



Helping vulnerable families to a brighter future since 1988

## ANNUAL REVIEW 2022 - 2023



## Contents

|                                    |    |
|------------------------------------|----|
| Chairman's Report                  | 2  |
| Client and Centre Manager's Report | 4  |
| Nursery Manager's Report           | 9  |
| Fundraiser's Report                | 12 |
| Summarised Financial Information   | 17 |

## Fun in the garden



The making of mud muffins



Look what I found a cute snail



Sliding is great fun



Fun time playing with water

## Chairman's Report 2022 / 2023

After a few years as a Trustee at The Family Haven and looking after their IT and computer equipment, I have stepped up my role as Chairman of The Family Haven after the previous Chairman resigned.

The amount of good work that The Family Haven does for the families is remarkable. From the Breakfast club that sees the families enjoying a healthy breakfast together, to the Outreach programme helping families. The Family Haven's goal is to keep families together whereas other

C

harities target one part of the family to improve it. At The Family Haven we help them all, from the youngest of babies, siblings to the mums and dads in the home. It is a joy to see the families enjoying their time with us from learning how to make healthy meals, learning new skills in the Parenting and Personal Development classes, English and Math classes to also getting parents in to work.

With The Family Haven, having a nursery onsite is a benefit, all are in a safe environment that helps them to develop the skills needed for school as they get older, but also they have fun in the learning process. All of the staff are dedicated to making this happen. This also gives the parents time to relax and learn more themselves by the way of classes which The Family Haven put on for them. The Family Haven also helps with filling out forms and helping them when they are applying for benefits to Job Application.

With the cost of living going up the families are turning more and more to The Family Haven for help. We would not be able to do all the help our families need without the fundraising we do, grants we receive from Trusts and Foundations, and many donations that we receive.

**Thank you to family haven they are there to help everyone. If you have any problems or just looking for advice, family haven is the best.**

**(Parent)**

As the Chairman, I see how much The Family Haven means to our families but I also see the dedication off the staff, volunteers and the trustees, to all of them it is not a job but to see the families stay together and every one of the staff goes above and beyond to make sure this works.



Alistair Holyhead  
**(Chairman)**



**They are my extended family.  
They have helped me with getting  
a place to stay, as I had to leave a  
domestic abuse relationship.**

**(Parent)**

## Client & Centre Manager's Report 2022 / 2023



The year got off to a good start. Our first celebration for 2022 was Easter. The children enjoyed a week of parties in the nursery. We had a special visit from the Easter Bunny who left some special treats for the children in the garden. In total, we gave out 98 Easter eggs to our families kindly donated by Hope, Toby Carvery in Highnam, Morgan Sindall Construction and Mears group. We even had enough eggs left over for all of our fantastic volunteers and staff. Without the donations from these organisations, we would not have been able to provide these wonderful treats for all of the families.

In June, we held our Eid party, which was a success. The weather stayed dry with spells of sunshine but, not too hot. Fourteen adults and nineteen children joined us. There was lots of delicious food and drink provided by the clients from chicken, fish, tagine and plantain to jollof rice, ftayar and beehive bread and vegetables. There was something for everyone. We even had some pudding, a cake and cous cous with yoghurt, which was lovely. It was a great opportunity to try lots of different foods and drinks and to talk about who made each dish and what went into it. The families helped us with the music and our wonderful volunteer Mehveen supplied the henna and her incredible drawing skills.



August was a busy month! We were fortunate enough to have two trips this summer. One funded by the Mothers Union to Weston-Super-Mare, which was attended by 12 parents and 19 children, and a second trip to Noah's Ark Zoo. funded by the HAF project and was attended by 15 adults and 32 children. This ensured that each family attended at least one trip this summer as well as accessing a free packed lunch for all of the family. For many of our families getting out can be expensive in half term, especially when you have more than one child, this makes for a very long and stressful six weeks.

Since working with the County Council on the HAF project, we teamed up once more to provide our families with two free days in a week during August. These days were based at Kings School in Gloucester. They had activities tailored to meet the needs of all age ranges and included a hot midday meal. This was a good opportunity for our families to go to another setting as our recent client survey has shown that 62% of parents said that they would not attend another setting if they did not come to The Family Haven.



Our staff accompanied the parents on the Tuesday's group to stay and support the event as it was for the whole family. On the Thursday's event, we provided free crèche for any younger children as this session was targeted more towards the school age children and their parents. This was a good opportunity for our families to gain new experiences in a different environment. For many of our families they only attend our centre so getting them used to accessing other activities from different providers is invaluable. It also helps to prepare them to move on when their child leaves our service to go to school.



