

## **FAMILY VOICE PETERBOROUGH AS A CHARITY**

*To relieve the charitable needs of disabled children and children with complex needs and their families and carers in Peterborough in such ways as the Trustees shall think fit, in particular by the provision of advice, information, support and advocacy*



## **Chairs Forward**

This is our third year as a CIO and has seen us continue to be busy and grow as a charity, working with our partners to continue building on our work in co-production and strategic involvement. We will continue to work with strategic partners to try and find ways to deliver services with the limited funding available. As a forum, we continue to go from strength to strength, gathering information on what is or is not working well within Peterborough and working through solutions with the local authority

The community hall at the Goldhay Centre has continued to be well used in the past year by various regular groups and one off bookings. We have also continued to see an increase in the number of bookings for both caravans, with 92 families benefitting from a short break. BGL have continued to provide volunteers from time to time which is welcome support.

Obviously due to COVID-19 things have recently changed dramatically. We have been responsive to the situation from an early stage and changed our way of working. We have moved to a more online approach and we have also used the Goldhay centre as a hub for distributing food for parent / carers that could not leave their home due to situation relating to the pandemic.



## **Trustees**

John Ravenscroft (Chair Person)  
Amanda Rennie (Resigned August 2019)  
Graham Casey  
Natasha Leahy (Secretary)

## **Declarations of Interest**

- An employee of FVP is married to John Ravenscroft.
- Graham Casey is a local ward councillor where the charity premises is based

## **Governance and Structure**

Operating Model:	Constitution
Legal Structure:	Charitable Incorporated Organisation
Trusteeship:	<p>(1) Apart from the first charity trustees, every trustee must be appointed [for a term of [three] years] by a resolution passed at a properly convened meeting of the charity trustees.</p> <p>(2) In selecting individuals for appointment as charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.</p> <p>FVP has adopted a safer recruitment policy with associated procedures for the purposes of ensuring any appointed trustees:</p> <ul style="list-style-type: none"><li>• Understand their role within FVP</li><li>• Understand what FVP's purpose is, who its beneficiaries are where it operates.</li><li>• Are eligible to act as a trustee and meet charity commission requirements and safeguarding requirements in relation to children and vulnerable adults</li><li>• Bring skills and experience to the charity that mean it will continue meeting its purpose</li></ul>

**Fig. 1 Governance and Structure for FVP**

The following statement still applies: FVP is run operationally by a small team of paid employees, supported by volunteers. Due to the size of the charity the trustees still have some operational duties which are being gradually devolved to the staff team via delegation which takes account of governance guidance principle 1.5

FVP works with a number of other third sector organisations including Peterborough and District Deaf Childrens Society (PDDCS), Pinpoint, Families First and The Aiming High Group as well as acting as a strategic partner of Peterborough City Council in relation to offering collective information, advocacy, support and advice to parent carers which is in line with the purpose of the charity as defined in its objects.



Potential risk within the charity relates to the majority of the Board of Trustees being made a majority of parent carers and of a small number. Also one staff member is a connected person to a trustee. The constitution allows for beneficiaries and connected persons to be trustees and employees which, is handled via the declarations of interest/ loyalty policy and procedures. Any risks are detailed appropriately on a risk log and at all times the risk policy is followed.

### Assets and Ownership

All assets are under the ownership of the CIO with two trustees signing leases/ contracts as required as per the constitution. The assets of the charity are the Goldhay Community Centre and two caravans which are sited at Haven Caister and Butlins Skegness respectively. The community centre was transferred to the CIO in February 2020.

### Staff 2019 to 2020

A Chief Operating Officer has been employed to oversee all operational elements of the charity, supported by a Forum and Charity Development Officer (April 2019 to February 2020), Administrator, Digital Media and Marketing Assistant, Charity Development Worker, Cleaner and key Holder. No staff member is remunerated over £40,000 and the staff costs are covered through specific grant funding and income generated from the hire of the premises. The staffing for the charity covers the forum functions of FVP, all administration and management of the assets.

The trustees are aware of risks associated with being employers, especially as the charity is a relatively small organisation. The trustees will continue to mitigate risk through suitable financial planning, employee support and trustee board development. All work will continue to be underpinned by the risk management policy which is reviewed annually. The board continue to seek guidance with respect to employment when required.

There has been continued staff turnover due to financial constraints during this financial reporting period. More detail of the financial constraints is discussed in the financial reporting section.

### Volunteers/ Reps 2019 to 2020

FVP have secured the support of 12 regular volunteers, and a bank of over 64 ad hoc volunteers courtesy of The BGL group have supported FVP who have enabled some of their staff to give several volunteer days for work on the premises and support as various family based activities.

The parent representation work continues to grow and has this year seen parent reps facilitating focus groups as well as attending strategic meetings and task and finish groups relating to the Special Educational Needs and Disability (SEND) Reforms. There has also been more strategic involvement in health commissioning and service delivery.

The total number of volunteer hours across the charity equates to over **2133**.



## **Objectives and Activities**

The objects of the CIO are to relieve the charitable needs of disabled children and children with complex needs and their families and carers in Peterborough in such ways as the Trustees shall think fit, in particular by the provision of advice, information, support and advocacy

The Board of Trustees have paid due regard to statutory guidance PB1, PB2 and PB3 issued by The Charity Commission when planning and undertaking activities in relation to the objects that define the purpose of the charity.

The trustees also look to consider social impact when undertaking work as means to demonstrate value for money and positive benefit to individuals and their families.

## **Social Impact – Remains The Same as 2017 (Charity Registration)**

Definition: The effect of an activity on the social fabric of the community and well-being of the individuals and families (<http://www.businessdictionary.com/definition/social-impact.html>)

Social impact is also about changes which improve people's lives and have positive consequences for the wider community.

### **Ongoing outcomes/ impact defined by some of our donors/ funders:**

- Reduced isolation or social inclusion
- Improved community cohesion and interactions
- Increased schools engagement
- Improved trust in relationships between parent carers from a range of backgrounds and health , education and social care sectors
- Improved participation as a volunteer or parent representative
- Parents and Carers are empowered to participate in engagement activities with the Local Authority and their partners through representation activity
- Parents and Carers are empowered to engage with the Local Authority and their partners
- Training and Development so Parent carers have increased skills, knowledge to facilitate self-help
- Increased confidence from parent carers in managing behaviours that challenge associated with possible ASD/ ADHD (More specific impact)
- Parents and Carers are empowered engage with Local health providers and confident in understanding how to get the best from health services

### **For FVP the social impact of the charity relates to activities that result in:**

- Improved access to services for children/ young people with disabilities and additional needs.
- Increased parent participation which can include involvement, engagement, information sharing.



- Increased participation from a more diverse group of parent carers.
- Increased empowerment of parent carers leading to more involvement in the services accessed by their children and increased confidence.
- Increase community cohesion and working together
- Improved relationships between parents and settings

### Measuring Social Impact – 2019 to 2020

To demonstrate social impact of the charity a range of qualitative and quantitative data is gathered. This is used to measure the outcomes and impact of the work of the charity; Some of the methods include activity/ event feedback, survey results, quotes, numbers in attendance, demographic information, changes to services for children/ young people with disabilities through a “you said – we did” approach from the Local Authority and photographs. Also in 2019 the introduction of ‘Topics of Importance’

1. FVP has seen one new parent carer join the team as a trained parent reps and another parent rep take on responsibility for running participation and engagement opportunities for other parent carers and administering the forum.
2. Some information relating to services accessed by children and young people with special educational needs and disabilities have been co-produced by parent carers from parent representation and participation through to consultation. Examples are the Parents Guide to Panels, new pages on the Local Offer and new SEND newsletter and a new Local Offer postcard.
3. Through 15 training sessions, workshops and the parent carer hub 123 parent carers have been supported to gain understanding of specific conditions; gained confidence in managing their children’s needs; gained an increased understanding of SEND issues and reported increased positive relationships with the health sector. This is an increase of 29.47%
4. The trips, activities and parent carer sessions lead to self-reporting of increased well-being, new friendships being formed, and the opportunity to spend time with other people leading to less isolation for at least 1018 people an increase of 29.52%
5. Approximately 5461 individuals have benefited from the provision of a community base
6. 103 families (186 adults and 163 children) have accessed the caravans for a short break and reported positive outcomes in relation to a break from usual life stresses, time together as a family and the opportunity to have a holiday. This is an increase of 66.13%



The activities conducted that demonstrate how FVP meets its purposes fall into the following categories (much of this section remains the same as 2018 to 2019):

#### Information

1. Training sessions in understanding behaviours that challenge related to social communication needs, attentional difficulties and learning difficulties providing parent carers/ family members with basic skills to self-manage and gain resilience.
2. Training in the health system (EPP), parent participation and Children and Families Act 2014 (Section 19 Principles) to enable parent carers to navigate the new system and help professionals understand what support their children require.
3. Production and provision of promotional literature such as hard copy and e-copy newsletters and leaflets detailing information relating to children with disabilities and complex needs and services they may access. The newsletters also provide information on changes to services and opportunities to get involved.
4. Use of social media to enable a wider and more diverse group of beneficiaries to receive information and participate in service change.

#### Advocacy (Collective)

1. Focus groups, an annual conference and running on-line surveys to facilitate parent carers raising concerns/ issues and sharing views with relevant organisations such as Local Authority Commissioning (Social Care and Education).
2. Parent representation enabling parent carers to share concerns and views about disability services with education and social care commissioners.

#### Support

1. Coach trips to places chosen by families who have children with disabilities and complex needs. Support is offered to take part in the trips by provision of meeting accessibility needs where feasible and providing coach trip hosts on the day of the trips.
2. Access to family based activities where parent carers can let their children play while they talk to other families who understand their needs.
3. Provision of two caravans for families who have children with disabilities and complex needs to use for a small fee. The caravans enable families to have holidays at seaside locations at an affordable price. The holidays help families to have the same opportunities afforded to families who are not impacted by disability. The costs of holidays can be prohibitive and having the opportunity to access caravans with some adaption and ramped access provides families with opportunities not normally open to them.

#### Advice

1. Parent Carer Hub providing direct access to professionals from Education, Carers Support and SEND Partnership.



## Community Premises

1. 409 sessions were provided for the community either for by FVP or other organisations at the Goldhay Centre which is the one of the charity assets.
2. The Goldhay Centre was used to provide sessions for over 55's in the Orton Area run by the Silvertops; Open Access Play for 5 to 14 year olds run by Families First; Deaf Toddler Sessions run by PDDCS and Targeted Youth Provision run by Peterborough City Council Youth
3. A successful 10 year celebration day for families from diverse backgrounds, parent carers and partners across health and social care was attended by over 110 people.

