



*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](mailto:info@thefamilyhaven.com) Website: [www.thefamilyhaven.com](http://www.thefamilyhaven.com)

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Helping vulnerable families to a brighter future since 1988

## ANNUAL REVIEW 2018 - 2019



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**Play Time**



**SUMMARISED FINANCIAL INFORMATION**  
**FOR THE YEAR ENDED 31 MARCH 2019**

|                                       | 2018 – 19      | 2017 – 18      |
|---------------------------------------|----------------|----------------|
| <b>INCOME RESOURCES</b>               | <b>£000</b>    | <b>£000</b>    |
| <b>Voluntary Income</b>               | <b>180.4</b>   | <b>225.0</b>   |
| <b>Income from activities</b>         | <b>14.8</b>    | <b>22.08</b>   |
| <b>Bank interest and other income</b> | <b>2.5</b>     | <b>2.0</b>     |
|                                       | <b>197.7</b>   | <b>249.8</b>   |
| <b>RESOURCES EXPENDED</b>             |                |                |
| <b>Charitable activities</b>          | <b>207.6</b>   | <b>201.4</b>   |
| <b>Fundraising</b>                    | <b>15.5</b>    | <b>16.2</b>    |
| <b>Governance</b>                     |                |                |
| <b>Resources expended</b>             | <b>223.1</b>   | <b>217.6</b>   |
| <b>NET income (expenditure)</b>       | <b>(25.4)</b>  | <b>32.2</b>    |
| <b>Surplus from earlier years</b>     | <b>327.6</b>   | <b>295.4</b>   |
| <b>Total funds in hand</b>            | <b>302.2</b>   | <b>327.6</b>   |
| <b>Less:</b>                          |                |                |
| <b>Unrestricted fixed assets</b>      | <b>(166.8)</b> | <b>(166.4)</b> |
| <b>Restricted funds</b>               | <b>(6.9)</b>   | <b>(19.3)</b>  |
| <b>Free reserves</b>                  | <b>128.5</b>   | <b>142.2</b>   |

***Figures are subject to Audit***

The Charity's Income for the year benefited from three significant grants. The Free Reserves now meet the requirements of the Reserves Policy that ensures the charity's operating stability for the coming year. Other grants enabled vital repair work to be carried out modernising the Heating System, an improvement to the facilities and reducing energy consumption.

Raising finance is a continual difficulty and every effort is made to seek finance for the future. One of the significant grants has expired and no substitute income has been found. The donations from individuals and groups form a regular and significant part of the Charity's Income contributing to the on-going charitable activities.

**Chairman's Report 2018 / 2019**

For more than 30 years, The Family Haven has provided an outstanding service to families with children under five who find themselves in difficult circumstances in Gloucester. The year ended 31 March 2019 saw this fine record continue and develop. We have been able to open five days a week throughout the year and this has helped boost numbers helped to near-record levels.

Our service has continued to adapt to meet the evolving needs of the local community. For example, over half of our clientele have Additional Needs, over twice the proportion of seven years ago. In many cases this is due to language difficulties of parents new to the country who can find it hard to access government services; this is one of many areas where our staff are able to help.

The nursery, which has an *Outstanding* rating from OFSTED, offers a wonderful caring environment enabling children to develop during a vital period of their lives. At the same time, the client centre provides support, emotional warmth and encouragement to their parents, genuinely offering a haven from the considerable difficulties that can beset anyone in the current climate.

Two examples come to mind that illustrate our approach. One is our partnering with a care home for the elderly where we take our children on a regular basis to visit the residents, something hugely enjoyed by both groups. Another is the party we held to celebrate the Islamic festival of Eid al-Adha. Muslim parents provided the food for the feast and all families were involved in the shared celebration illustrating the inclusive nature of The Family Haven and our commitment to promoting cross-cultural understanding. Everyone had a great time and the singing, dancing and drumming went on in the garden long after the feast was over.

Like so many successful charities, our strength lies in our staff team, ably led by Lorraine Barrett and Helen Jackson. The Family Haven's considerable contribution to the well-being of the local community reflects to the credit on all staff. It is their efforts that allow this to happen.



Credit should be given, too to our Fundraiser Debbie Nevin and Administrator Jo Gribble, both of whom play a huge role keeping the organisation efficient and solvent.

