

THE FAMILY HAVEN



Helping vulnerable families to a brighter future since 1988

ANNUAL REVIEW 2024 - 2025



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Fun times in Nursery



Fun with Bubbles



**Playing in sand with
pretend insects**



Lego Fun



Enjoying Crafts

Chairman's Report 2024 / 2025

The Family Haven enters its 37th year of providing services to families with children under five who find themselves in difficult circumstances in Gloucestershire, we are finding more families need our support. Our ongoing provisions of much-needed care to vulnerable clients has flourished.

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 charities target one part of the family to improve it. At The Family Haven we help them all, from the youngest of babies, siblings and 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 classes to also getting parents into work.

Once again, 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 of staff, the time and effort involved in recruiting staff with the required qualification required sickness. All the staff have pulled together in an effort to reduce the impact of the shortage and provide the fullest service possible.

Repairs and improvements took place at our Spa Road building, with more planned to further enhance the space for staff and families.

As in recent years, obtaining funding for our services is an ongoing challenge. We are excited to now be working with Greiner Bio-One, who have supported us for several years and have now officially become our corporate sponsor. We look forward to growing this partnership.

I have learned a lot from the family haven e.g. cooking, healthy food. I have benefited from parenting group.

(Parent)

The support of many firms by way of finance or volunteer days is greatly appreciated. Individual donations and events, which provided 3% of our annual income, are appreciated too. 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.

As the Chairman for over the past 2 years, I see how much The Family Haven means to our families. I also see the dedication off the staff, volunteers and the trustees, to all of them, it is not a job , it is a mission to see families stay together.



Alistair Holyhead
(Chairman)

**Family haven has been a
lifeline for me and my
daughter**

(Parent)



Client & Centre Manager's Report 2024 / 2025



The year got off to a good start. Our first celebration for 2024 was Easter. In total, we gave out 109 Easter eggs to our families kindly donated by GFTH, 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.

We held our annual Eid party on Friday, the 26th of April with 18 adults and 16 children in attendance.

Once again, the parents had brought in a variety of foods to share; the table was full of savoury and sweet treats. The children joined their parents and everyone enjoyed sampling a variety of foods. The children spent time making Eid decorations ready for the party. They enjoyed using lots of sparkles and glitter and their decorations looked beautiful. The staff decorated the garden ready for the party, transforming it into a beautiful party space.

Everyone was very excited and arrived in beautiful, bright party clothes. The children were happy to see their decorations they had made and excited for the party to start. The children enjoyed a morning of playing with lots of different activities from sensory trays, moon and stars glitter playdough and dancing with colorful ribbons.



The children enjoyed playing with lots of different activities, including sensory trays, moon and stars glitter playdough, and dancing, henna hand glitter decorating, crafts, musical instruments, drums, ribbons and scarves. The babies enjoyed exploring the activity mats and sensory items. Everyone loved the bubbles, trying to catch them and blowing the bubbles high into the sky. It was a very special afternoon and brought so much joy. We look forward to planning for next year.

Staff are always approachable and always know when you are not having a good day. They will always check on you and offer support.

(Parent)

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 20 parents and 34 children, and a second trip to Noah's Ark Zoo Farm, which was funded by the HAF project and attended by 21 adults and 51 children.



This ensured that each family attended at least one trip this summer and receiving a free packed lunch for all of the whole family. For many of our families getting out can be expensive during half term. Especially with more than one child, this makes a very long and stressful six weeks.



In September, the personal development classes began with lots of activities, Based on what the parents had been asking for, Gail; our family support worker, designed a programme for the families to learn new skills. Activities included decoupage, rag wreaths, sewing headphone bags as well as some cooking activities such as '5-meal mince'. This is where adults can cook one dish but then make lots of different meals from it like chilli or lasagne. By bulk cooking, they could save themselves a lot of time and money on energy bills.



We ran an English class for six families with Betaris Training, a part of Gloucestershire College, with five learners in attendance over a 12 week period. I am pleased to say that all five candidates passed.

She is interacting with the children gaining more confidence making friends. The staff are amazing. (Parent)

He has changed a lot. He is no longer crying for me he likes to play with the other kids. (Parent)



We held our two Christmas parties on the 17th and 19th of December this year. These were well attended with 34 adults and 40 children present. It was very busy 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 47 token gifts, 89 main presents and 36 parents gifts. Children dressed up in either their own seasonal clothing or were able to wear nursery dressing up clothes.