In September, the personal development classes began with lots of activities, some tailored to the current cost of living crisis. The most recent being making draft excluders. At first, the parents did not understand the use of one but once Gail explained that families could save £175 a year from blocking drafts within the home they were eager to take part! We organised a visit from Suhaila from Warm and Well who came to speak to the families regarding help with their utility bills. She was able to

listen to the client's needs and advise them on their personal circumstances. For some of our clients she was able to help apply to write off debts they may have accrued with their supplier, check eligibility for grants to save them money on bills as well as give them all vouchers. She came back in November to meet with the clients who did not access this information session. This way we can help as many clients as possible with the impending cost of living crisis that we are facing.



Knit and Natter have been coming twice a week as part of our home maintenance project. The parents have really enjoyed learning a new skill. So far, we have been knitting blankets for new babies, crocheting coasters and making scarfs. Once the project ended, two of the ladies from the Tuesday group decided to keep coming weekly as they and the families enjoyed their groups so much.

At Christmas, we visited Cattle Country, a first for us with 14 adults and 30 children who came with lunch being provided. When we arrived, two elves were waiting for us. The children waited in a huge barn, where they could climb into the big red sleigh to play and have photos taken. When the children saw Santa, they were given a special present.



There was so much to do, with two big play barns with climbing frames and slides and ball pits. another play barn had picnic tables set up with buckets of magic oats for children to make their own reindeer food, there were buckets of “magical midnight stardust”, “Fly Faster Oats”, “nibble of night vision magic”, “chimney locator crunch”, and “snowflakes from the north pole” The children were helped by the Elf to scoop the magic reindeer food into bags to take home for Santa’s reindeer on Christmas eve. Children could write letters to Santa and post them in the magic post box. The families enjoyed the day out so much that they have asked to go back again in the summer to experience the activities that were not available in the winter

**The staff are excellent. They are ready to help anytime. We get advice from them help with any type of paperwork.**

**(Parent)**



We held our two Christmas parties on the 13<sup>th</sup> and 15<sup>th</sup> of December this year. These were well attended with 24 adults and 28 children present. It was a very busy two days with lots of fun and games and crafts supervised by the staff. We had a special visit from Father Christmas who made time to pop in to see the children to give them all a gift. Altogether, we managed to give out 64 advent calendars, 34 token gifts, 92 Main presents and parents' gifts.

We began a new project in January. Our Breakfast Club, funded by Aviva, it was put together due to many of our parents not having a substantial meal until lunchtime. This was for a number of reasons, lack of time, chaotic lives or lack of funds. Some of the parents are still getting used to going to get breakfast in the morning while others are planning what they will have tomorrow! The fruit and cereals have been the most popular so far although lots of discussion around breakfast has prompted a few healthy eating sessions. Its lovely to see the families enjoying breakfast together, it has also been bringing families in to the centre earlier, which gives families more time to access the nursery and support from our staff. From April 22 to March 23 we have provided 846 breakfast meals.



Vanessa from Betaris, a part of Gloucestershire College came to talk to the parents about English and Maths classes. As many of our families have different levels of English and maths, it is always difficult to try to find an organisation or volunteer who can accommodate all of their needs. Thankfully, Betaris specialise in this and so they will tailor the classes to suit our clients rather than the other way around. They will now come once a week on a Thursday from March until July. The clients have been keen to improve their skills for a long time but find it challenging with young children as many classes do not provide a crèche service or they are already full.

Once again, we could not have made it through another year without the help of all of our amazing staff, volunteers, trustees and supporters. Without all of their hard work and dedication, we would not be able to provide a much needed service in the heart of Gloucester.

As the financial year ends, we hope that 2023 will be just as prosperous. We look forward to celebrating our 35<sup>th</sup> year of service to the community and hope for many more.



Lucy Pearce

**Client & Centre Manager**



**I am grateful to each and every single person who makes The Family Haven what it is, a haven for struggling families.**

**(Parent)**

# Nursery Manager's Report 2022 / 2023

## Nursery achievements

The nursery has been busy as ever, supporting and teaching children that are welcomed through its doors.

## Festivals and Celebrations



We have enjoyed celebrating several festivals, bringing new experiences to each child. The children had opportunity to learn about Chinese New Year, Ramadan, Easter, Lent, Remembrance Day, Hanukkah and Christmas Day. Practitioners involved children in other events during the year. We enjoyed National Storytelling Week, Children's Mental Health Week, Healthy Eating Week and World Nursery Rhyme Week. Alongside the plans for the children's individual achievements, rooms are prepared to ensure each child is able to participate in any activity of their choice.

