THE FAMILY HAVEN

TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED
31 MARCH 2017

CONTENTS

The Family Haven is a charitable company, limited by guarantee
Registered in England. Company No. 4247872
Registered as a Charity in England and Wales No. 1088622
31 Spa Road, Gloucester, GL1 1UY.
www.thefamilyhaven.com

THE FAMILY HAVEN

TRUSTEES' ANNUAL REPORT
(including the directors' report)

YEAR ENDED 31 MARCH 2017

1. REFERENCE AND ADMINISTRATIVE DETAILS

Address and Registered Office	31 Spa Road Gloucester GL1 1UY
President	Anne Cadbury OBE JP DL

Trustees:

Chair	The Very Reverend Nicholas Bury
Treasurer	Gerald Holyhead
Childcare Advisor	Doreen McLellan
Trustee for the Building	Brian Riches
Trustee	Louise Williams

Anthea Graham resigned as a Trustee on 22 May 2016
Stephen Bowen resigned as a Trustee on 25 January 2017
Reverend Pat Gifford resigned as a Trustee on 19 May 2017

Trustees are also directors for the purposes of company law.

Company Secretary	Gerald Holyhead
Day Centre Manager	Lorraine Barrett
Nursery Manager	Helen Jackson
Bankers	CAF Bank Ltd. 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Independent examiner	JB Price MA FCA

2. STRUCTURE, MANAGEMENT AND GOVERNANCE

Nature of Governing Document

The Family Haven is a private registered charitable company limited by guarantee, with no share capital, incorporated on 6 July 2001 and governed by its Memorandum and Articles of association.

Members

Each member undertakes to pay an amount not exceeding £1.00 towards liabilities in the event of the charity being dissolved.

There are three classes of members as follows:

- Trustees (currently 5)
- Honorary members (currently 1)
- Subscribing members (currently 15)

Management

The policies and general management of the affairs of the Family Haven are directed by Trustees, one third of who retire each year by rotation, but are eligible for re-election.

The day-to-day management of The Family Haven is carried out by the managers of the Day Centre and the Nursery.

The Trustees affirm their maintenance of and commitment to safeguarding children, health and safety and anti-bullying policies. Details of the policies enforced are to be found in the on-line Trustee Handbook at the governance page of www.thefamilyhaven.com.

Recruitment and Appointment of Trustees

Trustees are recruited with a view to diversity, sound experience in a related field or professional expertise in a relevant area. Advertisements are placed with an agency who specialise in the identification of suitable candidates.

Such candidates are given first-hand experience of the work of the Family Haven, interviewed by two existing Trustees and, if appropriate, are invited to a Trustees' meeting. Appointment is then conditional on the approval of the Trustees generally.

Trustees have fully documented Job Descriptions and these are to be found in the on-line Trustee Handbook at the governance page of www.thefamilyhaven.com.

Governance

The Family Haven formally supports the principles of the Code of Good Governance as developed by The Governance Hub.

Risk Policy

Trustees place a high priority on risk management. Risks identified are categorised as follows:

- Strategic and Governance
- Management and staff
- Operational
- Financial

It is the policy of the Trustees to review all risks on at least an annual basis. Each review seeks to establish that all risks are documented and that steps to mitigate such risks are established and executed. As a result of this process, the Trustees are satisfied that residual risks are minimal.

3. OBJECTS, AIMS AND ACTIVITIES

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Objects

The Family Haven formal objects are to relieve poverty and distress of persons in the Gloucester area who by virtue of their social and economic circumstances are in need.

Mission

The Family Haven's mission is to help and support vulnerable families with pre-school children in Gloucestershire, particularly the hard-to-reach and those living in unsuitable accommodation. To achieve this, we will provide a warm and caring environment where both assistance and encouragement are available to enable parents and children to flourish.

Aims and objectives

The Trustees have set the following aims in respect of the defined target group in order to advance its mission:

1. To empower families to take a greater responsibility for their own well-being.
2. To broaden life experiences.
3. To improve health, including mental health and self-worth of parents and children.
4. To improve opportunities for pre-school children.
5. To encourage development of new skills for parents and children.
6. To encourage mutual support amongst the families.
7. To improve parenting skills.
8. To enable parents and children to maintain a nutritious diet.

