



2012

Annual Report



Providing information, advice and support for everyone affected by a parent's drinking

About us



Nacoa (the National Association for Children of Alcoholics) is a small national charity set up in 1990 to provide information, advice and support to the 2.6 million children in the UK affected by their parents' alcohol problems.

We've responded to over 210,000 requests for help from children as young as five who find the courage to call or email the Nacoa Helpline knowing they can remain anonymous, able to talk about what they want, in their own time and without judgement or time limits. Some children contact once, others over a number of weeks, months or years.

Sometimes they call at the point of crisis and we remain with them on the phone; a kindly voice in what might seem a hostile world.

The vast majority of callers live with parents who do not acknowledge or seek help for their problems.

Social stigma compounds their need to hide and causes untold harm as they keep their problems secret from the outside world in an effort to keep their family 'safe' and together.

Our work is all about planning for a more positive future. An opportunity for children and young people to see that the world can be different from the one they've always known and that they can, with help break the cycle of addiction and go on to live happy and fulfilled lives.

Patrons

Imagine a childhood where your life is taken over by your parents' drink problem. Imagine coming home from school and not knowing what you'll find. Imagine having no friends because you can't bring them home, you live in fear and have no one to turn to because everyone denies that there's a problem.

"I know what it's like to grow up with a parent who drinks too much. As children we were never allowed to talk openly about our mother's drinking. I remember feeling unsafe and unloved. There was no one to ask for help as we all conspired to keep things secret. I learned to cope by pretending to be grown up, putting on a brave face and looking after everyone else.

I talk about my mother's drinking today because it's important for children living with their parents' alcohol problems, to know that they are not alone and they are not responsible for their parent's drinking."



Geraldine James



"Helping children who struggle with their parent's alcohol problems is a cause close to my heart. Imagine always walking on eggshells trying to be perfect so as not to rock the boat because your parent can explode at any moment. Imagine cleaning, cooking and caring for your brothers and sisters.

Nacoa exists to listen to vulnerable children, giving them the opportunity to talk about what's troubling them, helping them to find ways to cope with difficulties so they can make positive choices for themselves."



Elle Macpherson



Celebrating 2012 with Nacoa voices

Hilary Henriques

Co-founder and Chief Executive

"Nacoa has grown from the hopes and dreams of five people who wanted children living with parental alcohol problems to have access to help and support that they did not have. Facts and figures, the numbers of calls and emails, visits to the website are truly amazing but there is something more important than numbers: the people who need our help and support and those who provide it.

In an age when protocol and procedures often come before caring, we care. We do what we can, with what we have and always put our Helpline callers first. We've responded to calls from children as young as five, who find the courage to call, knowing they can remain anonymous.

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. They are the most compassionate group of people, which is why children feel so at home with our Helpline - a service, which is freely given by people who truly care.

Over the past 22 years we've shared our work with many wonderful people - too many to mention - each and every one of them part of a team that breathes life into the Nacoa Helpline, so children struggling with their parent's alcohol problems know they are not alone."

Martin Williams

Volunteer Helpline Supervisor

"Dedicated, compassionate, and empathetic are just some of the words you could use to describe our volunteers who give so freely of their time and essence. The very ethos of Nacoa is about wanting to help people who don't know where to turn, who to talk to or how to find someone to believe them. The Nacoa volunteers are always here for them.

Volunteering at Nacoa is a very personal thing and we all have our own reasons for getting involved. For me, I find being here very symbiotic in as much as, the more I give to Nacoa the more I take back.



It is a truly wonderful place to be immersed in helping others. You never know the difference you might make to someone's life by answering the phone or replying to an email.

Christmas is usually a time for celebration and, unfortunately, it's also a time when many children are profoundly affected by their parent's drinking when there seem to be more reasons to take that extra drink. In 2012, 8 volunteers contributed 152 hours and responded to 328 calls over the festive season. For me, volunteering seemed the most natural thing to do. I knew that people would be calling, as their Christmas started to unravel and just being here with other volunteers, helping people in need and sometimes, just listening was the most rewarding present I could have asked for."

Anne-Marie Barron

Volunteer Helpline Counsellor

"The Emergency Services had arrived and the bathroom door was forced open. Orla said that her Mum's nose and mouth were blue and that she was not breathing. She had touched her hand and it was cold. She said 'Mum's not breathing and they want to take me away'.



