

Long awaited cosmetic work in Main Centre Office and other parts of the Building.



We took the opportunity between the 10th and 24th November while we were closed to do some much needed cosmetic work to the building. Lucy, Gail and Vicky have worked hard in the main office trying to get it decorated. They also made time to paint the hallway and stairs, another job that needed doing as it was looking very tired and worn. At the same time, we had a new office carpet fitted to minimise the disruption to the clients once we reopened. This was again an important job that has needed doing for quite some time as it was becoming dangerous.

Needless to say that while all of this work was being carried out, parents have remained the priority throughout. It would have been a missed opportunity not to get these jobs done. During the time we were closed, we were contacted by

Cotswold Cleaning Company who kindly offered to clean the rest of our carpets for free. Again this was another job that needed doing desperately and so it came at a very good time.



**Helping vulnerable families
to a brighter future
since 1988**

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Ryan Miessner

Deputy Chair:

Treasurer:
Gerald Holyhead

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John Orchard
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Alistair Holyhead

Huge thank you to Cheltenham Hygiene Bank



We have teamed up with Cheltenham Hygiene Bank. They have donated a substantial amount of products so that we can continue to put together care packs for our families.

The Hygiene Bank recognizes that being clean makes people feel better and so they provide essential hygiene and toiletries essentials to people who can't afford them.

Hygiene poverty is isolating, shaming and excluding. Studies have shown that 14 million people in the UK live in poverty - that is 1 in 5! Two-thirds of children growing up in poverty live in a family where at least one person works, but they just don't earn enough to afford a decent standard of living. The hygiene bank works to tackle the trauma and anxiety caused by not having access to essential hygiene products.

We are grateful that we can play our part in tackling this nationwide issue together.

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Christmas Fun at The Family Haven 2020



2020 has been a different and difficult year but we, at The Family Haven were determined to provide our families with all the fun and enjoyment the festive season has to offer. Our Christmas parties were held as usual, with a few adjustments to keep everyone safe as possible. The parties were held on three separate days of the week in order for us to go ahead without children crossing bubbles. This was lovely because the children could play with their friends who attend nursery on the same day. The fact that the nursery was less busy than has been in previous Christmas parties didn't take away from the festive atmosphere and most importantly it didn't stop the children from having a whale of a time! They made beautiful Christmas tree decorations to take home. They were really engaged playing with the ice-skating characters in the snow. They did Christmas singing and dancing and running around playing with balloons.

It was such a joy to see the children sitting up together and tucking into a delicious Christmas dinner, complete with all the trimmings provided by our amazing chef Vicky – the Christmas tree carrots were outstanding!



Martha, our Nursery Nurse had the privilege of being Santa's little helper this year and she said it was so heart-warming to see the children's faces light up as they came entering the enchanting grotto. Our Chef Vicky and Gail our Family Support Worker stood in to play our Santa this year. The grotto was beautifully decked out with lights and decorations such a magical space we wanted to keep it all year round! The children were all absolutely delighted to receive their present from Father Christmas! It was lovely that they had that special time with Santa in his grotto. They had to come separately with a parent/carer to enable safe social distancing but it took nothing away from the experience. In fact, it was really positive for some of our more timid children who can feel reluctant to look forward to seeing Santa if there is a crowd around them.



We 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 once again especially with Covid—19 and yet you all came to help us and our families. We received new toys for the children, lovely gifts for the parents, food and lots of treats for the families. There are too many people to mention individually so we won't even try. Your generosity and caring touches our hearts. Because of all of you we were able to give our families a Happy Christmas and were able to help them through the lockdowns. We can't thank you all enough.

Updates of Lockdown Highlights



Due to the new lockdown restrictions that came into place on Thursday the 5th of November we had to change the way we were providing support for our families. The good news was that this time around both the centre and nursery remained open. The guidelines stated that as we provide support for vulnerable families in person, some of whom are fleeing domestic violence, have drug or alcohol misuse or mental health issues and are in need of our help we could continue to do so. Jo our administrator continued to work from home and Gail, our Family Support Worker and I continued to come into the Centre to answer calls and provide support to those families staying on site. We encouraged parents of children that were settled in the nursery to leave their children on site and return home.