Activities and strategy

In general, the aims of The Family Haven are addressed by providing a day centre at 31 Spa Road, Gloucester. The centre is open from 9.30 am to 4.00 pm Monday to Friday for parents and their children, as well as children with particular needs. The day centre provides cooked midday meals, washing and laundry facilities, a crèche, nursery and play area, rest facilities and basic welfare advice.

Each of the specific aims is addressed by a series of specific activities, designed to bring out the desired result. Targets are then set by the management in respect of each activity and are approved by the Trustees.

4. ACHIEVEMENT AND PERFORMANCE

The following is a summary of key activities undertaken:

	2016-17	2015-16
Individual families benefitted	71	71
Number of visits by parents	2,908	3,223
Number of visits by children	3,513	3,811
Respite and crèche sessions	1,714	1,746
One to one sessions with children with additional needs	2,587	1,620
Meals provided	4,526	5,336
Active listening/advice sessions	215	199
Day trips	177	210
Parenting/adult development class attendees	624	360
Healthy eating sessions	80	57

Another successful year in which we helped exactly the same number of families as the previous year. The overall turnstile figures are down as is the weekly average attendance. This is due to the lack of attendance on Mondays since we started to close in the afternoons to allow the nursery staff to do their paperwork. Most of the service provision has remained similar to the previous year, with the exception of 1:1 work, adult lunches, healthy eating sessions and in house personal development, that have all increased.

Some of our other achievements over the year were as follows: -

11 families secured more suitable accommodation

28 parents were in part time employment

24 parents undertook training

9 parents did voluntary work

Out of the 25 children who were eligible for preschool, 22 took up their places

Out of the 17 families who had involvement with social services, 6 cases were closed and only one child was removed into 'care

Our latest Environmental Health, Food Hygiene inspection resulted in us once again being awarded a rating of 5 (the highest possible rating). We were particularly pleased to know that even with three changes of staff in the kitchen over the past four years, our standards had not slipped.

Our latest OFSTED inspection also saw us achieve **'Outstanding'**, thanks to the hard work and dedication of the Nursery team.

5. FINANCIAL REVIEW

General

The Charity had a shortfall for the year but maintained its financial security due to a strong reserve. Due to the shortfall the unrestricted reverses are marginally below The Charity's Reserves Policy' target. There is a continued need to control any increase in provision of services against long term funding.

Funding

Prolonged reconsideration of the charity's application for the replacement of a major longer term grant that eventually was rejected has caused a reduction in restricted income. Replacement funding is actively being sought. The reduction in restricted income has not been matched by an increase in unrestricted income that in the prior year had benefitted in a large part from an unexpected legacy, which is a one-time event and not a trend for future years. The Reserves Policy is there to ensure continuity of service provision. As ever, there were several trusts, which provided magnificent support during the year; Peter Lang Children's Trust, Gloucestershire Community Foundation and many others The contribution of other trusts, companies, groups and individuals, whose funding and efforts make the running of the Charity possible, should not be overlooked.

Expenditure

Expenditure has been constrained despite unavoidable cost increases, caused by general cost increases, regulatory requirements and demand on the Charity's services. The Trustees are aware of the importance of containing expenses and monitor costs in the context of the increased demands on The Family Haven's services and the importance of ensuring a high quality standard.

Reserves Policy

It is the policy of the charity that unrestricted free reserves should be maintained at a level equivalent to at least six months' otherwise unfunded expenditure with the objective that The Family Haven is able to continue with its activities for the duration of any temporary fall in funding. Current levels of reserves are only marginally below this and are considered to be unsatisfactory.

6. FUTURE PLANS

The Targets set for 2017-18 recognise the increasing demands on the Charity and maintaining standards while accepting that tight limits must be maintained upon expenditure and the need for new long-tern funding. There is uncertainty because of prolonged negotiations regarding longer term grants from national charitable funds and the Trustees monitor the income and expenditure regularly.

