year (18 in 2023 and 12 in 2022).

## Volunteer Recruitment & Training 2021 - 2024



In December we agreed three annual volunteer recruitment ‘windows’ during which we will advertise, introduce, interview and train volunteers.

*I called today and felt listened to and understood for the first time in a very difficult few years with my son. Having someone listen and support in a non-judgmental way has made me feel less alone at a time when I'm feeling desperate. Thank you so much.*

### Volunteer Training

Following the appointment of our Training & Support Manager, during the year we reviewed and developed our volunteer training programme, which now includes:

- A new three-hour general training session (covering addiction, core counselling skills, boundaries and self-care).
- A new two-hour support group facilitation training session.
- A new one-hour safeguarding training session.
- New refresher training modules for existing volunteers.
- A new volunteer training evaluation form.

*I really am grateful for all the support I'm receiving, as I can't discuss any of this with friends or family.*

## VOLUNTEER AND STAFF SUPERVISION AND SUPPORT

In June we adopted a new Supervision Policy for staff and volunteers. Supervision is a form of mentoring, provided for practitioners responsible for undertaking challenging work with people. Supervision is provided to ensure standards, enhance quality, advance learning, stimulate creativity, and support the sustainability and resilience of our work.

Whilst volunteers and staff at Addiction Family Support do not provide counselling or psychotherapy, they do undertake challenging work with clients. Consequently, we are now providing mandatory supervision to ensure that volunteers and staff can undertake the duties of their role and take advantage of opportunities for their learning and development.

We implemented a new policy with compulsory attendance at supervision and support sessions, to ensure we're meeting good practice and looking after staff and volunteer wellbeing. This involves volunteers attending at least one group drop-in debrief session and one one-to-one supervision session every month. By the end of the year all volunteers were attending the compulsory sessions.

*Addiction Family Support performs a vital function for those in need of help and support, at a very difficult time. I feel truly privileged to have been able to volunteer.*

### **Volunteer Retention**

During the year nine trainees withdrew during or shortly after training whilst 11 active volunteers resigned. The reasons vary from starting new jobs, having to care for an unwell family member, moving to another country, other life altering circumstances, resistance to the demands of the role or the changes we implemented.

We developed a document that maps the volunteer journey, from enquiry to eventual retirement, to help us identify opportunities to be more efficient, improve volunteer retention and inform the development of our Client Relationship Management system (CRM) to monitor the journey.

We reviewed and updated our Volunteer Satisfaction Survey, which volunteers will be asked to complete in 2025.

*Addiction Family Support have been so supportive and there when I didn't have anyone else to turn to. Their work is extremely valuable, and I would love to be able to help and give back.*

## **OPERATIONS**

During the year we continued to introduce new ways of working to 'future proof' the charity and improve its efficiency and effectiveness, which included adopting new digital and online platforms and automating processes.

### **Bitrix24 (CRM)**

During the year the development, implementation and customisation of the new CRM, Bitrix24, was completed. This involved:

- Creating client and volunteer record templates.
- Transferring all client data from the former CRM.
- Building the client pathway.
- Adding automations.
- Integrating the CRM with the Helpline telephone system.
- Developing CRM based online forms (for Client Registration).

The automated actions reduce staff/volunteer administration time, improve client engagement and increase the amount of data captured. Integration with the telephone system and online Client Registration Form means clients' registration data is automatically uploaded into Bitrix24, saving time spent on manual entry. Those using the new CRM reported it to be intuitive and simple to use.

At the end of the year work began developing volunteer pathways on the CRM, with automations at every step of a volunteer's journey. This includes processes such as when a volunteer leaves a request will automatically be sent asking them to complete our exit survey. With several members of staff responsible for various aspects of training, a simple process of moving a volunteer along the pathway will save on a multitude of emails that to date have needed to be manually sent. Anyone involved in recruitment, induction and training will be able to see where a volunteer is on their pathway without having to ask another member of the team.

## Client Safety Plan

In September we created a new Client Safety Plan to be used by staff and volunteers to help a client navigate situations of emotional distress, self-harm, suicidal ideation, or abuse. It includes steps to be taken to protect themselves, seek help, and manage thoughts and emotions in moments of crisis.

*I can't begin to thank you enough for responding so promptly to my message yesterday. I am still in total shock as to the events of the last 72hrs and your kindness and care have touched me greatly. I am certain that I will be able to make a phone call over the next few days when I have a little more composure. I will find courage soon enough.*

## Helplines Standard

In June, after an intense six-month process, from application (involving submission of more than 200 pieces of evidence) to final assessment, we were awarded the Helplines Standard by the Helplines Partnership.



The Helplines Standard is a nationally recognised quality standard which defines and certifies best practice in helpline work. Being awarded the Helplines Standard is an excellent way of ensuring we are effectively meeting the needs of our clients, volunteers, and staff – and will hopefully help with our partnership and fundraising applications.

The exercise provided the opportunity to update some of our processes and policies and implement improved evidence-based ways of working, for example around support and supervision of call takers.

*Thank you so much for being there for me today.*

## MARKETING AND COMMUNICATIONS

We have done very little marketing of our services to potential clients over the last few years pending the full implementation of the new systems, new service delivery frameworks and the launch of the new brand. We hope to engage with external audiences more in 2025.

### Rebrand

In February 2024, following a full rebranding exercise begun in April 2023, our Board approved a new name, logo and colour palette for the charity. The exercise included three stages of engagement and consultation with internal stakeholders, clients, donors, and external audiences. The new brand was launched in May, with new Brand Guidelines, Communication Standards and a new website [www.addictionfamilysupport.org.uk](http://www.addictionfamilysupport.org.uk). We reviewed and updated all resources/materials that staff and volunteers send to clients, to ensure they are re-branded and use appropriate terminology.

Our Founder and Honorary President Elizabeth Burton-Phillips said:

*"After nearly two decades of dedicated service as DrugFAM, we're thrilled to unveil our new identity as Addiction Family Support. Our journey began 18 years ago with a mission to support people affected or bereaved by a loved one's addiction. This rebrand represents an exciting chapter, providing a clearer representation of our services. While our name may have changed, our commitment to delivering the same high-quality support remains resolute. Clients can expect nothing less than the exceptional support they've always received from us."*

## Website

We added new sections, pages and functions to the new website, including a sophisticated embedded donation processor, accessibility plug in and newsletter subscription function.

## Social Media

We refined our social media strategy, which included sharing client quotes, celebrating individual fundraisers and leveraging national and international awareness days.

## Newsletters

We replaced the newsletter platform Mailchimp with the cheaper Brevo platform, transferred our 3,000 subscribers and updated the website's newsletter contact form to automatically add new subscribers to Brevo. The contact form also now reflects opt-in preferences. We sent regular email newsletters with updates, brand announcements, and donation appeals.

## How clients heard about us

The table below shows that whilst people found us from a variety sources the majority did so from an internet search:

	2021	2022	2023	2024
Internet search	42.74%	46.93%	56.33%	50.84%
Talk to Frank	23.40%	15.64%	13.75%	14.21%
Family / Friends	9.24%	11.39%	9.10%	8.05%
Other	3.19%	3.09%	2.03%	6.68%
NHS	1.27%	3.13%	4.19%	5.11%
Drug and Alcohol Treatment Service	4.82%	6.69%	4.05%	4.21%
Adfam	1.37%	1.64%	0.92%	3.00%
GP	1.73%	1.93%	1.53%	1.79%
Counselling services	1.96%	1.64%	1.42%	1.53%
Drinkaware / Drinkline	3.41%	1.82%	1.63%	1.00%
Elizabeth Burton-Phillips's book	1.50%	1.46%	1.46%	0.95%
Media	1.55%	2.04%	0.64%	0.79%
Social media	1.55%	0.98%	0.96%	0.74%
Social Services	0.36%	0.36%	0.39%	0.37%
Police	0.46%	0.25%	0.21%	0.32%
Word of mouth	1.18%	0.91%	1.17%	0.32%
Cruse Bereavement	0.27%	0.11%	0.21%	0.11%

In 2025 we will amend our Registration Form to avoid 'Family/Friends' and 'Other' responses.