Orla ran into her Mother's bedroom and locked the door so the police could not reach her. She wanted to stay in her Mum's room and did not want to let them in. I said that I would stay on the phone with her. She was crying and repeating that she did not want to go with the police. I was saying: 'we are here for you and want you to be safe'. Orla said 'I'm going to run when the door opens' and hung up.

Three Nacoa Volunteer Helpline Counsellors were able to guide Orla through this devastating time. Although sadly we could not change the events of that day, we were able to support her to call the Emergency Services. I was so grateful for Nacoa's training which came into play during the calls, so that together we were able to be there for Orla and offer her ongoing support whenever she needs us and wherever her future takes her."

Cassie Ohlson

Volunteering Manager

"The publication of 'Silent Voices: Supporting children and young people affected by parental alcohol misuse' by the Children's Commissioner for England was a big step in raising awareness and suggesting ways to help. I enjoyed co-facilitating the two focus groups with young adults who had direct experience of coping with a parent's drinking. The study highlighted the need for services like Nacoa that are flexible, easy to access and extend support to young adults after they leave home.

Dr Maggie Atkinson visited Nacoa to thank volunteers for their valuable contribution and to find out more about our continuing efforts to be part of the solution. The report drew significant media attention, breaking the silence around parental alcoholism and spurring us on in the final push of content writing for

our new website. The whole process of designing and creating a website for a wider audience has been yet another reminder of the amazing achievements made possible by the hard work, enthusiasm and creativity of Nacoa's volunteers.

The strength of our volunteer team and the embedded ethos of volunteering within Nacoa as an organisation are highlighted in research by Dr Anne-Marie Barron. Volunteers were keen to share their experiences of volunteering and the wider impact of the foundation training programme, with 50 volunteers completing questionnaires and 12 volunteers attending in-depth interviews. I am privileged to work with so many passionate and motivated volunteers and look forward to the publication of the research in 2013."

Piers Henriques

Upfest Volunteer

"For the first Upfest in 2009, I only volunteered at the end of the day, but could tell even then that it had been an enormous success. My first memory of Steve Hayles, the Upfest organiser extraordinaire, was of him standing on a fully spray-painted van, posing for local press. The festival had created a huge buzz and the success of his event has now grown into an internationally recognised festival that covers two miles of road in Bristol, brings over 250 of the best urban artists to one place and attracts approximately 30,000 people.

The rapid growth has been possible because of the thriving partnership forged between Nacoa and Upfest. We marshal the event and raise awareness of Nacoa and our services. We raise money in collecting tins, sell programmes, coffees, teas, and vintage wares, which this year raised £4,250. The festival offers an opportunity for all of our volunteers to get involved and contribute their talents towards a wonderful collaboration. The annual voluntary effort is now monumental, with 80 people contributing 800 hours every year.

The festival's message is one of cultural inclusivity, creativity and colour. Much like Nacoa it is free for its users and offers positive modes of expression for people from all backgrounds. We use these elements to spread Nacoa's message that children of alcoholics are not alone."

Tom Freeman

Speaker Volunteer

"When I came across Nacoa in 2011 I realised that it was a cause close to my heart and something I wanted to support. I was passionate to get involved, however living in Solihull (West Midlands) made the logistics slightly challenging! The volunteering team at Nacoa were very supportive and encouraged me to volunteer, despite my location. They worked with me to find a way for me to complete the Foundation Training Programme and I spent several weekends completing helpline shifts; learning first-hand about this vital and valuable work.

I now feel confident talking about the Nacoa Helpline and have spoken at several external events. My main area of focus at the moment is helping to build a schools programme to enable volunteers to go into schools. We already have eager volunteers across the country lined up to deliver these assemblies and classroom workshops to young people. Despite living in a different part of the country I feel very much part of Nacoa team working together to make a difference in the lives of children struggling with parental alcoholism throughout the UK."

Cristy Cunnick

Volunteer and Funder

"Nacoa is an amazing organisation, and I just so wish I had known about it when I was a teenager. Twenty-three years ago I would have been 14, and just at the point when I realised my mum drank, but she denied it, as did my father. Of the few people I confided in, no one seemed to think this was an issue, or understand why this may be upsetting or confusing for me. The lady who had been such a wonderful, involved, supporting mother in my early years was rapidly disappearing and I thought this was my fault. The only time the denial stopped in my family, albeit temporarily, was when my mum died from her drinking.

