



Helping vulnerable families to a brighter future since 1988

ANNUAL REVIEW 2019 - 2020



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Arts and Crafts



Chairman's Report 2019 / 2020

For the first eleven months of the year, The Family Haven was able to report another successful year with attendees being maintained at high levels and services functioning well on all fronts.

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 arise in anyone's life.

We also offer a client centre for parents, which offers support, emotional warmth and encouragement. There are numerous other services for our families to benefit from as well. We serve a hot and nourishing family lunch for all clients and children; laundry facilities are available; free, good-quality second hand clothing is regularly made available, there is help with benefits, parenting classes and healthy eating workshops.

In March though, the Covid-19 disrupted all of our activities in a way no-one could possibly have anticipated. As the virus began to spread, we took the decision to close the building to clients on 17 March. This did not however mean that our services ceased – far from it in fact, our commitment to our client families remained firmly in place. Staff continued to contact all parents for active listening sessions, videos for children were posted on Facebook, advice provided on resources available, support, food and educational packages were delivered to clients and, we delivered on-line parenting and healthy eating classes. The staff achieved an enormous amount in a short space of time and I cannot praise them highly enough. Since then we have been able to re-open in a bio-secure way although numbers attending are, of necessity, somewhat limited.

Financially, we are reasonably well placed having received a magnificent donation of £97,114 from the Gloucester Quaker Meeting. The trustees have decided that 50% of this be put aside as a contribution to much-needed building refurbishment works and 50% be allocated to a fund for special expenditure relating to the Covid-19 crisis. The future though is fraught with uncertainty and fundraising remains as important as ever.

Covid-19 Testimonial

“thank you very much all of you. May god bless you all and reward you for your kindness, and to be there for all of us. I can't thank you enough for what the family haven doing for us.

(Parent)

Like so many successful charities, our strength lies in our staff team. and The Family Haven's considerable contribution to the well-being of the local community reflects to the credit of all staff. At the year end The Centre Manager, Lorraine Barrett retired after over twenty-five years' service. During this time, she had provided help and support to many hundreds of clients and the success of The Family Haven over this time owes a very great deal to her efforts; she will be greatly missed at the centre. The trustees were pleased to appoint Lucy Pearce as her successor and we wish her every success.

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 (Chair)
August 2020

Covid-19 Testimonial

"Im appreciate to all of you guys support and help. We always received some lovely packages. Hailey was enjoy her craft time with that and some freshly fruit and vegetables deliver, keep us safe and healthy . Also we love to watch your stories time video and some good ideas for healthy cooking video, its looks yummy. Thank you so much. Its a difficult time, but we luckily have The Family Haven . All of you did a great job. Thank you and take care."

Cho (Parent)

Client & Centre Manager's Report 2019 / 2020

What a year we have had at The Family Haven. This year has brought many changes. Our Centre Manager Lorraine Barrett decided to take early retirement after working for 27 years and so a new manger had to be. I'm pleased to say that we were able to do this internally and Lucy Pearce the Family Support Worker has taken her place. Gail Jones, our Deputy Nursery Manager has now taken the role of Family Support Worker and Claire our senior nursery nurse is now Deputy Nursery Manager.

Debbie, our fundraiser has also left our team. Debbie had worked at The Family Haven for 7 years. We wish her well in her new job and welcome our new Fundraiser, Liesel Swartz, who started with us in August.



The year got off to a good start with a trip to St Augustine's farm. We took 16 parents and 32 children. The Family Haven paid for the coach but the entrance was free thanks to Rob Jewell, our former Trustee. We were fortunate to have good weather that day and it was good to see the families having fun in the great outdoors.

We have had two other trips this year, in the autumn half term, we took 17 parents and 29 children to Roves farm near Swindon. They had a Halloween theme with tractor trailer rides, animal handling areas and a huge soft play everyone had a great day.

Once again the MU AWFIA paid for our coach to Weston Super Mare. We took 17 adults and 34 children. The weather was kind to us and it was dry all day. The families were able to play on the beach so a good time was had by all.