We raise funds from public donations, trusts, institutions and a programme of events that will take place throughout the year. Such events provide a vital source of income as well as raising our profile both for potential supporters and for those who may need to access our services. We are continually seeking new sources of funding so we can continue our vital work.

7. STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also directors of The Family Haven for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company, and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

On behalf of the Trustees

Nicholas Bury

Nicholas Bury - Chairman
24 May 2017

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE FAMILY HAVEN

I report on the accounts of The Family Haven for the year ended 31 March 2017, which comprise the Statement of Financial Activities, the Balance Sheet, and the related notes.

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

JB Price
Chartered Accountant
1b Oxford Street, Cheltenham, GL52 6DT

24 May 2017

THE FAMILY HAVEN

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an income and expenditure account)

YEAR ENDED 31 MARCH 2017

		2017			2016		
	Notes	Unrestricted Funds	Restricted Funds	Total	Unrestricted Funds	Restricted Funds	Total
		£	£	£	£	£	£
Income from:							
Donations and legacies	3	83,788	66,486	150,274	106,241	100,747	206,988
Charitable activities	4	26,732	-	26,732	18,814	-	18,814
Investments		-	-	-	7	-	7
Other		1,750	-	1,750	1,750	-	1,750
Total		112,270	66,486	178,756	126,812	100,747	227,559
Expenditure on:							
Raising funds		15,580	-	15,580	15,500	-	15,500
Charitable activities		137,204	63,628	200,832	110,551	91,019	201,570
Total	5 & 7	152,784	63,628	216,412	126,051	91,019	217,070
Net income (expenditure)		(40,514)	2,858	(37,656)	761	9,728	10,489
Transfers between funds	8	5,856	(5,856)	-	8,300	(8,300)	-
Net movement in funds		(34,658)	(2,998)	(37,656)	9,061	1,428	10,489
Reconciliation of funds:							
Funds brought forward		318,757	14,184	332,941	309,696	12,756	322,452
Funds carried forward		284,099	11,186	295,285	318,757	14,184	332,941

THE FAMILY HAVEN (company number 4247872)

BALANCE SHEET
AS AT 31 MARCH 2017

	Notes	2017 £	2017 £	2016 £	2016 £
Fixed assets					
Tangible assets	10		176,561		184,637
Current assets					
Prepayments		1,776		2,124	
Cash at bank and in hand		119,327		148,026	
		121,103		150,150	
Creditors: amounts falling due within one year	11	(2,379)		(1,846)	
Net current assets			118,724		148,304
Net assets	12		295,285		332,941
Represented by:					
Accumulated funds:					
Unrestricted funds:					
General fund	13		107,538		134,120
Designated fund	13		176,561		184,637
			284,099		318,757
Restricted funds	13		11,186		14,184
			295,285		332,941

For the year ended 31 March 2017 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These accounts were approved by the trustees on 24 May 2017 and are signed on their behalf by:

Gerald Holyhead Trustee

1 Company information

The company is limited by guarantee, registered in England and Wales; it is also a registered charity whose activities are intended to be for the public benefit.

2 Accounting Policies

Basis of preparation
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015), as amended by Update Bulletin 1 published in February 2016 and in accordance with company law.

Going concern
After making enquiries, the directors are not aware of any material uncertainties that cast doubt on going concern and they have a reasonable expectation that the Company will be able to continue its activities for the foreseeable future, and at least twelve months from the date of approval of these accounts. Accordingly, they have continued to adopt the going concern basis in the financial statements.

Income
Donations and gifts are recognised as income when received except where any restrictions on expenditure demand that a proportion be carried forward as deferred income. The donations under Gift Aid are recognised when receivable. The associated income tax recovery is recognised when the recovery is receivable. Grants are recognised as income when they are received provided conditions for receipt have been complied with, unless they relate to a specified future period, which has not commenced at the year end, in which case they are deferred. Interest is recognised as income when receivable. No monetary value is ascribed to donations of general volunteer time.