Over a very long time, I have come to accept the pros and cons of my experiences. They have made me who I am today, but it would have been nice to do this with the support of an organisation like



Nacoa - I think it would have made it a lot less painful. This is one of the reasons why Ethical Ltd and its staff supports Nacoa and wanted to fund the project to get vital information about Nacoa into schools."

John Fenston

Acting Chair of Trustees

"I have been a Nacoa Trustee since 1995 and have witnessed the charity go from strength to strength by adopting an organic and incremental process of change and remaining committed to our vision statement to provide information and support, which remains at the heart of all we do.

The highlight of 2012 was receiving The Queen's Award for Voluntary Service, the MBE for voluntary groups and to welcome HM Lord Lieutenant of Bristol Mrs Mary Prior and HM Deputy Lord Lieutenant of Bristol Rev Philip Auden to a moving ceremony when Philip read the Citation from Her Majesty the Queen and Mary gave a moving and compassionate speech presenting the Award to Co-founder and Trustee Maya Parker, who spoke from the heart as she accepted the award on behalf of all the people of Nacoa, including our callers.

It was a great treat to share the experiences of Piers, Cassie, Jenny and Martin who attended a Garden Party at Buckingham Palace and Hilary was honoured to represent Nacoa at The Jubilee Lunch at the Palace of Westminster to celebrate Her Majesty's Diamond Jubilee.

One of the joys of Nacoa is being part of a team that together achieve more than the sum of its parts. With collective goodwill we are enlightened witnesses to children, young people and adults who break the 'don't talk, don't trust, don't feel' rules and we were delighted to receive The Meritorious Service Award from NACoA USA for providing outstanding Helpline services since 1990."

Nacoa Helpline Model of Care

"Speaking to Nacoa feels like coming home ... a huge piece of the jigsaw has fallen into place." Spike (18 years)

In a family struggling with alcoholism, parenting can be chaotic and inconsistent and is often characterised by secrecy and lies in an effort to keep the family's problems secret from the outside world. This leaves children confused and unlikely to reach out for help; often in fear of not being believed or of betraying the family.

The Nacoa Helpline was set up to empower children with a variety of life skills to help them cope with difficult challenges. The way we work has been developed by listening and taking account of what children and young people tell us they want and need. They are the true architects of our Helpline Model of Care.

Calling a Helpline

Calling a Helpline or accessing other services is a daunting experience, especially for children living in families who deny or ignore their problems.

"Is this confidential?" is often the first question. Calls are confidential, no one else need know unless the caller decides to talk to someone else or wants Nacoa to approach another agency on his/her behalf.

However, there are times when duty of care supports breaching confidentiality. This information is given clearly to callers so they know that if they disclose identifying information and we are concerned for their safety, we will make a statutory report. Being honest and open is essential if we want to maintain their trust.

Callers are often breaking their family's "code of silence" for the first time and may feel they are putting themselves at risk or being disloyal to their parents. Callers need to know that they can remain anonymous; they are calling for themselves, not to betray their families.

"He said you were kind, caring and gave him the opportunity to talk – without you he did not know what would have happened. He'd called other helplines and all they wanted to do was to get him off the phone with another phone number to call. You made all the difference." Teacher

Breaking the silence

We focus on the individual caller, encouraging them to look at their own practical wants and needs, rather than those of the family.

Callers tell their stories to more than one Volunteer Helpline Counsellor. Sometimes they've allowed their feelings to build up inside until they become ready to explode or become ill with symptoms like abdominal pains and headaches. These children need help to identify their feelings and find ways to express them in healthy ways with people they trust. We listen without judgement, as they explore their experiences.

