

NaCö-a

Annual Report 2011



Providing information, advice
and support for children
affected by parental alcohol
problems 1990 - 2011

THE NATIONAL ASSOCIATION FOR CHILDREN OF ALCOHOLICS

Nacoa's Services

At the heart of our work is the free, confidential Helpline, providing information and ongoing support for children affected by their parents' alcohol problems.

Over 7,000 calls were received in 2011, answered by a dedicated team of trained and supported volunteers; without them the Helpline and other services would not exist.

Our services include:

- Free, confidential telephone, letter and email Helpline
- Information tailored to individual callers
- Website with personal experiences, factual information, research and links
- Foundation and Ongoing Training Programmes for volunteers and professionals
- Information and support for professionals
- Nacoa UK Resource Database of local and national organisations
- Publications, Nacoa News, leaflets and posters
- Poster Projects to advertise the Helpline and website
- Comprehensive volunteering programme
- Membership/Supporters scheme
- Lectures and presentations
- Research

"The number of calls is awe-inspiring and sad, dealt with by volunteers who give their time, energy and care to people used to being ignored and shown no love. This is amazing. It is humanity at its finest because it is altruistic. Volunteers aren't going to meet the people they help, gain financially or even see a resolution for the caller. What they do is provide that most precious commodity 'time'."

Reverend Katie Watson,
Trustee and Consultative Council Member

"Everything revolves around Dad's drinking. We pretend everything's okay but I can't stop thinking about what's going on when I'm not there. Sometimes I think it's me that's the problem."

Philip (15),
Helpline Caller

"I would like to thank the lady I spoke to today. Her amazing empathy and insight took me from a dark place to here on the website where I can begin to use the power of writing and sharing to feel my pain and begin to trust again. One small step at a time".

Donna (17),
Helpline Caller

"Growing up with an alcoholic parent was not easy. When it was 3am and my mother was screaming at us, I felt responsible and needed to do something to stop it - with nowhere else to turn I would phone 999. This didn't help and in fact made things worse. Years later, I found Nacoa and I was sad that they didn't exist when I was younger and decided to get involved. Any time I spend at Nacoa means more people are heard. They may have a little more hope and start to believe that it isn't, never was and never will be their fault. That's why I volunteer. I know how important being listened to is"

Katy,
Volunteer Helpline Counsellor

Words from our Patrons



"It's important to me to be a Patron of Nacoa because if I had known there was someone to listen, it would have helped me understand and cope with my dad's illness. The more we can reach out to children, who are suffering, the better their futures can be."

A handwritten signature in black ink that reads "Calum Best".

CALUM BEST



"I know what it's like to grow up with a parent who drinks too much. As children we were never allowed to talk about our mother's drinking. I learned to cope by pretending to be grown up, by putting on a brave face and by looking after everyone else. This helped us to look good as a family but inside I felt lost, lonely, ashamed and frightened. We all conspired to keep 'the secret'. If only Nacoa had been there for us, to listen uncritically; to give support and help; someone to trust."

A handwritten signature in black ink that reads "Geraldine James Obe".

GERALDINE JAMES OBE



"Supporting children who struggle with their parent's alcohol dependency is a cause close to my heart. Nacoa provides understanding and support, so that children and youths are better equipped to deal with challenging lives. This develops their strengths, self-awareness and confidence; and most importantly, provides them with choice. Nacoa is an organisation committed to their wellbeing where they can be heard and where their opinions are valued."

A handwritten signature in black ink that reads "Elle Macpherson".

ELLE MACPHERSON

Chair's Report



In my first year as Chair of Trustees, I am delighted to report a year of high activity with more people giving their time and skills for free allowing us to respond to some of the most vulnerable children in the UK today.

Nacoa was able to make important contributions to the debate on parental drinking. We were represented by Cassie and Marion Ohlson, Emma Spiegler and Maya Parker at UKESAD, Sharon Sawyers and Michael-Christopher Ryan at the Reach Out Conference and Cassie delivered a paper at the Parental Substance Misuse Symposium in London. Maya Parker attended the Betty Ford evening and also travelled to Poland where she spoke at the inaugural meeting of Nacoa Poland. Bill Gallagher and I were pleased to attend AlAnon Family Group's 60th anniversary event.