## **Achievements and Performance**

### Trips, Family Activity Days & Parent Carer Sessions

#### **Coach Trips**

- FVP ran three coach trips in the financial year 2019/ 20 which were funded through grant funds.
  - The coach trips were to Drayton Manor, Robin Hood Festival and Hunstanton all of which were for parent carers, their SEN children and members of the local community.
  - 199 adults and children benefitted from the coach trips and the needs of the children ranged from complex health needs a through to Autistic Spectrum Disorders and Hearing Impairment.
  - The ethnicity of the families ranged from White British to Gambian.

#### **Local Family Based Activities**

- FVP facilitated access to local family based activities through a mixture of grant funding and donations.
- FVP held 16 family and community based activities
- Across all the activities there were 1018 beneficiaries including parent carers, children and young people with SEND, local residents, members of other groups including the Aiming High Group and other community centre users.

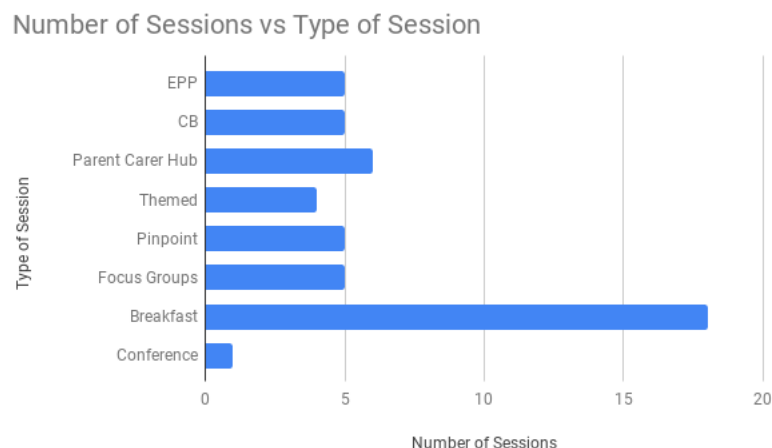
### Sessions for Parent Carers

The attendance at the following has varied according to the topics and need; numbers have been anywhere from 4 to 110

1. 5 Expert Parent Program
2. 5 Challenging Behaviour Sessions
3. 6 Parent Carer Hub
4. 4 Themed Workshops
5. 5 sessions in conjunction with Pinpoint
6. 5 Focus Groups
7. 18 Breakfast Meetings



## 8. 1 Conference



**Fig. 2 Overall Hours, Sessions and Beneficiaries across Forum work of FVP**

### Training

FVP have again worked on various training projects this financial year including:

- 1 parent representative development course.
- 5 Expert Parent Programme (EPP) – CAMHs Transformation Funded
- 5 FVP - Understanding Behaviours that Challenge workshops.
- 1 Schools Offer - Understanding Behaviours that Challenge workshop.

The above training courses/ workshops have resulted in:

- 41 Parent carers completing the EPP
- 41 parent carers attending and reporting positive outcomes from the understanding conditions workshops.
- FVP gaining one new parent representative.

### Participation

The financial reporting period this relates to, 2019 to 2020, has seen for FVP the level of recorded individual participation dip slightly from 369 to 338. The numbers of parent carers taking part in online surveys or Facebook polls has also decreased slightly from approximately 684 to 453 which equates to a decrease of 50.99%. Participation methods preferred by parent carers remain on-line or via feedback at family based trips and activities. FVP has also seen an increase in requests for parent participation from services across sectors operational and strategically.

There has been some investment by FVP in helping parent carers understand their “right” to be heard on a personal and collective level in the services accessed by their children and young people especially at face to face sessions in educational settings. Underpinning the



Children and Families Act 2014 are the Section 19 Principles whereby Local Authorities have a duty to pay due regard to the views, wishes and feelings of children and young people with SEND and those of their parents and carers and support them to participate fully. The work conducted by FVP has been shared with the Local Authority to help them understand what the views and feelings of parent carers are.

## Headlines

1. 338 parents in total have been involved at some level via face to face meetings/ events/ trips/ Facebook Polls and Discussions.
2. >100 professionals have been involved at some level via face to face meetings/ events/ attending training or co-delivering training.
3. 453 parent carers have taken part 17 online surveys or face book polls.
4. Parents have self-reported being members/ attendees at; Peterborough District Deaf Children Society (PDDCS), Peterborough Area Down Syndrome Group (PADSG), Little Miracles (LM), National Autistic Society (NAS), Autism Peterborough, , Aiming High Group (AHG)
5. Children's/ Young people disabilities/ needs have been reported by parents as including (This list is not exhaustive);
  - a. ASD, ADHD,
  - b. Global Developmental Delay (GDD),
  - c. Speech, Language and Communication Needs (SLCN),
  - d. Complex Health, Obsessive Compulsive Disorder (OCD),
  - e. Cerebral Palsy (CP),
  - f. Tourettes,
  - g. Learning Disability and Difficulty (LDD),
  - h. Hearing Impairment (HI), Depression, Behavioural Needs,
  - i. Achondroplasia,
  - j. Goldenhar Syndrome,
  - k. Downs Syndrome,
  - l. Hypochondroplasia,
  - m. Physical Disabilities
  - n. Anxiety Disorder
6. 29 fathers have been involved which is a decrease on the previous year and 1 father has had regular involvement in person and another via social media
7. Parent carers reported the ages of their children/ young people as between 2 to 34.
8. Participation methods used included; one conference, focus groups, online surveys, paper surveys/ feedback forms at trips and activities, training – workshops, Facebook discussions and polls, working breakfast meetings, case studies, seldom heard group sessions and parent representation.
9. Evidence is both qualitative and quantitative in nature.
10. Ethnicity has been self-reported as; White British, Asian, Gambian, Lithuanian , Polish, Albanian, African, Portuguese, Scottish, Canadian, Bangladeshi, South African, Latvian, White European and American.



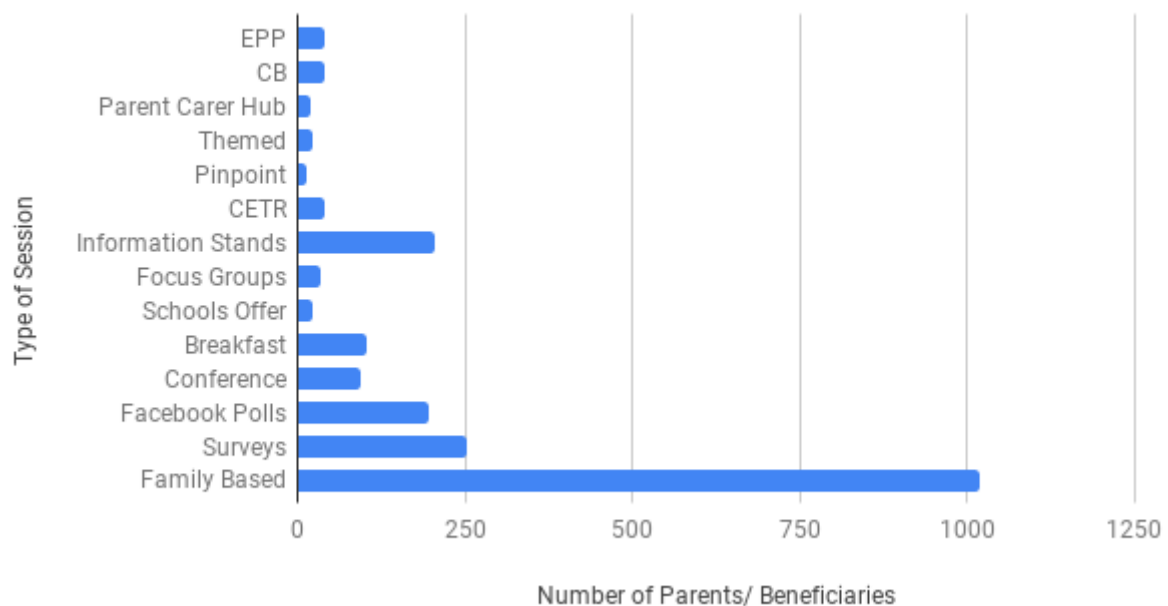
## Parent Representation

5 parent carers acting as representatives have attended 117 strategic meetings investing 454.5 (under estimate) of hours in terms of administration, travel time and actual meeting attendance. These hours are unpaid as the representative role is voluntary.

## Engagement Work

FVP have seen 2115 parent carers, some of whom have participated more than once, participate across 155 sessions/ methods.

Number of Parents/ Beneficiaries vs Type of Session



**Fig.3 Number and type of session accessed by parent carers**



## CHARITY ASSETS (Premises)

### Premises Details

The Goldhay Centre where FVP are based is split into two sections:

- On one side the community premises comprises, Kitchen, Hall, Accessible WC and WC and outside play space
- The other side is a three storey office area with WC and reception/ admin office on the ground floor, small room/ office and training/ staff room on the middle floor and a small office and larger split office on the top floor.

FVP are pleased to have been awarded a 5 star rating for food hygiene for a second time.

### Premises Costs

FVP have taken on the Goldhay Centre as part of the Local Authorities Asset Transfer programme. The asset was transferred in February 2019 for a period of 40 years.

From an analysis of the running costs for the premises against the income received for 2019 to 2020 it appears the centre ran at a slight loss after two key regular groups had to discontinue their services due to funding issues. The resulting short fall has been covered by supplementary grant expenditure. The analysis has been conducted to include cleaner and key holder costs to enable future planning and budget setting. If the cleaner and key holder costs are removed from the calculations then the centre would just have run with a slight profit.