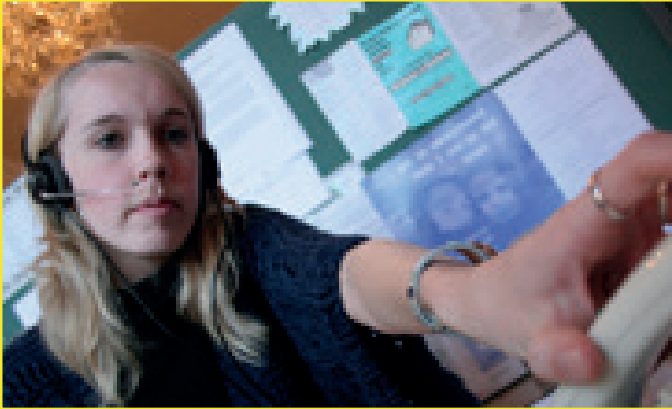
By recounting experiences, callers begin a process of looking at difficulties one at a time, tackling life a day at a time, sometimes an hour at a time, or simply between calls.

Important messages include:

- You are not alone
- You are not responsible for your parent's drinking
- You did not cause it and you can't control it
- You are not responsible for your parent's behaviour

"Everything you said and the stuff on the website is exactly what we're going through – it's great to know and so helpful." Tom

"To the world outside everything was fine, a normal family. To have shared the secret burden that my brother and I carried would have brought shame on the entire family; we were led to believe we would become outcasts." Daisy



Coping with difficulties

Callers often feel overwhelmed and use drink, drugs, eating disorders and self-harm, as a means of surviving difficulties at home and problems at school, and other social situations. These seemingly destructive behaviours become the solution to all problems.

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".

Some children experience family violence, neglect and other problems, others may lack confidence and self-esteem. These children can learn a variety of coping and self-care strategies to stay safe and to respect themselves through experiences in which they have opportunities to succeed and thrive.

We do not criticise parents or callers, but provide factual information, encouraging callers to find positive ways to express themselves and cope with difficulties. These simple actions lead to triumphs in planning, thinking things through and informed choice making. This may be the first time a caller has experienced positive outcomes for themselves – a powerful lesson and one that can lead to future positive choices.

"This young boy told me he sat down at the breakfast table and cried. He said, 'I'm turning into my mother. I've lived with it all these years, and today I had to have a drink to start my day.'" Social Worker

"I really don't see a way out of the darkness or if I'll ever be rid of the 'deep' anger but I know I've got to keep on trying; living in this house leaves me feeling over-whelmed. Thanks for listening; it helps to know you are there." Tony

Who can help

We encourage callers to talk about their relationships with teachers, friends and other family members. These relationships may be difficult because they fear being taken away from home or of "telling" on their parents. Anxiety leads to further isolation as they maintain what is often a painful silence.

For some callers there is no one to confide in, for others they simply need help to rehearse what to say and how to ask for help.

We are often the only people callers feel able to ask for help about growing up in today's world. We help them to make informed choices without feeling that they have to be an adult. We provide age-appropriate information so they can explore their options. The call is always about the caller, relevant to their individual situation, directed by the caller and at his or her own pace.

"I rang your Helpline last year, when I could not take it any longer and I will never forget the lady who chatted to me for two hours, and calmed me down by actually understanding where I was coming from - as my friends and family never did." Sarah

Ongoing support

Callers ring or email for as long as they want. The work revolves around what the caller wants to discuss, providing help when needed and sometimes at times of crisis.

Regular callers are supported in ways which might ordinarily come from parents or carers. No two calls are the same. Callers talk about a wide range of problems and sometimes contact because they are concerned about younger siblings. The roles of child and parent have become blurred adding to the caller's sense of responsibility for what's happening.





Establishing what callers can change, what they can do for themselves and what is not within their power, is often a relief when they've been battling against impossible odds.

Learning to manage change, e.g. when our volunteers leave, is an opportunity for callers to experience forward planning, and to put strategies in place to support themselves in times of stress. Our work is about planning for a more positive future. Positive experiences lead to higher self-esteem, a sense of autonomy and independence and the ability to perceive experiences constructively while being supported by Nacoa.