We celebrated the UK's third Children of Alcoholics Week in February. Volunteer Helpline Counsellor Alison Jarvis masterminded the production of our first single 'A Change is Gonna Come', with Maria McAteer and Bjorn Andersson and other musicians providing their incredible musical talents for free. The video that followed can be described as nothing less than a triumph. A troupe of Nacoa volunteers braved the weather on one of the coldest days of the year to take part in a video beautifully created by Sean Caveille. The single and video have captured the hearts of many and put Nacoa firmly on the YouTube network.

During COA Week Patron Calum Best gave a heartfelt interview about his life with George Best and his commitment to help others which appeared in Reader's Digest. He also appeared on Sky News.

Nacoa was also featured in other media coverage including The Sun, Business Life, Company Magazine, The Irish Times, British Journal of Nursing who ran an in-depth article about Nacoa's work written by Piers Henriques, and appearances by Martin Williams, Hilary Henriques and Steph Dowdle on the ITV News, Inxess Television, Radio Bristol and Heart FM.

The fourth Urban Paint Festival (Upfest) took place in June when 120 of the world's leading urban artists, 81 Nacoa volunteers and the event's organisers gave their time and energy for free, generating awareness and raising £3,885. Film-maker Sean Caveille created another video which portrays both the excitement of the event and a moving tribute to the work of our volunteers.

This has been an exceptional year for sponsored events with an enormous increase in the number of supporters taking part, raising £37,237. Events included the London to Paris Bike Ride, UWE Jailbreak, Bungee Jump, London and Edinburgh Marathons, Century Cycle Run, Weymouth Bay Swim, Lincoln to London Walk, Bristol Half Marathon and the BUPA Great North Run. Although there are too many people to list, I would like to single out Volunteer Helpline Counsellor Louise Radford who deserves a medal for wading through the endless red





tape and who went on to encourage 52 people to abseil over the Avon Gorge, despite appalling weather conditions raising a staggering £11,087.

2011 saw the first Olly Barkley Rugby Academy and we are delighted that England and Bath Premiership Rugby Player Olly has chosen to support Nacoa and to accept an invitation to become a Patron. David Yelland, author of the extraordinary book, 'The Truth About Leo' also became a Patron and we look forward to seeing Nacoa listed as a resource in future editions.

Many of our Research Panel took part in a new research study 'An Exploration of Resilience among Adult Children of Alcoholics: Impact on Relationship Satisfaction and Desirability of Control' by former Helpline Counsellor Martine Reynolds and we were pleased to publish her findings on the website.

The number of Nacoa volunteers rose to 296 in 2011. The training and deployment of this resource is a major undertaking which requires commitment from staff and other volunteers which is not to be under-estimated. There are too many people to mention by name but I would like to acknowledge our Volunteering Manager, Cassie Ohlson, who in addition to working full time contributed over 100 voluntary hours and created new volunteering opportunities for Anne-Marie Baron (Researcher), Piers Henriques and Mike Ohlson (Upfest Lead Organisers), Alison Jarvis (Communications), John Reid (Librarian) and Martin Williams (Helpline Supervisor).

We celebrated the dedication and commitment of all volunteers at the 21 Year Anniversary Celebration and Volunteers Awards Evening when we were joined by the Rev Philip Auden, Deputy Lord-Lieutenant of Bristol and Olly Barkley. Special tribute was paid to Esther Ododo (New Volunteer of the Year), M-C Ryan (All-round Achievement Award), Martin Williams (Outstanding Achievement Award), Maya Parker (Long Service Award) and Peter Irwin, our Volunteer of the Year who, since joining us in June 2001, has contributed 2,521 voluntary hours, the equivalent of working full time for well over a year and who recently added Webmaster to his list of duties as Trustee, CTO and HSO.

In concluding, I would like to welcome Laurence Alleyne, Simon Ferguson and Katie Watson as Trustees and to thank our Patrons, Consultative Council, Trustees, Members, funders, supporters, volunteers and staff for their hard work. Together they achieved so much in 2011 and it is their collective ongoing commitment which gives us confidence for the future.

