



Helping vulnerable families to a brighter future since 1988

ANNUAL REVIEW 2023 - 2024



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Outings



Visit to the Park



Gloucester Docks



To the beach



Gloucester City Farm

Chairman's Report 2023 / 2024

As The Family Haven enters its 36th year of providing services to families with children under five who find themselves in difficult circumstances in Gloucester, the recovery from the pandemic is ongoing and we are finding more families need our support. Our ongoing provisions of much-needed care to vulnerable clients has flourished. We have had great success with some of the projects we have deployed to help, including the Breakfast Club that makes sure every family has a healthy meal at the start of each day.

There have been other challenges in the last year. The Family Haven has not been able to operate at its optimum due to the shortage, time and effort that has been put into recruiting of staff with the level of qualification required. All the staff have pulled together in an effort to reduce the impact of the shortage to provide the fullest service possible.

The plan for major repairs and improvements to the building in Spa Road have started to take place with more planned to improve the building further for the staff and our families who attend.

As in recent years, obtaining funding for our services is an ongoing challenge. The partnership with Prosser Knowles and the support of many firms by way of finance or volunteer days is greatly appreciated. Individual donations and events, such as the Colesbourne Garden Snowdrop Teas, which provided 3% of our annual income. Our fundraisers have invested their time and effort in building relationships with Trusts and Foundations who provide major national grants in order to stabilise the longer-term funding for The Family Haven.

The staff at The Family Haven go out of their way to be helpful and supportive at all times, physically, emotionally and socially. I would have not coped without the ongoing support.

Please keep up the good work and your excellent staff. My family would have broken down without attending The Family Haven.

(Parent)

As I close this report I will point out that I was only going to take the role of Chairman for a year, however the brilliant work that The Family Haven does means that I will be in this role for a few more years to come.



Alistair Holyhead

(Chairman)

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.

(Parent)



Client & Centre Manager's Report 2023 / 2024

The year got off to a good start.

Our first celebration for 2023 was Easter. This year, the children helped to plant bulbs in pots to give as gifts for Mothering Sunday. The children whose bulbs were successful were able to take them home and continue to watch the plant grow. Observing the changes as the plant develops is a wonderful experience for children.

The children enjoyed painting and sticking to make Easter chicks, along with decorating Easter egg cards. Children enjoyed the delicious hot cross buns, some for the first time. These were a firm favourite, with children asking for them at snack-times for a few days in a row.



In total, we gave out 109 Easter eggs to our families kindly donated by Morgan Sindall Construction, Mears group and two individual donors. 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.

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.

(Parent)



We held our annual Eid party on Friday the 28th of April. The sunshine came out just in time for the festivities. Once again, the families brought a wonderful selection of food to share followed by henna courtesy of Gail and music supplied by our mums.

The preparations started the week before as we made Eid decorations. One of the families brought in some beautifully gift boxed treats for all of the children to take home with them. The Garden was beautifully decorated, transforming it to a glittering and sparkling party venue.



The children played happily with the different activities. All of the children cut out and decorated star biscuits ready for the party. It was wonderful to see so many families enjoying themselves

The bubble machine proved a hit for the children as the bubbles blew everywhere in the sunshine. The dancing, eating and laughing continued into the afternoon, for two of our younger children a sleep was required, the playhouse became a makeshift sleep room and the children slept as the celebrations continued. We are already looking forwards to next year's party!





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.



We held our two Christmas parties on the 12th and 14th of December this year. These were well attended with 21 adults and 21 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 76 advent calendars, 37 token gifts, 76 Main presents and parents' gifts.

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.

(Parent)



Nadia and the team from Mears came to freshen up the garden. It has been looking very tired for so long and was in desperate need of a lick of paint. Nadia very kindly organised the day from fundraising for the cost of the paint to assembling the team of volunteers to complete the job. Even with the six volunteers, the garden proved to

be a big job and a day was not long enough to get everything done. They have kindly left us the paint so that we can complete this at a later date. The garden is looking so much better and has created a calming environment for the families and the staff to enjoy.