"One night my mum locked him out but I got upset thinking he would break the door down so my mum let me unlock it. I know a girl who lives at the pub where dad drinks. One night he fell down some stairs and cut his face. My friend knew and I was embarrassed. When he's drunk he's not violent or abusive but he scares me. He has no concern for us at all and my mum suffers most. If my mum divorces him we would lose our house but we are unhappy so what should we do? I wonder if it's us, having a family seems to pressure him." **Claire**

"You know at Nacoa you are always telling me that I'm important, well it's true! I am important! I still want my dad to stop drinking but I've stopped running around trying to get through to him. He still drinks but I feel less of a failure now. A lot of what I've achieved is thanks to you for sticking by me through the bad times." **Max**

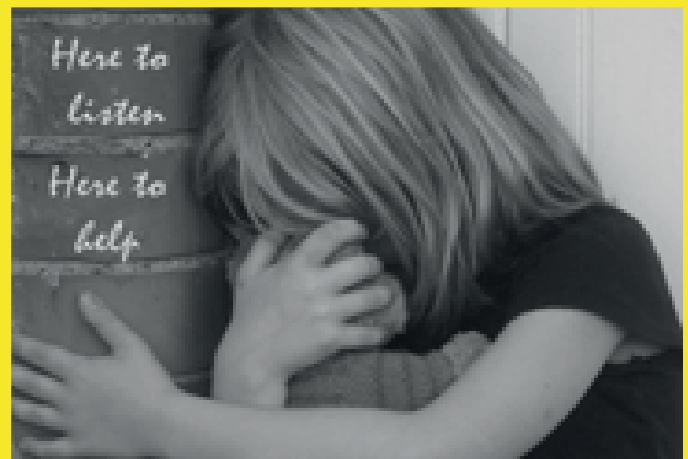
Working with other agencies

Being heard and having found words to ask for help often leads callers to speak to people in their local areas. We share how to research other services, so callers can seek and access information and support for themselves. We also research on their behalf, including confidentiality issues for younger callers.

Callers can continue to call when they find help elsewhere. Sometimes there is a period when callers continue to use Nacoa until feeling safe and secure with their new support network. There is no time limit and continued support does not depend on contacting other suggested agencies or groups.

Engaging with, and becoming involved, e.g. by contributing a personal experience for the website, or becoming a member or volunteer, brings our work full-circle helping others to help themselves.

"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. I've completed the training and it's great to know that 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**



Financial Statements

Statement of Financial Activities for the year ended 31 December 2012

	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2012 £	Total 2011 (Restated) £
Incoming resources from generated funds					
Donations and legacies	290,093	1,000	31,094	322,187	62,140
Membership subscriptions	25,405	-	-	25,405	22,252
Fundraising events	16,711	-	-	16,711	37,237
Investment income	195	-	-	195	-
Total incoming resources	332,404	1,000	31,094	364,498	121,629
Resources expended					
Charitable activities					
Helpline fund expenditure	117,672	-	31,094	148,766	110,582
Research fund expenditure	4,606	-	-	4,606	-
David Stafford memorial fund	-	-	-	-	2,326
Charity support costs	89,543	-	-	89,543	6,090
Total charitable expenditure	211,821	-	31,904	242,915	118,998
Governance costs	2,402	-	-	2,402	1,100
Total resources expended	214,223	-	31,904	245,317	120,098
Net income/(expenditure) for the year	118,181	1,000	-	119,181	1,531
Net movement in funds	33,359	-	-	33,359	31,828
Fund balances at 1 January 2012	33,359	-	-	33,359	31,828
Fund balances at 31 December 2012	151,540	1,000	-	152,540	33,359

Independent Examiner's Statement

We have examined the Financial Statements of The National Association for Children of Alcoholics for the year ended 31 December 2012.

We confirm that the Statement of Financial Activities and Balance Sheet are an accurate extract of those Financial Statements.

Baker Tilly LLP



Balance Sheet as at 31 December 2012

	£	2012 £	£	2011 £
Fixed assets				
Tangible assets		-		-
Current assets				
Stock	153		153	
Debtors VAT	601		9,630	
Cash at bank and in hand	246,391		25,363	
	247,145		35,146	
Creditors: amounts falling due within one year	(94,605)		(1,787)	
Net current assets		152,540		33,359
Total assets less current liabilities		152,540		33,359
Income funds				
Restricted funds		-		-
Unrestricted funds		152,540		33,359
		152,540		33,359

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 6 September 2013 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.