Scott McCormick

SCOTT McCORMICK
Chair of Trustees

CEO's Report

Nacoo has grown from the hopes and dreams of five people who wanted children living with their parent's alcohol problems to have access to the help and support that they did not have. Since 1990 when the charity was set up we've responded to over 202,000 requests for help, a remarkable achievement considering we have few assets and little to spend. But there is something more important than numbers: the people who need our help and support and those who provide it.

We do what we can, with what we have and remain committed to our vision statement to provide free, confidential services for children, young people and adults who need help and support. We respond to calls from children as young as eight, who find the courage to call or email, knowing they can remain anonymous and un-judged; freeing them to talk openly, by allowing them to remain unseen, call when they want, without time limits and sometimes at the point of crisis when we remain with them – a friendly voice in what might seem a hostile world.

In 2011, calls were received from across the UK and from age groups ranging from 8 years to over 50 years. The majority of callers were aged between 12 and 18 years who are living with or have contact with a parent who is currently drinking. To mitigate the long-term effects of living in a family where alcohol is an issue, it is vital that interventions occur at an early age, and the free, anonymous nature of the helpline plays an important role in providing support without the need for parental consent or assistance.

We never lose sight of the problems our callers encounter on a daily basis in their own homes. Unsurprisingly most callers report alcohol as a problem. However, callers experience many problems including mental wellbeing, abuse, relationship problems, suicide, prison and bereavement. Research findings and Helpline Evaluations suggest that these are often the most traumatic, and we are successfully attracting contacts from this vulnerable group.

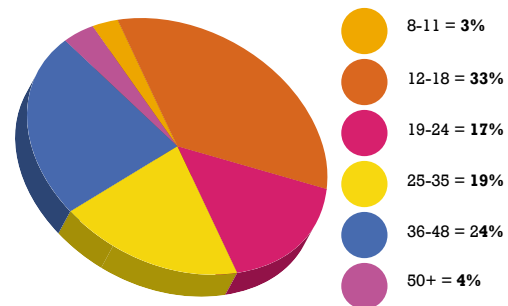
Very few callers have spoken to anyone else and calls to us are often the only time they experience being unconditionally accepted – the first step towards developing a healthy sense of self-esteem and self-identity. Nacoo plays an important role in helping people feel less isolated and in gaining confidence to talk to others about their situations.

Although the majority of callers struggle with alcohol problems related to their parent(s), step-parent or carer, we also work with young callers who use drink and drugs as a means of surviving difficulties at home and the subsequent problems at school and other social situations. Callers tell us they drink because "It numbs the pain", "I want to forget what's happened", "I drink with mum, it's the only good times we have", "The only time I'm happy is when I'm out of it". For many, using drink and drugs, has become the immediate solution to all their problems.

We provide opportunities for callers to explore patterns of thought and behaviour, looking at how drink and drugs impact their own lives, empowering them to make informed choices for themselves. Informed choice is often the result of understanding; one young caller recently told me 'I'm not afraid when I understand'. These positive experiences lead to higher self-esteem and an 'I can do' attitude – an opportunity to know that life can be different from the one they have always known.

In 2011, 84 volunteer helpline counsellors responded to an average of 600 calls every month. Annual Helpline Evaluations consistently show that the majority of callers are not involved with other helping agencies. Nacoo provides a vital lifeline as well as the opportunity to help people find and gain confidence to access additional services.

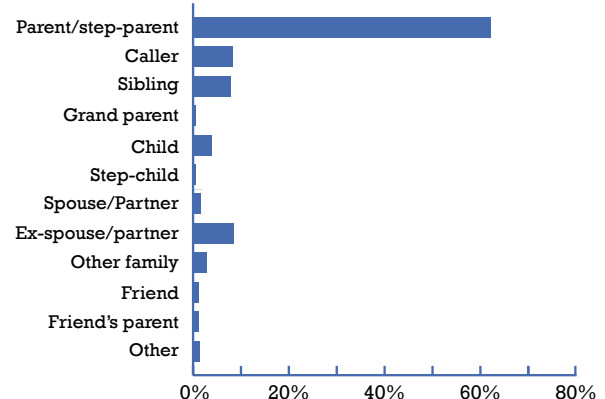
Age of Callers



"When my parents are drunk they take it out on me. I don't care about the abuse I get but I do care about what happens to my younger brother and sister. I want out but worry about what happens to them – depending on a 13-year old can't be good. Dad tried to commit suicide the other day. I don't want this for them or me so I am doing something about it. I'm calling."