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 2024 will be just as prosperous. We look forward to celebrating our 36th year of service to the community and hope for many more.



Lucy Pearce

Client & Centre Manager



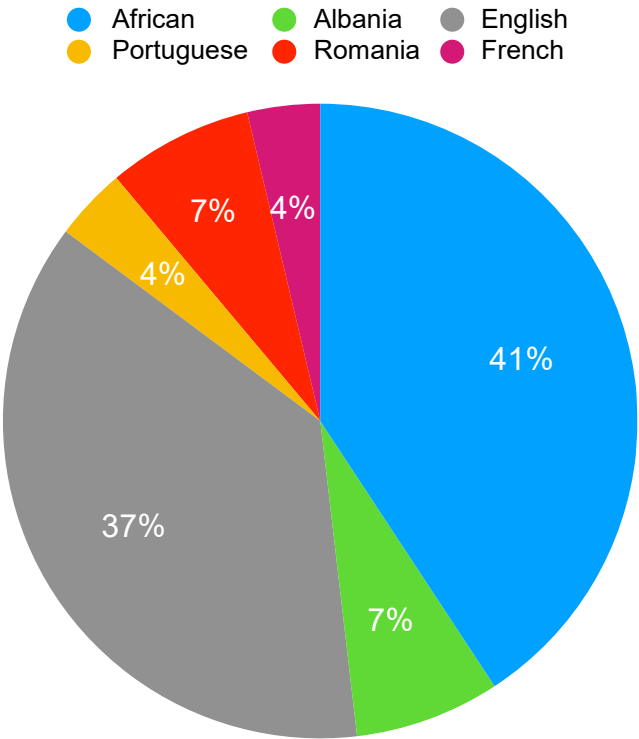
Nursery Manager's Report 2023 / 2024

Nursery achievements

Our nursery practitioners all have a wealth of knowledge and understanding that is cascaded daily into the children's curriculum. Every practitioner has experience of working in previous educational settings as well as some with care backgrounds. We are able to provide a well-rounded group of teachers that provide a realistic and achievable set of values and experiences for every child.

This year, more so with our current cohorts from around the globe, helping us develop our practice, we have an established interest in communication, with stories being at the heart of our curriculum. The nursery provides a rich and diverse range of story books for all ages to not only engage children but to actively help absorb the text. Stories make memorable and meaningful pictures in a child's mind, which at times can be a calming and enticing space for our children to be, particularly if the real world isn't quite as warm, when families are going through challenges.

Many children have dual languages, with English being their second language. Our story books make for a beautifully illustrated and engaging narrative for all. We have a limited range of dual language resources; we are always in need of more. Having several African languages spoken by families, shows the stretch of resources required weekly.

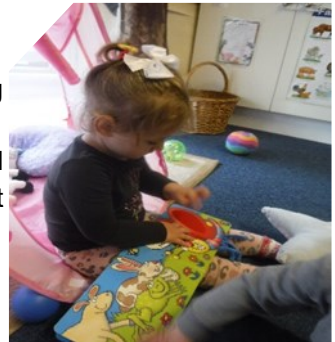


Throughout this year all three groups have involved themselves in authors that are purposely chosen for a certain cohort. Our pre-school group engaged with stories they may already have known but we are able to extend to develop their language along with their imagination. Embedding storytelling with the children demonstrates the importance that talking is at the centre of language and literacy development.



Practitioners extend interests by introducing exciting stories by authors such as, Michael Rosen. This particular author and poet has been a big part of our nursery for such a long time. He brings a wealth of vocabulary, rhymes and exciting alliteration. Another favorite of our families is Julia Donaldson, who sweeps everyone up with her picture books. We have been able to extend with story props for some of Julia's books, with items kindly purchased for us over the years. Children sit down quickly when they can see the story sack in readiness for their circle time. We have found over

this particular year that many children with English as an additional language have developed an interest in literature quickly; we sing Julia's songs, enjoy her plays along with introducing new stories and words for both child and parent. This has captured imaginations that have been easily extended to all aspects of learning.



