

THE FAMILY HAVEN

Helping vulnerable families to a brighter future for over 25 Years

ANNUAL REVIEW 2016 - 2017



Contents

Chairman's Report	2
Client and Centre Manager's Report	4
Nursery Manager's Report	8
Fundraiser's Report	13
Summarised Financial Information	16

Indoor Activities



‘ The Family Haven is an amazing place, help and support is second to none especially from the office staff Lorraine, Jo and Lucy’

Christine (Mum)

Chairman's Report 2016 / 2017

The Family Haven does what it says on the tin – it is a haven for many families with children under five who find themselves in difficult circumstances in Gloucester and gives parents who are struggling really good support in the vital job of caring for children in their early years. During the year, the Family Haven has continued this vital work day in day out. Families in poor accommodation and who are struggling with complex social problems need a place where they receive a warm welcome, sensible and practical help and where, above all, they know and trust the staff. It is now very well known that the early years of children's lives are absolutely vital for good and healthy development and at the Family Haven parents find the support and expertise that they need in the work of bringing up small children. The support parents receive increases their self-worth and confidence in the vital job of parenting. The Family Haven is now very well known in Gloucester and, thanks to the staff, continues to be a place to which families in difficulties can turn to, or be referred to, with the utmost confidence. The fact that the nursery is now rated as "outstanding" by Ofsted underlines this fact.

Trustees

The trustees continue their work in supporting the work of the Family Haven. Louise Walker supports Lorraine Barrett in her work as Client Centre Manager and is a very able Vice- Chair. Doreen McClellan and Pat Gifford give time to support Helen Jackson in her work of managing the Nursery. Gerald Holyhead keeps the books in order and Brian Riches makes sure the building is kept in good order. Two trustees resigned during the year – Canon Stephen Bowen retired and moved away and Rachel Cheshire stepped down. We are very grateful to Gillian Lunn, no longer a trustee, but who has conducted the Client Forums during the year. We are actively looking for further trustees.

Staff

The Family Haven has been particularly busy this year – often very full and on some rare occasions too full to accommodate every family that wants to come. The Family Haven's success depends on having good, skilled and loyal staff who are trusted by our clients, on a successful fund-raising programme, and excellent leadership both in the Nursery and the Clients' Centre. I am glad to report that we continue to have these three important building blocks firmly in place and I am very grateful to all our staff. Their hard work has enabled us to take advantage of the government grant for disadvantaged two year olds. Lorraine Barrett, our long standing Centre Manager is ably supported by Jo and Lucy. Helen Jackson and the nursery team have had a very good year and received an "outstanding" report from OFSTED. This is a fantastic achievement and well-deserved. Chazz has now taken over cooking duties permanently and continues to support the families in providing healthy meals and showing how to cook them.

Finance and the building.

As you will see from the accounts, we have a small deficit this year. As we were not supported by Children in Need this year, this is actually a good result during a difficult year and our fund-raiser Debbie, deserves our congratulations. She was particularly successful in securing a grant from Heart FM 'Make Some Noise', £61,400 over two years will go a long way to securing our nursery services. Gerald Holyhead, our treasurer, has kept us on the straight and narrow. The building has been kept in good order by Brian Riches, our buildings trustee and Gary Forsythe, our brilliant volunteer handyman. The numbers of children and clients coming through our doors has increased, so thanks are due to all the staff and volunteers who have coped well with this increase. The playground continues to be a very great asset and gives added value to everyone who comes to the Haven, especially the most important people, the children.

Nick Bury
(Chairman)



' I think The Haven is a good place to come to without it I would have been isolated stuck at home and my son wouldn't have any friends his own age to play with'

Angela (mum)

Client & Centre Manager's Report 2016 / 2017

2016/17 proved to be another successful year in the life of The Family Haven. There seems to be no let-up in the need for our services and we had a spell of several months where we were full to capacity and had to turn needy families away. We hate to do that and where possible we keep babies upstairs with their parents, so that at least they can receive family support. This also frees up some ratio space in the nursery for older children. This year we have helped a total of 71 families comprising of 107 parents and 140 children.



Throughout the year we have delivered 215 individual support sessions for parents, some of these were advice sessions covering such things as money advice, online school applications, housing issues, child tax credits, training opportunities, form filling, support letters, job applications, life in the UK testing etc. The others were active listening sessions, giving the parents the opportunity to unload some of their problems, which enables them to free up some emotional space to think and as a

result be less stressed. This in turn makes them better able to relate to their children and be in tune with their needs. The parents tell us that they really appreciate this opportunity to unburden themselves in a safe environment where they feel valued and important.