Kerry (13),
Helpline Caller

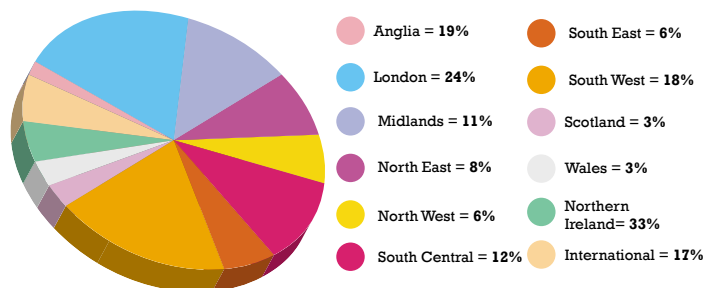
Who Drinks



"What stays with me is the family dynamics training and how alcoholism ploughs an ugly red line through the whole family, potentially for generations to come. The training was a real eye-opener because I could see how Nacoo helps people free themselves from the power of that red line. That's life-changing stuff and I am grateful to be part of Nacoo."

Eleanor,
Volunteer Helpline Counsellor and Supporter

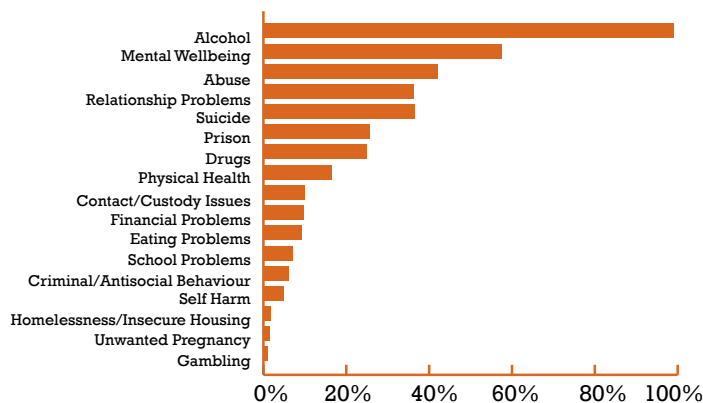
Region of Callers



"It's hard for children of alcoholics to reach out. To admit you need help means battling a great sense of betrayal. Not to reach out and find an understanding listener can spell a lifetime of problems."

Lauren Booth,
Patron

Presenting Problems



"Nobody knows what it's like at home and I don't have the bottle to tell them. I don't think my mum would approve but I need somebody to talk to and know what it's like. I really can't deal with it anymore and all I want to do is get drunk or die, as it's the only way anything would ever change."

Charlie (12),
Helpline Caller

Forty-eight new volunteers successfully completed the foundation training which provides information about addiction and the effects on the family giving volunteers a framework within which to work effectively with callers. The programme includes induction and mentored shifts and volunteers take part in monthly meetings and on-going training sessions. Being an effective helpline counsellor requires an acceptance of lifelong learning as callers are treated as individuals with their own unique problems and needs.

We were delighted to receive Young Bristol's Springboard Award 2011 for offering outstanding training, skills and development opportunities to young volunteers, a fitting tribute to all who have contributed, developed and facilitated the training programme over the past seventeen years.

We value our volunteers and in 2011, we initiated a review of Nacoa materials to develop questionnaires and face-to-face interviews to analyse volunteers' contributions post training and the wider benefits of volunteering. We look forward to the findings which will inform future policy in 2012.

We continue to provide services for professionals. Places are available on all Foundation Training Programmes and Nacoa literature is still provided free of charge in the hope that everyone who comes to the attention of a professional will gain access to help and support through the helpline.