In recognition of the Queens Jubilee Celebration, we held three days of parties, providing opportunity for all the children to attend one day's activities. This meant that all children across the week, were able to share the experience.



## Curriculum

Each new cohort brings with it new skill sets and new challenges. Nursery Practitioners are quick to identify behavior patterns that need addressing, such as meal time challenges, toileting issues and any other difficulty that may face a child beginning to engage in nursery routines.

To ensure we meet those needs straight away, practitioners meet with parents and/or carers to listen to what challenges they have at home with their children. We have so many children with an array of requirements; it's always challenging to ensure we meet every one of those children's individual needs.

During the last term we made a decision to support children's eating habits to help support them at home, along with preparations for school or other settings they may attend. Several children had struggled with sitting to the table and waiting for the few moments it takes to serve the food to them. New strategies and systems have seen children focus more on the excitement of what we are bringing them and whether they will manage to eat it all today. They help to make the fresh fruit salads daily which bring with it great achievement. This focus remains a huge part of our curriculum for the year.

## **Musical sessions**



The children have been enjoying a once a week session with Jeanette who runs 'Music with Mummies'. The children really have been enjoying the interactions with Jeanette. Her focus each week is topical, which brings the interest to the specific children we have on those days. The children submerge

themselves in the movements with the music, engaging with the songs and actions all whilst building their concentration more and more. Parents are encouraged to join their children regularly, which never seems to be an issue as they equally engage in the session. We hope these sessions are able to continue as part of our curriculum, seeing the children grow in confidence throughout each week is wonderful, and watching the parents' faces as they see the growth and independence is equally lovely.



**I love coming, I know my son is happy in crèche. I enjoy having a chat and a cuppa with other mums who are / have been in similar situations.**

**(Parent)**

## Ofsted Inspection

The nursery was inspected December 2022. We were visited in between our two Christmas party days by two inspectors. The inspectors were lovely and the day went really well. All the practitioners were fantastic and really showed the inspectors what can be achieved when teaching and supporting our vulnerable children. The outcome of the inspection gave us a grade of 'Good'. Here are two of the quotes from the inspection. "children demonstrate that they feel happy and secure at the nursery and form good bonds with staff".

"Staff swiftly identify any delays in children's development and work with other professionals to provide children with additional support to help close any gaps. As a result, all children, including those who speak English as an additional language (EAL), those who are disadvantaged and those who have additional needs, make good progress from their starting points."

## Appreciation

Throughout this year we have seen lots of different children come through the nursery doors. Practitioners have helped many children to find their voices, to be able to be independent and use the confidence they have acquired in their play. All of this is only possible because of the amazing quality of staff we have throughout the setting. The Family Haven is supported by such fantastic people, including the Trustees, volunteers and the students. We are thankful to everyone that has time to give.



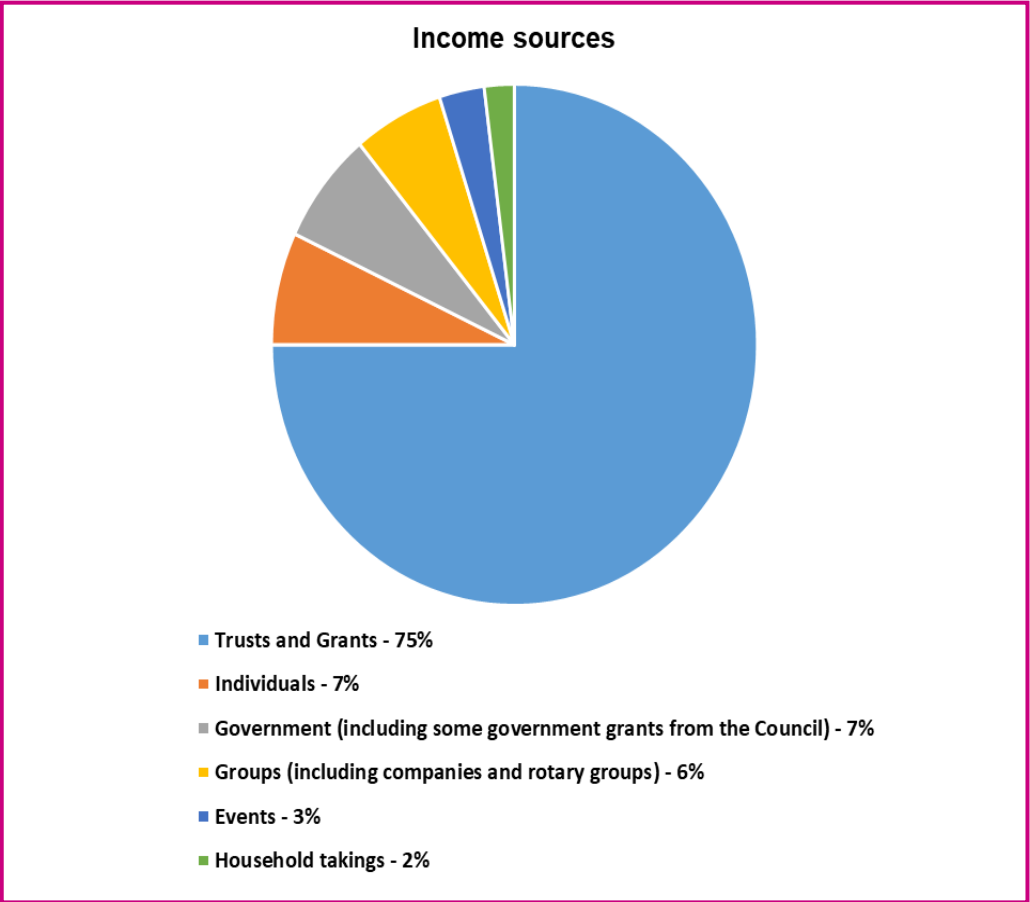
Helen Jackson  
(Nursery Manager)