Peter Irwin
Acting Hon. Treasurer

Finance Report

Nacoa, in common with many small charities, relies entirely on voluntary donations. In recent years with the help of dedicated staff and volunteers, funding sources have been diversified and income raised from fundraising activities and membership subscriptions from regular donors. Although it is hard to predict if regular donors will sustain their historic contribution, 2012 saw an increase in cash income (£364,498 compared to £121,629 in 2011) producing a welcome surplus of £119,181.

In February 2012 an anonymous legacy of £271,632 was received; the largest single donation to date. In November Lawyers acting for the Estate requested the return of £82,442 by which time £31,219 had been paid out based on the original amount. Legal advice has been sought and by accruing £82,442 in the Accounts we are not necessarily accepting the validity of the claim. This expense is shown under Charity Support costs within the Statement of Financial Activities.

The legacy will safeguard Nacoa's financial security in the short to medium term. In 2013 funds were used to employ a full time Helpline Supervisor (in post 1 January 2013) and full time (formerly part time) Administrator (in post 1 April 2013). In 2013, employment costs for four full time members of staff will be maintained at the same cost in 2012.

Nacoa continues to benefit from the generosity of companies who provide their time and expertise pro bono, including Modular Digital who began the design and build of a new website at a commercial value of £25,000 to date and Subtech who provided IT equipment and the installation of a new computer system, plus IT support, at an estimated value of £50,000. These donated goods and services will be added into the 2013 Accounts.

In 2011, £189,964 of donated volunteers' time was included as unrestricted income and expenditure. This should not have been recognised under paragraph 134 of the Statement of Recommended Practice. A prior year adjustment has been made and the Statement of Financial Activities and the 2011 comparatives restated accordingly. There is no impact on net income or expenditure for the year in either the current or prior period.

Risks and Contingencies

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

Volunteers

Volunteers are Nacoa's strength so excellence in volunteering and managing volunteers is crucial to ensure they benefit from the experience of helping others. Volunteers provide significant elements of all services helping to build communities both within and outside Nacoa.

In 2012, 269 volunteers contributed over 13,000 hours to all areas of work, including fundraising to support 80 trained Volunteer Helpline Counsellors and Researchers. Without these devoted people costs would be significantly higher and in 2012 the commercial value of their time and skills is estimated to be in excess of £190,000.

A new research study 'Nacoa and its volunteers: The contribution of the Nacoa Foundation Training Programme' has been created pro bono by Dr Anne-Marie Barron at a value of £18,930 to date. It is anticipated that outcomes from the study will identify areas where training, support and retention of volunteers can be improved.

Property and Premises

Nacoa benefits 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

The charity relies on the personal commitment of CEO and Co-founder, Hilary Henriques. If she were unable to continue, 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, the Trustees are committed to developing a fundraising strategy to diversify and improve income.

It has been a great personal pleasure to be part of the Nacoa team working together to make a difference in the lives of some of the UK's most vulnerable children. This would not be possible without the financial assistance of the charity's funders, people who take part in a range of sponsored events or organise charitable activities like the crew of HMS Illustrious who raised £600 from a race night, our Members and regular funders who provide stability for Nacoa that our callers often lack.

Finally I want to thank our volunteers, with very special thanks to our 2012 Volunteer of the Year, Martin Williams who contributed an extraordinary 1,825 hours – the equivalent of working full-time.

I've served as a Trustee since 2000 and remain wholly committed to the aims of the charity. I am confident that, with the help of our Patrons, Consultative Council Members, Trustees, Members, funders, staff, friends and volunteers we will long continue to provide the help and support these children deserve.

Peter Irwin
Acting Hon. Treasurer

Key Achievements 2012

Helpline

- Responded to 10,517 Helpline calls, emails and letters
- Raised awareness through Twitter, Yahoo Answers and Facebook
- Completed funding applications to establish online messaging and SMS Helpline
- Completed Helpline Evaluation 2011

Volunteers

- Delivered three Foundation Training Programmes
- Provided up to date information on key issues for all volunteers
- Continued work on 'Nacoa and its Volunteers: The Contribution of the Nacoa Foundation Training Programme'

Information Resources

- New IT system provided, installed and supported pro bono by Subtech
- Continued to update current website
- Continued to work on new website with Modular Digital working pro bono
- Content of new website written