Since 2000, we've recorded 600,000 visits to the website. The majority of callers, including professionals, students and carers, report having found the helpline through the site, highlighting its importance in directing people to the helpline and providing support for callers who may not feel confident enough to get in touch initially by phone or email. We look forward to launching our new website which has been designed and built pro bono to reach out to all ages and allow us to develop new helpline services including SMS and online chat.

Our volunteers are a compassionate group of people, which is why children especially feel at home with our helpline - a service accessible to all, freely given by people who care. They help with increasingly diverse and essential tasks, including Facebook with just under 250,000 likes and Twitter where we now have just under 300,000 followers, help with IT, participating in research and media projects, building and maintaining databases, attending and speaking at events and conferences, maintaining and developing the website and taking part in sponsored events to raise much needed funds.

Our work is all about planning for a more positive future. We may be short of funds but we are fortunate to attract the goodwill of a great number of people who give their time, their energy and their skills for free. In 2011, 296 people gave over 13,000 hours of their time - the equivalent of eight full time members of staff - each and every one of them part of a team that breathes life into Nacoa, ensuring children, young people and adults know they are not alone.

HILARY HENRIQUES MBE
Chief Executive

Hon. Treasurer's Report

In 2011 our cash income rose to £121,629 (2010 £115,935) consolidating the upturn in the financial health of the charity with an increase in funding raised from fundraising events of £37,237 (2010 £36,060) and Membership Subscriptions from regular donors of £22,252 (2010 £17,088). These figures exclude gifts-in-kind. In addition, the number of hours donated to the charity rose significantly with a commercial value of £189,964 compared to £163,984 in 2010. Overall we achieved a surplus of £1,531 (2010 £2,079) at a time when many more charities compete for funding and in the worsening financial climate.

Nevertheless, the Trustees pledged guarantees of financial support in excess of £15,000, working towards a long term aim to build sufficient reserves to cover at least 6 months' expenditure. At year-end, total reserves were £33,359 (2010 £31,828) of non-restricted funds.

The Trustees maintain their long-term intention to invest in the purchase of a permanent home for the charity, either through a long leasehold or freehold purchase. This will be reviewed by the Trustees on an annual basis as part of our risk mitigation strategies.

There are no large unbudgeted expenditure plans as at the date of the accounts, which would affect the above statement on reserves.

Risks and Contingencies

The Trustees consider that four main risks exist to the future wellbeing of the charity.

Volunteers

We rely on the passion, dedication and freely given time of our volunteers to provide services and help with the organisation of the charity. If we were unable to renew volunteer numbers, services would be impaired. Our mitigation strategy is to maintain a close dialogue and support network for our existing volunteers, recognising that retaining volunteers is less costly for us than recruiting and training new volunteers. This has been reflected in an increase in volunteer numbers and retention rate.

Property and Premises

We benefit from an economic rent from our landlord. The Trustees consider it prudent to establish sufficient reserves in the medium to long term to purchase secured leasehold or freehold premises.

CEO and Management

We continue to rely on the personal commitment of our CEO and Co-founder, Hilary Henriques. If Hilary were unable to continue in her role, the charity would be impacted significantly in the short to medium term. The Trustees continue to discuss contingency and succession arrangements.



Income

In the absence of statutory funding, we rely entirely on voluntary donations, gifts-in-kind and time given pro bono by our volunteers. The Trustees plan to create a Trustees Working Group to develop and implement a fundraising strategy to improve income in future years.

I have been a Nacoa Trustee since 1995 and remain passionately committed to the aims of the charity. In 2011 61% of income was generated by gift-in-kind, with a further 21% from individuals. This development is in line with management strategy to diversify funding sources to reduce our reliance on grants. Large charities invariably command more attention and financial support, so it is crucial that we look ahead and record our very grateful thanks to all who support this important work.