*Thank you so much for today's session, it really is making a difference and continues to impact on me in positive way.*

## FUNDRAISING

During the year the Board approved a new Ethical Funding Policy, which helped us decide whether we explore opportunities to secure funds from organisations whose values or practices may conflict with our mission.

*Thanks so much for your support during such a difficult time. I'm just incredibly grateful for the support I've had. When I win the lottery, I'll sort you all out. Thanks so much for all your time you gave me, it's so much appreciated.*

## Corporates – Law Firms

In April we engaged a volunteer with experience of the corporate sector to help us develop and pilot a new Corporate Partnership Programme. We provided a template letter, an overview document and presentation slides. The aim was to focus on approaching law firms based in London, given that “Evidence, arguably mostly from the US would suggest that between 10% and up to 35% of those surveyed in the legal profession had issues with alcohol intake, more often than those with drugs. It is likely that a similar picture exists here in the UK.”

Law firms specialising in matters relating to ESG (Environment, Social & Governance) and/or those who practised Family Law were considered to invite their involvement with the charity in order to meet their own corporate ESG targets and create awareness of the charity’s services to support their own clients and encourage a dialogue and potential partnership.

Firms contacted include those at the “top” end of the legal market as well as smaller more niche firms. Personalised letters and emails were sent to 27 Partners/Senior Partners or Family Law specialists. Unfortunately, no positive leads were identified.

## Corporates – Pharmaceutical Companies

In May our CEO researched all UK pharmaceutical companies that produce/manufacture drugs relevant to the sector. These include drugs that can decrease opioid withdrawal symptoms and cravings (methadone, buprenorphine and lofexidine), take away the opioid high after a relapse (naltrexone) and treat an opioid overdose (naloxone).

He emailed 29 companies, three of which responded, noting that they do not provide funding to charities, and one agreed to meet. Following a meeting in June we applied for a grant of £25,000, which we were awarded in July.

*The support you have given me has helped me to cope and continue in my job which I am so grateful for. I finally understand the limits of my support to my wife and am accepting I cannot fix this for her, but I can be here for her and encourage her to seek help.*

## Public Sector Contracts

To diversify our funding sources and secure significant long-term funding our CEO explored opportunities to bid for public sector contracts – delivering family support across a county/borough either as the sole provider of family support or as a partner with a larger organisation providing all drug and alcohol treatment services (including family support). He regularly ran searches on the *Contracts Finder* service and the *Find a Tender* service looking for suitable tenders we could bid for.

Only one opportunity was identified, by a Council wanting “a service to provide dedicated support, guidance and interventions to help families navigate the challenges associated with someone else’s addiction, promoting their well-being and resilience”. The contract was won by a local charity already delivering services, in that county only.

*The charity seems to have a deep commitment to its clients. I’ve heard from other people that charities often lose that commitment in the struggle to raise funds.*

## Events

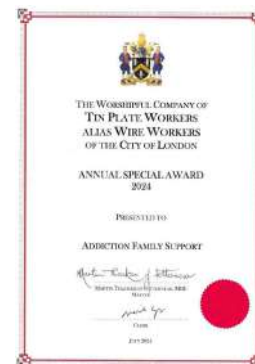
During the year, due to the illness of our Founder Elizabeth Burton-Phillips MBE, we cancelled two events, one at Blenheim Place planned to take place in June and another at St Paul’s Cathedral planned to take place in September.



## Worshipful Company of Tin Plate Workers Alias Wire Workers Annual Special Award

Following an application and interview with their Awards Committee, we were delighted to be chosen by the Worshipful Company of Tin Plate Workers Alias Wire Workers as the recipient of their 2024 Annual Special Award.

The £10,000 helped to cover costs of delivering support to people living in London.



## FINANCE

### Cost Cutting & Staff Redundancies

To cut costs in an increasingly challenging fundraising environment, six members of staff reduced their weekly hours, and one reduced their salary. Following these changes, no member of staff works more than 28 hours (four days) a week. Most members of staff work more hours than they are paid for and some also actively volunteer in their spare time.

Unfortunately, these cost cutting endeavours did not reduce our costs significantly or sufficiently to avoid redundancies. Consequently, between May and July we completed three rounds of redundancy consultation meetings with all eight FSWs, resulting in three FSWs being made redundant. We consulted with Peninsula, our HR advisors, throughout the process. Two of the three FSWs generously stayed on as volunteer Helpline call takers.

We would like to thank those who left us during the year for their dedication and commitment to supporting people in desperate need of help. We were sorry to see them go.

As approved by the Board, once the redundancies had taken place, we reduced our Helpline opening hours. We hope to be able to increase our Helpline call taking capacity and increase our Helpline opening hours in 2025.

*Thank you for your time and understanding today.*

## PARTNERSHIP AND NETWORKING

During the year we engaged with several individuals, groups and organisations in the sector:

- On 14 May our CEO represented the charity at an event 'Tackling the Emerging Threat of Synthetic Drugs' held at the House of Lords by PTACC UK, ISSUP UK, The Forward Trust, The Nelson Trust, and DrugLink.
- On 22 May our CEO met with a Senior Researcher from the Centre for Social Justice in London to discuss Addiction Family Support's involvement in a research project.
- On 13 June our CEO met a Family and Carers Recovery Worker from Change Grow Live Newham to discuss co-promotion and collaboration.
- On 13 June our CEO attended an online learning event 'Ketamine: Under the microscope' by We are With You, the slides from which were shared amongst staff and volunteers.
- On 16 July our CEO attended an online event to launch Adfam's new research report 'Above and Beyond – the key role family members play in recovery'. The report provides findings from a survey completed by over 100 people who had previously experienced

problems with their drinking and/or drug use, over 75% of whom said that their families played a key role in their recovery.

- On 5 November our CEO attended the online Support After Suicide Partnership member meeting and the Berkshire East and West Combatting Drugs Partnership meeting, during which the latest Berkshire Drug Related Death Overview Panel report was reviewed.
- On 6 November our CEO attended the online Alliance of Family Support Organisations meeting.
- On 27 November our CEO attended the Wokingham Charity Networking Event in Wokingham.
- On 28 November our CEO attended an online Anti-Stigma Network meeting 'Ethics in focus: the power and principles of telling stories of substance use'.
- On 4 Dec our CEO attended the GambleAware Annual Conference in London (titled 'Building the bridge: A once in a generation opportunity to prevent gambling harm') to learn about (and establish connections in) the gambling harms prevention and treatment sector.
- On 5 December our CEO gave an online presentation to staff of Ethypharm UK, 'a leader in the treatment of opioid dependency in the UK' who had awarded us a £25,000 grant earlier in the year.
- In December our Operations and Services Manager and Finance & Fundraising Manager presented at a Helplines Partnership meeting, showcasing the benefits of Helpline accreditation and building on our relationship with the Helplines Partnership.
- In December we were invited to present a keynote speech at Suicide and Co's Sector Summit in London in February 2025 (<https://www.suicideandco.org/sector-summit-2025>).