We had lots of visits this year. Kylie from St James Dental Surgery came in to talk to the parents about dental health. She began by talking to the children and playing a game about which foods are good for your teeth. The children then went back down to nursery and Kylie talked about the best way to brush teeth, what kind of toothpaste to use and how to prevent some of the common problems which can occur. All of the parents asked lots of questions and Kylie gave comprehensive answers in a simplified way and ensured that the parents fully understood her. The parents seemed very interested in what they were being told and appreciated the opportunity to talk about their own dental health as well as that of their children. Kylie left plenty of free samples for the parents and children which were gratefully received.

Venture came in to do three sessions of art therapy. In The first session they made exploding boxes. All the boxes were lovely and the parents clearly enjoyed themselves. One parent adapted her box so it had photographs of her children in it, giving it a very personal touch.



The second session was very busy with ten parents attending. This time they made box frame family trees. The mums all got stuck in straight away and it was great to see their creativity flow. They were very particular about the materials and colours they used. Some of the mums had big families so it took time to organize all of the names and fit them onto the trees. When the time came to adding all of the embellishments it was interesting to see how different they all were. Many of the mums had kept things to a minimum and others had mixed lots of colours and sparkles.

The third and final craft session was making Christmas wreathes. Only four parents attended this session but they all enjoyed getting stuck in, one mum made two! Dawn and Caroline put a great deal of thought into the activities. They are simple to do and they give impressive results. This really improves the self-confidence and self-esteem of the parents. We hope to see them again soon for another exciting craft event.



Gloucester City manager James Rowe and City midfielder Fabien Robert from Gloucester City AFC came to visit us at The Family Haven. After a show around of our setting, they presented us with a cheque and a donation of Gloucester city football tops for the children in the nursery. We hope that this will be the start of a future partnership with them.

We have worked hard to provide the parents with lots of sessions on mental health and wellbeing. Tenjo from the Meditation and Mindfulness Centre came to do a session with our clients. Tenjo was ordained in Japan and has practiced Buddhism for over nineteen years, as well as this he has worked in acute mental health and addictions for over thirty years and has recently delivered over six hundred mindfulness sessions to inpatients for the NHS.

Tenjo helps people with skills to better relax, and to help with stresses such as anxieties, depression or problems with confidence. His aim was to help our clients in practical working mindfulness techniques. This was a very busy session with 11 parents in attendance. All of the parents joined in with the breathing techniques. One of the parents shared her experiences of using breathing techniques when she has a hard day at work whilst another enquired about mindfulness classes and said she was interested in using the breathing techniques with her children.

Sandra Harper from Cotswold Mindfulness came in to take our parents out with their phones to experience mindfulness using photography. She helps people develop Mindfulness Practice using the camera as a tool to help them open their eyes, hearts and minds and become curious and appreciative of the world around them as well as experiencing tranquillity and peace during the outing. Sandra began by explaining to the parents what mindfulness was and its benefits before doing a very quick mindfulness exercise using a Tibetan Bowl. The parents appeared very relaxed after that. Sandra then showed the parents some photograph she had taken and asked them to pick their favourites and tell everyone one what drew them to that particular picture. All the parents joined in and were able to express their views.

The parents were then taken to The Docks where they spent about 30 minutes taking photographs of red and blue things from different angles so they had to stop and really look at the object and be mindful. The parents took some really interesting photographs and there was lots of discussion between them about their choices.

When the parents went back to the centre they showed each other the pictures they had taken and explained why they had taken them. All of the parents said they had enjoyed their afternoon and felt relaxed. The simple act of walking outside and taking mindful photographs helped the parents to reduce their stress and gave them additional tools they can take away to manage their stress in the future.

Covid –19 Testimonial

“thank you for the fruit and vegetables, all your help will not be forgotten when things go back to normal, you guys are amazing at what you do. BIG LOVE TO YOU ALL”

(Parent)

We have signed up 3 new client mentors. This is where a parent who has been attending for a while helps a new parent to settle in, to understand the rules, routines and to find their way around. The mentor/befriender should also encourage the new parent to join in with Haven activities and help them to make friends with other parents. The mentoring relationships is good for both the befriender and the new parent. The mentor will find their involvement rewarding as it offers them an excellent opportunity for personal development and obtaining new skills and experiences. They can include this on a CV to show the skills they have gained.