IAN DONOVAN (JOHN) FENSTON

Financial Statements 2011

Summarised Statement of Financial Activities for the year ended 31 December 2011

	Unrestricted funds £	Designated Funds £	Restricted Funds £	Total 2011 £	Total 2010 £
Incoming resources					
Donations and Legacies	29,890	1,000	221,214	252,104	228,620
Membership Subscriptions	22,252	-	-	22,252	17,088
Incoming Resources from Charitable Activities	37,237	-	-	37,237	36,060
Total Incoming Resources	89,379	1,000	221,214	311,593	281,768
Resources Expended					
Charitable Activities					
Helpline Fund Expenditure	76,482	-	221,214	297,696	261,367
David Stafford Memorial Fund	1,326	1,000	-	2,326	1,804
Charity Support Costs	6,090	-	-	6,090	13,492
Total Charitable Expenditure	83,898	1,000	221,214	306,112	276,663
Governance Costs	3,950	-	-	3,950	3,026
Total Resources Expended	87,848	1,000	221,214	310,062	279,689
Net Income/ (Expenditure) for the Year	1,531	-	-	1,531	2,079
Fund Balances at 1 January 2011	31,828	-	-	31,828	29,749
Fund Balances at 31 December 2011	33,359	-	-	33,359	31,828

Independent Examiner's Statement

We have examined the Financial Statements of The National Association for Children of Alcoholics for the year ended 31 December 2011. We confirm that the summarised Statement of Financial Activities and Balance Sheet are an accurate extract of those Financial Statements.

BAKER TILLY LLP

Balance Sheet as at 31 December 2011

	2011 £	2010 £
Tangible fixed assets	-	226
Current Assets		
Stock	153	153
Debtors	9,630	6,330
Cash at bank & in hand	25,363	26,544
	35,146	33,253
Creditors: amounts falling due within one year	(1,787)	(1,425)
Total Assets Less Current Liabilities	33,359	31,828
Income Funds:		
Unrestricted Funds	33,359	31,828

The Statement of Financial Activities and Balance Sheet are a summary of the information contained in the full accounts which have been subjected to an Independent Examination, resulting in an unqualified report. The Trustees approved the full accounts on 25 September 2012 and a copy has been submitted to the Charity Commission.

The summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information the full annual accounts, including the Independent Examiner's Report, may be obtained online www.nacoa.org.uk/about.htm and from Nacoa.

IAN DONOVAN (JOHN) FENSTON
HON. TREASURER

Achievements and Objectives

Key Achievements 2011

Helpline

- Responded to helpline calls, emails and letters
- Established Nacoa on Twitter and Facebook
- Updated publications
- Completed Helpline Evaluation 2010

Volunteers

- Delivered three Foundation Training Programmes
- Provided up to date information on key issues for all volunteers
- Improved support and retention of volunteers
- Increased volunteering opportunities
- Created new volunteer posts

Information Resources

- Provided up to date information including UK Resource Database, and library of resources, reports and research findings
- Updated current website
- Continued to work with volunteer group to design and build new website

Reaching Professionals

- Made training available to other agencies
- Published Information for Professionals on website
- Promoted services in professional magazines, attended and presented at conferences etc.

Raising the Profile

- Delivered Third 'Children of Alcoholics Week' 14 to 19 February 2011
- Launched 1st Nacoa single 'A Change is Gonna Come' and video
- Presented 11th David Stafford Memorial Lecture
- Recruited celebrities to contribute to Nacoa Vision and COA Week
- Responded to media enquiries through Media Panel
- Published Nacoa News for Members, volunteers and supporters
- Recruited Olly Barkley and David Yelland as Patrons

Promoting Research

- Continued to recruit volunteers for Research Panel
- Published 'An Exploration of Resilience among Adult Children of Alcoholics: Impact on Relationship Satisfaction and Desirability of Control'
- Assisted with new study 'Investigation of the Numbers of Children Affected by Parental Alcohol Problems'
- Designed study to analyse the experience of volunteering at Nacoa

Key Objectives 2012

Helpline

- Respond to helpline calls, emails and letters
- Raise awareness through Twitter, Yahoo Questions and Facebook
- Establish online messaging and SMS helpline
- Complete Helpline Evaluation 2011

Volunteers

- Deliver three Foundation Training Programmes
- Create and deliver Training for SMS and online messaging
- Continue to provide information on key issues for volunteers
- Respond to study analysing volunteers' contributions and the wider benefits of volunteering at Nacoa