Expenditure
Resources expended are recognised on an accruals basis. They are allocated to activities based on actual usage. Staff support costs are all allocated to the appropriate activity based on the relative amount of time spent on such activities. Premises and other costs are allocated based on salary costs.

Costs of activities in furtherance of the charity's objects comprise those costs incurred by the charity as a result of the delivery of its service. Costs of generating funds comprise the costs associated with attracting voluntary income. Governance costs comprise those costs incurred by the charity in meeting its constitutional and statutory requirements.

The regular cost of providing retirement pensions and related benefits is charged to the profit and loss account over the period of the employees service lives on the basis of a constant percentage of earnings. Any difference between the amount charged to the profit and loss account, and amount paid to the scheme is shown as an asset or liability in the

Fixed assets and depreciation
Tangible fixed assets are included in the balance sheet at cost less depreciation.

Depreciiation

Depreciation is calculated so that the cost of tangible fixed assets less their residual value are written off over their estimated useful lives at the following rates:

Freehold property	2% straight line
Equipment	25% written down value

No depreciation is provided on freehold land

Funds

Restricted funds represent the funds specifically earmarked for the charity's property and other projects, specified by the donor. Designated funds are unrestricted funds earmarked by the trustees for a particular purpose. Unrestricted funds are funds which can be utilised at the discretion of the trustees.

3 Voluntary income

	2017	2016
Restricted funds:	£	£
Building repairs, development and equipment		
The Summerfield Charitable Trust	-	8,000
Rotary Club of Gloucester	450	300
The Langtree Trust	300	-
Zurich Community Trust	2,966	-
Gloucestershire Community Foundation	1,116	-
The Morrisons Foundation	3,000	-
The Rowlands Trust	1,000	-
The Hon. Company of Glos Charitable Trust	500	-
Gloucestershire Masonic Charity Action	1,440	-
The Gloucestershire Environmental Trust	1,000	-
Nursery		
BBC Children in Need	-	7,725
Peter Lang Children's Trust	30,634	30,180
Global Charity	-	2,981
Gyde Charity	5,000	13,104
Other	-	6,550
Outreach		
Church Welfare Association	3,000	-
Gloucester City Council	6,080	-
Parenting and client development		
People's Postcode Trust	-	4,307
Gloucestershire Community Foundation	10,000	-
Healthy eating		
The Prince's Charities Foundation	-	1,500
Day Centre Management		
Henry Smith Charity	-	26,100
	66,486	100,747
General fund:		
Donations from individuals	10,414	17,316
Legacies	2,898	15,000
Grants from other trusts	49,800	54,691
Grants from companies	8,947	7,223
Grants from other organisations	4,778	7,856
Events	6,951	4,155
	83,788	106,241
	150,274	206,988

4 Income from charitable activities

	2017	2016
	£	£
Fees from clients for use of day centre	9,200	10,745
Fees from Local Authorities for nursery	17,532	8,069
	26,732	18,814

5 Expenditure

Expenditure includes:	2017	2016
	£	£
Depreciation	14,042	13,706
Trustees' remuneration	-	-
Trustees' expenses	-	-
Key management employees	48,043	47,362
Independent examiner's fees	-	-

6 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2017 (continued)

7 Expenditure

This is allocated between activities as follows:

	Nursery	Parenting and client development	Outreach	One-to-one sessions with children	Respite	Nutrition	Fundraising	Support	Total	**2016**
	£	£	£	£	£	£	£	£	£	£
Costs directly allocated to activities:										
Staff costs	54,215	30,663	6,011	12,943	12,151	10,957	12,351	28,338	167,629	167,502
Premises	10,079	5,701	1,119	2,406	2,260	2,038	2,297	5,270	31,170	31,296
Other	4,089	2,313	454	976	917	5,794	932	2,138	17,613	18,272
Support, costs re-allocated to activities:	15,267	8,635	1,693	3,645	3,422	3,085	-	(35,746)	-	-
Total costs	83,650	47,312	9,277	19,970	18,750	21,874	15,580	-	216,412	217,070

Basis of allocation:

Staff costs are allocated between charitable activities according to time spent on the activity in question
Support costs are allocated between charitable activities on the basis of salary cost

8 Gross transfers between funds

The transfer of funds between restricted and unrestricted funds is the transfer of value of tangible fixed assets, acquired during the year, from restricted to the designated fixed asset fund.