*I just wanted to let you know that it has worked out for us and everything you do for us and other families in these situations is extremely appreciated, valued and important. You helped me when there was very little hope left. You really, truly helped me cope. THANK YOU*

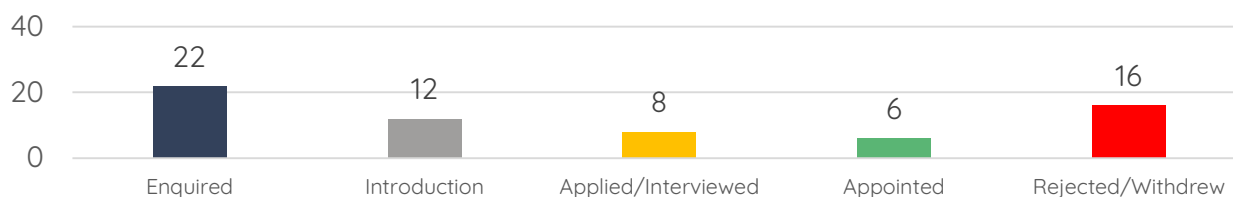
## GOVERNANCE, LEADERSHIP AND STRATEGY

In January, following discussions over the previous year and reflecting her wishes, our founder Elizabeth Burton-Phillips MBE stepped down from the Board of Trustees to become the charity's Honorary President. This is a permanent role without a term of office and provides Elizabeth with the opportunity to continue to attend meetings of the Board and to present and represent the charity to a variety of audiences. This change reflects Elizabeth's role as the figurehead of the charity and ensures that she will remain central to its present and future.

In May, our Chair of Trustees, Laura Furness, stepped down, due to personal reasons, and our Trustee Isobel Morrow kindly stepped up as interim Chair until our Treasurer Rodney D'Costa was appointed Chair in October.

In October we launched a Trustee recruitment campaign. We received a great response with 22 people enquiring, of whom 12 attended an introduction session with our CEO, eight of whom applied and were interviewed, six of whom were appointed, as below:

## Trustee Recruitment Campaign



We organised a full, day long, in-person meeting of all Trustees and some staff in London in February 2025 to get to know each other and discuss strategic planning.

*Speaking to and listening to other women who have been through the same was more comforting and reassuring than I thought possible.*

## RESEARCH AND ADVOCACY

During the year we partnered with Kings College London (KCL) supporting two KCL MSc students undertake a national research study to better understand the experience of family members, friends or colleagues in the UK who have been affected or bereaved by a loved one's harmful use of alcohol, drugs or other substances.

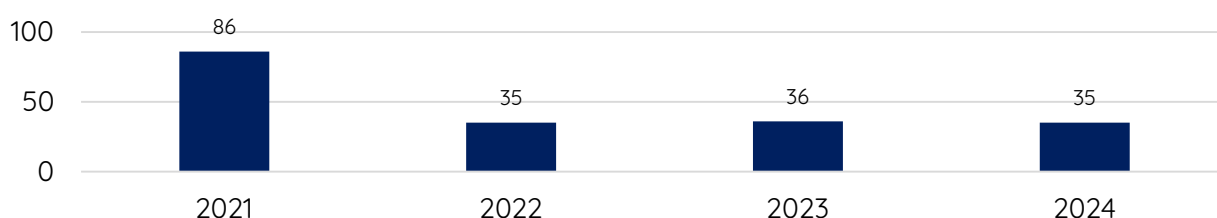
We also supported The Institute for Crime & Justice Policy Research (Birkbeck, University of London) and the Centre for Death & Society (University of Bath) with their important research into bereaved people's experiences of inquests – 'Voicing Loss: Meanings and Implications of Participation by Bereaved People in Inquests'. Several of our bereaved clients were interviewed for the study.

*Thank you so much for taking the time to speak to me today, providing such useful and empathetic advice, as well as sending all this helpful information. It helps to not feel so isolated in all of this*

## RISK AND SAFEGUARDING

During the year the number of safeguarding concerns brought to the Designated Safeguarding Lead by volunteers and staff remained the same as the previous two years, which was significantly less than in 2021. This suggests staff and volunteers are better trained and more confident with identifying relevant concerns.

### Safeguarding Concerns 2021 - 2024



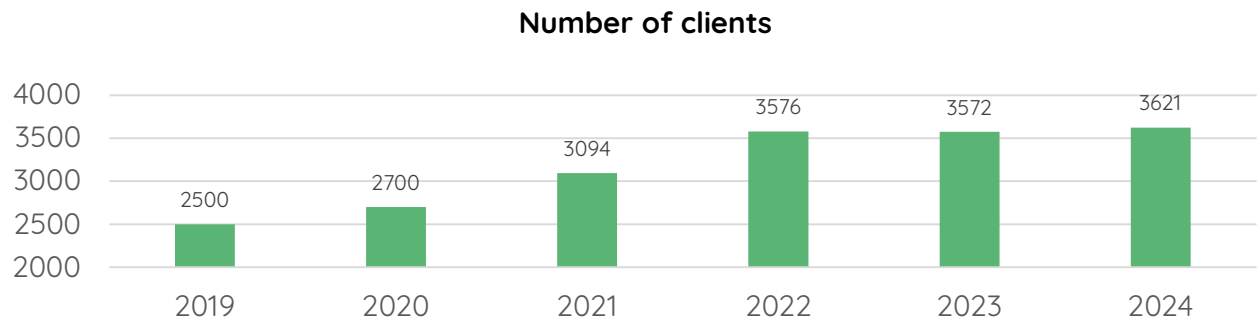
*Life is definitely easier and more fulfilling for me, so thank you for all the work you all do at Addiction Family Support.*

## ACHIEVEMENTS AND PERFORMANCE

### OUTPUT

#### Number of clients

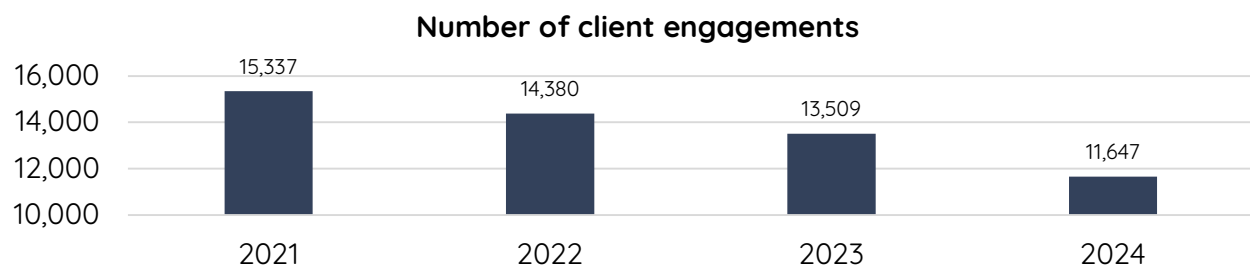
During the year we directly supported 3,621 people (49 more than in 2023), which was a pleasant surprise given our drop in support capacity and our full implementation of the 5SM One to One Programme for affected clients, which engages clients for five to six hours, two to three more hours than our previous, less time-consuming one to one support model.



*Thank you so much for being there for me today, I was at breaking point this morning and can honestly say you helped me massively!*

#### Number of client engagements

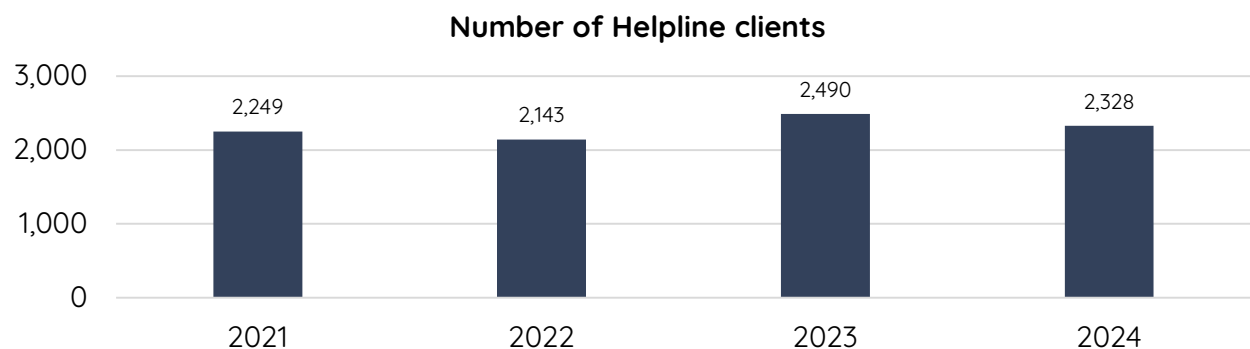
We engaged with those 3,621 clients 11,647 times (compared to 13,509 times in 2023). The number of engagements per client has been decreasing each year for the last four years, indicating more efficient and effective delivery of support.