**They always give you feedback on how your child was during the day and always answer any questions. (Parent)**

## How we fund our work

The difference we make is only possible thanks to the incredible generosity of our supporters and funders. We would like to say a big thank you for those of you who have supported The Family Haven this year to achieve a total income of £229,748. Your support has meant that we could be there for vulnerable families in Gloucestershire who are facing very difficult times and will mean we can continue to help them to rebuild their lives.

### Income sources



## How your money changes lives

Thanks to your generosity, we supported 89 adults and 118 children in 2022/2023. Below we highlight our achievements:

|                                                         | <b>2022-23</b> |
|---------------------------------------------------------|----------------|
| Individual families benefited                           | 54             |
| Number of visits by parents                             | 1,817          |
| Number of visits by children                            | 2,317          |
| Respite and crèche sessions                             | 508            |
| One to one sessions with children with additional needs | 1,456          |
| Meals provided                                          | 4,199          |
| Active listening/advice sessions                        | 482            |
| Day trips                                               | 172            |
| Parenting/adult development class attendees             | 735            |
| Healthy eating sessions                                 | 139            |

## Trusts and Foundations

Grants from Trusts and Foundations make up over 75% of our income. The grants we receive help to cover the costs of salaries, capital expenditure, and much more. We would like to say a big THANK YOU to our supporters. They include The Peter Lang Children's Trust, Garfield Weston Foundation, the Aviva Community Fund, Barnwood Trust, National Benevolent Charity, NHS Gloucestershire ICB, Gloucestershire Community Foundation, Groundwork UK - Tesco Community Grants, Barbara Ward Children's Foundation, The Gyde Charity, Asda Foundation, The National Lottery Community Fund, GE Aviation Systems, Gloucestershire County Council, The Venture: White City, The Langtree Trust, The TK Maxx & Homesense Foundation, M&S Fund – The Neighbourly Foundation, Little Lives UK,.

Little Lives UK, The Duncan Norman Trust Fund (Liverpool Charity & Voluntary Services, Newby Trust Ltd, The Mears Foundation, Masonic Charitable Foundation, The Benefact Group, The Nancy Kenyon Charitable Trust, Miss D G Albright Charitable Trust, A N Mckechnie Foundation, The Tula Trust, The Langtree Trust, The Slater Foundation, The Spirax – Sarco Charitable Trust, The Truemark Trust, The Gordon Gray Trust, The Clover Trust, The Gilbert Lane Charitable Trust, The Duncan Norman Trust Fund and The Venture Community Hub.

**£171,419**

## **Companies**

Prosser Knowles renewed their corporate partnership with The Family Haven for another year with a donation of £5000. As Corporate sponsor to the Family Haven, Prosser Knowles have been a wonderful support this year, helping to raise much needed funds and raising awareness of the work we do. We're very grateful for their continued support and look forward to working together in 2023/2024. We have also received donations from Trelleborg Sealing Solutions UK Ltd, John Lewis PLC and GE Aviation Systems.