9 Staff and volunteers

The average numbers of people employed by the charity during the year were:

	2017 Number	2016 Number
Fundraising	1	1
Provision of client care	10	10
	11	11

	2017 £	2016 £
Staff costs for the above persons:		
Wages and salaries	156,250	156,315
Pension contributions	4,651	3,243
Social Security costs	6,728	7,945
	167,629	167,503

No employee received benefits of more than £60,000

The two key management employees received total benefits of £24,488 and £23,555

The charity runs a pension scheme for the benefit of its employees. The assets of the scheme are held separately from the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

The charity uses volunteers, mostly to assist with the work in the nursery but occasionally to assist with other tasks, complimenting the role of paid employees. The contribution of such individuals in greatly appreciated; however, it is not considered practical to place a value on such services so the donation of the time of such volunteers is not included as income in the accounts.

The charity would not employ additional staff if volunteers were not available.

10 Tangible fixed assets

	Freehold land and buildings	Equipment	Total
	£	£	£
Cost			
As at 1 April 2016	225,247	89,012	314,259
Additions	-	5,966	5,966
As at 31 March 2017	225,247	94,978	320,225
Depreciation			
As at 1 April 2016	72,384	57,238	129,622
Provided in year	3,115	10,927	14,042
As at 31 March 2017	75,499	68,165	143,664
Net book value			
As at 31 March 2017	149,748	26,813	176,561
As at 1 April 2016	152,863	31,774	184,637

All fixed assets above are used in direct furtherance of the Charity's objectives.

11 Creditors: amounts falling due within one year

	2017	2016
	£	£
Deferred income	-	-
Accruals	2,379	1,846
	2,379	1,846

12 Analysis of net assets between funds

	General	Designated	Restricted	Total
	£	£	£	£
Tangible fixed assets	-	176,561	-	176,561
Current assets	109,917	-	11,186	121,103
Current liabilities	(2,379)	-	-	(2,379)
As at 31 March 2017	107,538	176,561	11,186	295,285

13 Movement in funds

	As at 1 April 2016	Incoming resources	Outgoing resources	Transfers	As at 31 March 2017
	£	£	£	£	£
Restricted funds					
Building repairs, development and equipment					
Rotary Club of Gloucester	-	450	(450)	-	-
The Langtree Trust	-	300	-	(300)	-
Zurich Community Trust	-	2,966	(2,966)	-	-
Gloucestershire Community Foundation	-	1,116	-	(1,116)	-
The Morrisons Foundation	-	3,000	-	(3,000)	-
The Rowlands Trust	-	1,000	(1,000)	-	-
The Hon. Company of Glos Charitable Trust	-	500	(500)	-	-
Gloucestershire Masonic Charity Action	-	1,440	-	(1,440)	-
The Gloucestershire Environmental Trust	-	1,000	(1,000)	-	-
Nursery					
Peter Lang Children's Trust	2,524	30,634	(30,596)	-	2,562
Gyde Charity	6,552	5,000	(7,385)	-	4,167
Gloucestershire County Council	809	-	(809)	-	-
Beaudesert Fair	3,971	-	(3,971)	-	-
Outreach					
Church Welfare Association	-	3,000	(750)	-	2,250
Gloucester City Council	-	6,080	(3,873)	-	2,207
Parenting and client development					-
Gloucestershire Community Foundation	-	10,000	(10,000)	-	
Healthy eating					
The Prince's Charities Foundation	328	-	(328)	-	-
	14,184	66,486	(63,628)	(5,856)	11,186
Unrestricted funds					
Designated fund - fixed assets	184,637	-	(14,042)	5,966	176,561
General fund	134,120	112,270	(138,742)	(110)	107,538
Total funds	332,941	178,756	(216,412)	-	295,285