REPORT OF THE TRUSTEES AND

UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2025

FOR

FAMILIES OUT LOUD

FAMILIES OUT LOUD

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FOR THE YEAR ENDED 30 SEPTEMBER 2025

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FAMILIES OUT LOUD

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 30 SEPTEMBER 2025

The trustees present their report with the financial statements of the charity for the year ended 30 September 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE DETAILS
Registered Charity number 1189345

Principal address
Flat 17
Johanna House
Mulberry Way
Combe Down
BATH
BA2 5DY

Trustees

Susanna Mary Brigden	Chair of Trustees
John Pendrey	Chair of Trustees – retired 08/10/2025
Susan Lenihan	Honorary Treasurer
Debra Hawley	Honorary Secretary
Bonnie Simpson	Trustee – resigned 03/08/2025
Kayleigh Malone	Trustee
Mark Richardson	Trustee – appointed 18/07/2025
Tracy Monk	Trustee – appointed 15/09/2025

Independent examiner
Berkeley Hall Marshall Limited
6 Charlotte Street Bath BA1 2NE

Bankers
Lloyds Bank plc, Victoria Branch

Structure, governance and management
The charity is controlled by its governing document, a deed of trust, and constitutes an unincorporated charity. For governance and training purposes, the charity has adopted the following policies: Child Protection, Equal Opportunities, Privacy, Safeguarding, Board Basics, Data Protection & GDPR, Finance and Reserves. FOL collaborates with a number of organisations which work to support people in need such as: Turning Point, Addiction Family Support, and local community hubs as well as local schools, Social Services and other Statutory bodies.

Risk management
The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Our Purpose and Vision
Families Out Loud is a Wiltshire charity working with families challenged by someone else's drug and alcohol dependency, supporting them to bravely build a better life.

We want to reach every family impacted by drug and alcohol use, so they can speak out, free from stigma, and receive the support, care and help they need.

FAMILIES OUT LOUD

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 30 SEPTEMBER 2025

Our Values and Objectives

- **Listen –** We want families to be heard. To do this we must listen with empathy, thoughtfulness and optimism. We listen to what our families and colleagues say. We listen with curiosity and apply creative and constructive thinking to all we do, asking questions to help us understand and connect.

- **Care –** We want families to feel valued and supported. To do this, we must be thoughtful, empathetic and kind. We will be respectful and inclusive in our actions. We understand the little things that made our families and friends smile before the chaos of drugs and alcohol dependency.

- **Be Practical –** We want families to receive the help that works for them. We will be professional and act with integrity in all we do. We will be practical and realistic in finding the best way forward for our families.

- **Show Determination –** We want families to be helped. To achieve this, we must do the hard things, for both our families and our colleagues, by engaging a positive outlook and a resilient attitude. When others have stopped, or given up, we will still be by their side. Sticking with them, committed to helping them achieve their goals, at their pace, for their chosen future.

Client Services

We work with and support Wiltshire families affected by someone else's addiction through the following range of in-person and online services:

- **One-to-one sessions** provide a safe space where clients can talk freely about what is happening in their lives.

- **Family group sessions** can promote openness, discussion and prevent misunderstandings within families.

- **Peer support groups** can be powerful and healing, providing the opportunity to talk to others who are also living with family addiction.

- **Bereavement support** helps people to navigate, at their own pace, the grieving process.

- **Teen support** for 13 to 17-year-olds is a specialist service offered by our expert young person's counselors.

- **Outreach support** in a client's home is an option for vulnerable families who need in-person support but are unable to travel or access online services.

Activities and performance

Client base: As the charity's profile continues to increase across the country, so has the number of clients. These consist of self-referrals as well as those that come from a wide variety of external organisations. As of 30 September 2025, the number of client that we are supporting stands at 274. If this trend of growth continues, we are forecast to reach c.280 clients by 31 December 2025.

The majority of the charity's clients reside in Trowbridge, Swindon, Melksham, Calne, Chippenham and Salisbury

Activities and performance continued



Counselling services: the number of counselling sessions we deliver continues to rise each year. By 31 December 2025 we are set to exceed 780 one-to-one life-changing interventions that help to change people's lives for the better.



Peer support groups: throughout the year we have continued to offer regular peer support group sessions:

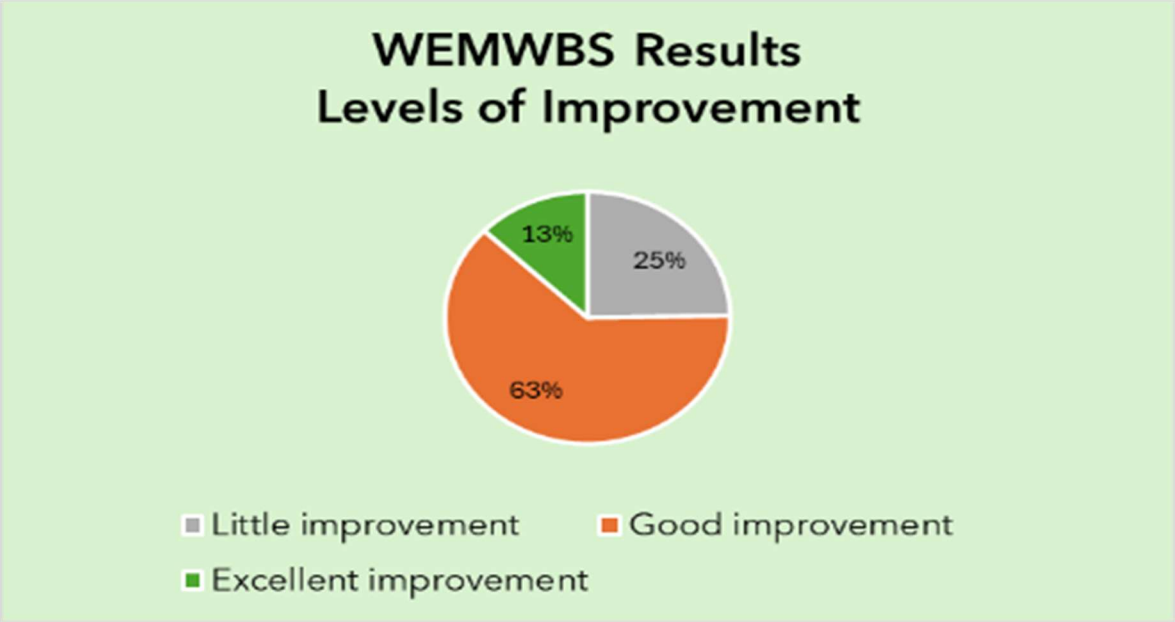
- Trowbridge, Chippenham and Salisbury – in person
- Countywide – online
- Melksham teen support – in person
- Countywide bereavement – online

New teen support group services: In March we launched our new in-person support group for young people aged 13 to 17 who have a family member using drugs or alcohol. To our knowledge, Families out Loud, is the only Wiltshire-based charity to offer **in-person** teen support groups. The service means that young people can now access the same valuable peer support opportunities as our adult clients. The group is run by a professional teen counsellor who encourages attendees to help shape how the sessions are run. For example, they sometimes choose to play board games or do arts and craft activities together while talking about their family situations.

Our Impact

Supporting Wiltshire families affected by someone else's addiction, and helping them to improve their own wellbeing, is what we do. Eliciting truthful and meaningful client feedback is an essential tool which allows us to regularly review and improve services. The charity measures the impact of our client services in several ways:

The Warwick-Edinburgh mental wellbeing scale – this tool us used by our counselling support team to measure a client's mental wellbeing at the start and at the end of their engagement in one-to-one sessions. By asking clients the same set of questions at the start and the end, we are able to measure the level of improvement they have made, over a period of time. This year's results show that the majority made either a good or excellent improvement (76%).



Online Client Survey – clients are asked to complete an anonymous online survey to help us monitor and evaluate the impact of our one-to-one sessions and peer support groups. The responses provide valuable feedback on their experiences and progress, allowing us to improve the quality and effectiveness of our services. In cases where a clear end point to support is not defined, the survey may also be offered after clients have engaged with us for an extended period, ensuring we continue to capture meaningful insights about their ongoing experience and outcomes. Recent survey results show:

- 100% of clients were happy with the service they had received and would recommend Families Out Loud to others.
- 100% of clients felt welcomes and heard without judgement, in a safe and trusting environment, by our counselling support team.
- 90% of clients feel safer, emotionally stronger and less distressed following support from Families Out Loud.

Client testimonials
Here are a few of many comments received from those clients whom we have helped:

> "Just to say a HUGE thank you for providing this support. My family is now stronger than ever and my husband is 14 months sober. You helped me when I was at my absolute lowest and I cannot put into words adequately enough just what that means. T was outstanding and really helped me to work out my way forward. You are all fabulous for the work you do supporting people - I'm eternally grateful."

> "Wonderful charity and counsellor very helpful."

> "Amazing service! Thank you so much."

> "The sessions are very helpful and I is a great listener, compassionate and understanding. The other attendees all listen and we share experiences, good and bad. Talking really helps."

> "I always look forward to my sessions with A. Her advice is always " spot on" and helpful in terms of how I see myself. She encourages me to be kind to myself and to cope with my grief. Thank you A, you truly listen to me."

> "T's group sessions are amazing, helping me realise I am not alone with my issues and she is a wonderful woman."

Events & Fundraising

Charity Car Event
In July 2025, the charity's fantastic charity car event, which took place in Melksham, brought the community together in a big way. The event was a huge success, drawing in a large crowd and showcasing an incredible variety of cars. An exciting auction – many thanks to Marek - added to the fundraising efforts, and our craft stall offered beautifully handmade products made by our amazing volunteers. Thanks to the overwhelming support and generosity of everyone involved, the event raised over £3000 for the charity—an outstanding achievement that will make a real difference to Wiltshire families. A special thanks goes to organiser, Tanya Hughes and venue owners Gary Walters and Debi Hobday.

Craft market stalls
This year we were able to run fewer craft stalls than in the previous three years. Nevertheless, our dedicated group of volunteers attended three events where they sold from our range of high-quality handmade items, including hand-made cards featuring original artwork, bags, knitwear, and mugs. Every item sold reflected both their skill and their passion for making a difference.