As always we ran two series of parenting classes, we used the Solihull approach pack (an accredited resource pack for professionals who work with parents of children 0-5 years) to develop our sessions. Each session was delivered at least twice each week to reach as many parents as possible. It was interesting to see how the different groups responded and interacted with each other. Overall, the sessions were very positive, parents were very open and honest and no one used the pass card, which meant that everyone felt comfortable in the groups. Most parents were eager to share their experiences and sometimes the sessions veered off topic for a while. All participants were respectful of each other and listened to others. As the sessions progressed, the parents became more confident in sharing as they realised that the others would not judge them, many of them admitted to past mistakes and how they can learn from those mistakes. The session on 'tuning into your child's needs' was particularly well received as the use of visual aids really helped to get the point across. During our evaluation of the course we decided that even when the parents went off topic, it was still valuable as it helped to include all the different participants and different cultures, as all input was valued. 54 parents participated in one or more of the sessions and there was 167 participants in all.





We have made a big effort to expand our adult personal development and therapeutic sessions this year. We held eight information sessions, some of which were delivered by outside agencies. We also delivered 70 in house therapeutic sessions trying out a range of different things such as tile painting, Christmas card making, homemade bath bombs, homemade sweets, jewellery and den making.

We have introduced adult colouring into our in house personal development. Colouring is the ultimate down time diversion; it focuses on the here and now, relaxes the mind and stimulates the imagination. It is proving to be quite popular with some of the parents as if they are not particularly creative, they can still watch their creations come to life as the pictures are already drawn for them.

16 parents benefitted from one or more yoga sessions (50) participants in all. These sessions remain popular as the parents find it helps them to relax and reduces their stress. We had a good piece of feedback from one of the parents after they tried it for the first time.

'I had my first yoga session today at the haven. I really enjoyed it as it helped me relax. I am a busy mum of two so there are not a lot of opportunities for me to chill out. Taking the time out made me feel calmer and less stressed. I also liked doing some exercise which is another thing that I do not always get chance to do as groups can be expensive and I don't have anyone to look after my children. Another thing I really enjoyed about it was getting to know the other mums. As it was such a relaxed session there were opportunities to have a giggle and laugh at ourselves. I also liked that we had to work in pairs of two for certain exercises so it was a chance to speak and interact with other mums that I don't usually talk to very much. After the sessions I felt more energised.'



Unfortunately, our English classes ended when the funding from Adult Education finished. This is a great shame as over the last couple of years the number of families for whom English is not a first language has significantly increased. Fortunately, the one thing we can still offer here that formal English classes cannot is the everyday conversational English that they practice by conversing with staff and other parents. This includes slang words and colloquialisms.

'Without the family haven, people like us would have no outside network, help or friends, I really value this place ! '

Neil (Dad)



Once again, this year, we had two Christmas parties, which were both a great success. 19 parents and 21 children attended the first one and 14 parents and 19 children attended the second one. The parents had great fun trying their luck on our raffle (two identical ones for the two days), whilst the children did a variety of different Christmas themed activities in the nursery. Our cook produced a Christmas feast fit for royalty and by the look of the empty plates returning to the

kitchen it was thoroughly enjoyed by the parents and children alike. To finish off the day we were lucky enough to have a visit from Santa who came laden with gifts for all the children. Two very tiring but satisfying days. This would not have been possible without the generosity of many companies, groups and individuals who donated all the gifts, wrapping paper, food and other festive treats. Far too many to list individually, so can I just say a huge thank you to all (you know who you are).

We have started to extend our buddying and put it on a more formal basis. We have called the project 'Mentoring/Befriending'. We have information about the project what the benefits are for all parties and what is expected. If interested the parent fills in an application form, goes through an induction and receives a mentor/befriender handbook which has further information and some policies e.g. confidentiality, safeguarding, health & safety, equal opportunities etc. We have photographs of the mentors/befrienders on the wall so that new parents will know who to go to. This project should be beneficial to both parties, helping the new parent settle into The Family Haven more quickly as well as building the confidence and self-esteem of the mentor/befriender. It will also be something that can be added to CV's in the future.