In the previous year, our income had boosted by a legacy of nearly £40,000, which enables us to show a surplus for that year. This year, our income has not benefited from such a boost so we have incurred a deficit. Cash reserves continue to be satisfactory but we are always in need of new sources of income in order to secure our work for the future. We very much hope our supporters will be able to bear us in mind when they consider their own bequests.

It only remains to express heartfelt gratitude to the many people and organisations that help The Family Haven function so well. We greatly appreciate the funders who provide the finance to enable our service to exist and thank them for their support and confidence. I must also thank my fellow trustees and the team of volunteers who give freely of their time and abilities.



John Price  
(Chairman)

**Very happy with Family Haven with all their help morally and materially. I am particularly happy in Family Haven because in my difficult times they were there for me. Family Haven support me a lot and I am taking this opportunity to say thank you. Crèche, laundry, day trips, parenting groups are most Valuable.**

**Jocelyne (Parent)**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| <p>2 former trusts gave<br/>6 talks to local groups</p>                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>15 volunteers helped at<br/>4 fundraising events</p>  |
|  <p>Some of the businesses supporting us this year include: TSB Barnwood, Envesca, SoGlos, Greiner Bio-One Ltd, Nationwide Building Society, Ecclesiastical Insurance. People working in these and other local companies volunteered at events, donated Christmas gifts, wrapped Christmas gifts and parcels for the children to play pass the parcel, and raised over</p> <p><b>£3,000</b></p>                                                                                             |                                                                                                                                             |
|  <p>We receive a lot of love at Christmas. As well as support from companies, Longlevens Infant School collected preloved clothes and food. Toby Carvery Highnam had a giving tree again and customers donated gifts. We ran a stall at Gloucester Cathedral Christmas Market that raised</p> <p><b>£315</b></p>                                                                                                                                                                            |                                                                                                                                             |
|  <p>We are grateful for support from our local community as well as national organisations who all believe in our work and make it possible for us to serve local families in need every year.</p> <p>We appreciate all our gifts, be they time, money, food, second hand clothing, toys, Christmas presents, knitted items, books, and so much more.</p> <p>We hope your support will continue and help us to raise the funds to meet our 2019-2020 budget of</p> <p><b>£238,000</b></p> |                                                                                                                                             |
| <p><b>Thank you to everyone who made this possible!</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |



# HOW WE RAISED £200K

It costs over £230k to run The Family Haven each year.

With no statutory funding we depend on the generosity of our supporters in giving grants and donations to enable us to open our doors each day to the families who need us.

We are also grateful for all the donations of clothing, bedding, food, toys and other items we receive throughout the year.

These make a huge difference to our families, helping any small income they get stretch a little further.



Grants from Trusts and Foundations make up over 70% of our income. They help us with covering the costs of salaries, capital expenditure, core costs and much more. Some of this year's supporters include Peter Lang Children's Trust, BBC Children in Need, Global Charities and Gloucestershire Community Foundation. Trusts and foundations granted us

£156,000



3 walkers took part in the Cotswold Way in a Day challenge and between them raised

£420



Small change in our 50+ collection tins around the city raised

£1,300



Together, local schools raised

£255



Individuals and regular donors gave over

£10,000

Another successful year in the life of The Family Haven, we remained open every day Monday to Friday with the exception of 6 days. 1 day for staff training, 1 day for a deep clean and 4 days over the Christmas period.

Numbers of families remained consistent although the turnstile figures went up, meaning more families attended more sessions each week. This is most likely because we are now open all day Mondays so the take up for that day has improved.



The staff continued to work extremely hard and as always came up with new and exciting ideas for engaging with the children and the parents, especially when it came to art therapy, mindfulness, alternative therapies and healthy eating.

Over the last year we worked hard to engage the parents more and as a result, numbers reached for parenting, personal development, individual advice, active listening and healthy eating all went up. As did the numbers taking up adult meals and the places on day trips. Referrals remained in line with previous years. In the nursery respite/crèche numbers increased but the one to one sessions and children's meals went down.