Financial Review

The charity continued to expand, more than doubling its income from the previous financial year, which has enabled us to both increase our client support and build up our reserves.

Reserves Policy

At 30 September 2025, our unrestricted reserves represent around 5 months of expenditure. Our reserves policy aims to increase this to 6 months in order to ensure we can continue to grow the charity and deal with any unexpected shortfalls in income or other events.

FAMILIES OUT LOUD

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 30 SEPTEMBER 2025

Approved by order of the board of trustees on 21.01.2026 and signed on its behalf by:

Susanna Bigden (chair)
.....
Trustee

INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF FAMILIES OUT LOUD

I report on the accounts for the year ended 30 September 2025, which are set out on pages five to eight.

Responsibilities and basis of report
As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

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

My role is to state whether any material matters have come to my attention giving me cause to believe:

1. that accounting records were not kept as required by section 130 of the Act; or
2. that the accounts do not accord with those records; or
3. that the accounts do not comply with the accounting requirements of the Act; or
4. that there is further information needed for a proper understanding of the accounts.

Independent examiner's statement
I have completed my examination and have no concerns in respect of the matters (1) to (4) listed above and, in connection with following the Directions of the Charity Commission I have found no matters that require drawing to your attention.



Berkeley Hall Marshall Limited
6 Charlotte Street
Bath
BA1 2NE

Date: 28 January 2026

FAMILIES OUT LOUD

STATEMENT OF FINANCIAL ACTIVITES
FOR THE YEAR ENDED 30 SEPTEMBER 2025

	Notes	**Total Funds 2025** **£**	Total Funds 2024 **£**
Income and resources			
Income and endowments from:			
Donations and legacies	3	**88,967**	39,149
Charitable activities	4	**11,486**	7,607
Total		**100,453**	46,756
Resources expended			
Expenditure on:			
Charitable activities	5	**59,862**	33,386
Other	6	**8,480**	3,626
Total		**68,342**	37,012
Net income		**32,111**	9,744
Net movement in funds		**32,111**	9,744
Reconciliation of funds:			
Total funds brought forward		**30,988**	21,244
Total funds carried forward		**63,099**	30,988

FAMILIES OUT LOUD

BALANCE SHEET AS AT 30 SEPTEMBER 2024

	Notes	2025 £	2024 £
Current assets			
Stock		**500**	998
Current bank account		**62,958**	30,130
Cash in hand		**-**	40
Total current assets		**63,458**	31,168
Current liabilities			
Creditors falling due within in one year	7	**359**	180
Total assets less current liabilities		**63,099**	30,988
Total net assets		**63,099**	30,988
Funds of the Charity			
Unrestricted funds		**25,011**	4,089
Restricted funds	8	**38,088**	26,899
Total funds		**63,099**	30,988

The financial statements were approved by the Board of Trustees on 21.01.2026 and signed on its behalf by

Susanna Brigden (Chair)

Trustee

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2025

1. ACCOUNTING POLICIES

Accounting convention
The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Taxation
The charity is exempt from tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

2. TRUSTEE'S REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 30 September 2025 (2024 – nil).

Trustees' expenses
There were no trustees' expenses paid for the year ended 30 September 2025 (2024 – nil).

3. DONATIONS AND LEGACIES

	2025	2024
	£	£
Just Giving	**-**	978
Donations	**2,933**	158
Grants	**86,034**	38,013
	88,967	39,149

4. CHARITABLE ACTIVITIES

	2025	2024
	£	£
Fundraising events	**4,796**	2,587
Counselling fees	**6,690**	5,020
	11,486	7,607

5. CHARITABLE ACTIVITIES

	2025	2024
	£	£
Room hire	**2,683**	1,770
Marketing and fundraising contractors	**26,208**	-
Materials	**976**	713
Market stall costs	**253**	124
Training	**35**	313
Counsellor costs	**29,707**	30,466
	59,862	33,386

6. OTHER

	2025	2024
	£	£
Admin costs	**6,619**	1,262
Insurance	**337**	309
Website	**1,032**	1,587
Sundry	**312**	288
Independent examiners fee	**180**	180
	8,480	3,626

7. CREDITORS – FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Independent examiners fee	**180**	180
Room hire	**119**	**-**
Website	**60**	**-**
	359	180

8. RESTRICTED FUNDS

	2025	2024
	£	£
Trowbridge Town Council	**375**	750
Trowbridge Area Board	**3,509**	4,509
WCF	**5,105**	5,000
Chippenham Area Board	**1,373**	**-**
CBLC	**7,221**	**-**
National Lottery	**14,847**	9,133
Andrew donation	**-**	853
John Pendry	**-**	120
R Hargreaves	**-**	368
Sally Livingstone	-	145
Wendy Quick	**-**	175
Medlock	**1,165**	-
Jack Lane	**-**	750
Martin Geddes	**2,993**	3,208
Holmans	**-**	1,221
Dyson	**750**	**-**
St James	**750**	667
	38,088	26,899