*Thank you for listening to me the other week. I appreciated being able to talk through our situation with you and your ability to both understand and empathise.*

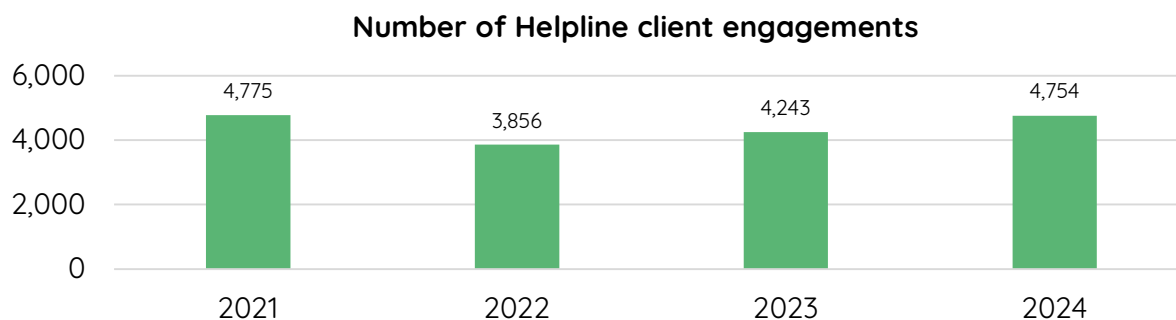
#### Number of Helpline clients

The number of Helpline clients in 2024 (2,328) was 162 fewer than in 2023.



### Number of Helpline client engagements

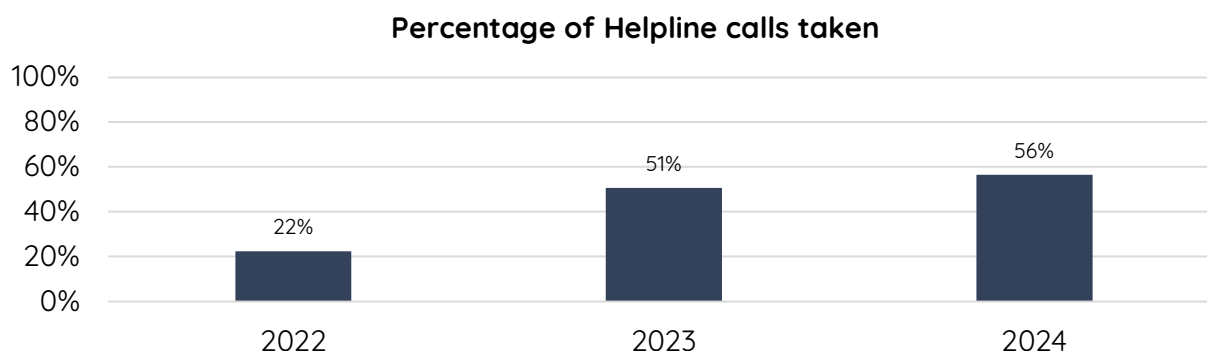
And the number of times we engaged with those clients increased for the third year in a row:



*I always think of you and your help and kindness you showed me. You gave me such comfort in the darkest time of my life, I was shocked to find myself in the position I was but was equally ashamed to talk to anyone. I wanted you to know you made such a difference.*

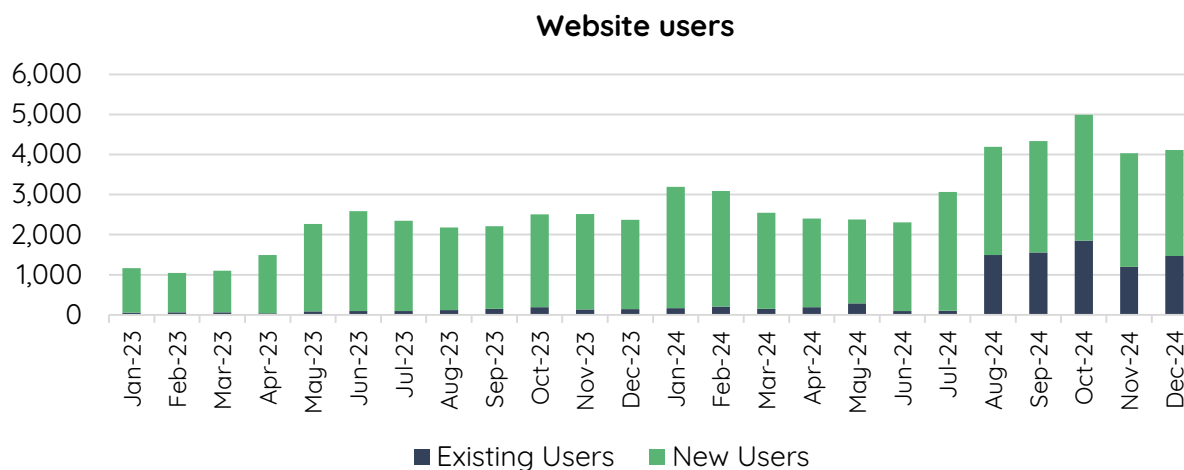
### Percentage of Helpline calls taken

We were pleased to see a second increase in the overall percentage of Helpline calls taken first time made. We will aim to increase this to 70% in 2025.



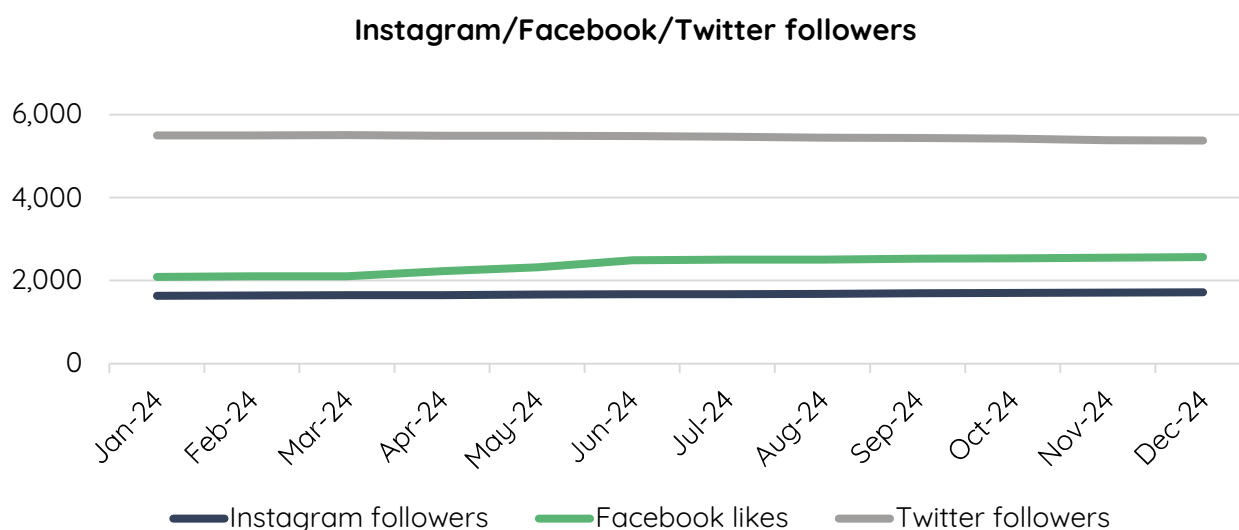
### Website users

The number of existing users and new users of our website rose during the year, with a marked increase in the number of existing users returning to the site following the rebrand and launch of the new website in May, as shown below:



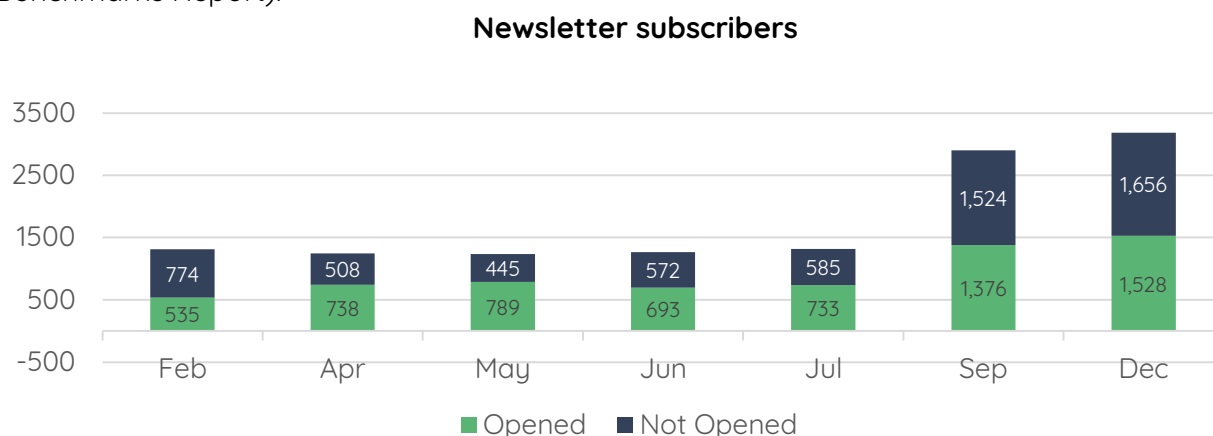
### Instagram/Facebook/Twitter followers

During the year we saw a small decrease in the number of Twitter/X followers and a small increase in Instagram followers and Facebook likes:



### Newsletter subscribers

The number of subscribers to the charity's email newsletter increased from 1,309 in February 2024 to 3,184 in December, with the open rate remaining around 50%, which is significantly better than the sector average of 26.2% (Campaign Monitor, 2022 Email Marketing Benchmarks Report).



*Thanks so much for your time today and also throughout this whole process. The process has been really useful and has helped me take a much more structured approach to dealing with my son and his addictions and behavioural issues.*

### OUTCOMES AND IMPACT

We endeavour to collect feedback for all clients, and it continues to be very positive. Data collected shows substantial improvements in respondents' satisfaction with various aspects of their lives since first receiving support.

### Short Warwick Edinburgh Mental Well-Being Scale

We measure outcomes using the self-reported Short Warwick Edinburgh Mental Well-Being Scale (SWEMWBS) survey. Averaged results from the survey sent to a selection of affected clients at the end of 2024 show a positive change (improved client outcome) achieved across the board:

Statement	Average score			
	Start	Finish	Change	%
I've been feeling optimistic about the future	2.43	2.95	0.52	21.4%
I've been feeling useful	2.51	3.27	0.76	30.3%
I've been feeling relaxed	2.03	2.62	0.59	29.1%
I've been dealing with problems well	2.62	3.27	0.65	24.8%
I've been thinking clearly	2.73	3.27	0.54	19.8%
I've been feeling close to other people	2.70	3.35	0.65	24.1%
I've been able to make up my own mind about things	3.03	3.62	0.59	19.5%

### **'Has contacting Addiction Family Support made a positive difference to you?'**

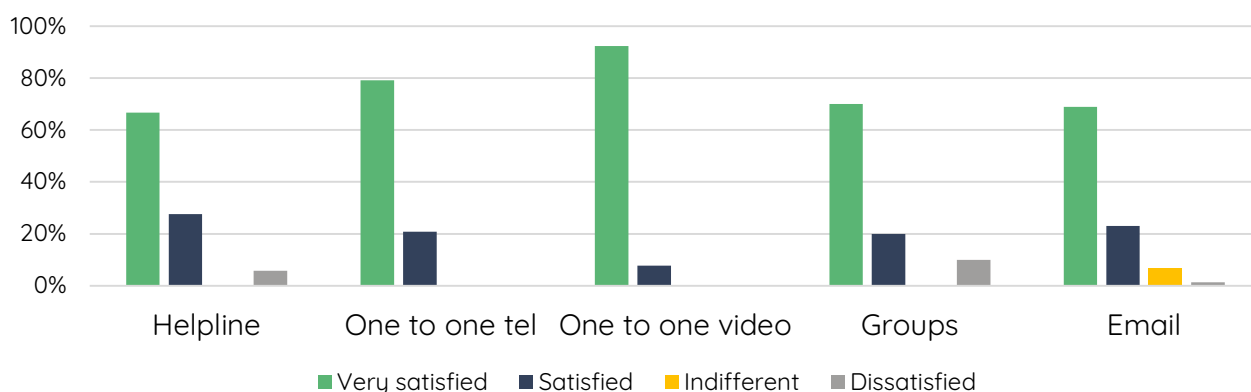
83 % of responses given through the SWEMWBS survey were 'yes'.

*Thank you for your supportive email. I rang the helpline just now and spoke with one of your colleagues...Speaking with your colleague helped clarify things for me, and I now feel more certain about how to approach the situation over the next week. I will call again next week.*

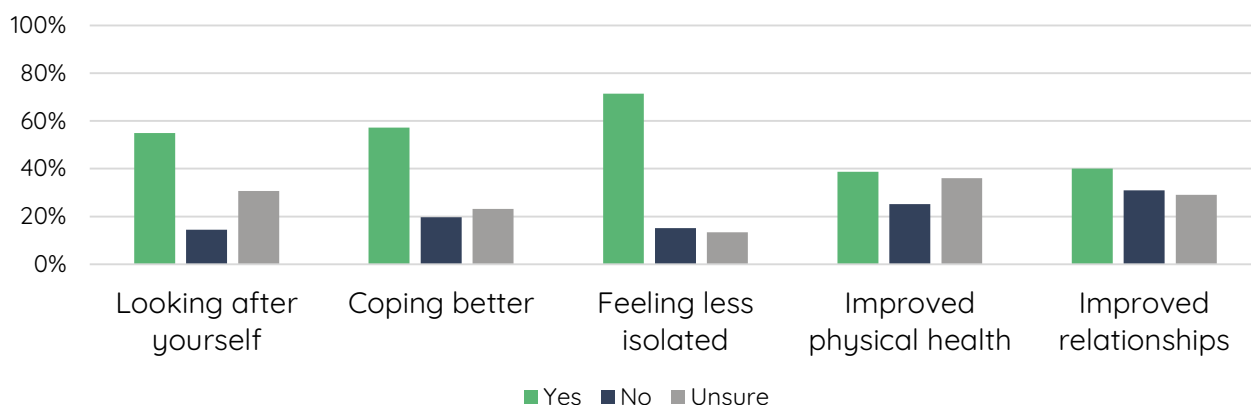
### **Client Satisfaction Survey**

The charts below illustrate responses to our Client Satisfaction Survey received from 123 clients who were supported during 2024 across all services:

#### **Client satisfaction re. service delivery and content**



#### **Client satisfaction re. outcomes**



Overall, 80% of questionnaire respondents reported that contacting the charity had made a positive difference to them.

*It was so good to talk to someone who understands what we are going through. Thanks for taking the time to send us all the brilliant info. It's good to know there is support out there. Thanks again.*

### **5-Step Method Family Member Questionnaire (FMQ)**

All 5SM clients complete the 33 question Family Member Questionnaire (FMQ) before and after the 5SM Programme. From this we can calculate their 'Total Family Burden' score. The lower the score the less stress the family member is under.

During the year 36 clients completed the FMQ. All saw a drop in their score from before to after the programme, with the biggest improvement being 90% and the smallest 11% (average 48%).

### **Impact of supporting people bereaved**

In July we introduced the Adult Attitude to Grief (AAG) scale survey to help clients and FSWs gain a clear picture of the client's grief, vulnerability and support needs.