Eva our cook/healthy eating supervisor who had been on maternity leave decided against returning to work so we had to find a replacement for both the daily meals and the healthy eating workshops. Chazz one of our ex clients who had been employed as maternity leave cover on a temporary contract was asked to consider the position. I'm glad to say that she accepted is now a permanent fixture.

On that note we had our latest kitchen inspection by the food standards agency and I'm very pleased to report that once again we were awarded a food hygiene rating of five (the highest rating possible). I was particularly pleased to know that even with three changes of staff over the past four years our standards have not slipped. Well done Chazz!



Priors Tithe Barn in Brockworth put on a summer party for vulnerable families and our families were invited. They provided the transport, all the picnic food, and an ice-cream stall. The activities included a bouncy castle, face painting, a soft play area, crafts and a lucky dip. All was free of charge to our families. Six families took up the offer, 6 parents and 10 children had a great day.

I would like to congratulate our Family Support worker, Lucy who has completed a CPCAB level2 foundation course in counselling skills and has started her level3. This means that we now have two members of staff qualified to provide counselling skills.

Unfortunately we suffered another break in. Someone smashed through our baby room window, shattering glass everywhere and leaving the whole room, cot and toys out of action. On top of that it was the same day as our latest Ofsted inspection.

Luckily the Ofsted inspector was impressed with how we dealt with everything and it had no bearing on our outcome. She did comment that she had never before started her report with the words 'The Police were there when I arrived'



We had a very kind offer to professionally clean our carpets free of charge. Michelle from Ultra Clean contacted me having seen a request on our website. She came in the same Saturday as Alistair so we killed two birds with one stone and had the carpets cleaned the same day. There are still a few stubborn marks on some of the carpets but they do look much better and they have been sanitised. A big thank you to Michelle. (She has offered to re-do them about every six months if we want)

So what other success did we achieve this year? 27 parents were able to do full-time/part-time work, 10 parents took part in voluntary work, 24 parents accessed training, 11 families managed to secure more suitable accommodation, 88% of eligible children attended pre-school placements and out of 17 families with social service involvement 5 cases were closed and only one child was taken into care.

As always, our success would not be possible without the hard work and dedication of the staff, trustees, volunteers and committed supporters. Thank you to all.

Let us keep up the good work and have another successful year providing much needed practical and emotional support to the vulnerable families of Gloucestershire.

Lorraine Barrett
(Client and Centre Manager)

' I believe the staff and all services provided are brilliant, I would have crumbled without The Family Haven's support.

Louise (Mum)

Nursery Manager's Report 2016 / 2017

Early Years

The nursery has been getting busier as each year passes. We have seen more children coming through our doors and so another member of the team was needed to maintain ratios. Michelle Jackson was employed and took on the lead role in the baby room. The pre-school and toddlers have been integrated and this has worked really well. Michelle began her maternity leave at the end of August. Tia Stoddart has taken on the maternity cover and has been a fantastic asset to the group. Tia was a previous student of ours and completed her Early Year's level three while on placement here. This was an easy transition as the children already knew Tia and so they continued to feel secure with the fantastic team that we have.

Inspection

In February, we had our inspection by our governing body, Ofsted. The inspection went extremely well and was very thorough. We are extremely happy to have achieved a grading of outstanding. The nursery staff have constantly improved and updated their standards and knowledge. Through training and online courses we have all developed more knowledge and understanding of how the child's mind works and how we as early years' professionals can best support their ongoing needs. I know all my ladies will agree with me, when I say, teaching these children is such a privilege, as we have so many children that need extra care, time and support to be able to thrive fully in a nursery. The nursery team have always and will continue to use any or all external agencies that can provide support for children that require these services. I would like to say a very big thank you and congratulations to Gail, Claire, Tia and Lorraine for working so persistently to improve our standards.

Bristol standards -Quality Assurance Scheme



Gail our Senior Nursery Nurse, has been enthusiastic, in gathering the photographic evidence and compiling the information that, both herself and the whole team have accumulated, in readiness to prepare our full submission for the 1st of March 2017. Gail is the lead for the Bristol Standards Award Scheme and has been an advocate for sharing information and ensuring the targets that are set each year are fully covered with plenty of evidence to show we understand and can identify our own weaknesses and turn them into areas of strength. We have heard back from the panel that our submission was a success again this year.