Reaching Professionals

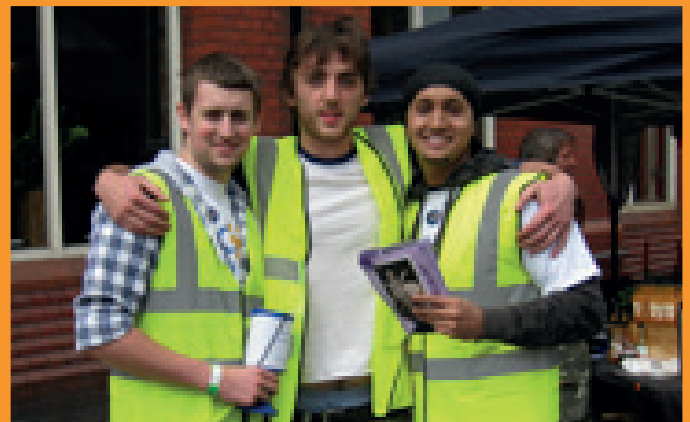
- Nacoa Foundation programme prepared for publication on new website
- Created area for Professionals and concerned others on new website
- Circulated information to UK and Northern Ireland Schools, Youth Offending Teams and Local Safeguarding Children Boards

Raising the Profile

- Contributed to BBC Learning Zone for School film 'Toby's Dad'
- Delivered fourth UK 'Children of Alcoholics Week' 13 to 18 February 2012
- Responded to media enquiries through Media Panel
- Published Nacoa News for Members, volunteers and supporters
- Attended and presented at local and national agencies and conferences

Promoting Research

- Recruited and facilitated Focus Groups to contribute to the Office of the Children's Commissioner's Review of Parental Alcohol Misuse and report 'Silent Voices: Supporting Children and Young People Affected by Parental Alcohol Problems'
- Recruited participants for new study 'Bereavement Through Substance Misuse'
- Responded to requests for help through Research Panel



Key Objectives 2013

Helpline

- Respond to Helpline calls, emails and letters
- Continue to raise awareness through Twitter, Yahoo Answers and Facebook
- Establish online messaging and SMS Helpline
- Complete Helpline Evaluation 2012

Volunteers

- Deliver three Foundation Training Programmes
- Create and deliver Training for SMS and online messaging
- Respond to study 'Nacoa and its Volunteers: The contribution of the Nacoa Foundation Training Programme'

Information Resources

- Launch new website
- Deliver Schools Campaign providing 3 million pupils with information about the help and support available for children struggling with parental alcohol problems
- Provide up-to-date information including UK Resource Database and library

Reaching Professionals

- Publish Foundation Training Programme and Information for Professionals on new website
- Deliver Schools Campaign providing teachers with information to recognise and support children struggling with parental alcohol problems
- Continue to work on Nacoa Schools Presentations



Raising the Profile

- Lead fifth 'Children of Alcoholics Week', 10 to 16 February 2013
- Present 12th David Stafford Memorial Lecture
- Contribute to the Office of the Children's Commissioner's Participation Network Forum
- Respond to press and media enquiries through Medial Panel
- Publish Nacoa News for Members, volunteers and supporters
- Attend and present at local and national agencies and conferences

Promoting Research

- Publish 'Nacoa and its Volunteers: The Contribution of the Nacoa Foundation Training Programme'
- Participate in study 'Bereavement Through Substance Misuse'
- Publish new study 'Investigation of the Numbers of Children Affected by Parental Alcohol Problems'
- Respond to requests for help through Research Panel



Acknowledgements and Organisation

Funders including

Charities Trust
Coca Cola Bottlers
(Ulster) Limited
L Collinson
Comic Relief
The Coutts Charitable
Trust
E Crane
The Ellerdale Trust
Ethical Ltd
J Fenston
T Freeman
R Gholap
B Gryzbyarska
H Henriques
F and P Irwin
H and S McCormick
Oxfizz
M Nadler Roffe
M Parker
H Richardson
NM Rothschild & Sons
Ltd
The Serve All Trust
The Joan Strutt
Charitable Trust
The Travolution Awards
University of the West
of England
Urban Paint Festival
S Ward
K and E Watson

Sponsored

Eventers including

N Bowman
E Byrne
Crew of HMS Illustrious
A Harvey
L Holmes
L Hopson
S Horton
J Houghton
S Jones
C Lawson
T Legg
R Massingham
B Mealing
P & K Nicholls
M Porter
Z Porter