The babies will look at their own story basket independently. Pulling out a picture book, usually one of the Fiona Watt collection, 'That's not my reindeer'. These amazing sensory books have captured interest by simply being available to self-select. The vibrant colours and illustrations bring a picture to life, drawing in the child each and every time.

Celebrations



Children's experiences have been varied with our cultural celebrations this year. Having a large cohort of African families has meant we were able to introduce more focused musical sessions. Being able to introduce musical instruments from different African countries has been exciting; many children enjoy the pattern of rhythm when playing

instruments. Africa as a continent, has many different regions of music culture. Drumming in particular is an important expression of African culture. We have been able to share with the children different types of African drums. The children have engaged really well with the 'Music with Mummies' sessions again this year. Jeanette also brings along her own selection of instruments to share with the children.

The Coronation of His Majesty the King

During the week leading up to the King's Coronation all the children participated in arts and crafts. Discussions were had around the monarchy, Royal residences and who the Royal family are and what they do. The children were fascinated by pictures of the Palace, guardsmen and looking at the English flag. Everyone was able to experience some of the excitement before the day of the Coronation. The children prepared and enjoyed a big Coronation party held out in the nursery garden. Children were very enthusiastic about being on horseback, living in a castle and having a lovely tea party, which our cook, Katren had kindly put together for them all.



Summer Garden Party 2023

A team from Zurich selected our summer garden party as their challenge. The party was funded by the Zurich Community Trust.

As this is our 35th Year of supporting children and families here in Gloucester, we incorporated this milestone with our summer celebration. The tables were set with crafts; tiaras to cover in jewels, and a table just for face painting.



The garden also had a makeover, with bunting and balloons. The ladies got stuck in straight away, making sure children were busy with things to do.



The ladies had kindly given the children bubble wands, a bubble machine and individual bubble makers, which brought lots of squeals and delight. Face painting was really popular. Both children and parents were able to have face painting to adorn faces and arms. Parents took over in the late afternoon and were painting each other!

The lunch that was provided was shared with the parents alongside the children, with everyone eating outside. Parents sat and enjoyed healthy sandwiches, quiches, vegetable platters and fruit.

Children enjoyed yogurts and extra special chocolate biscuits and cupcakes, it was a feast! Any food that the families could not eat was easily divided up and shared out with the parents as they departed. Not a crumb was left.

The whole setting had a fabulous day, finished off with a celebratory cake and a loud rendition of 'Happy Birthday' to The Family Haven, as requested by our mummies. We had some great feedback towards the end as children were given their party bags, again all supplied by the ladies. A long but fulfilling day with a group of really helpful ladies who kindly took time and planned for a fabulous summer party.

Appreciation

Throughout this year we have been fortunate to have volunteers to help the children in becoming independent learners. We give thanks to everyone that helps us on this journey of support. This is very much in part to the amazing practitioners who guide and nurture each child. Our practitioners are such a big part of the children's lives; by always showing such positive resilience at every turn. No two days are ever similar, which means practitioners will bring with them; new planning, understanding of needs as well as a wealth of embedded experience to ensure every child has their individual needs met to suit just them, for which I am extremely grateful to have such a valuable team.

Thank you to everyone that has helped us over this past year. The nursery is always growing; the needs of the children are ever changing. We intend to always meet these needs to the best of our abilities, and this can only happen with all the generous support and onward guidance that is consistently given.



Helen Jackson
(Nursery Manager)

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.

(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. 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.