‘ Our family wouldn't be where we are today if it wasn't for the help and support of The Family Haven, the nursery has helped our family the most, followed by the Continued help, advice and support’

Nick (Dad)

Celebrations



The children had lots of fun making and baking Easter gifts and especially enjoyed crunching cereals to make Easter nests. I brought in my own rabbits for the children to observe and they had the opportunity to touch. The children spent a long time giving them cuddles, watching them hop and talking about what they were doing. The children were very interested in what the rabbits needed to eat and drink in order to live. It was very exciting and this really helped many children

to develop their interest and exploratory impulse. They enjoyed the Easter egg hunt and playing games such as egg & spoon race and pin the tail on the bunny (not the real ones of course).

Events and Outings

Throughout this last year we have enjoyed learning about and celebrating many festivals from around the world. We looked at Mother's Day, Father's Day, Holi, Eid, Queens Birthday, St George's Day, Valentines, Shrove Tuesday, New Year, Chinese New Year, and several more. The children enjoy looking through topic books, watching clips of celebrations and role playing festivals; this gives them understanding of other cultures and their community celebrations.

Our families have all enjoyed visits to farm parks this year. They have visited Jump in Bristol, which was a very physical day. A lovely day trip to Weston Super Mare last summer. They all enjoyed the Halloween activities at Roves farm and all liked the animals at Cotswold Farm Park. These trips are invaluable for bringing our children and parents together, spending quality time doing fun things.

Queens Tea Party



Back last June we all enjoyed celebrating our Queens birthday. The children learned lots about the monarchy and particularly about the Queen. The pre-school especially engaged in activities throughout the week and looked at pictures of Buckingham Palace and Balmoral. Also talking about the Royal Guards and the changing of the Guard. We used the children's I-pad to watch the guards on horseback moving around the screen, they were completely focused on this event. The Children made and hung Flags and bunting which it gave the

nursery a special feel. The older group went shopping to purchase the items needed for baking, the children (different ages) then all helped throughout the week to make scones and cakes. These would make up part of their Tea party was held at the end of the week to celebrate the Birthday of the Queen. We shared the festivities with the parents, taking trays of scones and sandwiches up to the parent's lounge and explaining what we were celebrating. Parents were really enthusiastic and thankful. It was a lovely celebration throughout the setting.

Early Years Team Story making/Talk for Writing Transition Project 2016

We were lucky enough to be invited to join this project and my Deputy and I have been amazed at the changes already in the children. Gail has been putting together an evidence book of the children's stories, pictures and the story mapping that the children have been completing in groups. This project is designed to support the development of communication, language and writing for the children in our setting, as well as an opportunity for us to work with the primary schools that we feed our pre-school children to. This should help develop and support strong transition processes. A worthwhile project that has seen benefits to our children this year in their communication and understanding. That their written words carry meaning also, their imagination and storytelling practice has grown significantly.

Story and Bake



We have introduced a session for the whole family once a month to be able to come together in the nursery for a story time. During the week, children bake cakes and talk about the stories that they might like read when their parents come to the session. Parents are able to sit and listen alongside their child. The parents are able to enjoy the experience while watching their child's enjoyment, excitement and involved the children become during this time. They then get to eat cakes together! This supports

a fun and happy developing relationship for them all, and we are hoping this will inspire parents to read more bedtime stories, to begin a better bedtime routine and build on their relationship with their child.

Volunteers

Our regular volunteers are all doing an amazing job, supporting the staff with the children. We are very lucky to have such supportive people giving up their own time to come here every week. We continue to support students on placements from Gloucester College and the University also several local schools that send students out on work experience placements. The feedback we get is always positive and many comment how nice it is to be part of an establishment that goes, above and beyond for the children, which is lovely to hear.

Helen Jackson
(Nursery Manager)

' Very happy as children can now read and speak English thanks to nursery and staff'

Fatoumata (Mum)

Fundraising Manager's Report 2016 / 2017

Our huge thanks to everyone who has given us their support during the year. We could not do what we do without you.

We've had a challenging year with raising funds from applications this year, but see a growth in support from our local community. We have never had quite so many donations come to the door with second hand clothing, food, nursery equipment, toys and more. We are very grateful.

Our Friends raise over £4500 a year through their regular donations, which helps us to plan and budget. Many of them also help spread the word about our work and promote us within their local communities. Thank you all.

Online shoppers have raised nearly £150 for us by shopping online via Give as You Live, which donates to us but does not cost the shopper any extra. We received the Sainsbury's Active Kids vouchers and were able to add toys and tools for the nursery. We registered for Gloucester Lottery and have five supporters in the first month.