We were able to have a limited number of clients stay in the building that needed advice or practical support. We had to limit this to a maximum of five clients, due to our capacity level of having one client per room to avoid mixing household bubbles. Parents were informed of the changes and were encouraged to ring the office in advance to “book in” should they need to stay on site.

Unfortunately, we had a positive case of Covid-19 in the nursery. This meant that we had to shut the building to clients from Tuesday the 10th of November until Tuesday the 24th of November. The parents were contacted weekly to ensure they were well and to see if they need any additional help. Also during this time, we organized fruit and vegetable parcels for all of our families to be delivered as we had done during the previous lockdown. During this time, we continued our support of the families by making weekly phone calls to both the adults and FaceTime calls to the children. I am pleased to say that the majority of families managed well. Only a few of our parents needed extra support. As the positive case was linked to the nursery, the office staff were not considered a close contact and were able to continue to come into the centre to start the cosmetic work to the building.



As we came out of lockdown and into tier two it presented us with other issues including Christmas. The children's parties were able to go ahead but unfortunately due to the restrictions on meeting other households indoors we could not provide our usual parties for the adults. Instead, we gave out goody bags containing a few luxury items for them to take home and enjoy whilst the children were being cared for in the nursery. The families and children also received their Christmas presents. We still held our annual raffle much to the parent's relief as many of them rely on it to provide gifts for their family members and additional gifts for their children at a low cost. This time around we did it tombola style to make it fair for everyone on the three party days.



Huge thank you to Imjin Barracks and to Gloucester Royal Hospital.



We collected the Christmas presents from the team at the Imjin Barracks. They managed to get everything from our list. They were all wrapped and were ready to be given out to our families in time for Christmas.

We were also contacted by Jo and her team at Gloucester Royal Hospital who also brought gifts for our parents this year. The gifts were very well appreciated.

We say farewell to John Price our Chair



December marked the retirement of our longest serving Trustee and recent Chair John Price. John first started in 2003 and served as a very conscientious Treasurer for nine and a half years before he stepped down in 2013. During that time he had steered The Family Haven through some very difficult and challenging financial situations. He agreed to continue in a voluntary capacity as Company Secretary and he remained a much valued member of the team.

In September 2017, John decided to take over as chair of trustees from Nick Bury. We were very grateful to have John as our new Chair. His wonderful sense of humour, compassion and common sense; these qualities always helped in arriving at balanced judgements.

He has given great support to all of the staff during the Covid—19 pandemic and subsequent lockdowns. John also had a lot of consideration and caring not only to the staff but also to our families in making sure we all stayed safe.

We **THANK YOU** John for all your dedication, hard work, friendship and support you have given us throughout the years. You have made a lasting impression on those of us who were lucky enough to work with you. We will all certainly miss you.

We all wish John well in his future activities.

Ryan Miessner takes over as our Chairman



My name is Ryan, I have a background within the banking industry, where I have progressed through various roles during my 19 year career. My area of expertise is in change management and operational development.

I have been involved with the Family Haven since 2019, where I joined as a trustee and in December of 2020 I became chairman.

I have seen the charity grow from strength to strength, even despite these difficult times we are all currently facing.

I cannot praise the staff at the Family Haven enough. Their continued professionalism makes the Family Haven what it is today, and I feel privileged to be a part of it.

“Keep well and be safe”

The Staff and Trustees of The Family Haven would like to welcome Ryan as our new Chairman.

Farewell



We would like to say goodbye to our Fundraiser Liesel Schwarz, who has decided to move on. We wish her well in her future endeavours. The staff would also like to say thank you for the hard work Liesel has given to The Family Haven.

Leave a Legacy



Imagine the difference you can make

Did you know that legacies are a vital source of income for charities? To find out more about leaving a gift in your will we have a page on our website with information we hope is useful:

www.thefamilyhaven.com/how-you-can-help/leave-a-legacy/

Why become a Friend? As a Friend of The Family Haven, you will be supporting the Trustees and staff in helping provide the services our families so desperately need. Your regular subscriptions and offers of voluntary help are invaluable and support us in delivering our aims.

Call 01452 422971 for an application form or

**Download it from
<http://bit.ly/YtnESd>**



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