**My kids are happy to come in and I find myself very relaxed and happy. In my opinion I think all the services are valuable.**

**Denise (Parent)**

We ran two series of parenting incorporating some of the Solihull Approach, which is both sensitive and effective. It aims to highlight the parent/child relationship by emphasising the need for emotional containment and the presence of reciprocity. The behaviour management side is worked out by the parents in group and comes at the end of the process when they understand the way a parent and child communicate, what the parent wants from the child and what the child wants from the parent. It also identifies and works through the emotional pressures of being a parent. They learn how to take a step back to reflect on what a behaviour or situation means, looking behind the behaviour to see what the child is trying to communicate. We find our parents are good at expressing their feelings but not necessarily so good at understanding their child's feelings until it is pointed out to them.

**The Haven's staffs are very nice. I got a lot of help from them. My children love here and me too. I want to join some sessions in the morning time.**

**Cho (Parent)**



We worked in partnership with Adult Education to provide two courses of weekly English classes. The first was a spoken English course and the second was written English. Each course ran for twelve weeks with the final session being an exam. For the first course nine parents took part with six successfully completing and passing the exam. For the second course seven parents took part with five completing the exam.

They had spent a long time preparing meals from their culture and those which were personal family favorites. All of the staff, parents and children ate together in the garden. The parents were very excited to share their favorite recipes, along with stories of how they were made or why they are special to them. One mum shared that she had made her families celebration meal. Everyone was very excited to try all of the delicious smelling food and everyone was very full afterwards! It provided good links between the children's home community and nursery environment. It also sparked many conversations about different celebrations across all of the setting's many religions and cultures. It gave us all an insight into each other's special times and extend the children's understanding of the world. Throughout the day there was a great feeling of togetherness and joy. Our children have so many experiences that we are able to provide for them and we are proud that our parents support these and engage so readily in them. We are united each and every day.



I would like to thank everyone that gives their time, services or donations of any sort. You have helped us to provide a better foundation for our children. I would like to also thank the trustees who give up their time to help and support us. We are very lucky to have such an amazing network of kind people that give willingly to provide what they can for us. We are so very grateful.

**Helen Jackson  
(Nursery Manager)**

**Nursery and crèche is very valuable because we get time for ourself. All services is valuable and we enjoy here.**

**Rajesh (Parent)**



We enjoyed celebrating International Friendship Day. The children explored maps. They began to understand about their own communities and cultural differences. Children were able to tell us about some of these differences, which we were able to explore. A combination of parent and practitioner information brought to life all the knowledge that we all have and how we can help the children create their own understanding of similarities and differences in their peers that they play with each day. We enjoyed making such a celebration into an ongoing project. The support and assistance we get from our parents when planning for celebrations, is



amazing. If we are exploring a particular heritage of a family, they are so supportive to ensure we have the correct information to share with their children, we always say how proud we are to work alongside such helpful parents. We bring them into the nursery and questions are answered right away, help is offered and general partnership is just a natural event at this stage. A huge coming together

was had when we all celebrated Eid with all our families. Claire, our senior practitioner, collaborated the whole event, making plans with the parents and organising what activities and experiences would be offered. The parents and children of our Muslim families wore their traditional African dress whilst staff members and nursery children borrowed outfits to join in with the fun. The garden was filled with bright colours and patterns. All of the food was provided by our parents.



We also worked in partnership with 'Venture' (part of the White City Adventure Playground). Two of their family activity workers came to facilitate art therapy classes for our parents. During these sessions the parents made decorative wine glasses, night light kiln jars, Christmas baubles and book folding Love books. The results were amazing and the Venture workers make it so easy for anyone to achieve great results. Our thanks to them for all their hard work.



I attended the Gloucestershire multi-agency response to AHT (Abusive head trauma) and the launch of ICON an initiative to inform parents about infant crying. Fortunately during my twenty seven years at TFH, we have not had an instance of AHT but we can never be too complacent. As a result of this we introduced ICON to our pregnant mummies and those who had a baby in the last year. One of these sessions proved to be very useful as the mummy informed us that her grown up son babysits for her from time to time and finds the crying difficult to cope with. We were able to give her some literature to show him and gave her the YouTube link to an ICON video. He found this helpful and now knows that the baby isn't crying because he is doing something wrong. We have also incorporated the ICON message in our parenting programme.