Results returned early in January 2025 from nine bereaved clients who were given support between 1 July and 31 December 2024 showed an overall positive improvement of 40% across the nine question areas.

All new bereaved clients are now asked to register online and undertake the AAG survey, the results from which are uploaded into their record on the new CRM and discussed with the FSW during their first one to one meeting.

*I find that calling the Helpline is so incredibly helpful, as I can speak to someone when I am in the moments of greatest difficulty.*

## **FUNDING**

Income from all sources in 2024 totalled £354,362 (2023: £371,415). Note 3 to the Accounts gives a breakdown of income for the year and the prior year.

Addiction Family Support's income in 2024 came mainly from two National Lottery grants, trusts and foundations, fundraising activities and donations from the public. Other sources of income in the year were corporate organisations, the justice system, one local government authority contract, donations in memoriam and donations for awareness presentations. The charity's income profile for 2024 was largely similar to the prior year, with the exception of the partnership project income in 2023 for supporting gambling harm.

The two National Lottery grants are multi-year grants awarded from its Reaching Communities England-Wide programme and are funding towards the sustainability and expansion of the charity's support services throughout 2023, 2024, 2025 and 2026. The first grant (for sustainability) ended on 31 December 2024. During the term of this grant, improvements and updates were made to key operations including a new CRM, Helpline telecoms system, Helplines Standard accreditation, the 5SM Programme, monitoring activities and volunteer training. This year end also marks the two-year anniversary of the second grant (for expansion) which was crucial for the charity's rebrand in May with the associated marketing, website development, social media engagement, client case studies and engagement with new academic parties such as The University of Bath. We are very grateful to The National Lottery for their support and belief in our work.



Similar to the prior year, 2024 saw a variety of fundraising activities carried out by the charity's clients, volunteers and supporters: a Christmas prize draw, the London to Brighton 100km Ultra Challenge, Ultra Challenges in the Lake District, the Bournemouth 10km run, the Hackney to Slough marathon, cake sales, a bingo evening, a masonic lodge ball, a Tangent Club event, a tabletop sale, birthday fundraisers and selling on eBay for charity. Unfortunately, two large-scale fundraising events which were due to take place during the year had to be cancelled.

Fundraising is an ongoing activity for the charity, carried out by a dedicated member of staff and assisted by the CEO, colleagues, trustees and volunteers. We are constantly striving to find new funding opportunities from an ever-wider range of sources with the aim to achieve a more diverse and sustainable income profile.

Like many UK charities, 2024 was a challenging year for fundraising and we are grateful to all the people who have supported the charity during the year, either through donations, sponsorship, fundraising or volunteering their valuable time and expertise. We are also grateful to all the organisations that have supported us during the year through charitable grants and awards.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

### **Constitution and organisation**

Addiction Family Support is a registered charity (No. 1123316) and a company limited by guarantee (No. 06414684) incorporated on 31 October 2007 (formerly known as DrugFAM / The Nicholas Mills Foundation).

The assets of the predecessor organisation (The Nicholas Mills Foundation), founded in August 2006, were transferred to the new company on incorporation.

A board of directors manages the charity in accordance with the Articles of Association of the company and the Board of Trustees Terms of Reference.

## **RESPONSIBILITIES OF THE TRUSTEES / DIRECTORS**

Company and Charity laws require the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements the Trustees should follow best practice and: select suitable accounting policies and then apply them consistently; make judgements and estimates that are reasonable and prudent; state whether the policies adopted are in accordance with the Charities Statement of Recommended Practice (SORP) effective 1<sup>st</sup> January 2019 and with applicable accounting standards, subject to any material departures disclosed and explained in the financial statements; and prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in operation.

The Trustees, who are the Directors of the company for the purposes of company law, are responsible for keeping proper accounting records, which disclose with reasonable accuracy

at any time the financial position of the charitable company and which enable it to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud or other irregularities.

The Trustees have considered the Charity Commission's guidance on public benefit and have taken the guidance into account when making any decision it is relevant to. The Trustees believe that they have complied with their obligations under section 17(5) of the Charities Act 2011.

## **FINANCIAL REVIEW**

Addiction Family Support ended the year with a financial deficit of £10,979 compared to a deficit of £49,749 in 2023. The principal causes of the 2024 deficit were less success with grant applications and some non-refundable costs incurred for cancelled fundraising events.

Compared with the prior year, total income for 2024 decreased by £17,053 (5%). Most of the charity's income during the year funded the costs of carrying out charitable activities, with 10% (2023: 12%) spent on fundraising work.

Compared with the prior year, total expenditure in 2024 decreased by £55,823 (13%). This decrease was achieved largely through payroll-related cost savings.

The charity is committed to controlling expenditure provided that the quality of support services is not compromised. We are pleased that we have continued to invest in programme development during the year, notably piloting new programmes, adapting the 5SM for bereavement support, along with associated training, and maintaining our Helplines accreditation. To fund our anticipated operating costs for the forthcoming year we are focussing on further diversifying sources of income, gaining collaborative work and earning income through training. Due to the charity's strong cash position at the end of the year and some fundraising success early in 2025 we are confident that Addiction Family Support will continue to be financially viable for the forthcoming year and beyond.

Cash in hand and on deposit on 31 December 2024 totalled £124,680. This is a decrease of £41,584 (25%) from the prior year-end balance of £166,264. Free cash reserves at 31 December 2024 represented four and a half months' worth of cash operating costs, which is within the Reserves Policy of holding between three to six months' worth.

### **Reserves**

The Reserves Policy was adopted in 2013 and revised in 2023. The current policy is that the charity should hold 'free' (i.e., unrestricted) cash reserves of between three to six months' cash operating costs to allow for shortcomings in income and to cover the cost of closing the charity should such a need ever arise.

The directors have approved the Reserves Policy during the year and decided to adopt it for the foreseeable future.

Signed on behalf of the Board of Directors.



Rodney D'Costa, Chair of Trustees & Treasurer.  
May 2025

# INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF ADDICTION FAMILY SUPPORT

I report to the charity trustees on my examination of the accounts of Addiction Family Support ('the Company') for the year ended 31 December 2024 set out on pages 28 to 38.

## Responsibilities and basis of report

As the charity trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

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 your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

## Independent examiner's statement

Since the Company's gross income has exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England & Wales, which is one of the listed bodies.

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

- (1) accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts 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 accounts 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).

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.



A Endersby FCA  
24th May 2024  
Streets S J Males Limited  
Chartered Accountants  
Basepoint Business & Innovation Centre  
110 Butterfield, Great Marlings, Luton, Bedfordshire LU2 8DL

**Addiction Family Support**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**Year to 31 December 2024**

	Note	Unrestricted Funds £	Restricted Funds £	<b>2024 Total £</b>	2023 Total £
<b>Income from:</b>					
Grants and donations	3	126,815	210,953	<b>337,768</b>	234,143
Charitable activities	4	3,745	10,631	<b>14,376</b>	134,725
Other trading activities	5	-	-	-	169
Investments		2,218		<b>2,218</b>	2,378
<b>Total income</b>		132,778	221,584	<b>354,362</b>	371,415
<b>Expenditure on:</b>					
Raising funds	6	35,218	-	<b>35,218</b>	45,708
Charitable activities	6	117,918	212,205	<b>330,123</b>	375,456
<b>Total expenditure</b>		153,136	212,205	<b>365,341</b>	421,164
<b>Net (expenditure)/income</b>		(20,358)	9,379	<b>(10,979)</b>	(49,749)
<b>Reconciliation of funds:</b>					
Net movement in funds		(20,358)	9,379	<b>(10,979)</b>	<b>(49,749)</b>
Total funds brought forward at the beginning of the year		93,903	17,985	<b>111,888</b>	<b>161,637</b>
<b>Total funds carried forward at the end of the year</b>		73,545	27,364	<b>100,909</b>	<b>111,888</b>