In Memoriam

V Aspinall
Mr Baker
P Ball
H V Barnes
W Bell
J C Bent
S A M Bolton
F Doherty
W Erichsen
A Grimes
C J Wright
H Wright

Gifts in Kind including

Administration

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

CTO and HSO

P Irwin

Child Protection

K Watson

Communications

including

L Attu
N Bowman
S Caveille
L Ellis
T Freeman
S Hexter-Andrews
A Jarvis
C Ohlson
M Ohlson
J Walker
S Ward
T West
S Wilcox

Helpline Counsellors

including

K Argustaite
A-M Barron
E Burton
K Canavan
C Chappell
B Coleman
S Comley
E Cox
N Doig
S Etherington
E Feby
J Fenston
K Finnigan
T Freeman
A Gane
S Hall
R Heron
S Horton
H Jackson
H Jennings
W Kyagba
T Legg
S Martin

C Mathias
S Mitchell
J Noel
C Norman
S O'Hagan
C Ohlson
S Padbury
M-C Ryan
N Scanlon
B Sweet
N Tanner
A Watt
J White
M Williams

Helpline Evaluation

F Irwin

Helpline

Supervision

P Ball
H Henriques
M Nadler Roffe
M Parker

Internet Research

A Sohlman

Research

K Argustaite
A-M Barron
K Canavan
L Coelho
S Etherington
E Feby
M Lever
C McCooley
H McCormick
C Mathias
S Mitchell
Z Johnson
A Watt

Upfest including

L Alleyne
M-L Camargo
S and E Hayles
H Henriques
P Henriques
G Keen
C Ohlson
M Ohlson
M Ohlson

Website

Management

P Irwin
C Ohlson

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 John (Ian Donovan)
Fenston
Mr Simon Ward

Trustees

Mr John (Ian Donovan)
Fenston, Acting Chair
Mr Peter Irwin, Acting
Hon. Treasurer
Mr Laurence Alleyne
Mr Simon Ferguson
Mrs Michelle Nadler
Roffe
Mrs Maya Parker
Mr Jeff L Walker
Mr Simon J Ward
Mrs Tracey West

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 & Therapy

Ms Lois Evans

Fiscal Probity

Mr Keith Hall
GP Liaison
Dr Jacqueline Chang
Dr Gordon Ridding
Morse

Helpline

Dr James Galloway
Dr Jessica Munafo

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

Ms Sue Comley

Chief Executive

Ms Hilary Henriques
MBE

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

Awards

Upfest Volunteer

of the Year

M Ohlson

Nacoa New Volunteers

of the Year

N Doig and T Legg

Nacoa All Round

Achievement Award

C Mathias

Nacoa Outstanding

Achievement Award

L Radford

Nacoa Long Service Award

R Heron

Nacoa Volunteer of

the Year

M Williams



The National Association
for Children of Alcoholics

Providing information, advice and support for everyone affected by a parent's drinking

Nacoa (The National Association for Children of Alcoholics) is a registered charity (No. 1009143), founded in 1990 to address the needs of 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:

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

"The work you are doing is important and valuable as it serves to make a great difference to people from all walks of life, including the young."

Dr Maggie Atkinson
Children's Commissioner

"It's important for me to be a Patron because if I'd known Nacoa existed, it would have helped me understand and cope with my Dad's drinking."

Calum Best
Patron 2009 to date

Contact

Administration	admin@nacoa.org.uk
Chief Executive	ceo@nacoa.org.uk
COA Week	coaweek@nacoa.org.uk
Finance	funding@nacoa.org.uk
Fundraising	fundraising@nacoa.org.uk
Membership	members@nacoa.org.uk
Nacoa News	editor@nacoa.org.uk
Research	research@nacoa.org.uk
Training	training@nacoa.org.uk
Volunteering	volunteering@nacoa.org.uk
Webmaster	webmaster@nacoa.org.uk


Address

PO Box 64
Bristol
BS16 2UH

Tel: 0117 924 8005

Registered Charity No: 1009143

Helpline

 0800 358 3456
helpline@nacoa.org.uk

Social networks

 @NacoaUK
 facebook.com/nacoauk

nacoa.org.uk