Income	Month													Total
	April	May	June	July	August	September	October	November	December	January	February	March		
Regular Booking	£ 670.00	£ 1,210.00	£ 658.00	£ 622.50	£ 625.00	£ 505.50	£ 629.00	£ 531.00	£ 779.50	£ 538.50	£ 509.50	£ 331.50	£ 7,610.00	
Private booking	£ 144.00	£ 282.00	£ 214.00	£ 64.00	£ 302.00	£ 202.00	£ 184.00	£ 502.00	£ 138.00	£ -	£ 48.00	£ 144.00	£ 2,224.00	
Donations	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	
TOTAL	£ 814.00	£ 1,492.00	£ 872.00	£ 686.50	£ 927.00	£ 707.50	£ 813.00	£ 1,033.00	£ 917.50	£ 538.50	£ 557.50	£ 475.50	£ 9,834.00	
Outgoing	Month													Total
	April	May	June	July	August	September	October	November	December	January	February	March		
Cleaner	£ 203.58	£ 223.34	£ 213.46	£ 213.46	£ 213.46	£ 213.46	£ 213.46	£ 213.46	£ 213.46	£ 213.46	£ 213.46	£ 213.46	£ 2,561.52	
Key Holder	£ 7.83	£ 41.43	£ 24.63	£ 24.63	£ 16.42	£ 16.42	£ 16.42	£ 16.42	£ 16.42	£ 16.42	£ -	£ -	£ 197.04	
Utilities	£ 1,144.51	£ 297.44		£ 689.72	£ 61.51	£ 66.71	£ 59.00						£ 2,318.89	
repairs/maintenance		£ 120.00	£ 40.00			£ 50.00	£ 75.00		£ 30.00	£ 60.00			£ 375.00	
Premises Expenses (Bins etc)		£ 288.00					£ 424.22	£ 309.60	£ 1,279.80			£ 2,548.30	£ 4,849.92	
Licences	£ 221.00	£ 30.00		£ 50.00	£ 75.00	£ 43.20	£ 629.42	£ 50.00	£ 79.00	£ 463.50			£ 1,641.12	
Sundries (Includes insurance)												£ 1,649.38	£ 11,943.49	
TOTAL	£ 1,576.92	£ 1,000.21	£ 278.09	£ 977.81	£ 366.39	£ 389.79	£ 1,417.52	£ 589.48	£ 1,618.68	£ 753.38	£ 213.46	£ 4,411.14	£ 13,592.87	
Monthly Profit/ Loss	£ (762.92)	£ 491.79	£ 593.91	£ (291.31)	£ 560.61	£ 317.71	£ (604.52)	£ 443.52	£ (701.18)	£ (214.88)	£ 344.04	£ (3,935.64)	£ (3,758.87)	
													£ (2,109.49)	

**Fig. 4 Premises income and expenditure**

FVP have taken approximately £9,800 in fees. The utilities, insurance and building costs for the Premises were £10,800 (minus cleaner and key holder) which means even these have not been covered in full.

Although the hall hire fees are unrestricted as income the FVP trustees have allocated them as designated funds to cover the premises running costs.



## Premises Use

### **Parent Forum Opportunities**

1. Having the premises has continued to make the forum more accessible to parent carers and provides FVP with more in-house participation and training opportunities.. Now it is more established, more effort has gone into the promotion of the activities, training and participation opportunities in the centre leading to an increase in regular engagement with parent/carers at the centre and a decrease in external venue hire costs.
2. FVP staff, parent representatives and parent volunteers are also provided with space and office use to enable them to carry out their duties.
3. Parent carers can attend meetings at the office and seek information, signposting and face to face contact more easily.

### **Community Opportunities**

1. The premises has been provided to the following groups/ organisations for a small fee or in-kind during 2018 to 2019
  - a. The Silvertops
  - b. PCC Youth Services
  - c. PDDCS Deaf Toddlers
  - d. 2 Prayer Groups
  - e. Karate Club
  - f. Open Access Youth Group
  - g. PCSO Drop-In
  - h. Councillor Surgeries
  - i. Families First
2. There have been bookings for private events and parties from people within the local community
3. PDDCS provided their summer play scheme at the premises
4. FVP have continued to provide parties and other family based activities for parent carers and their children/ young people

### **Working With Families First**

1. Families First have been enabled to pay a reduced fee for this financial period per session after securing grant funding. The hall is used weekly after school term time and during the day in holiday periods (always on a Tuesday)
2. Families First provide open access play to the local community for 5 to 13 year olds for free during these times.
3. Families First provides open access play around Peterborough and also provide support for children and young people as part of their early intervention and prevention work for Peterborough City Council.

### **Working with PDDCS**

1. FVP have been working closely with PDDCS to enable access to support tailored specifically to members of the Deaf Community.
2. The premises has been used to facilitate a Deaf Toddlers Group



3. To make the premises more accessible to members of the Deaf Community, FVP have provided the following; flashing front door bell that can be seen in the hall so those of the deaf community know when to let others in. There are flashing fire exit signs so that anyone who is deaf can see if the fire alarm has gone off. The main hall is carpeted to allow for a dampening of the acoustics in order to better facilitate play and learning sessions. We have also acquired the use of a Juno particularly for the members of the deaf community.

PDDCS had the following to say about our work with them

*"I'm just so so so so so so grateful for your sign posting to ..... they have given us 5k for our 50th celebration...Can't even begin to tell you how much I appreciate your help"*

*And;*

*"To all at Family Voice.....A mahooosive thank you for all the help, guidance and love you give us at the PDDCS....."*

Many Thanks  
Amy  
PDDCS

### **Working with Silver Tops**

1. FVP have provided the Silver Tops with extra activities such as movie afternoons and quiz sessions. Such activities have been based on requests made.
2. FVP have also with support from BGL in the form of volunteers started providing hot meals on a bi-monthly basis. The Silver Tops have requested certain choices which are then prepared and served to them.



## Overall Usage

An analysis of the overall usage of the hall over the past three years shows some fluctuation in part due the change to regular user groups and the number of private hire sessions.

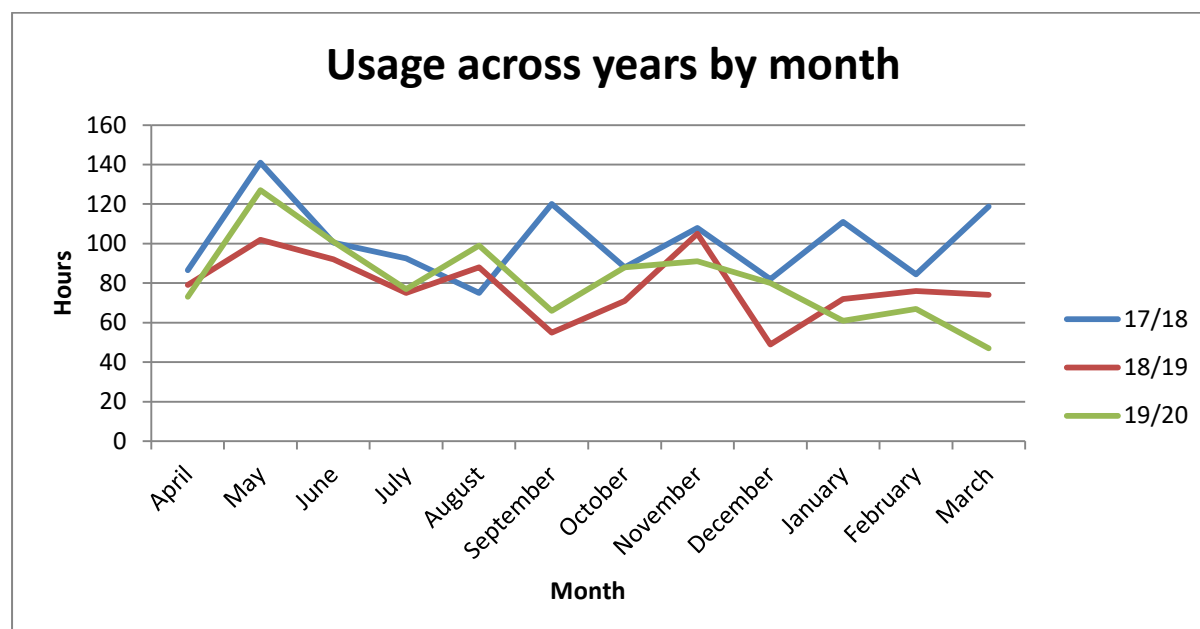


Fig. 5 Hall usage across months from 2017 to 2020

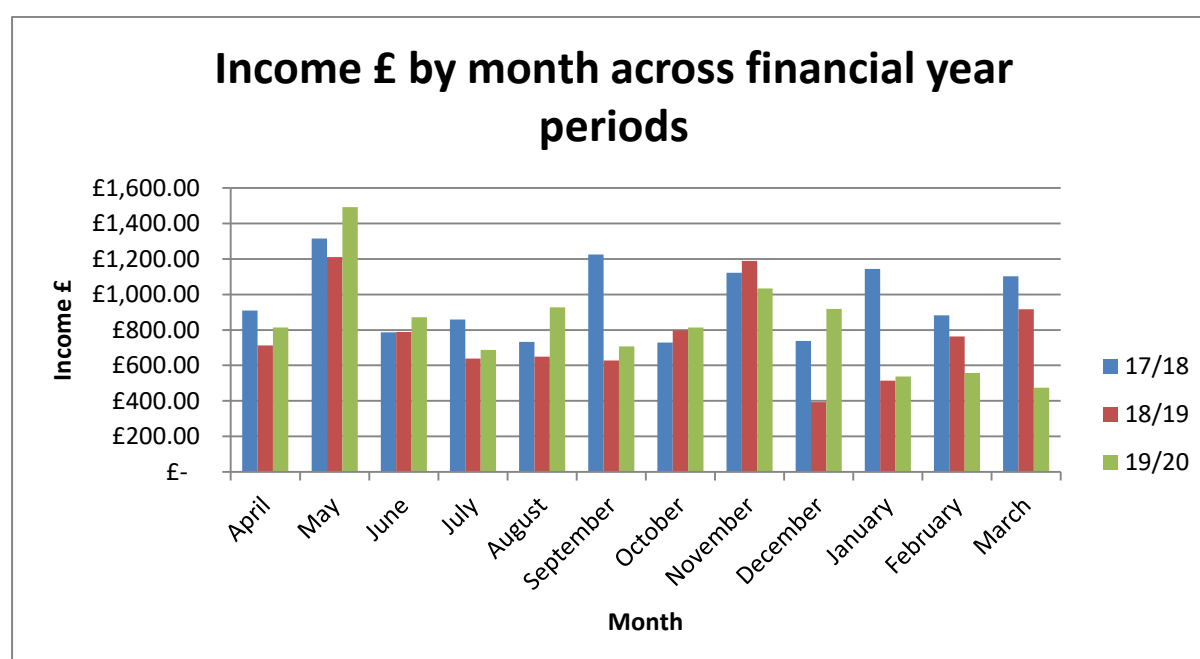
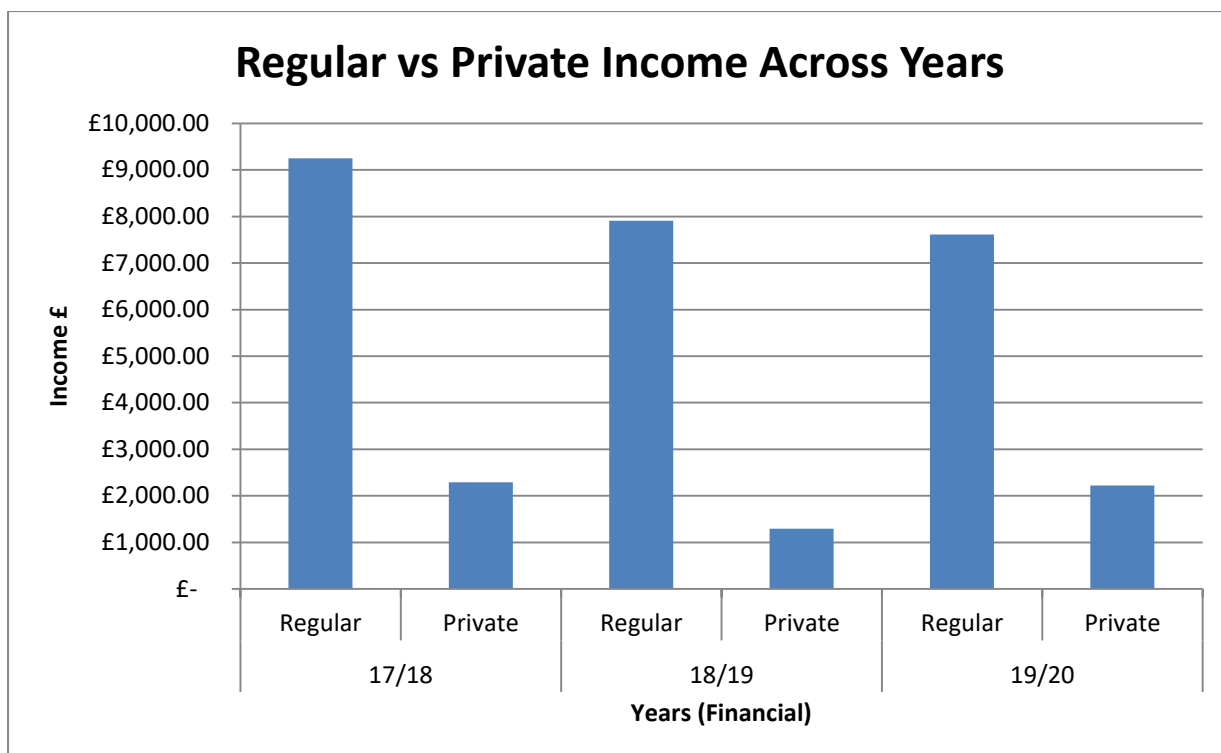