A highlight of the year as always is Christmas. We did lots of activities with the parents in the run up to Christmas including making Christmas cakes, chutneys and sweets. Most of these were for the parents to take home but some were used to sell at the Christmas market. One of our parents spent her free time making book folds for us to sell, a skill that she had learnt to do at one of the art sessions run by The Venture. She completed nine books within a few months which was a huge achievement as they can be quite tedious to make. We are very grateful to her and it was a good way for her to give back to The Family Haven as well as helping with her anxiety.

We also decorated boxes and made gift bags using a different method of layering pictures to produce a 3D effect. The parents were eager to have a go and made some lovely bags. As some of the adults taking part were Muslim they were given the option of making gift bags which could be used for birthdays etc. but they all wanted to make Christmas ones, so these were used in the nursery on the Christmas party days. They were all focused on what they were doing and said they really enjoyed doing it. Most of the activities we facilitated in the run up to Christmas were sold at the Christmas market, which raised a total of £525.11

**'Haven staff are all very
supportive as well as
the services'
(Parent)**

We held two party days for our families on the 17th and 19th December. These were well attended with 17 families attending one day and 13 families attending the other. All 30 of the parents, 35 children and their 31 siblings received a present to take home. As did our many hardworking volunteers.



The parents spent the morning playing bingo and taking part in the raffle. They all had fun and there was much laughter from the parent's lounge. The parents then enjoyed a traditional Christmas lunch, which was prepared by Jackie and cooked by Lucy. Staff and volunteers served the lunch and helped with the clearing up.

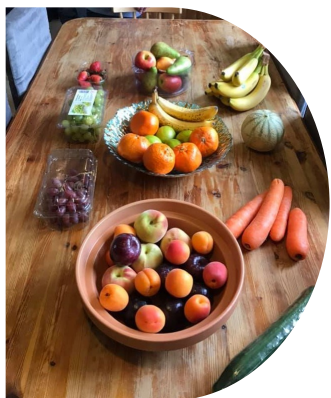
Whilst the parents were having fun, the children were enjoying Christmas activities in the nursery. They played pass the parcel, decorated salt dough and played with fake snow to name but a few of the numerous activities planned by the staff. They also enjoyed a Christmas lunch, which was served by staff and volunteers.

The parents then sat with their children in nursery and watched as their child collected a present from Santa. The parents returned upstairs to collect their child's main gift and a bag of goodies for them. Several of the parents were quite overwhelmed by the party, food and all the presents, but very grateful and kept thanking the staff.



Sadly, we had to close our doors on Tuesday the 17th of March due to the coronavirus pandemic. Before we closed, we had to think of a new way in which we could continue to support our families remotely.

We are currently telephoning all of our families each week to ensure that they are well and to see if there is anything they need. From these phone calls it became apparent that many of the parents were struggling to get basic essentials such as toilet paper, nappies and hand wash. Our single parent families were finding it difficult to get shopping, with no online delivery slots available and with many supermarkets operating a one person per household policy, they were denied entry with their children.



The staff and trustees quickly put together the idea of delivering care packages to our families, organising a monthly fruit and vegetable deliveries as well as a weekly craft pack being sent out for the children. I'm pleased to say that the packs have all been well received and have made a big difference to the families. One parent commented that "it's a nice feeling to know you are looking out for us" another said "All your help will not be forgotten; you guys are amazing at what you do. Big love to you all" One of our three year olds told their mum "The Family Haven is the best!" when a care pack arrived.

Despite the difficult climate the families are now coping well. It is great to see the photographs of them on the private Facebook page that was set up during lockdown. Not only has this been a great way of staying in contact with the clients it has provided a support network for parents to share ideas and offer advice to other parents in a safe environment.