The team from AtkinsRealis 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. A team of six had come last year to paint but despite working all day there was still a little left to do. The three volunteers managed to complete the job, which has not only made the garden whole again, but also protected the wood for years to come. We had a second volunteer team from BT come to complete some cosmetic work inside of the building. They managed to remove an unwanted structure from the garden and declutter an unused room, and decorate it ready for its new purpose as an IT suite for our parents.

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 2025 will be just as prosperous. We look forward to celebrating our 37th year of service to the community and hope for many more.

Lucy Pearce
Client & Centre Manager



Nursery Manager's Report 2024 / 2025

Learning about Nature and the world around us

This past year the children have enjoyed being outdoors much more. We have found having the large wooden play house has engaged children in topic related exploration further.



The Playhouse has been updated with brightly coloured wallpaper and lights. This has now become a reading shed along with all its other uses. We have different cohorts daily that enjoy the different provocations we set. This includes setting out interest tables to extend both the indoor and outdoor curriculum. This area is a favourite for the children who are seeking out a quiet corner to manage their feelings before joining peers in play.

The children have also been spending a lot of time in the play house, getting comfortable and looking at books, exploring letter blocks and acting out their own stories with our story spoons. It's a great space to support all the children's literacy skills.



Children have been able to use magnifying glasses to look at the intricate webs on a frosty morning, along with looking at the Beatles and bugs that enjoy being part of the garden.

Practitioners have been showing the children different insects in our garden. In June we were very excited to take delivery of some very tiny caterpillars to care for. Naturally the progression of life was evidenced by the transformation into butterflies. The children were very interested in observing the four stages of transformation the caterpillars go through. Repeating the word metamorphosis was a little tricky for lots of children, but the understanding of the life cycle was embedded.



It was a fantastic opportunity for the children to learn about the outside world, different types of butterflies, habitats, the life cycle and how we can encourage the sustainability of butterflies in our gardens. Children were encouraged to think about and to discuss and learn new descriptive language.

The children were excited to see the butterflies each morning and enjoyed showing them to their parents. We enjoyed sharing books together about the lifecycle of butterflies. The children were amazed to see the butterflies emerge from their chrysalis and they spent lots of time watching the butterflies and talking about patterns and colours, which engaged the children in creating beautiful artwork of their own butterfly paintings.



Healthy choices



Using everyday objects for role-play is important as it helps children relate better to a more natural environment. We have many natural objects within our play rooms, for both babies and toddlers. In particular, the children enjoy a special tea party every once in a while. This has helped children to become more self-aware when handling heavier items, such as tea plates, rather than plastic plates.

Practitioners use the 'fine china' as often as possible with the children as they enjoy dressing up for whatever celebration we are sharing with them. This one was a particularly engaging Royal, Prince and Princess tea party. The children did dress up and enjoyed afternoon snack.

Children have been constantly learning about healthy foods; by making many of their own desserts and afternoon snacks. Through washing, cutting and preparing individual fruits independently, the children make their own fruit salad to enjoy after their main meal. Along with making sandwiches, wraps and other healthy snacks, making it themselves links thinking about their own interests in foods. Thinking about their own likes and dislikes helps children to become self-reliant, responsible and able to engage in discussion with peers.

We follow the guidance of 'Eat Better, Start Better' to support us in meeting the children's nutritional needs. We have a daily breakfast table that engages most children to either sit to eat wholegrain toast and cereal or simply because they can smell the toast, but end up eating a bowl of strawberries! It matters not the intention of coming to the table, it is nice to see children gravitate towards it for the simple reason their friend might be seated eating and they wish to join a friend.

Pre-school helper

We have introduced this role to help prepare preschool children to manage more expectations. Each day a child is chosen during circle time, they are handed a sticker as this helps all the children to identify the child with specific tasks for that day.

The helper is able to organise the preparations for lunch; with a practitioner's support the child sets the lunch table with a cloth, name cards and aprons, along with cups and small jugs of water. The same child will remove plates when all have finished eating, hand out dessert bowls and towards the end of lunch will again collect bowls and hand everyone a warm flannel.

Usually more than one child will assist in pushing the lunch trolley back into the dining room for Katren, our cook to collect. This is the opportunity to voice their thanks along with sharing what was the best bits of lunch for that day. Providing opportunities for the children to engage with another adult, and share their own thoughts without judgement is a skill that develops gradually over time. We are strengthening their emotional resilience.



Throughout the day there are many other jobs that the preschool helps engage in, help sweeping the floor, folding the laundry, placing names on water bottles to name a few. This has become quite an exciting part of the circle time. Children are eager to share this position with parents at the end of their day.