Fig.6 Hall income across months from 2017 to 2020





**Fig.7 Income from regular and private hire per month across years**



# Caravan

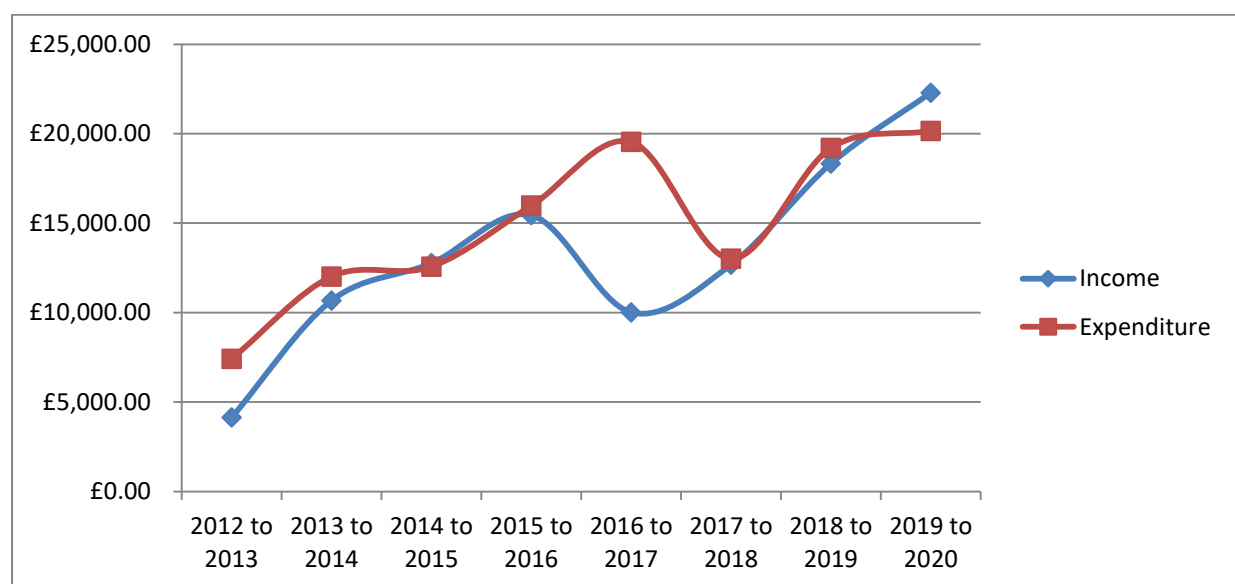
## Management and Structure

The caravans are owned by the CIO and managed on a daily basis by COO and admin and the Chair Person is the designated point of contact.

## Finances and Sustainability

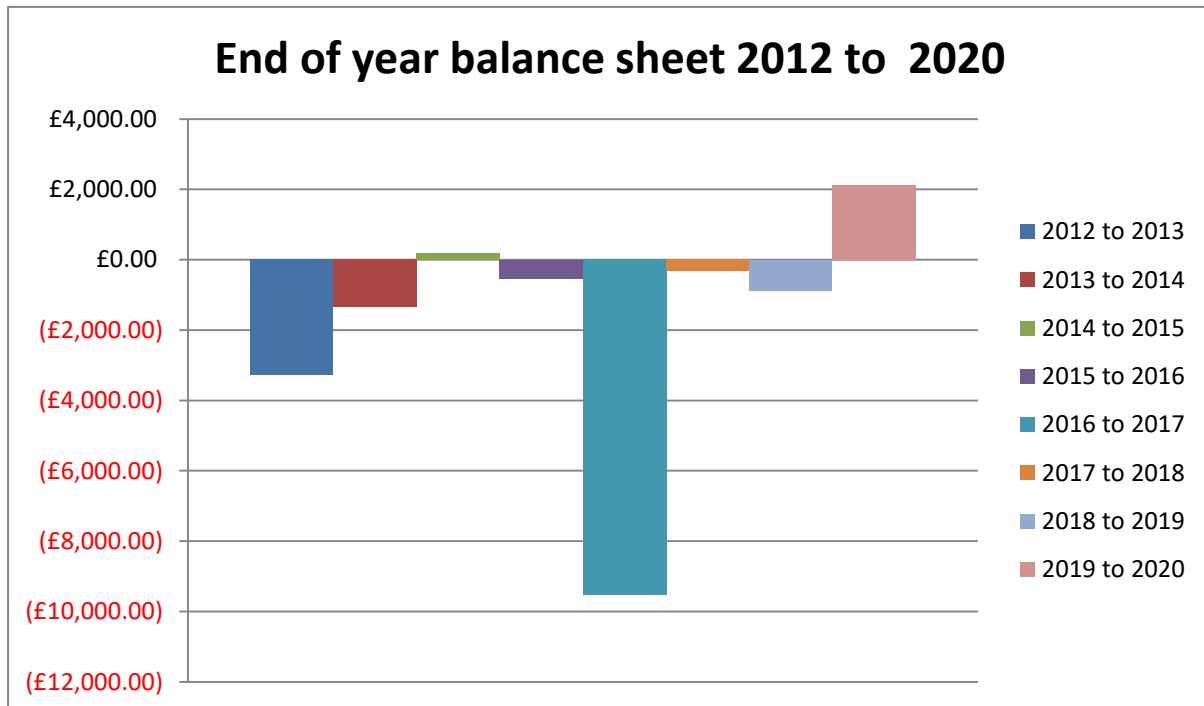
### Income and Expenditure from 2012 to 2020

The chart gives an indication of yearly income and expenditure relating to the caravan. The figures do not include any yearly carry forward. In the 2019 to 2020 season there has been a move towards running a slight profit as opposed to loss. This has been partly due to handing some dates at Haven for their sub-let programme which affords a guaranteed income.



**Fig.8 comparison income and expenditure of the caravans since ownership began**





**Fig.9 End of year balance sheet**

#### General Operating Costs

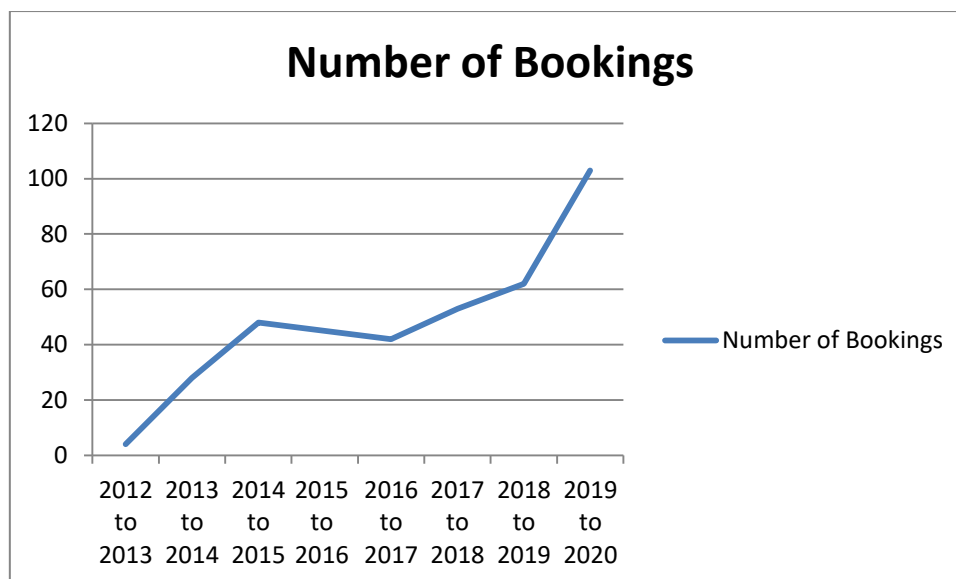
- Utilities
- Cleans
- Site Fees
- Business Rates
- Insurance
- Repairs and Maintenance
- Key release fees
- Re-stock (e.g bedding, crockery)

FVP also stock the caravans with a selection of DVD's, games and children activities (colouring books, puzzle books, crayons)

#### Bookings

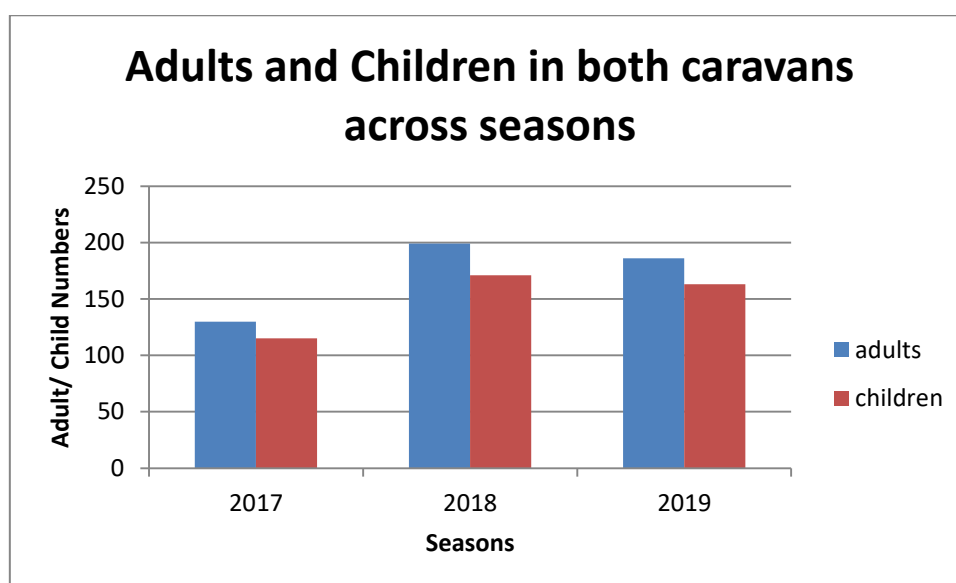
The season runs from March to October at both sites but much of March and September are given over to adult only weekends at Butlin's. Year on year there has been an increase in the number of families who have benefitted from use of the caravan.