We hope to reopen the centre in line with Government advice on Monday the 6th of July, with a new screening procedure, cleaning regime and social distancing measures in place. We have come out of this pandemic stronger than before and reinforcing the fact that we have an amazing team of staff, volunteers and trustees without which we would not have been able to continue to provide the care and tailored support our families need. We look forward to another year in the life of The Family Haven and what it has in store for us.



Lucy Pearce
(Client and Centre Manager)



Nursery Manager's Report 2019 / 2020

The Family Haven is an ever evolving charity which understands the changing needs of the local community and the families within.

This past year has seen positive changes in staff, not many, as we pride ourselves on staff retention. We have had staff enjoy exciting challenges in their new roles; Gail has taken on the role of Family Support Worker / Outreach and moved upstairs in the main office, which is clearly her vocation, as she has excelled in putting together fantastic, knowledgeable courses for parents to participate in. This meant the Nursery Deputy position was vacant.



A role requiring a dedicated and motivated team member, which Claire has filled brilliantly. Claire's knowledge and understanding of the Early Years has helped the children thrive. Claire has also supported the staff team and is understanding of their needs as much as the children's. we have welcomed a new member to our team, Ackelia. She has joined us to become the key person for the baby group. Ackelia has settled in well with her children and parents. She has enjoyed building relationships with them all.

Ackelia Simpson

We have said goodbye to Lorraine Barrett, the Centre Manager. She has taken early retirement and we wish her all the best. Lucy Pearce, has taken on this roll and again we wish her every success in leading us forward.

Local Community Resources

We are fortunate to have amazing resources on our doorstep. The children and staff access a 'bounce and rhyme' session each week at the local library. We also enjoy joining in with group sessions at Waterstones Book store in town, particularly enjoying World Book day.

When going to the library, children are encouraged to find a place to sit, or stand themselves ready to join in with the two ladies who run the session. These ladies are incredibly friendly and have allowed our children as with others to participate fully to their best.





The children are given the opportunity to discover for themselves the rhythm in the rhymes, the way songs have a chorus/repetitive parts, which help our children to learn the words of the songs over and over again. This has particularly helped one child, who has found it hard to use single words during the nursery session, but will now join in with repeated refrains each library session!

We share this information weekly with the parent and together we are using this session to build on the child's confidence to achieve more in nursery.

The children are able to move around, which helps with concentration; being able to hold instruments, and share books and also share with the other children that visit all equally excited to be at the library.

The children are engaged throughout the session. Fully immersed in their singing and action rhymes. The ladies come to them, talk and interact with their persona doll, named Toby, which leaves our children feeling completely included in the whole process. The ladies even know most of our children's names, which is a true testimony to the continuity of our local community support.

Eventually the session comes to an end and the children are encouraged to place all instruments back into the boxes and wait for an award sticker. Which they all eagerly want! The walk back to nursery is always filled with some children continuing to sing the rhymes, some talking about the story book they have just been holding and a few small babies have a little well-earned sleep.

So much is gained from this experience; sharing, communication, developing listening skills, vocal stimulation, social skills to name a few, all within an hour!



"the family haven is the best"

Jolie aged 3 years

World Book Day



We were all so excited to participate in this day! Staff were keen to dress up and apply face paints, ready for the children, who were just as eager upon arrival to nursery, to see the staff and want to do the same!

We did have several children that came in outfits, which was fantastic. We don't normally ask parents to bring them dressed up as that's putting a bit of pressure on parents to source dressing up or to make something themselves. We have plenty to choose from, so this helps the families immensely.

When the children had all been through the dressing up box and decided what character they wanted to be for the session, we helped them dress and find the masks or other items. One little chap was so proud to be wearing a batman costume, he told us over and over again who he was. We ended up calling him Batman for the rest of the day as he wouldn't answer when his real name was used.



We all walked into town to visit our local Waterstones book store as they were holding a special World Book Day story time session. The children were invited to dress up as favourite characters from books. When we arrived at the book store the children were able to join a story that was being read.