## **Community groups**

Some of the community groups supporting us this year include:

Longlevens Mothers Union, Inner Wheel of Gloucester Benevolent Fund, Rotary Club of Gloucester, Mother's Union, PCC of Cirencester – Holy Trinity Watermoor Church, St Mary's Congregational Church, St Mary's Church – Painswick, Hucclecote Methodist Church, Ecclesiastical, St Mary's Congregational Church, P.C.C. of Bibury with Winson and Barnsley, Brunswick Baptist Church, Yew Trees WI – Painswick, PPC of Longlevens (Holy Trinity Church), Quattro Ltd, MSINDAL Howells Patent Glazing Ltd, Elite Aluminium Systems Ltd, Robinswood Hill District Guides and Gloucester First Spiritualist Church

**£13,881** (Companies and Community Groups)

## Events

We had a wonderful weekend in February hosting the tea room at Colesbourne Gardens for their Snowdrop Open days raising an incredible total of £3,052.12. We would also like to express our sincere gratitude to Sir Henry Elwes for inviting us to serve teas and help raise much needed funds for The Family Haven

Three employees from Prosser Knowles took part in events to raise money for The Family Haven. Laura Evans and Rachel Robb from Prosser Knowles took part in a skydive in September raising a fantastic total of £1,340. Jonathan Bissett, the financial advisor at Prosser Knowles took part in the Great North swim raising £805.

**£7,251**

## Individual and regular donors

**Thanks to our generous individuals and regular donors, we raised over  
£15,000**

## Donations

We are grateful for all the donations of clothing, bedding, food, toys and other items we receive throughout the year. These are essential items to our families who have very little.

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



## Please continue to support our vital work

We are expecting life to become harder for our clients as they feel the full economic impact of the cost of living crisis. More will suffer as life becomes more expensive. More people will be at risk of becoming homeless and more children will be left behind with their education.

Fundraising remains a huge challenge and will do so for many months or years to come – and the Family Haven will need support more than ever so we can be there for the vulnerable families struggling through the cost of living crisis.

Big or small, every gift you give helps transform lives. We couldn't do what we do without your support. Please join us in building brighter futures, thank you!



Elizabeth Gough  
(Fundraiser)



Staff always making sure the  
mums are looked after so  
they can be better mums  
and good mental health.

(Parent)

**SUMMARISED FINANCIAL INFORMATION**  
**FOR THE YEAR ENDED 31 MARCH 2023**

|                                 | 2022—23       | 2021—22       |
|---------------------------------|---------------|---------------|
| <b>INCOME</b>                   | <b>£000</b>   | <b>£000</b>   |
| Voluntary Income                | 220.3         | 165.8         |
| Income from activities          | 9.2           | 7.6           |
| Bank interest and other income  | 1.7           | 0.5           |
| <b>Total Income</b>             | <b>231.2</b>  | <b>173.9</b>  |
| <b>RESOURCES EXPENDED</b>       |               |               |
| Charitable activities           | 241.8         | 211.2         |
| Fundraising                     | 17.4          | 15.0          |
| <b>Resources expended</b>       | <b>259.2</b>  | <b>226.2</b>  |
| <b>NET income (expenditure)</b> | <b>(28.0)</b> | <b>(52.3)</b> |
| Surplus from earlier years      | 499.6         | 551.9         |
| <b>Total funds in hand</b>      | <b>471.6</b>  | <b>499.6</b>  |
| <b>Less:</b>                    |               |               |
| Unrestricted fixed assets       | (168.9)       | (158.7)       |
| <b>Designated Funds:</b>        |               |               |
| Repairs and improvements        | (115.0)       | (115.0)       |
| Client services revision        | (30.0)        | (30.0)        |
| <b>Restricted funds</b>         | <b>(14.9)</b> | <b>(34.8)</b> |
| <b>Free reserves</b>            | <b>142.8</b>  | <b>161.1</b>  |

### ***Figures are subject to Independent Examination***

The aftershocks from the paramedic have ricocheted through the year. Funders have had increased demand and , as expected, it has been harder for The Family Haven to obtain the grants that are the greatest source income. The current inflation is beginning to increase the costs of operating the charity and as expected there was a small deficit for the year.

The Charity starts the new financial year with a solid fiscal base. This is not the full picture. The customary sources are still stretched and our expectation is of reduced income from these sources and inflation is effecting the costs. There is a need to attract funders giving a longer commitment to support the Charity's mission. It is expected that the Charity will need to make calls on the reserves in the coming year. In the meantime every effort is being made to source funding.



Gerald Holyhead  
(Treasurer)



# THE FAMILY HAVEN



*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)

Registered Charity No. 1088622

Registered Company No. 04247872