**Fig.10 Overall number of bookings per year**

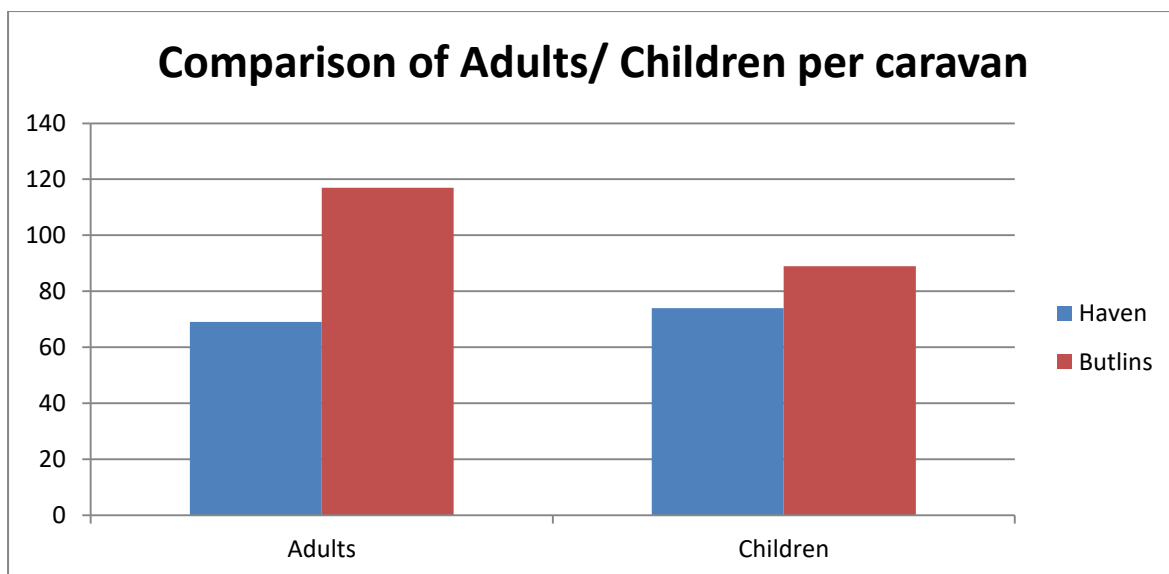
**Fig. 11** below shows the change in numbers of adults and children who benefited from a short break between the 2017 to 2019 seasons across both caravans.



**Fig. 11 comparison of number of adults/ children who used each caravan in 2017 and 2019**

**Fig. 12** below demonstrates that Butlins is overall the preferred choice os site for families booking a shorty break with FVP.

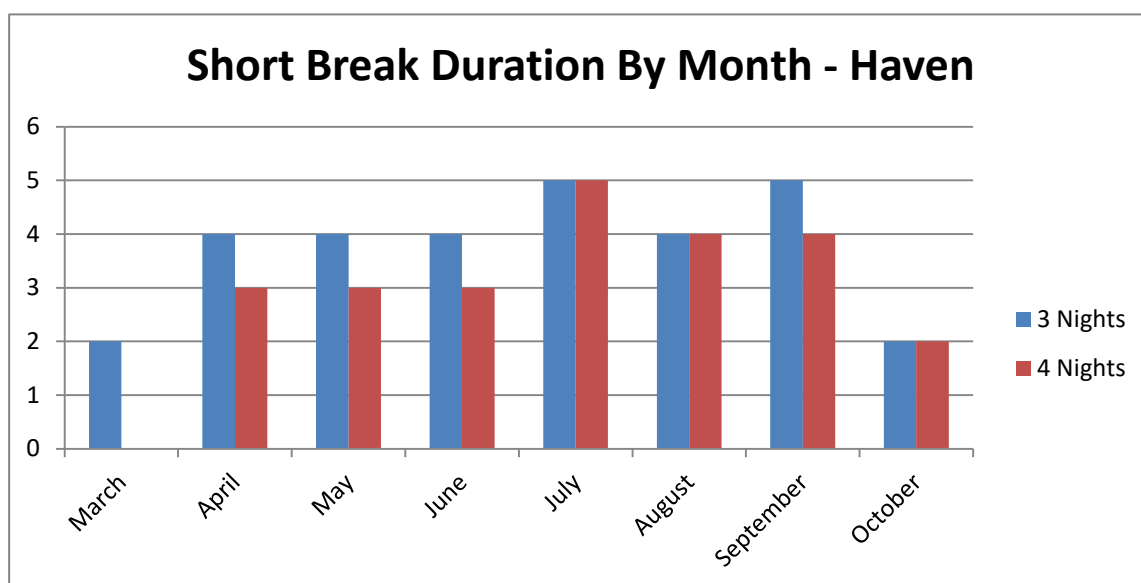




**Fig. 12** Number of adults/ children who stayed in Haven and Butlins in 2019

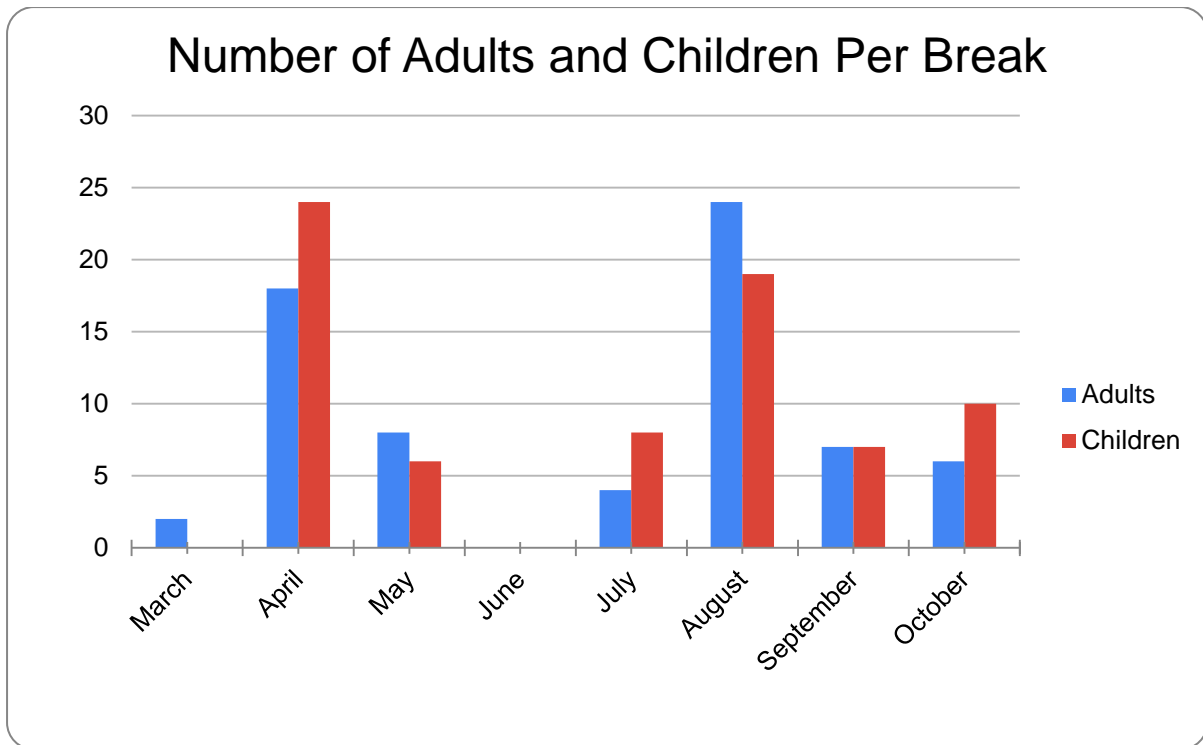
**Fig. 13 and 14** below show that:

- The preferred duration for a break at Haven was three nights.
- The most popular time to use the caravan was in school holiday periods



