



Annual Report

1 October 2024 - 30 September 2025

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity Number	1189345
Principal address	Flat 17, Johanna House, Mulberry Way, Combe Down, Bath BA2 5DY

Trustees

John Pendrey – retired 8/10/2025
Susy Lenihan (Honorary Treasurer)
Debra Hawley (Honorary Secretary)
Susanna Lisle (Chair of Trustees)
Kayleigh Malone
Mark Richardson – appointed 18/7/2025
Tracy Monk – appointed 15/9/2025
Bonnie Simpson – resigned 3/8/2025

Independent Examiner

Berkeley Hall Marshall, 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: Board of Trustees, Adult Safeguarding, Child Protection, Equal Opportunities, Privacy, Data Protection & GDPR, Financial Controls, Reserves & Whistleblowing. The charity 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.

Purpose, Vision and Values

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.

Our Values

- **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 drug 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:

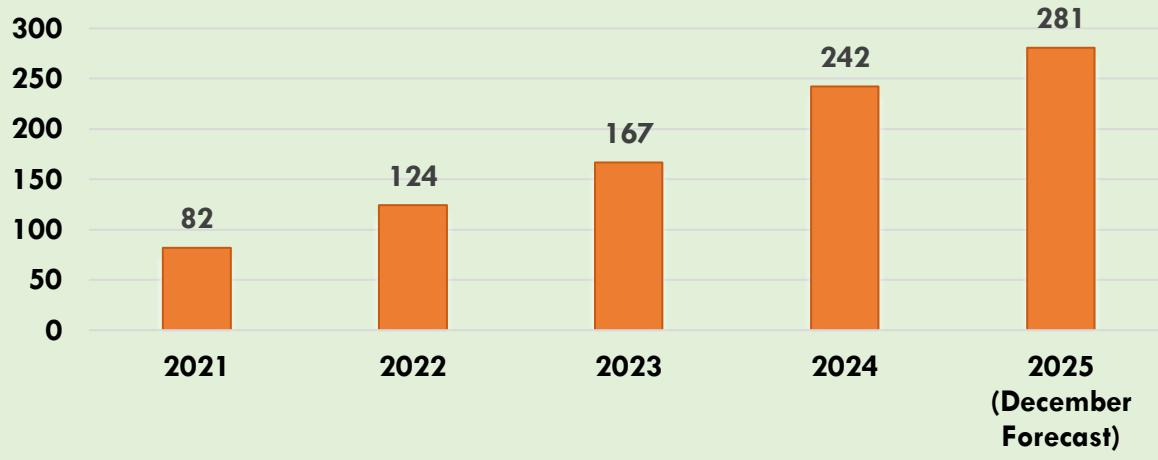
- **One-to-one sessions** provide a safe space where clients can talk freely about what is happening in their lives.
- **Family group sessions** can promote openness, discussion and prevent misunderstandings within families.
- **Peer support groups** can be powerful and healing, providing the opportunity to talk to others who are also living with family addiction.
- **Bereavement support** helping 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 counsellors.
- **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.

Achievements and Performance

Client base: As the charity's profile continues to increase across the county, so has the number 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 clients 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 around Trowbridge, Swindon, Melksham, Calne, Chippenham and Salisbury.

Total Number of Clients at 31 December



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.

1-1 counselling sessions at 31 December



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

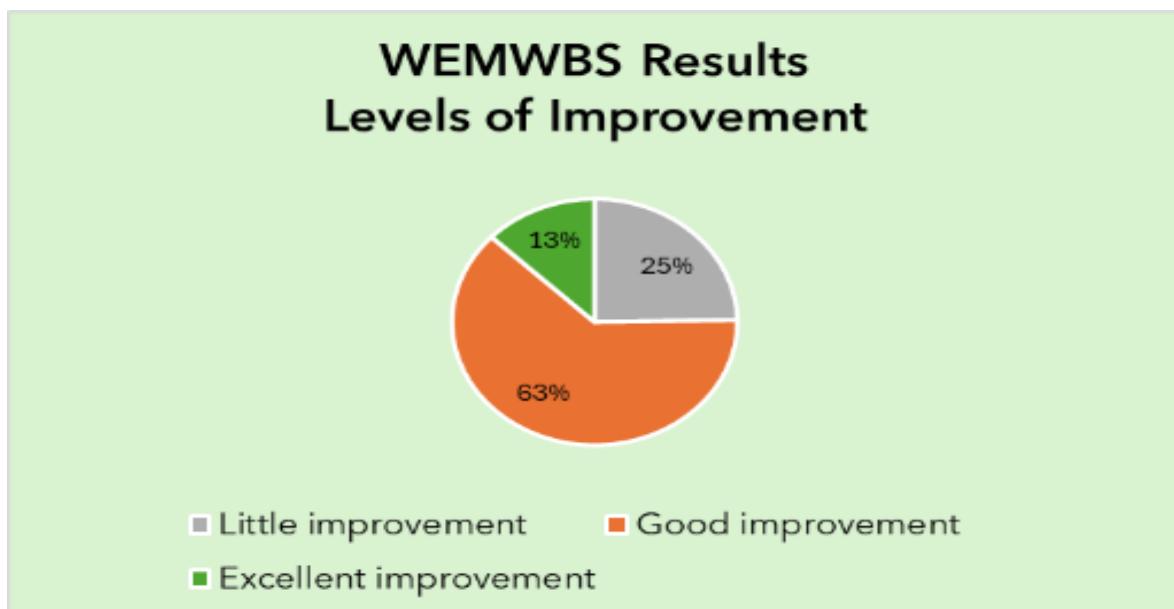
New teen support group service: In March, we launched our new in-person support group for young people aged 13 to 17 who have a family member using drugs or alcohol. To our knowledge, THE CHARITY is the only Wiltshire-based charity to offer **in-person** teen support groups. This service means that young 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 is 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 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 welcomed 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 that 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. I 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 am 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 organisers Tanya and Nigel 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 continues 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 30th 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.