**Addiction Family Support**  
**BALANCE SHEET**  
**At 31 December 2024**

	Note	Unrestricted Funds £	Restricted Funds £	2024 Total £	2023 Total £
<b>Tangible fixed assets</b>					
Computer equipment	8	888	-	<b>888</b>	1,819
<b>Total tangible fixed assets</b>		<u>888</u>	<u>-</u>	<u><b>888</b></u>	<u>1,819</u>
<b>Current assets</b>					
Debtors	9	10,595	-	<b>10,595</b>	16,843
Cash at bank & in hand		71,744	52,936	<b>124,680</b>	166,264
<b>Total current assets</b>		<u>82,339</u>	<u>52,936</u>	<u><b>135,275</b></u>	<u>183,107</u>
<b>Current liabilities</b>					
Creditors: amounts falling due within one year	10	(9,682)	(25,572)	<b>(35,254)</b>	(73,038)
<b>Net current assets</b>		<u>72,657</u>	<u>27,364</u>	<u><b>100,021</b></u>	<u>110,069</u>
<b>Total net assets</b>		<u>73,545</u>	<u>27,364</u>	<u><b>100,909</b></u>	<u>111,888</u>
<b>The funds of the charity</b>					
Unrestricted funds		73,545	-	<b>73,545</b>	93,903
Restricted income funds	14	-	27,364	<b>27,364</b>	17,985
<b>Total charity funds</b>		<u>73,545</u>	<u>27,364</u>	<u><b>100,909</b></u>	<u>111,888</u>

For the year ending 31 December 2024, the company was entitled to exemption from audit under Section 477 of the Companies Act 2006 and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

The Directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 SORP.

These financial statements were approved by the Board of Directors on 20 May 2025, and are signed on their behalf by:



Rodney D'Costa, Director and Chair of Trustees

**Addiction Family Support  
STATEMENT OF CASHFLOWS  
Year to 31 December 2024**

	Note	2024 Total £	2023 Total £
<b>Cashflow from operating activities</b>			
Net cash (used in) operating activities		<u>(43,802)</u>	<u>(50,707)</u>
<b>Cashflows from investing activities</b>			
Purchase of computer equipment	8	<u>-</u>	<u>(1,436)</u>
<b>Net cash (used in) investing activities</b>		<u>-</u>	<u>(1,436)</u>
<b>Cashflows from financing activities</b>			
Bank interest received		<u>2,218</u>	<u>2,378</u>
<b>Net cash provided by financing activities</b>		<u>2,218</u>	<u>2,378</u>
<b>Change in cash &amp; cash equivalents in the reporting period</b>		<b>(41,584)</b>	<b>(49,765)</b>
Cash & cash equivalents at the beginning of the reporting period		166,264	216,029
<b>Cash &amp; cash equivalents at the end of the reporting period</b>		<u><b>124,680</b></u>	<u>166,264</u>
All cash is held in bank accounts without a notice period.			
<b>Reconciliation of net movement in funds to net cashflow from operating activities</b>			
<b>Net movement in funds for the reporting period (as per the Statement of Financial Activities)</b>		<b>(10,979)</b>	<b>(49,749)</b>
<b>Adjustments for:</b>			
Depreciation charges	8	<b>931</b>	2,277
Write off of tangible fixed asset	8	-	363
Bank interest income		<b>(2,218)</b>	(2,378)
Decrease / (Increase) in debtors	9	<b>6,248</b>	(10,381)
(Decrease) / Increase in creditors	10	<u><b>(37,784)</b></u>	<u>9,161</u>
<b>Net cash (used in) operating activities</b>		<u><b>(43,802)</b></u>	<u>(50,707)</u>

# **Addiction Family Support**

## **NOTES TO THE FINANCIAL STATEMENTS**

### **Year to 31 December 2024**

#### **1. Basis of preparation**

The financial statements have been prepared on the basis of historic cost in accordance with Accounting and Reporting by Charities – Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102), the Companies Act 2006 and with the Charities Act 2011.

The financial statements are prepared on the accruals basis.

There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

To comply with FRS102, the accounts include a Statement of Cash Flows for both 2024 and 2023.

No changes have been made to the accounts for previous years.

#### **2. Accounting policies**

##### **Income**

Income is included in the Statement of Financial Activities when the charity becomes entitled to the income, when the trustees are virtually certain they will receive the income, and when the monetary value can be measured with sufficient reliability.

Where income has related expenditure (as with fundraising or contract income) the income and related expenditure are reported gross in the Statement of Financial Activities.

Incoming resources from tax reclaims are included in the Statement of Financial Activities at the same time as the gift to which they relate.

Contractual income and performance related grants are only included in the Statement of Financial Activities once the related goods or services have been delivered.

The value of any volunteer help received is not included in the accounts but is described elsewhere in the report.

Investment income is included in the accounts when receivable.

##### **Expenditure and liabilities**

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

##### **Assets**

Tangible fixed assets for use by the charity are capitalised if they can be used for more than one year and cost at least £500. Depreciation is provided at the following annual rates in order to write off the asset over its estimated future economic life: Computer and Telephone Equipment - 33% on cost. Tangible Fixed Assets are valued in the accounts at cost less accumulated depreciation.

**Addiction Family Support**  
**NOTES TO THE FINANCIAL STATEMENTS - continued**  
Year to 31 December 2024

**3. Income from grants and donations**

	Unrestricted Funds £	Restricted Funds £	<b>2024 Total £</b>	2023 Total £
Berkshire Community Foundation		2,800	<b>2,800</b>	2,083
The Britford Bridge Trust		10,000	<b>10,000</b>	5,000
Camurus AB		7,083	<b>7,083</b>	1,417
Ethypharm UK Ltd	25,000		<b>25,000</b>	-
Garfield Weston Foundation		30,000	<b>30,000</b>	-
The Headley Trust		29,167	<b>29,167</b>	2,500
Indivior UK Ltd		10,000	<b>10,000</b>	5,000
The Liz & Terry Bramall Foundation		5,000	<b>5,000</b>	-
The National Lottery Reaching Communities Fund (grant 1)		46,150	<b>46,150</b>	92,300
The National Lottery Reaching Communities Fund (grant 2)		60,253	<b>60,253</b>	65,593
Schroders	5,000		<b>5,000</b>	5,000
The Shanly Foundation		500	<b>500</b>	1,500
The Worshipful Company of Tin Plate Workers Alias Wire Workers		10,000	<b>10,000</b>	-
From Individuals, other Trusts & Foundations and other sources	96,815		<b>96,815</b>	53,750
<b>Total income from grants and donations</b>	<b>126,815</b>	<b>210,953</b>	<b>337,768</b>	<b>234,143</b>

Movement of restricted funds – see note 14.

Where donations in this list are performance related, the proportion carried forward is not included above.