How your money changes lives

Thanks to your generosity, we supported 90 adults and 117 children in 2023/2024. Below we highlight our achievements:

	2023-24
Individual families benefited	45
Number of visits by parents	2,155
Number of visits by children	2,481
Respite and crèche sessions	622
One to one sessions with children with additional needs	1,709
Meals provided	3871
Active listening/advice sessions	678
Day trips	172
Parenting/adult development class attendees	971
Healthy eating sessions	134

Individual and regular donors

Thanks to our generous individuals and regular donors, we raised over £11,839

Trusts and Foundations

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, The Spirax - Sarco Charitable Trust, The Clover Trust, D G Albright Charitable Trust, The Barbara Ward Children's Foundation, The Gordon Gray Trust, The Gyde Charity, The Tula Trust, Masonic Charitable Foundation, The H D H Wills 1965 Charitable Trust, The Langtree Trust, The Culra Charitable Trust, The Slater Foundation Ltd, The Venture community hub, the Barbara Ward children's Foundation, The Nancy Kenyon Charitable Trust. Children in Need, The Asda Foundation, Garfield Weston, Renishaw Charities PLC, The Notgrove Trust and The Duncan Norman Trust.

Companies

Some of the companies supporting us this year include Prosser Knowles, Greiner Bio – One Limited. And HSBC. A special thanks to Greiner Bio One Limited for their ongoing support. The company have moved to their new premises this year and have provided support for our Centre in the absence of a fundraiser. **£ 6,131.**

We're very grateful for their continued support and look forward to working together in 2023/2024.

Community groups

Some of the community groups supporting us this year include: Some of the community groups supporting us this year include Brunswick Baptist Church, St Swithun & St Mary PCC, Widden Old Boys RFC, Lonsdale Methodist Church. Gloucester College, Gloucester First Spiritualist, Robinswood Hill District Guides, Mother's Union – Gloucester, Gloucestershire M G Owners Club, Goodwins Funeral Directors, St Mary de Lode & St Mary de Crypt – Hempsted, Holloway Friendly, PCC of Bibury with Winson and Barnsley, St Mary's Congregational Church and Upton St Leonards Probus Club.

Donations

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

A special thanks to staff and families at the Imjin barracks for their generous donation of toys at Christmas and to Becky and Ruby from Widden Old Boys RFC who organised and delivered a collection of gifts for our families.

We are also 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.



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!

We really cannot thank you enough

To everyone listed above, and to all of our supporters there is not enough space to mention everyone, we hope all of you know what a difference you make to our families and to The Family Haven.

It is only thanks to your valued support that we are able to continue to help vulnerable families to build a brighter future.



Lucy Pearce

Client & Centre Manager



Gail Jones

**Deputy Manager &
Family Support
Worker**



SUMMARISED FINANCIAL INFORMATION

FOR THE YEAR ENDED 31 MARCH 2024

	2023—24	2022—23
INCOME	£000	£000
Voluntary Income	166.5	220.3
Income from activities	14.6	9.2
Bank interest and other income	3.3	1.7
Total Income	184.4	231.2
RESOURCES EXPENDED		
Charitable activities	257.2	241.8
Fundraising	12.6	17.4
Resources expended	269.8	259.2
NET income (expenditure)	(85.4)	(28.0)
Surplus from earlier years	471.6	499.6
Total funds in hand	386.2	471.6
Less:		
Unrestricted fixed assets	(160.3)	(168.9)
Designated Funds:		
Repairs and improvements	(115.0)	(115.0)
Client services revision	(10.0)	(30.0)
Restricted funds	(8.8)	(14.9)
Free reserves	92.1	142.8

Figures are subject to Independent Examination

As can be seen the Charity has had to rely on it's reserves during the year to finance the charitable activity. The Free Reserves have reduced by fifty thousand pounds. Wage cost is the main reason for the increase in Expenditure and we must thank our staff for their grace in not pressing for better pay rates. Individual giving fell by four thousand pounds but the major cause for the fall on income was the failure to obtain sufficient funds from Charitable Trusts.

The Charity has sufficient reserves as it enters the new financial year but the income must be increased if the Charity is able to fulfil its Mission in the longer term. Efforts to recruit a suitable fundraiser are continue, this may assist in obtaining funds from larger donors but every penny from the individual donor is values.



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.



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