Corporate partnerships remain very important to us. We are delighted to continue partnering with Envesca and were pleased to be the chosen charity by Pro Global Insurance for the year. Staff from Ecclesiastical continue to support us by providing food and items for children's parties and picnics, and they printed our new Ofsted report to share with parents. M&S staff and their families donated Christmas gifts for our families. Gloucester Services and Pep & Co chose to support us with their carrier bag levies and other fundraising activities.

We are very grateful for support from the many trusts and foundations that support our work. They form the major portion of our income at over 70%. There are those who have supported us this year including: Global Charity (Heart FM), 29th May 1961 Charitable Trust, Church Welfare Association, Garfield Weston Foundation, GCF Freemasons Fund, George Cadbury Fund, Gloucester City Council Community Fund, Gloucestershire Community Foundation, Miss D G Albright Charitable Trust, Morrisons Foundation, Peter Lang Children's Trust, The Clover Trust, The David & Claudia Harding Foundation, The Gloucester Environmental Trust, The Gordon Gray Trust, The Gyde Charity, The Haberdashers' Charitable Foundations, The Charles Irving Charitable Trust, The Jack Lane Charitable Trust, The Nancy Kenyon Charitable Trust, The Langtree Trust, The Rowlands Trust, The Sam Morley Charitable Trust, The Souter Charitable Trust, The Spirax - Sarco Group Charitable Trust, The Syder Foundation, The Tula Trust Limited, The Worshipful Company of Innholders, Zurich Community Trust Ltd.

The Landmark Trust chose us as one of the lucky charities to receive a free weekend for one of our families in one of their properties. They had a lovely break in The Old Hall in Somerset.

We continue to be very well supported by many local Gloucestershire companies, schools, groups and associations including Round Table, Rotary Club of Gloucester, Gloucestershire Masonic Charity Action, Mothers' Union, The Honourable Company of Gloucestershire, Women's Institute, Inner Wheel, ARRC Social Club, Uni of Gloucestershire Men's Football team, Parochial Parish Councils and individual Churches. We were able to give several talks to Mother's Union groups, church groups, community groups, schools, and more, thanks to our volunteers and former trustees Janet Jenkins and Gillian Lunn. A team from Brendan Halliday's Boot Camp braved scaling the height of Everest by running up and down Robinswood Hill 44 times, raising over £2000. The number who donate either financially, with volunteer time, food, gifts, fundraising event proceeds or other donations is also increasing and our sincere thanks must go to all of you. A team doing their National Citizen Service came and painted our play area fencing, as well as fundraising enough to buy us a laser printer and toner plus other nursery and kitchen essentials.

Several groups donated food from their Harvest Festival collections. Food donations are gratefully received at any time as we use them to provide the nutritious hot midday meals for the families. We also received a steady stream of second hand clothing donations and knitted clothes & toys, which are much appreciated by our families. Tuffley Tenants & Residents Association, via Don Jones, regularly bring us the Morrison's food waste which we are sometimes able to use for lunches and can also share with our families.



We raised just under £1600 from our collection tins. There are now over 50 tins out and about in the local area, the majority managed by our volunteer Sue Anderson.

The generosity of individuals and the many varied ways in which they support us never ceases to surprise us. Catherine Wain donated Christmas presents for the families in lieu of presents for her family members again this year. Thanks to our volunteers who helped us, man stalls at Painswick Clypping Service and the Gloucester Cathedral Christmas Market, and joined us walking in the Gloucester Day parade. We are dependent on, and hugely grateful for, the support shown by our local community this year. Many individuals have supported us through a broad variety of fundraising events this year from opening their gardens, SMS text donations, regular giving, events such as Coffee mornings or afternoon teas, to running or cycling challenges. And we're very grateful to those supporters who've remembered us in their will. This support will enable us to continue our vital work for many years to come.

It is humbling and we are grateful for every hour spent, every jumper knitted and every pound donated.