**Addiction Family Support**  
**NOTES TO THE FINANCIAL STATEMENTS - continued**  
Year to 31 December 2024

**4. Income from charitable activities**

	Unrestricted Funds £	Restricted Funds £	<b>2024 Total £</b>	2023 Total £
Charity's fundraising events	1,756		<b>1,756</b>	33,266
Partnership project to reduce gambling harm			-	91,000
Wokingham Borough Council – Adult services contract		8,815	<b>8,815</b>	7,500
Education and awareness activities	1,000	1,816	<b>2,816</b>	2,700
Miscellaneous income	989		<b>989</b>	259
<b>Total income from charitable activities</b>	<b>3,745</b>	<b>10,631</b>	<b>14,376</b>	134,725

**5. Income from other trading activities**

	<b>2024 £</b>	2023 £
Sales of books and cards	-	169

**Addiction Family Support**  
**NOTES TO THE FINANCIAL STATEMENTS - continued**  
Year to 31 December 2024

<b>6. Expenditure</b>	Raising Funds £	Charitable Activities £	<b>2024 Total £</b>	2023 Total £
Staff costs (note 13)	31,536	275,690	<b>307,226</b>	349,602
Computer software and IT support		11,830	<b>11,830</b>	12,782
Counselling fees *			-	205
Depreciation of tangible fixed assets		931	<b>931</b>	2,277
Evaluation and surveys		288	<b>288</b>	3,780
Fundraising and events	3,116		<b>3,116</b>	5,925
Gifts		877	<b>877</b>	478
Governance costs		568	<b>568</b>	687
Insurance		2,144	<b>2,144</b>	2,005
Marketing and media expenses		2,577	<b>2,577</b>	132
Office expenses		420	<b>420</b>	969
Printing, postage and stationery	456	170	<b>626</b>	2,073
Professional fees (including HR)		8,619	<b>8,619</b>	5,473
Recruitment		371	<b>371</b>	888
Rent, premises costs and venue hire		7,306	<b>7,306</b>	5,130
Supervision *			-	60
Subscriptions		386	<b>386</b>	597
Telephone and internet		12,323	<b>12,323</b>	13,700
Training	60	1,713	<b>1,773</b>	4,490
Travel and subsistence	50	164	<b>214</b>	7,189
Miscellaneous		130	<b>130</b>	651
	35,218	326,507	<b>361,725</b>	419,093
Annual National Bereavement Conf. **		1,800	<b>1,800</b>	2,071
Education and awareness activities		1,816	<b>1,816</b>	-
<b>Total expenditure</b>	<b>35,218</b>	<b>330,123</b>	<b>365,341</b>	<b>421,164</b>

\* Counselling, safeguarding and supervision has been carried out in house for both years.

\*\* The Annual National Bereavement Conference for 2024 did not take place. Costs incurred during the year relate to non-refundable deposits paid.

**7. Audit, independent examination and other financial service fees**

Included in Professional fees is a fee of £2,100 chargeable for the independent examination for 2024 (2023: £1,890).

**Addiction Family Support**  
**NOTES TO THE FINANCIAL STATEMENTS - continued**  
Year to 31 December 2024

<b>8. Tangible fixed assets</b>	Computer Equipment £	<b>2024 Total £</b>	2023 Total £
<b>Cost</b>			
Balance brought forward	31,075	<b>31,075</b>	30,817
Additions	-	-	1,436
Disposals	-	-	(1,178)
<b>Balance carried forward</b>	<u>31,075</u>	<u><b>31,075</b></u>	<u>31,075</u>
<b>Accumulated depreciation</b>			
Balance brought forward	29,256	<b>29,256</b>	27,794
Charge for the year	931	<b>931</b>	2,277
Disposals	-	-	(815)
<b>Balance carried forward</b>	<u>30,187</u>	<u><b>30,187</b></u>	<u>29,256</u>
<b>Net book value</b>			
Balance brought forward	<u>1,819</u>	<u><b>1,819</b></u>	<u>3,023</u>
<b>Balance carried forward</b>	<u>888</u>	<u><b>888</b></u>	<u>1,819</u>

Computer equipment is being depreciated on a straight-line basis over three years from the date of installation.

**Addiction Family Support**  
**NOTES TO THE FINANCIAL STATEMENTS - continued**  
Year to 31 December 2024

<b>9. Debtors</b>	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Prepayments and accrued income	<u>10,595</u>	<u>16,843</u>
<b>Total debtors</b>	<u>10,595</u>	<u>16,843</u>

**10. Creditors**

Trade creditors	(49)	(7,441)
Prepaid revenue	(18,333)	(45,083)
Prepaid grants	(5,000)	(5,000)
Payroll liabilities	(4,477)	(8,244)
Other liabilities	(2,239)	(2,239)
Accruals	(5,156)	(5,031)
<b>Total creditors: amounts falling due within one year</b>	<u>(35,254)</u>	<u>(73,038)</u>

**11. Payments to trustees for expenses incurred**

Elizabeth Burton-Phillips MBE	-	355
Simon Mills	9	2,257
Isobel Morrow MBE	173	216
Rodney D'Costa	-	15
<b>Total payments</b>	<u>182</u>	<u>2,843</u>

Throughout 2024 and 2023, the above-named trustees received the above reimbursements from Addiction Family Support in the course of carrying out volunteer duties, fundraising and awareness activities including reasonable travel, postage and printing expenses. The Board has agreed that they continue to be reimbursed expenses incurred in carrying out volunteer duties, fundraising and awareness activities for Addiction Family Support but not for carrying out trustee related duties.

**Addiction Family Support**  
**NOTES TO THE FINANCIAL STATEMENTS - continued**  
Year to 31 December 2024

**12. Transactions with related parties**

During 2024, payments totalling £6,300 (2023: £6,300) were made to a trustee for contracted professional IT support services for the charity, which included configuring computer equipment for staff working from home.

There were no other transactions with related parties during the year.

None of the trustees were paid remuneration or received any benefits from Addiction Family Support during the year (2023: £nil).

**13. Employees**

	<b>2024</b>	2023
	<b>Total</b>	Total
<b>Employee count</b>		
Employees at beginning of year	<b>14</b>	14
Employees at end of year	<b>12</b>	14
Full time equivalent at end of year	<b>6.7</b>	10.4
<b>Staff costs</b>	<b>£</b>	£
Wages and salaries *	<b>285,065</b>	321,958
Employer's national insurance	<b>16,816</b>	21,197
Employer's pension contribution **	<b>5,345</b>	6,447
	<hr/>	<hr/>
<b>Total staff costs</b>	<b><u>307,226</u></b>	<u>349,602</u>

\* Wages and salaries include £6,502 of redundancy payments which have been funded from the charity's unrestricted funds.

\*\* The workplace pension scheme commenced 1st April 2016.

One employee received employment benefits of more than £60,000 during the year (2023: no employees).

**Addiction Family Support**  
**NOTES TO THE FINANCIAL STATEMENTS - continued**  
Year to 31 December 2024

**14. Restricted income funds**

Movement of funds during 2024 was as follows:

	Fund balance brought fwd	Incoming resources	(Deferred)	(Outgoing Resources)	Fund balances carried fwd
	£	£	£	£	£
Austin Hope Pilkington Trust	714	-	-	-	<b>714</b>
Berkshire Community Foundation	-	2,800	-	(2,800)	-
The Britford Bridge Trust	-	10,000	-	(10,000)	-
Camurus AB	-	7,083	-	(7,083)	-
Garfield Weston Foundation	4,875	30,000	-	(14,875)	<b>20,000</b>
Harrall Fundraising	11,796	-	-	(5,746)	<b>6,050</b>
The Headley Trust	-	47,500	(18,333)	(29,167)	-
Indivior UK Ltd	-	11,816	-	(11,816)	-
The Liz & Terry Bramall Foundation	-	5,000	-	(5,000)	-
National Lottery Community Fund (1)	-	46,150	-	(46,150)	-
National Lottery Community Fund (2)	-	60,253	-	(60,253)	-
The Rank Foundation	600	-	-	-	<b>600</b>
The Shanly Foundation	-	500	-	(500)	-
Wokingham Borough Council	-	8,815	-	(8,815)	-
The Worshipful Company of Tin Plate Workers Alias Wire Workers	-	10,000	-	(10,000)	-
<b>Total</b>	<b>17,985</b>	<b>239,917</b>	<b>(18,333)</b>	<b>(212,205)</b>	<b>27,364</b>

# Our Approach

We use the following approach with each client we support:

## Listen



We provide a safe, non-judgmental space for people to share their stories and emotions openly. By actively listening, we acknowledge their situation's complexities and the emotional weight they carry, ensuring they feel heard and validated.

## Understand



After listening, we strive to fully comprehend the unique challenges people face. Our team, many with lived experiences of similar issues, appreciate the depth of people's emotional and practical needs.

## Support



By understanding people's needs, we can tailor our support to suit their unique circumstances, helping them navigate their journey more effectively.

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