Two children in particular were really confident and were able to share what books they enjoy, and both were vocal about different parts of their favourite books. It was a bit challenging, as they were both so excited to share this information, that they were speaking at the same time!

When the session was coming to an end the children were able to take their own tokens and look for a book themselves. This gave them a little independence, they were able to look and decide which book and then take it themselves to the counter, pay for the book and get a receipt. All very exciting when you've not been given such responsibility before. They were eager to hold them on the way back to nursery, however we did suggest we keep them safe by placing them in the bag and all holding hands.

Lots of chatter and reciting verses from favourite stories on the way back, it was a great morning with lots of socialising with everyone on the way to and from, including a lovely little boy who was making friends with our children while also enjoying stories at the book store.

We always encourage all our families to use the local book store and library. Even if we can't buy books, we are always welcome to come in to join the story times and have a look through the wonderful selection of books, and the same with the library. Parents are encouraged to either meet us there or to enjoy the facility at their leisure.

Occasionally we set up a session to encourage parent's involvement in the nursery. Working with our parents to support their children is a large part of what we do. On an afternoon the children share an experience with their parents or carer, which includes enjoying listening to a story book together. A nursery practitioner will begin by inviting everyone down into the nursery and asking them to sit with their children. This brings with it such joy from the children and occasionally, a little trepidation from the parents. The idea is for everyone to enjoy a story experience together. We role model how to read an exciting and interactive story, with wondrous characters and voices that jump out from the pages. The children get excited and this is evident to the parents. We encourage participation, through asking open ended questions, which the children readily answer and then look for praise and even more encouragement from their parent. In turn, parents gain the knowledge, if required of how to bring a story to life, how to engage their child in the pictures, the story line as well as bring their own imaginations into the frame.



Some parents have commented previously how much fun it was to listen to the book and this will be how they will try and read to their child. Parents are encouraged to sit with their child, or have the child on their lap. We show them all that turning pages slowly and using our voices brings anticipation to the story, we show parents that they can make believe with their child and extend a story line if the child wishes.

Children normally then enjoy a cake or biscuit they made during the morning session and share them with their parent. We also encourage our parents to use the nursery stories that we record on Facebook. This is a great resource for our children and families where English is their second language. This helps parents to use the words, the children help their parents to piece the story together and they share this with us when rushing into nursery telling us 'we read your story!'

The nursery staff have achieved so much in a small amount of time with each child; key people support and deliver a vast knowledge of early year's education and through all the play based learning, the children are able to develop and become independent. They are a fantastic team and as one whole centre, we are able to support and build on each other's talents to achieve the absolute best for everyone.

Pandemic

As everyone is aware, the Coronavirus meant we all had to stay home and be safe. The children were left feeling confused and a little scared. Between March and the beginning of June we remained in weekly communication with the families. Children take a long time to build trust and we were eager to support them as much as we could from a distance. The older children (pre-school) received a call each week from Claire, as their key person. Some were on loud speaker, while others were face time calls. She enjoyed all the calls and at times she had to play hide and seek and was almost put in a paddling pool! Lots of conversations were had and Claire was able to gain an insight into their mental well-being and talk them through with lots of reassurance. Each week all the children were sent an education pack. These were addressed to the child, which caused quite a lot of excitement upon delivery. Each pack contained a topic related story book, pictures to colour. Stickers with art and craft items. One pack was a pirate theme. Parents happily shared photos of their children wearing eye patches and going on treasure hunts. The children have been coming back slowly and safely since June 1st. We are supporting their needs and behaviour which in time, will balance out and we can begin to develop their interests again.



Helen Jackson
(Nursery Manager)

I would like to thank the trustees, staff and volunteers, who all give their time, knowledge and support to enable us all to create a Family Haven that meets everyone's needs.

Covid –19 Testimonial

“thank you very much all of you. May god bless you all and reward you for your kindness, and to be there for all of us. I can't thank you enough for what the family haven doing for us.