**Fig. 13** Short break duration preference for Haven in 2019

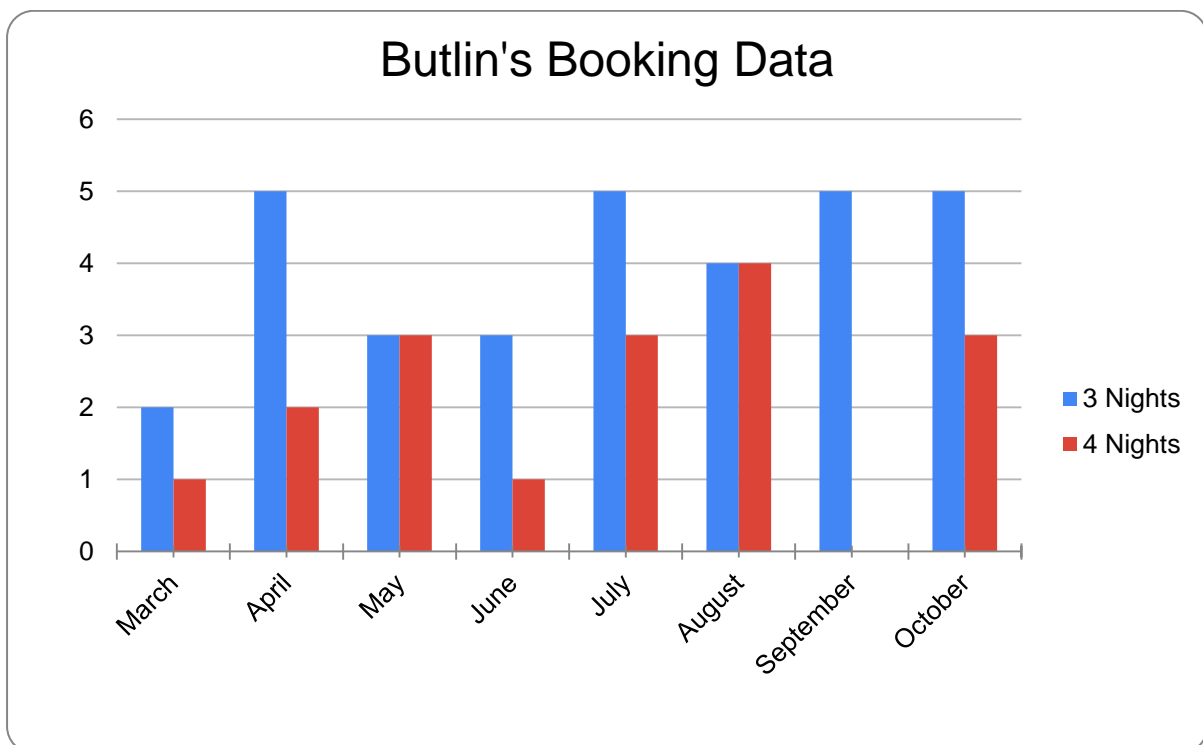




**Fig. 14 Total number of adults/ children per month at haven caravan**

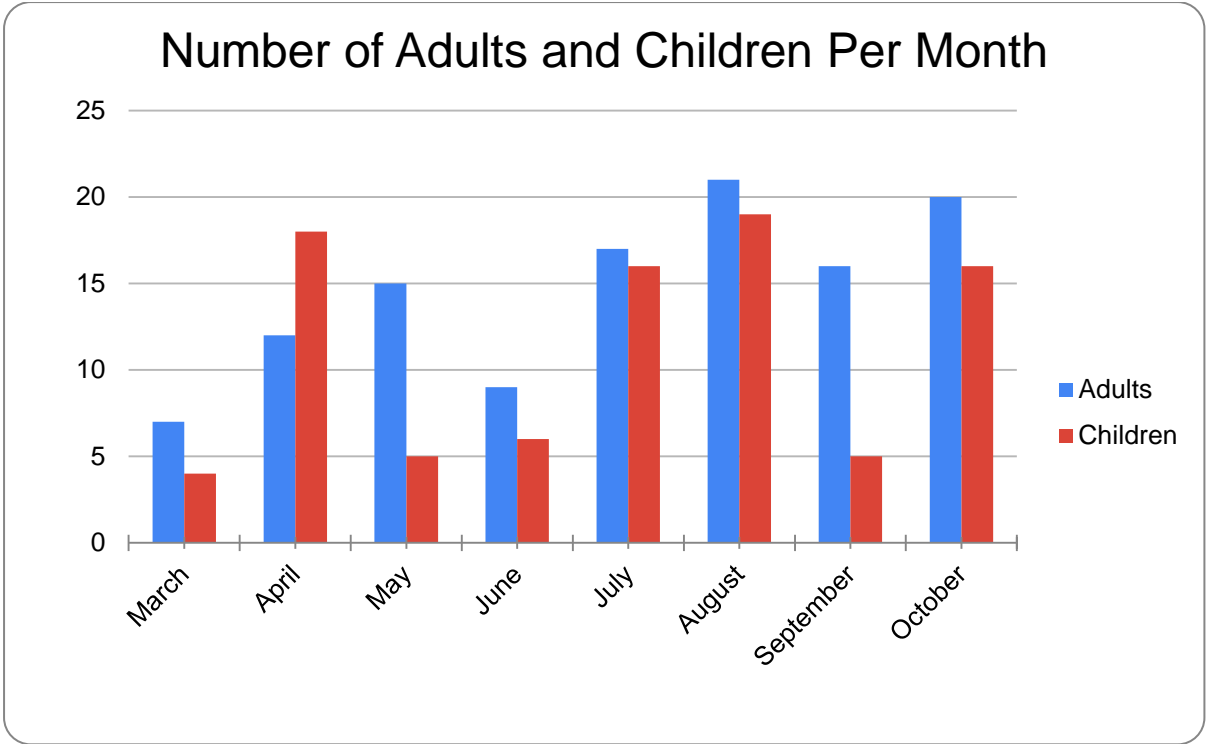
**Fig. 15 and 16** below show that:

- The preferred duration for a break at Butlins was three nights.
- The most popular time to use the caravan was in July to September.



**Fig. 15 Short break duration preference at Butlins Caravan**





**Fig. 16 Number of adults/ children per month staying at Butlins caravan**



## **Financial Review**

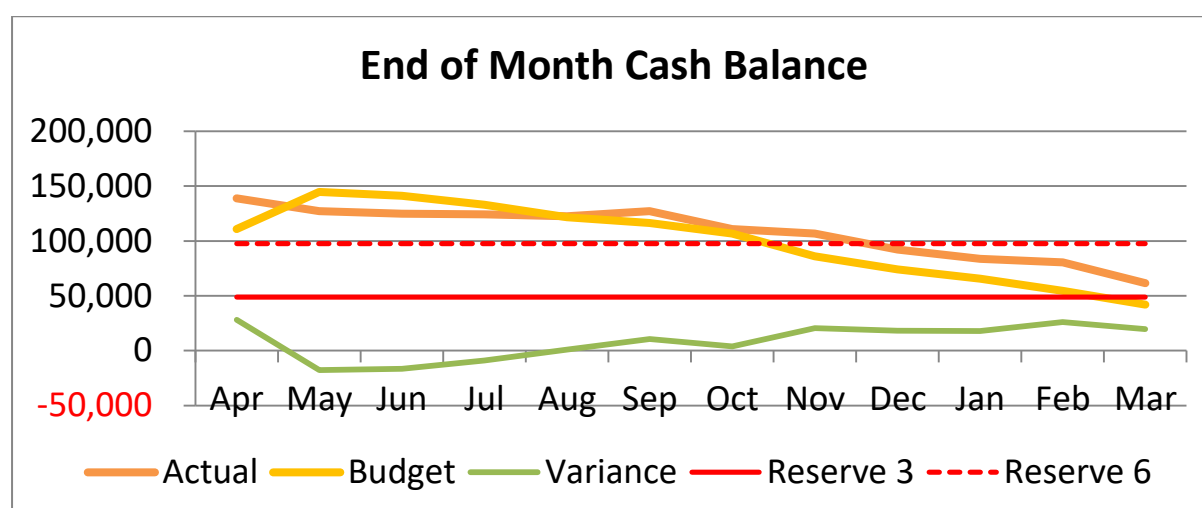
### **Reserves Statement**

The trustees are continuously working to establish sustainability and good governance for the charity and have developed various policies and procedures including a reserves policy to facilitate this. The policy establishes how reserves levels are set and how these relate to unrestricted funds and such levels will be managed.

Although funds for the caravan are unrestricted they have been considered as designated and therefore not to be included in the free reserves of the charity as they are necessary to ensure the continued sustainability of the caravans to ensure ongoing short break provision.

The trustees propose to maintain the charity's free reserves at a level which is at least equivalent to six months operational expenditure and three months as a minimum. At the end of the last financial reporting period the charity had approximately reserves equivalent to two months and set an objective to move this level up.

At the time of this reporting the reserves levels are much better with as demonstrated on **fig.17** which is the position of the charity as of March 2020.