Information Resources

- Update IT system and provide work stations for all volunteers.
- Provide up-to-date information including UK Resource Database and library
- Launch new website

Reaching Professionals

- Publish Foundation Training Programme and Information for Professionals on new website
- Continue promotional work in professional magazines and at conferences
- Circulate information to UK and Northern Ireland schools, Youth Offending Teams and Local Safeguarding Children Boards

Raising the Profile

- Contribute to BBC Learning Zone for Schools film about parental alcoholism
- Lead fourth 'Children of Alcoholics Week', 13 to 18 February 2012
- Respond to press and media enquiries through Media Panel
- Publish Nacoa News online for members, volunteers and supporters
- Attend and present at local and national conferences

Promoting Research

- Contribute to the Office of the Children's Commissioner Review of Parental Alcohol Misuse
- Publish research 'Investigation of the Numbers of Children Affected by Parental Alcohol Problems'
- Carry out review of Nacoa materials, develop and circulate questionnaires, including face-to-face interviews to analyse volunteers' contributions post training and the wider benefits of volunteering.

Acknowledgements and Organisation 2011

Funders including

Allied Irish Bank (GB)
Aspen Insurance UK Limited
Bank of Ireland
Comic Relief
The Coutts Charitable Trust
E Crane
Denman Charitable Trust
The Ellerdale Trust
I Fenston
W Gallagher
B Gryzybarska
H Henriques
F & P Irwin
H & S McCormick
M & M Middleton
R Millar
M Nadler Roffe
M Parker
Personnel & Care Bank
The Serve All Trust
SimplyHealth People Limited
The Joan Strutt Charitable Trust
Stella Symons Charitable Trust
Traidcraft
TW Group
University of the West of England
S Ward
K & E Watson

Sponsored Eventers including

J Baker
L Baker
A Bailey
A Blackwood
E Blott
A Blom
S Britton
J Broderick
T Childs
H Coyne
G Davies
E George
P Georgeson
J Guppy
N Heath
T Haynes
P Henriques
A Jarvis
Z Johnson
K Jones
G Keen
L McCarthy
D MacCoubrey
S McIvor
C Mackay
I Mackay
I Mattoli
C Ohlson
R Shankland
K Skelding
G Smale
C Smith

M Spender
R Sterland
A Pitts
L Radford
L Richardson
J Robson
K Rose
G Smale
G Watson
R Williams

In Memoriam

K Frances
B Gryzybarska
J Hall
Mr Harsley
C Mason
K Mills
A Nash

Gifts in Kind including

Administration

J Palmer
M-C Ryan
S Sterland
M Williams
D Yearsley

Child Protection

K Watson

Communications including

L Attu
S Caveille
L Ellis
S Ferguson
W Gallagher
A Jarvis
S McCormick
C Ohlson
M Ohlson
E Spiegler
S Ward
S Wilcox
T Wright

Helpline Counsellors including

S Ali
G Allan
K Argustaite
A-M Barron
J Broome
E Burton
K Canavan
L Chambers
C Chappell
D Chauhan
I Chedgzoy
B Coleman
S Comley
R Conroy-McKeown
N Doig
S Etherington
K Finigan
S Furness
A Gane
L George
P Georgeson
S Horton
S Irons

S Jarvis
Z Johnson
T Legg
M Lever
E Livsey
E Maclean
H McCormick
M McCrudden
F Malla
A Manajeva
C Mathias
S Mitchell
V Nagaraj
S O'Hagan
E Ododo
M Pardoe
L Radford
F Reader
J Reid
M-C Ryan
S Shenton
S Simmonds
G Steadman
R Watt
M Williams
E Wood

Helpline Evaluation

F Irwin

Helpline Supervision

P Ball
H Henriques
M Nadler Roffe
M Parker

CTO, HSO and Webmaster

P Irwin

Internet Research

A Sohlman

Research

M Reynolds

Upfest including

L Alleyne
S Hayles
P Henriques
C Ohlson
M Ohlson
M Ohlson

Nacoo New Volunteer of the Year

E Ododo

Nacoo All Round Achievement Award

M-C Ryan

Nacoo Outstanding Achievement Award

M Williams

Nacoo Long Service Award

M Parker

Nacoo Volunteer of the Year

P Irwin

As at 31 December 2011

Patrons

Mr Tony Adams MBE
Mr Olly Barkley
Mr Calum Best
Ms Lauren Booth
Ms Geraldine James OBE
Miss Elle Macpherson
Mrs Suzanne Stafford
CQSW
Mr David Yelland