2018 Aims

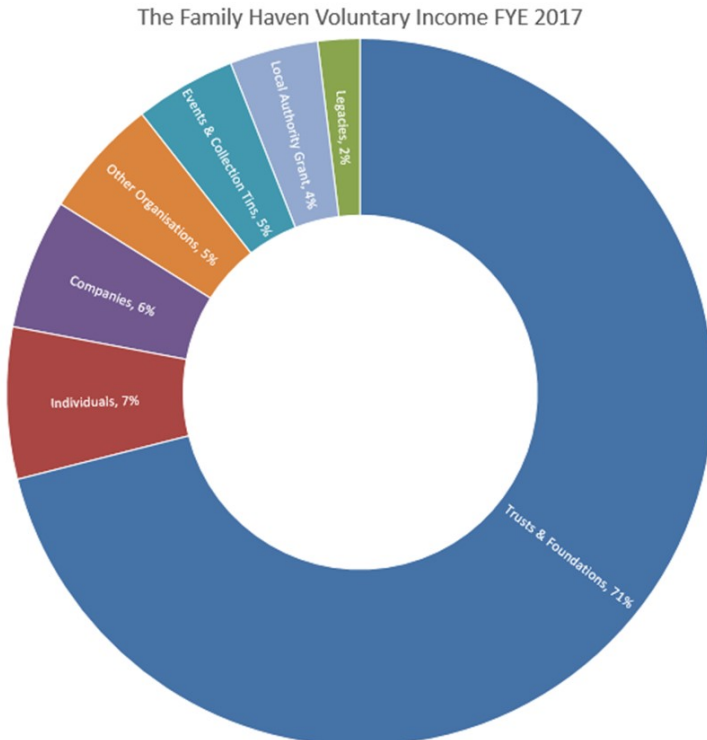
- To raise more money than ever before to support the delivery of our services for vulnerable families.
- To continue to innovate and diversify our fundraising portfolio.
- To continue to deliver excellent service to all of our supporters and make sure they have the best possible Family Haven experience.

Finally

Every supporter of The Family Haven plays a role in helping vulnerable families to a brighter future. Our 'Success Stories' speak for themselves – children who on arrival at The Family Haven have little or no social skills and leave ready to start school, confident and on a par with their peers. Parents who arrive broken and worn down from the events life has dealt them, but who, within a few months, emerge happy and hopeful for the future, better equipped to cope with life's demands. Every donation makes a difference and helps to change a life for the better. Thank you to all who have made this year a success. Together we can change lives.

Debbie Nevin

Fundraiser



SUMMARISED FINANCIAL INFORMATION

FOR THE YEAR ENDED 31 MARCH 2017

	2016 – 17	2015 – 16	This summarised financial information shows income raised, amounts spent on charitable activities and reserves held. The Information is taken from the draft financial statements, the final version of which will be presented to the AGM on 27 September 2017. In order to gain a complete understanding of the financial affairs of the charity, the full final financial statements and Trustees Annual Report should be considered. Copies will be available in due course.
	£000	£000	
INCOME RESOURCES			
Voluntary Income	150.3	207.0	
Income from activities	26.7	18.8	
Bank interest and other income	1.8	1.8	
	178.8	227.6	
RESOURCES EXPENDED			
Charitable activities	200.8	201.6	
Fundraising	15.6	15.5	
Governance			
Resources expended	216.4	217.1	On behalf of the Trustees
NET income (expenditure)	(37.6)	10.5	
Surplus from earlier years	332.9	322.4	Gerald Holyhead Treasurer
Total funds in hand	295.3	332.9	
Less:			
Unrestricted fixed assets	(176.6)	(184.6)	
Restricted funds	(11.2)	(14.2)	
Free reserves	107.5	134.1	

Comments

General

The Free reserves have fallen during the year and just below the requirements of the charity's Reserves Policy. Major grants given to the charity have not been renewed and although replacement funding is being sought the shortfall in operating costs have been covered from the Free Reserves.

Funding

Total Income for the year declined. The decline in restricted income is in part due to prolonged negotiations for renewal of major long—term grant eventually resulting in the failure of our application. Raising finance is always an on going difficulty and every effort is being made to seek finance for the ongoing operations of the charity.

Expenditure

There was a small rise in expenditure during the year. This was caused by general cost increases, maintenance of the premises in Spa Road and the growing demands on The Family Haven's services and compliance with standards. Constraint is exercised and only essential expenditure is undertaken unless specifically funded.

Everyone at The Family Haven (Staff, Trustees and our families) would like to thank you for giving us the support that we need to make a difference in the lives of vulnerable and disadvantage families. If it wasn't for faithful supporters like you and for your generosity, we wouldn't exist.



The Family Haven
31 Spa Road, Gloucester GL1 1UY
Tel: 01452 422971

Email: info@thefamilyhaven.com

Website: www.thefamilyhaven.com

Registered Charity No. 1088622

Registered Company No. 04247872