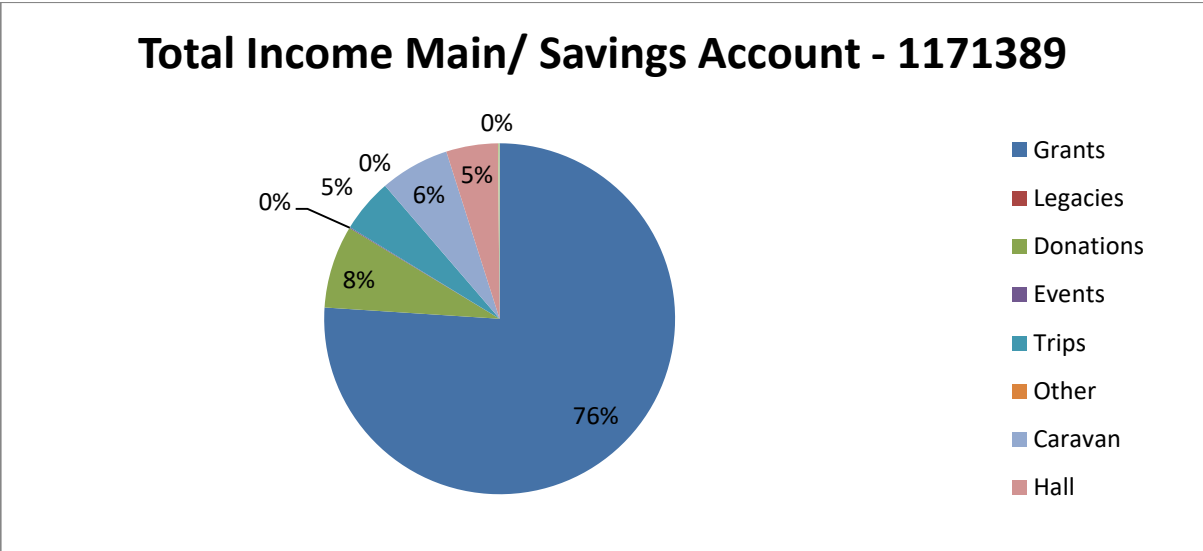


**Fig. 17 Levels of Charity Reserves at March 2020**

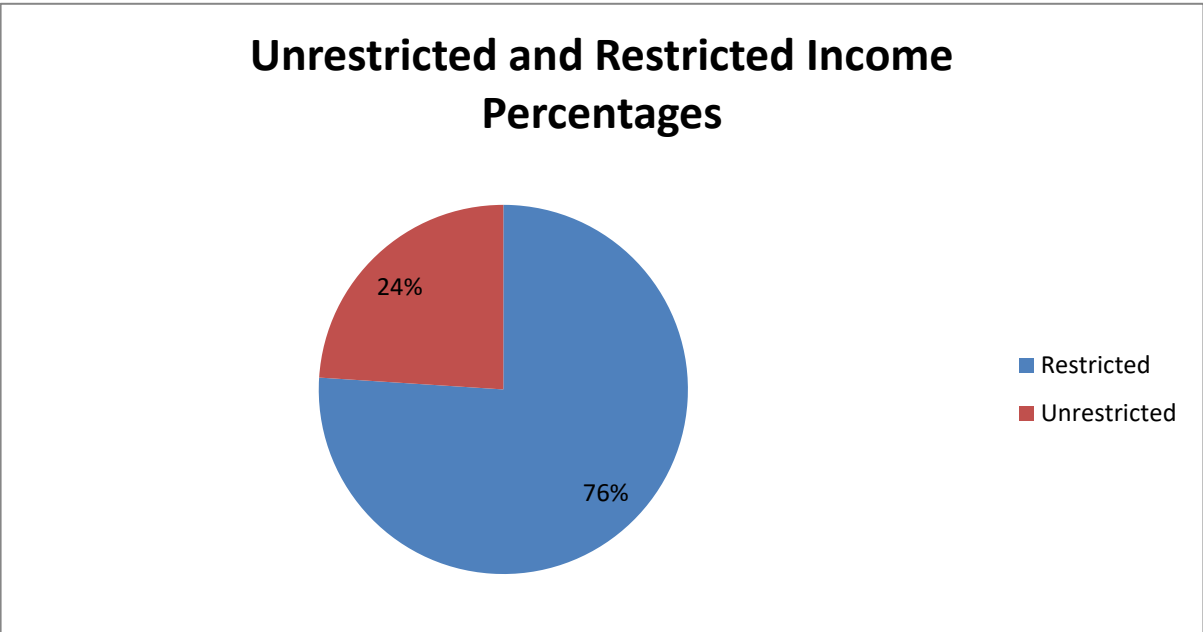
### **Principle Source of Income**

The principle source of income for FVP is grant funding which is linked to predefined outcomes. Grants have been allocated by Contact behalf of The DfE, The Local Authority on behalf of the CCG and The Local Authority. The total grant income equates to 76% of the charity's total income and is restricted. There is still a level of instability in the income for FVP as it is mainly year on year grant funding.





**Fig. 18 percentages of different income streams for FVP (1171389)**



**Fig. 19 percentage of income either restricted or unrestricted**

There has been a further decrease in grant funding for 2019 to 2020 which impacted on staffing and led to a change in how work could be delivered. The Board of Trustees has continued on an ongoing basis to evaluate how the funding will be allocated to ensure the work of the charity/ forum can continue. As with the previous year all grant income has been paid in the relevant financial year.

**Fundraising and Donations**

Through fundraising and donations FVP has generated approximately just over £18,000 which is an increase on the previous year where FVP generated £4000.

Expenditure on fundraising related to provision of items such as refreshments, entertainment and venue costs at fundraising event has equated to approximately £2500, some of which was covered through specific grants.



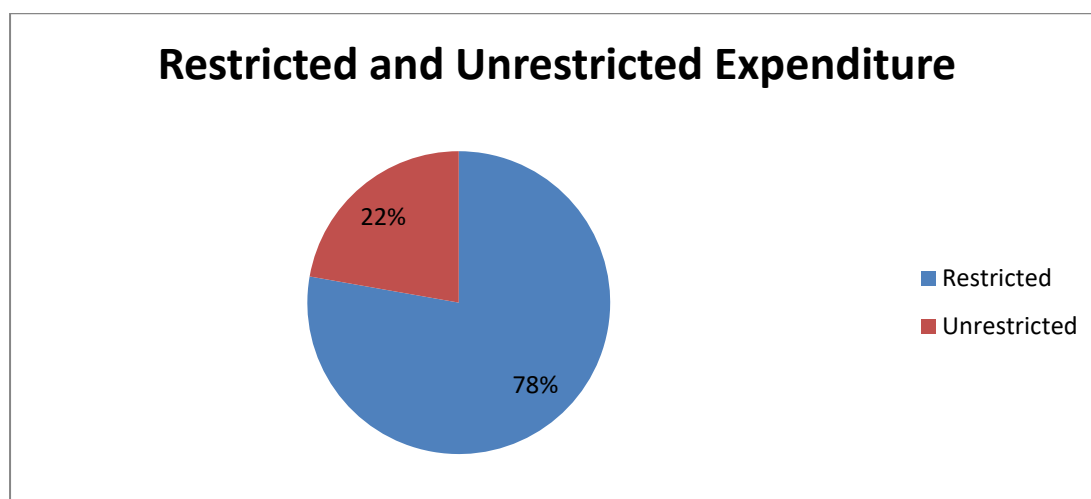
Any fundraising is managed under an ethical fundraising policy held by the CIO and as such work relating to joint fundraising falls under this. To demonstrate best practice the CIO is also self-registered with the Fundraising Regulator.

### Expenditure

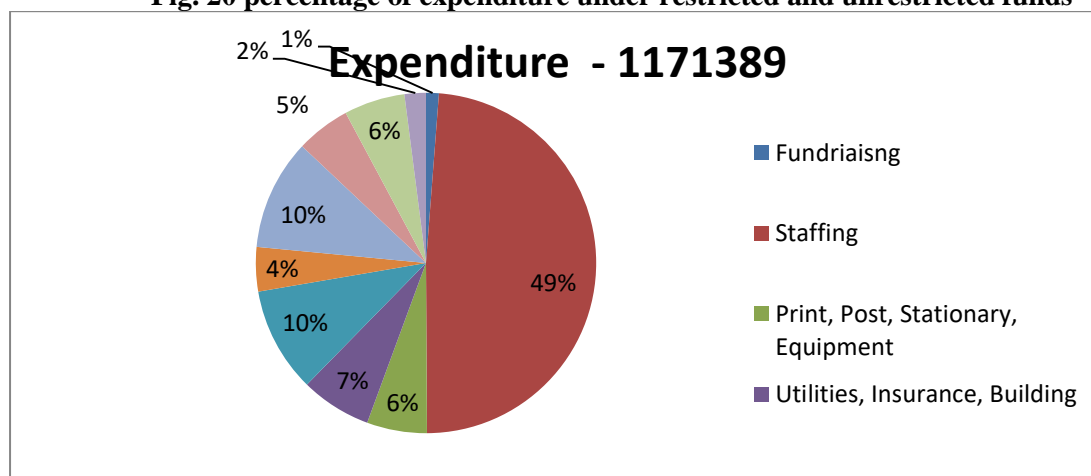
The majority of the charity expenditure is from restricted funds from grants paid in year. Overall 78 % of expenditure was restricted. The majority of core costs fall into restricted funds expenditure with most staffing covered under restricted funds. A small level of staffing has been covered via funds raised from hall hire.

The majority of grant expenditure is set against pre-defined outcomes with specific outputs and measured against an outcomes matrix. The DfE grant although for a small amount is a receipted grant, where every receipt has to be allocated and spending has to be strictly kept within predefined budget. The outcomes match the objects of the charity. Expenditure has been on providing families with access to information, advocacy, support and advice; therefore meeting the objects of the charity.

Trips, activities and caravan expenditure is covered by unrestricted funds that have been designated. This equated for 6% of the expenditure overall. Staffing equated for 49% of the overall expenditure.

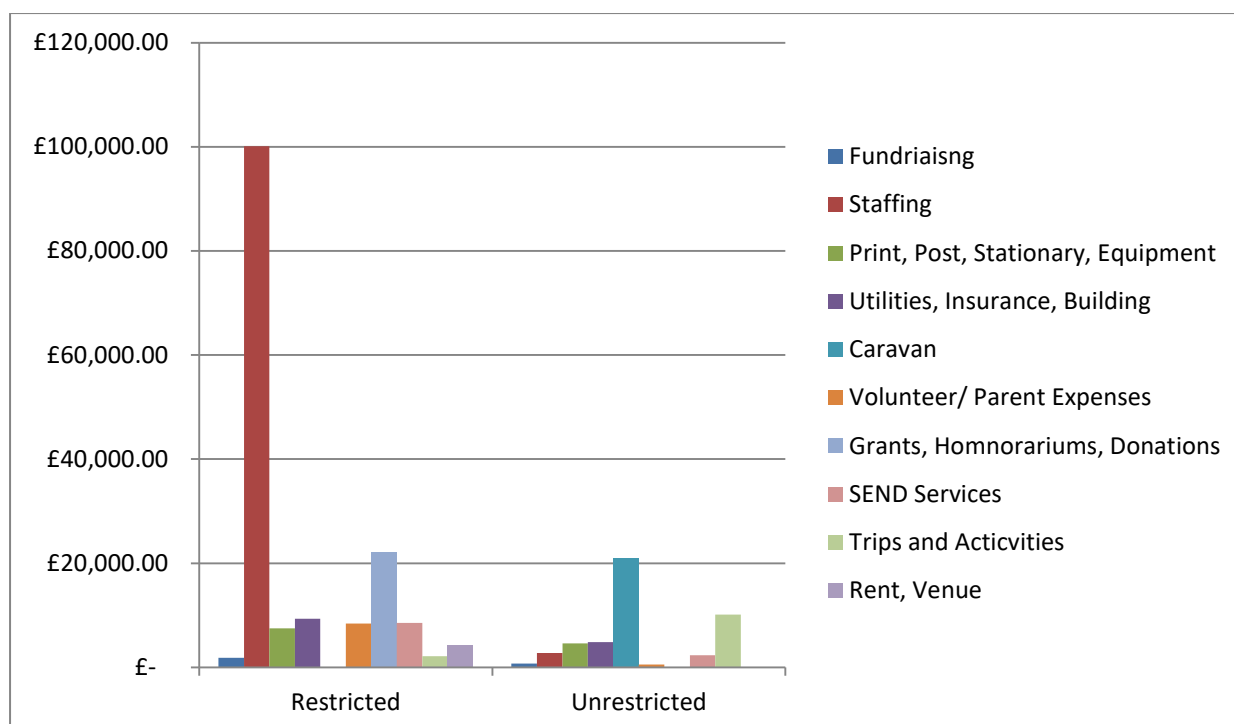


**Fig. 20 percentage of expenditure under restricted and unrestricted funds**



**Fig. 21 Overall expenditure across natural payment categories**





**Fig. 22 Expenditure across budgets under restricted and unrestricted funds**

### Further Details

1. The caravan expenditure is covered by income generated through caravan sub-let fees. The expenditure is on site fees, utilities, repairs, ground rates, insurance and cleaning.
2. Fees include:
  - a) remuneration to parent carers for delivering training,
  - b) speakers fees from the FVP annual conference,
  - c) fees for external specialists to provide support on a range of areas to the Board of Trustees
  - d) Entrance/ ticket costs to conferences attended by parent representatives
  - e) The grant portion held by FVP for Pinpoint
3. Staff turnover has more static in 2019 to 2020. The majority of those employed have been parent carers who volunteer extra time to the charity over their contracted hours of employment. All costs relating to employment are linked to grants.

### Trustee Remuneration and Expenses


During the financial period 2019 to 2020, one trustee received remuneration for specialist work on behalf of the Clinical Commissioning Group. Trustees received reimbursement for reasonable travel and sustenance claims.