We did a couple of information sessions on Healthy Smiles, covering teeth brushing do's and don'ts, sensible bottle and dummy use, healthy snacks and regular visits to the dentist. These sessions re-enforced the Smiles Better award scheme we run in the nursery.

**The Family Haven is a blessed place to all of us who's been coming here we get lots of help, staff very nice to us and helpful.**

**Himee (Parent)**



We continued to run some fun bingo sessions with the parents, they really enjoy these sessions as not only do they get very competitive but they also win chocolates, toiletries or toys. The groups are very mixed and the more capable parents help out the less able. As a change and a new challenge we introduced some alphabet bingo. Whilst calling, we use both the names of letters and the phonetic sounds, this helps all the parents get to know how to help their children when learning to read as well as particularly helping the ESOL parents with their general written English.



We continued to use WEMWBS (Warwick-Edinburgh Mental Well-being Scale) to measure the impact of our work on parental mental wellbeing and in nearly all cases we see if not an improvement at least stability. These assessments will be ongoing and we suspect that some parents may slip down a level or two depending on what's happening in their lives at certain times.



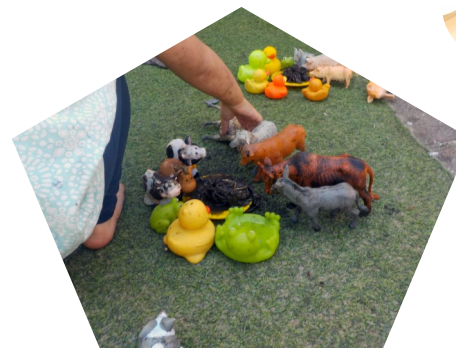
We held lots of parent group sessions leading up to Christmas making a variety of festive things such as; Chocolate Christmas tree decorations, gingerbread reindeers, reindeer food, reindeer droppings, Christmas sweets, cakes and biscuits. Some of the things were for the families to take home and some were for our Christmas market stall. It is good to get the parents working together to make things to raise money for TFH, it gives them an added feeling of achievement, something to feel proud of.

## Experiences we celebrate



Throughout the year in the nursery, our children are able to engage and experience so many celebrations which we plan. We plan for new events and traditional celebrations that will have impact for our cohort, to ensure they all will enjoy and explore. Mud Day was a fantastic event. The children were able to make so many lotions and potions and meals from all the plant based materials that we provided. This was a very sensory and hands on event. Tables were set up with flowers and slightly scented sand, mud and dirt trays. Wiggly worms made of spaghetti covered in wet mud were great activities to engage younger children, watching them becoming inquisitive little explorers. We added farm

animals into the mud tray as mark making materials. There were recipe cards displayed so children were able to add fruits with water and sand to make a meal, as well as putting cereals with mud which makes a fantastic cement! Everyone ended the day feeling completely worn out but full of achievement from all the child initiated learning and extended vocabulary that happened.



**'Oh yes! Very happy  
all staff are very  
helpful and nice'.**

**Parent**

Effective education requires practitioners who understand that children develop rapidly during the early years – physically, intellectually, emotionally and socially. We provide children with an environment that supports and extends knowledge, skills, understanding and confidence, and helps them to overcome any disadvantage. Our nursery practitioners need to continue to develop their skills and knowledge of all children's needs. This academic year, to ensure our practitioners continually stay motivated and engaged with teaching and supporting children with challenges in their lives, the pre-school (Gail) and toddler (Claire) key workers have changed groups.

Children thrive from a base of loving and secure relationships. The best time to make significant changes with practitioners is when a group leave to start school. So during September 2018, we made the change. Parents were informed and lots of discussions were had between parents and the two practitioners. The new pre-school group has settled really well with Claire as their key worker and Gail has developed some amazing relationships with her new toddler group, who moved up from the baby room. It's fantastic to see such enthusiastic and committed staff that engage and prepare for their children's needs on a daily basis. I'd like to thank all the nursery staff; Lorraine, Tia, Martha, Claire and Gail. Everyone works so tirelessly for the children and for each other! Bringing together all their experience and knowledge of our children to ensure each day is supported with smiles and laughter, whatever may happen. I am extremely proud and grateful to be a part of this team. Thank you also to all the centre staff at The Family Haven, without the understanding and support of the centre staff, the nursery wouldn't be here. We work and grow as one entity to help all our families thrive.