Ambassadors

Mr I D (John) Fenston
Mr Simon Ward

Trustees

Mr Scott McCormick, Chair
Mr I D (John) Fenston, Hon. Treasurer
Mr Laurence Alleyne
Mr Simon Ferguson
Mr Bill Gallagher
Mr Peter Irwin
Mrs Michelle Nadler Roffe
Ms Marion Ohlson
Mrs Maya Parker
Miss Emma Spiegler
Mr Jeff L Walker
Mr Simon J Ward
Revd Katie Watson
Miss Tracey Wright

Consultative Council

Child and Vulnerable Adult Protection

Dr Clare Adams
Revd Katie Watson

Clinical Advice

Dr Peter Taberner

Clinical Psychology and Family Therapy

Mr John Friel
Dr Tony Humphreys
Mr Jerry Moe

Counselling and Therapy

Ms Lois Evans

Fiscal Probity

Mr Keith Hall

GP Liaison

Dr Jacqueline Chang
Dr Gordon Ridding Morse

Helpline

Dr James Galloway
Dr Jessica Munafò

Legal

Mrs Valerie McGee

Press and Communications

Mr William Ayot
Ms Julia Goodwin
Ms Virginia Ironside
Ms Deidre Sanders

Research

Professor Martin Callingham
Dr Catherine Gilvarry

Administrator

Mrs Jenny Palmer

Chief Executive

Ms Hilary Henriques MBE

Communications

Miss Alison Jarvis

Evaluation

Administrator

Mrs Frances Irwin

Helpline Supervisor

Mr Martin Williams

Volunteering Manager

Miss Cassandra Ohlson

Bankers

Lloyds TSB Bank plc

Accountants

Baker Tilly LLP

Registered Charity No. 1009143



The charity was founded in 1990 to address the problems faced by children growing up in families where one or both parents suffer from alcoholism or a similar addictive problem. This includes children of all ages, many of whose problems only become apparent in adulthood. Nacoa has four broad aims:

- To offer information, advice and support to children of alcohol-dependent parents
- To reach professionals who work with these children
- To raise their profile in the public consciousness
- To promote research into:
 1. The particular problems faced by those who grow up with parental alcoholism
 2. The prevention of alcoholism developing in this vulnerable group of children

"Nobody fills the gap when Nacoa isn't there. I learned that when volunteers told me why they manned the phones and how it changed their lives. I wanted to tell them that each child they counsel, each call they take is a new start, a new life. What they do is so very VERY important."

David Yelland,
Patron and Author of 'The Truth About Leo'

"When I was living in active addiction I'd isolated myself from my family. In 2011 Jacob appeared on our video and Megan helped out at UPfest. I have my self-respect back, the respect of my family has returned and at our Awards Evening I was presented with two pictures of my children volunteering for Nacoa. Those photos are priceless as is the camaraderie and love I feel from everyone here."

Martin,
Volunteer Helpline Counsellor

Administration
Chief Executive
COA Week
Finance
Fundraising
Membership
Nacoa News
Research
Training
Volunteering
Webmaster

admin@nacoa.org.uk
ceo@nacoa.org.uk
coaweek@nacoa.org.uk
funding@nacoa.org.uk
fundraising@nacoa.org.uk
members@nacoa.org.uk
editor@nacoa.org.uk
research@nacoa.org.uk
training@nacoa.org.uk
volunteering@nacoa.org.uk
webmaster@nacoa.org.uk

PO Box 64
Bristol
BS16 2UH
Tel: 0117 924 8005

Helpline 0800 358 3456
helpline@nacoa.org.uk

www.nacoa.org.uk



www.facebook.com/nacoauk



Twitter @NacoaUK

Registered charity no. 1009143