### Accounts Preparation

In line with the charity's constitution and charity accounting guidelines as defined in CC15d 'charity reporting and accounting: the essentials' a decision has been taken to prepare the accounts using a payments and receipts system (using natural categories)



# Statement of Accounts 2019 to 2020 - 1171389

	CHARITY COMMISSION FOR ENGLAND AND WALES	Family Voice Peterborough		1171389		CC16a
		Receipts and payments accounts				
		For the period from	1st April 2019	To	31st March 2020	
Section A Receipts and payments						
	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year	
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts						
Donations, Legacies and Grants	17,974	179,222	-	197,196	145,150	
Fundraising Events	204			204	3,038	
Fees for Charitable Services	11,661		-	11,661	6,788	
Hire of Community Premises	11,240		-	11,240	11,655	
Hire of Caravans	15,693		-	15,693	21,203	
Transfer Assets (1141009)			-	-	-	
Transfer into savings			-	-	-	
Interest	349		-	349	22	
Sub total (Gross income for AR)	57,121	179,222	-	236,343	187,856	
A2 Asset and investment sales, (see table).						
	-	-	-	-		
	-	-	-	-	-	
Sub total	-	-	-	-	-	
Total receipts	57,121	179,222	-	236,343	187,856	
A3 Payments						
Cost of Fundraising Events/ Promotion	730	1,839	-	2,569	1,553	
Staffing Costs (wages, pensions, HMRC)	2,752	100,101	-	102,853	87,844	
Print, Post, Stationary, Equipment	4,593	7,457	-	12,050	8,754	
Utilities, Insurance, Building Costs, Repairs	4,864	9,327	-	14,192	9,661	
Caravan Running Costs	21,058		-	21,058	20,578	
Volunteer and Parent Carers Expenses (childcare, travel, refreshments)	507	8,384	-	8,891	5,963	
Grants and donations paid		26,200	-	26,200	20,200	
Cost of SEND Services (training fees, delivery costs)	2,338	8,546	-	10,884	12,478	
Costs of proving trips/ activities (coach hire, entry fee etc)	10,124	2,109	-	12,233	11,219	
Rent/ Hire of rooms		4,290	-	4,290	5,113	
Transfer to savings			-	-	-	
			-	-	-	
Sub total	46,966	168,254	-	215,220	183,363	
A4 Asset and investment purchases, (see table)						
	-	-	-	-		
	-	-	-	-	-	
Sub total	-	-	-	-	-	
Total payments	46,966	168,254	-	215,220	183,363	
Net of receipts/(payments)	10,155	10,968	-	21,123	4,493	
A5 Transfers between funds			-	-	-	
A6 Cash funds last year end	14,016	26,474	-	40,490	35,997	
Cash funds this year end	24,171	37,442	-	61,613	40,490	



## **COVID-19 Pandemic and Charity Impact**

During this reporting period the charity has entered in to unprecedented territory in light of the current global COVID-19 Pandemic. This has impacted on delivery of services funded and otherwise, staffing and volunteering, the financial position of the charity and also had a direct impact on the beneficiaries of the charity as a whole

### **Service Delivery**

Much of the planned work for March 2020 and going into April, May and June has been delayed or cancelled, affecting over 150 individuals in March alone. This includes information, advice and sign-posting sessions, family based activities and training for parent carers.

### **Community Centre**

The Goldhay Centre has been closed until further notice, with all the groups who access the centre to run their services being affected, as well as members of the public who had planned private events at the centre. The centre has been moved over to use by the Local Authority as part of the response to the pandemic and is being used to house and prepare care packages for those most affected.

### **Caravans**

Both caravan parks closed to the public towards the end of March and have announced closures until the middle of May at the earliest. Bookings have been cancelled or postponed by guests. This means many families who benefit directly from a short break away will no longer have that benefit.

### **Staffing and Volunteering**

Planned volunteering days through BGL have been cancelled as their staff have been furloughed. Staffing within FVP have been experiencing difficulties in performing their duties as working from home, as per government guidance is not practical in all cases and furloughing is not an option to the charity as staffing is funded via public money in the form of grants from the LA, DfE and Health Sectors.

### **Financial Stability**

The pandemic has had a direct impact on the immediate cash-flow the charity. Due to having to refund monies received for planned caravan bookings and community centre bookings the cash in bank at the end of March was a lot lower than originally predicted and planned for. There is also going to be a direct impact moving in to the financial year 2020 to 2021 as many pre-booked sessions have been cancelled which will see revenue drop heavily. Losses through the caravan and centre closure and cancellation of events have created a net loss of approximately £10,000. Income generation is also going to be affected as fundraising cannot take place and revenue cannot be sought through the assets.



## Beneficiaries

FVP have gathered information from parent carers on how the current pandemic has affected them and fed these views to the Local Authority who has looked at what measures can be put in place to provide support differently. FVP have also had to move much work to online methods and find other ways to still work to achieve the charitable objects of the charity. This has helped to some extent, but much more is still needed to help. Key themes identified impacting families are:

1. Increased anxiety.
2. Increased behaviours that challenge.
3. Financial worries.
4. Feelings of isolation.
5. Difficulties in finding enough food or having the opportunity to go and buy food.
6. Problems supporting the needs of those children who for a range of reasons experience restricted diets

## **Forward Plan**

After careful risk assessment and completion of a SWOT analysis areas for development relate to sustainability and capacity. Work has been identified in relation to marketing, fund raising and increase the charity work force. These are subject to change due to the ongoing pandemic.

### **Long term goals**

Over the next two to five years FVP want to:

- Continue with the expansion of engagement work with schools, this will increase understanding, reduce conflict; provide support for school staff, the parents/carers and their children.
- Continue with expansion of engagement work with parents, this will increase the organisational offer to more target groups
- Continue with the marketing and promotion of the organisation to increase membership which will also increase the organisational offer to target groups especially hard to reach groups.
- Explore more sustainable funding options and secure more long term funding that will allow us to expand the forums reach as well as bring on more staff to take the pressure off of existing staff members

### **Short Term Goals**

Over the coming year FVP will:

1. Continue to identify ways to maximise use of and funding opportunities through current charity resources
2. Look to recruit more volunteers to increase capacity
3. Review the trustee board in relation to identify and filling skills gaps
4. Seek the support of corporate partners to facilitate charity sustainability.





## Receipts and payments accounts

CC16a

For the period  
from

1st April 2019

To


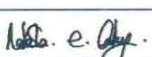
31st March 2020

### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Donations, Legacies and Grants	17,974	179,222	-	197,196	145,150
Fundraising Events	204	-	-	204	3,038
Fees for Charitable Services	11,661	-	-	11,661	6,788
Hire of Community Premises	11,240	-	-	11,240	11,655
Hire of Caravans	15,693	-	-	15,693	21,203
Transfer Assets (1141009)	-	-	-	-	-
Transfer into savings	-	-	-	-	-
Interest	349	-	-	349	22
<b>Sub total (Gross income for AR)</b>	<b>57,121</b>	<b>179,222</b>	<b>-</b>	<b>236,343</b>	<b>187,856</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>57,121</b>	<b>179,222</b>	<b>-</b>	<b>236,343</b>	<b>187,856</b>
<b>A3 Payments</b>					
Cost of Fundraising Events/ Promotion	730	1,839	-	2,569	1,553
Staffing Costs (wages, pensions, HMRC)	2,752	100,101	-	102,853	87,844
Print, Post, Stationary, Equipment	4,593	7,457	-	12,050	8,754
Utilities, Insurance, Building Costs, Repairs	4,864	9,327	-	14,192	9,661
Caravan Running Costs	21,058	-	-	21,058	20,578
Volunteer and Parent Carers Expenses(childcare, travel, refreshments)	507	8,384	-	8,891	5,963
Grants and donations paid	-	26,200	-	26,200	20,200
Cost of SEND Services (training fees, delivery costs)	2,338	8,546	-	10,884	12,478
Costs of proving trips/ activities (coach hire, entry fee etc)	10,124	2,109	-	12,233	11,219
Rent/ Hire of rooms	-	4,290	-	4,290	5,113
Transfer to savings	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>46,966</b>	<b>168,254</b>	<b>-</b>	<b>215,220</b>	<b>183,363</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>46,966</b>	<b>168,254</b>	<b>-</b>	<b>215,220</b>	<b>183,363</b>
<b>Net of receipts/(payments)</b>	<b>10,155</b>	<b>10,968</b>	<b>-</b>	<b>21,123</b>	<b>4,493</b>
<b>A5 Transfers between funds</b>					
<b>A6 Cash funds last year end</b>	<b>14,016</b>	<b>26,474</b>	<b>-</b>	<b>40,490</b>	<b>35,997</b>
<b>Cash funds this year end</b>	<b>24,171</b>	<b>37,442</b>	<b>-</b>	<b>61,613</b>	<b>40,490</b>



## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Main Account		3,151	-
	Savings Account	58,461	-	-
		-	-	-
	<b>Total cash funds</b>	<b>58,461</b>	<b>3,151</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>	Details	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B3 Investment assets</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
<b>B4 Assets retained for the charity's own use</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	Two Caravans Sited at Skegness and Caister	Unrestricted	-	-
	Computers and Other Equipment	Restricted	-	-
	Furniture, Fixtures and Fittings	Unrestricted	-	-
	Community Centre	Unrestricted	-	-
			-	-
			-	-
			-	-
			-	-
<b>B5 Liabilities</b>	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
	Staff wages, Pensions, HMRC Costs	Restricted	-	17 April 2019
	Caravan Bills	Unrestricted	-	01 May 2019
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
		J Ravenscroft	08/04/2020	
		N Leahy	08/04/2020	





# Independent examiner's report on the accounts

## Section A

## Independent Examiner's Report

Report to the trustees/  
members of

Charity Name  
Family Voice Peterborough

On accounts for the year  
ended

March 2020

Charity no  
(if any)

1171389

Set out on pages

(remember to include the page numbers of additional sheets)

Respective  
responsibilities of  
trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent  
examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent  
examiner's statement

In connection with my examination, no matter has come to my attention (other than that disclosed below \*)

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
  - to keep accounting records in accordance with section 130 of the Charities Act; and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

\* Please delete the words in the brackets if they do not apply.

Signed:

Date: 5<sup>th</sup> April 2020

Name:

Jonathan Lewis

Relevant professional

Chartered Institute of Public Finance and Accountancy (CPFA)



qualification(s) or body  
(if any):

--

**Address:**

Cambridgeshire County Council
-------------------------------

Box SS1210, Shire Hall
------------------------

Cambridge CB30AP
------------------

**Section B**

**Disclosure**

Only complete if the examiner needs to highlight material problems.



**Give here brief details of any items that the examiner wishes to disclose.**

None identified.