Event and activities



Throughout the year we embrace as many relatable celebrations as we can. In support of England making it through to the final of Euro 2024, the children had their own games of football outside, they took it in turns to take penalties and enjoyed a game of catch.

The children followed the Olympics also, taking part in their own events, including horse riding, bean bag throwing, flag waving, spoon races and gymnastics on the balancing beams. So much physical ability used by everyone and every developmental level. Children were excited awaiting the 'ready, steady go!'



Circus fun

We were contacted by another registered charity that wanted to come and put on a circus type event for the nursery. The Flying Seagull Project, from Bishop's Stortford arranged a morning to spend with us.

Four entertainers arrived and organised themselves in the baby room, whilst the children and some parents got themselves ready in the main room. We were thrilled with the whole session. The entertainers were understanding of the children's needs and quickly adapted their plan, as clearly throwing rings in the air and big circus apparatus weren't going to work!

The entertainers shared a story map based around the theme 'under the sea' using their props to engage everyone. The children were focused on the whole process. Some were sweeping through buckets of play seaweed to get to the starfish, while others were enchanted by the underwater cave with its glowing rocks and twirling jellyfish. Lots of singing and silly dances kept everyone entertained. We have requested they call again, as the group were completely captured in the story telling.

National Practitioner Day



The seventh National Nursery Practitioner Day took place. In recognition of the practitioners that strive to make the most impact during each day of learning with the children and to help our vulnerable children feel valued by giving them a voice, we felt we should reward this work. Teaching children can be challenging and at times difficult with lots of ups and downs, but we know that being a nursery practitioner is one of the most rewarding jobs available.



Parents were invited to share some words about practitioners.

Thank you for being an important part of my story. Thank you for helping me grow. You are amazing.

I can't find the words to describe you. You are really kind, thank you for all you do for all you do for my children

Thank you for making me smile and making learning fun. Thank you for the time you have given to me each day. I couldn't do it without you.

Thank you for being a lovely practitioner to my daughter, you do a lot for her development. I feel grateful.

Support

We have many volunteers and students throughout the year attend the nursery. Some join us as volunteers because they have heard from other people and wish to help the children as day to day support. We have students from local secondary schools; along with Gloucester College, Gloucester University as well as youth support providers such as Prospect Training, Bridge Training and Young Gloucestershire. We are happy to provide the experience for everyone and hope that it helps in some way to finding where their interests in childcare will be.



Helen Jackson

(Nursery Manager)

We are always grateful to everyone who helps The Family Haven in whatever shape that takes. We have an amazing staff team, along with our Trustees and volunteers. We are grateful that we can provide consistent care and daily routines for the children, to ensure their voice is heard and that each child has someone listening and caring each day.

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 89 adults and 119 children in 2024/2025. Below we highlight our achievements:

	2024-25
Individual families benefited	51
Number of visits by parents	2411
Number of visits by children	2891
Respite and crèche sessions	812
One to one sessions with children with additional needs	1842
Meals provided	4525
Active listening/advice sessions	766
Day trips	255
Parenting/adult development class attendees	972
Healthy eating sessions	79

Individual and regular donors

Thanks to our generous individuals and regular donors, we raised over £15,964.77

Companies

Some of the companies supporting us this year include Greiner Bio – One Limited, John Lewis, GWUK Groundworks UK and Paypal Inc. A special thanks to Greiner Bio One Limited for their ongoing support..

£ 8,900.

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, The Gloucester and District Christian Choir, Coopers Hill Trefoil Guild, Gloucester Community Awards Rotary Club, Glevum Lodge 7385, Mother's Union—Gloucester, St Mary's Church—Painswick, Hucclecote Methodist Church and Badminton Group, Sir Thomas Rich's / E Phillips.

£ 4,078

We're very grateful for their continued support and look forward to working together in 2025/2026.

Seasonal Giving

Christmas and Easter brought us wonderful support, with donations from the Good Neighbour Café, the Business Group at GlosCol, and many generous individuals and organisations—thank you all!

Donations

We are also very grateful and thank you 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.



Trusts and Foundations

As many charities will tell you, fundraising is becoming increasingly challenging. Trusts and foundations are having to make tough decisions about where their support can go. Despite this, we've had some successes this year. 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.