**Me and my son have been coming to the Family Haven for nearly a year now, and we have enjoyed every visit. All the staff are so welcoming and supportive. The help they give to the parents and children is amazing. My autistic son loves going and always has fun with the other children. If I need any support regarding my son or myself the staff are always ready to help. Both myself and my son have also made some lovely friends since coming to Family Haven.**

**Jen (Parent)**

Christmas as always was a great highlight. Both the Christmas parties were a great success the families had a wonderful time. The staff dressed up as princesses and the children wore their party clothes, even most of the parents had on their Sunday best. The children decorated Christmas trees, threw snowballs at our snowman and made Christmas decorations as well as playing party games, the parents tried their luck on the Christmas raffle and won some fantastic prizes. Vicky made an amazing Christmas lunch with all the trimmings for the parents and children. After lunch Santa paid a visit and all the children were given a gift. All the parents and children including siblings were given a lovely present. In total over the two party days we had 32 parents and 42 children.



I would like to put on record a huge THANK YOU to all the companies, groups and individuals who donated this Christmas, we were so lucky. We received new toys for the children, lovely gifts for the parents, food for our Christmas lunch and lots of treats for the families. There are too many people to mention individually so I am not going to try. I am making an exception though for Scarlet Evans a young girl who sold bubbles and things to her friends to raise enough money to buy us some selection boxes. She wanted to give to a children's charity in memory of Sophie. A special thank you to you Scarlet.

We like to keep up to date with the progress of our families after they leave us and this year we got some great news. One of our ex clients graduated with a 2.1 honours degree in BSc Adult Nursing. She secured her first post graduate position as a staff nurse at the Prince Charles hospital in Merthyr Tydfil. The whole family moved to Wales and are all doing well. It gives us all such a lift when we hear about our past families doing so well.





Vicky, our cook/healthy eating supervisor completed a three day, Level 3 Food Safety in Catering course. She found it quite challenging and after the first session she doubted she was up to the challenge. I am pleased to report that she passed with a distinction and is now level 3 qualified.

We have had our latest kitchen inspection carried out by Environmental health. All our procedures, checks and all the dreaded paperwork was in order resulting in us being awarded a food

hygiene rating of 5 very good (the highest possible).

Gloucestershire Fire Services contacted me to do a routine fire safety check. We have not had one for quite a few years even though they are supposed to be carried out every two/three years. I'm very pleased to say we passed with flying colours.

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 of you.

One last thing before I sign off for another year. After 27 years, I am looking to take early retirement and leave at the end of the next financial year i.e. end of March 2020. In August my plan is to reduce my working days to three days a week for the remainder of my time. My intention is then to stay on as a volunteer in some capacity or other.

Lorraine Barrett  
(Client and Centre Manager)



## Nursery Manager's Report 2018 / 2019

### Supporting the nursery

This year we have been so lucky to have an army of volunteers supporting the children. The majority of volunteers that support the nursery are here because they require experience of working with young children. So we are helping each other to reach our goals! Due to the nature of our setting, we always ask volunteers to attend on a regular day and time. This helps the children to settle with new adults in the rooms and begin to build trusting relationships, supporting them to become familiar and begin to engage with these volunteers. It also supports the nursery staff, we always need more hands to provide care and kindness for the children, as well as maintaining our statutory requirements. I would like to say a big thank you to all our volunteers throughout this year who have given their time and have also helped us achieve more with our children.

### Exciting changes in nursery

Michelle Edwards has decided to move on to pastures new. We are a city based nursery and the drive from her home in the country was quite long. We have been very lucky to find an amazing childcare practitioner who is local and has settled into the nursery beautifully. Martha Cook has been with us since December and has developed some lovely relationships with all the children. Martha is a fully qualified practitioner with twelve years' experience in supporting young children. Martha has taken on the role of supporting each key group, to ensure staff continue with their one-day non-contact time to complete all necessary paperwork.



Martha Cook

**Just thank you for all the services you've provided. I wouldn't be able to afford the trips / horse riding and clothes etc. without the help of the Family Haven.**

Kirsty (Parent)