(Parent)

HOW WE FUND OUR WORK

It costs £225,000 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



Grants from Trusts and Foundations make up over 70% of our income. They help us with covering the costs of salaries, capital expenditure, and much more. We would like to say like a big THANK YOU to our supporters. They include The Peter Lang Children's Trust, BBC Children in Need, St James's Place Foundation, Zurich Community Trust, Gloucestershire Community Foundation, Garfield Weston Foundation and The Newby Trust.

£172,000



Thank you to the Summerfield Trust for their donation to help with essential maintenance and repairs to our building.

£12,000



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

£852



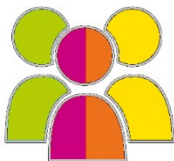
We ran a stall at Gloucester Cathedral Christmas Market that raised

£742



Individuals and regular donors gave over

£10,000



Some of the businesses supporting us this year include: TSB Barnwood, SoGlos, Greiner Bio-One Ltd, Ecclesiastical Insurance. Thank you also to Happy Handbags Projects for their kind donations

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

£2,450



We receive a lot of love at Christmas. We received so many generous gifts of toys and edibles. We are grateful to everyone who has contributed to making Christmas special for those in need.

£315



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.

We appreciate all our gifts, be they time, money, food, second hand clothing, toys, Christmas presents, knitted items, books, and so much more.

In the coming year, we will be facing many challenges. As the world slowly recovers from the pandemic, more people than ever will need our help.

We hope your support will continue and help us to raise the funds to meet our 2020/21 budget of

£225,000

Thank you to everyone who made this possible!

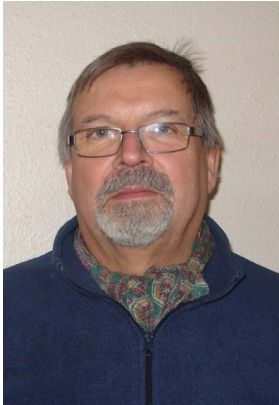
SUMMARISED FINANCIAL INFORMATION
FOR THE YEAR ENDED 31 MARCH 2020

	2019 – 20	2018 – 19
INCOME	£000	£000
Voluntary Income	313.5	180.4
Income from activities	17.3	14.8
Bank interest and other income	3.5	2.5
Total Income	334.3	197.7
EXPENDITURE		
Charitable activities	210.1	207.5
Fundraising	14.6	15.5
Total expenditure	224.7	223.0
NET income (expenditure)	109.6	(25.3)
Surplus from earlier years	302.2	327.5
Total funds in hand	411.8	302.2
Less:		
Unrestricted fixed assets	(158.2)	(166.8)
Designated Funds:		
Repairs and improvements	(48.6)	-
Covid-19 fund	(48.5)	-
Restricted funds	(30.1)	(6.9)
Free reserves	126.4	128.5

Figures are subject to Independent Examination

Apart from two unexpected grants amounting to £138k, the charity's income was stable, based on a mixture of longer term funding grants, other one-off grants and the donations from individuals. The Trustees decided to designate the larger grant, £97k, 50% for repairs and improvements to the building and 50% as a reserve against the impact of Covid-19. The costs of charitable activities have remained stable and in consequence the Free Reserves continues to meet the requirements of the Reserves Policy that ensures the Charity's operating stability for the coming year.

Raising finance is a continual challenge and every effort is made to seek finance for the future. One of the significant grants expires early in the coming year and no substitute income has yet 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. Covid-19 is a wildcard and all income possible is sought to ensure the continued help and support for our client group.



**Gerald Holyhead
(Treasurer)**

Covid-19 Testimonial

The help and support we have received from The Family Haven during the last few weeks and months has made a huge difference to our family. Our children have absolutely loved receiving parcels and have really enjoyed doing the activity packs sent to them, they have helped us immensely especially when we feel like we are running out of ideas. The care and food packages dropped to us have been unbelievably helpful and so gratefully received. Weekly newsletters have been so useful for activities ideas which have been very simple and easy to do but things we wouldn't have thought of ourselves. Phone calls and emails have helped us to stay connected and it is always lovely to hear a friendly voice. When we look back on these strange times, the kindness of The Family Haven will always stand out to us.

Dad



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

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Registered Company No. 04247872