We're grateful to have been awarded three-year funding from both The National Lottery and Barnwood Trust. This builds on the generous support we've previously received from Garfield Weston and BBC Children in Need. Some also include are The Peter Lang Children's Trust, The Spirax - Sarco Charitable Trust, The Clover Trust, D G Albright Charitable Trust, The Gordon Gray Trust, The Tula Trust, MCF Masonic Charitable Foundation, The H D H Wills 1965 Charitable Trust, The Langtree Trust, The Slater Foundation Ltd, The Nancy Kenyon Charitable Trust, The Notgrove Trust, The Albert Hunt Trust, The 29th May 1961 Charitable Trust, The Grace Trust, Sir Jules Thorn Charitable Trust, The Neighbourly Foundation, MBS Charitable Foundation, The Condon Family Trust, and LCVS—The Duncan Norman Trust

While we continue to rely on trusts and foundations for the majority of our funding, we're also planning more community events to raise both awareness and funds.

Corporate Support

We'd like to thank Prosser Knowles, who were our corporate sponsor for several years. Before stepping away to start their own scheme, Matthew Freemantle and others completed the Wolf Run and raised an amazing £1,000 for us.

We're excited to now be working with Greiner Bio-One, who have supported us for several years and have now officially become our corporate sponsor. We look forward to growing this partnership.

Events

We hosted two Christmas Sales this year. One, held at English Martyrs Church, was well attended, while the other at St Mary's Congregational Church was quieter due to bad weather. However, during the evening, the Gloucester District Christian Choir performed a concert at the same venue and raised approximately £600 for us—an incredible boost!

We were also due to host the Snowdrop Teas at Colesbourne Park, but unfortunately, the event was cancelled due to poor weather. Looking ahead, we're excited about several upcoming events:

Recent Events

Recent events was a Jumble Sale and Cake Sale. Treasure Island by Jenny Wren Productions at St Augustine's Farm – 25th July 2025 (a portion of proceeds went to supporting The Family Haven) also a Coffee Morning at Newnham Church – 19th July 2025

Upcoming Events

Gloucester Day Parade—6th September 2025, Jumble Sale at English Martyrs Church, Tuffley 4th October 2025, Christmas Market 8th November also at English Martyrs.

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!

Acknowledgements

A big thank you to Asda and Tesco for their ongoing support and donations, to Alpha Colour Printers for printing our Christmas cards, Blue Sky Signs for printing our Newsletters and Annual Reviews, Atkins Realis for the amazing job they did painting our fences, Glevum Lodge Freemasons for their generous contribution, and Davis and Partner Solicitors for their recent fundraising efforts. We simply couldn't do what we do without the kindness, and generosity of so many individuals and organisations. Thanks to you, we're able to support more families in need every year.

We'd like to give a special thank you to Cath Wain for her ongoing kindness and generosity. Every year, Cath donates toys for the children, something we are very thankful for.

Special thanks also go to Petrina and her colleagues at Ward 2a, who collect and deliver clothes, toiletries, stationery, and food for The Family Haven. Every few months, Petrina brings bags of donations and shares how she's encouraged others to get involved, thank you, Petrina!

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.



Gail Jones
Deputy Manager & Fundraiser



SUMMARISED FINANCIAL INFORMATION

FOR THE YEAR ENDED 31 MARCH 2025

	2024—25	2023—24
INCOME	£000	£000
Voluntary Income	233.4	166.5
Income from activities	31.3	14.6
Bank interest and other income	3.7	3.3
Total Income	268.4	184.4
RESOURCES EXPENDED		
Charitable activities	286.9	257.2
Fundraising	12.0	12.6
Resources expended	298.9	269.8
NET income (expenditure)	(30.5)	(85.4)
Surplus from earlier years	386.2	471.6
Total funds in hand	355.7	386.2
Less:		
Designated Funds:		
Fixed assets	(158.0)	(160.3)
Repairs and improvements	(40.0)	(115.0)
Client services revision	(5.0)	(10.0)
Restricted funds	(18.2)	(8.8)
Free reserves	134.5	92.1

Figures are subject to Independent Examination

The result for the year was a deficit but this was an improvement over the previous year and better than anticipated in the budget. There was an increase of £4k in giving by individuals which unfortunately was offset by a reduction in the funds received from Groups. The large improvement was a significant increase in the funds obtained from grant-giving Trusts. The funds from Trusts had been a difficulty ever since the pandemic. Hopefully we will manage to maintain and improve on the funding from Trusts and individuals, whose contributions are a valuable income for the Charity. Wage costs 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. The staff have to be of the highest level with frequent training to meet the variety of problems faced by our clients.

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. With our new fundraiser all efforts are being made in obtaining funds from larger donors but every penny from an individual donor is valued.



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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Registered Charity No. 1088622

Registered Company No. 04247872