



Trustees' Annual Report for the period						
From	Period start date			To	Period end date	
	Day 22	Month 03	Year 2019		Day 21	Month 03

Section A Reference and administration details

Charity name

Other names charity is known by

Registered charity number (if any)

Charity's principal address

The Orwell Centre	
114 Fore Hamlet	
Ipswich	
Postcode	IP4 3DP

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Dot Cordle	Chair		
2	David Sansom	Safeguarding Lead		
3	Jan Baker			
4	Mark Crawley			
5	Steve Jones	Treasurer		
6	Dan Somers			
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Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

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Section B Structure, governance and management

Description of the charity's trusts

Type of governing document
(eg. trust deed, constitution)

Constitution adopted March 2016

How the charity is constituted
(eg. trust, association, company)

Charitable Incorporated Organisation

Trustee selection methods
(eg. appointed by, elected by)

Appointed by existing Trustees

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

We have a Disclosure and Barring Service policy for all paid and volunteer staff in place.

Additional policies include: Children and Vulnerable Adult Protection and Safeguarding Policy, Data Protection, Use of Mobile Phones, Health and Safety, Equal Opportunities, Managing Performance, Grievance, Complaints, Lone Worker, Risk Management and Anti-Fraud. All have regular (annual/bi-annual) review dates.

All trustees give their time voluntarily and receive no remuneration or other benefits.

Any organisational risks are identified and discussed as a monthly trustees agenda item.

Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

The objectives of the CIO is, for the public benefit (and in accordance with Christian principles), the relief of those in need by reason of financial hardship, unemployment, ill health and such other economic or social disadvantage.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

Our focus is on helping families to help themselves by offering support from a trained Family Volunteer who is able to work with the whole family, helping them to find solutions to their challenges and bringing hope and order to chaotic lives. The aim is to manage their own lives and that of their family.

Once a family is referred to us, our Family Coordinator arranges to meet the family to get to know them and starts to map a family journey, looking at what's important to them and what they want to see changed. They are then matched with a Volunteer who supports the family on a weekly basis encouraging them to take small steps to move towards their goals. The Family Coordinator carries out regular reviews to monitor progress.

Referrals are received mainly from Early Help Teams in Suffolk County Council, Schools and Children's Centres. We continue to work closely with them and other statutory and voluntary agencies.

Our organisation works with any family with a child/children aged up to 18, offering long term (up to one year) structured support and mentoring to help families move forward and change their situations.

We are committed to working with, serving and relating to all people in our community and are keen to ensure our services are accessible to all types of families regardless of race, religion or belief, age, sexual orientation or marital status.

We are committed to not only facilitating change in people's circumstances, but also in how they view themselves so they are empowered to make better choices.

We also offer and deliver discussion based parenting courses run by a group facilitator which help improve parents/carers confidence giving them a safe space to talk about the different challenges parenting can present and how to deal with them. We currently offer two courses covering primary and teenage years.

These are usually run in conjunction with local schools.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

We are very grateful for the enormous contribution made by our volunteers. They provide many hours listening, supporting and encouraging our families. Without their valuable contribution of time, commitment, enthusiasm and expertise the families would not be able to achieve the goals they had identified.

In addition, we appreciate and acknowledge the financial support we have received from a range of grant funders. This has enabled us to maintain our financial viability to grow our organisation.

Summary of the main achievements of the charity during the year

We have continued to grow as a charity and, in December 2019, we were in a position to offer staff employment on a fixed term contract. This has really improved our ability to plan and manage our workloads more effectively and provided stability for both the charity and staff members. As a result of this we were also able to introduce a new phone system which allowed families, volunteers and professionals to ring a single central number which would be diverted to whichever staff member was on duty. This has made a real difference to the ease of contacting Family First which particularly benefits us in ensuring the safety of volunteers in line with our Lone Worker Policy when they call to let us know they are safely out from a visit.

During this year we have made good progress with our Parentalk courses and have been able to offer courses through local schools to increase the range of parents reached. 100% of attendees said they would recommend the course to another parent. We have supported a volunteer in becoming a course co-facilitator alongside a team member and hope she will go on to take the lead in future courses.

We have continued to see a rise in referrals to our service. This year we received 51 new referrals and actively engaged with 38 families. We saw parents/carers improve their overall wellbeing score by an average of 23% following work with us.

The following case study highlights one of our successful engagements with a family:

Mum was referred by the family liaison officer at school for support with managing her son's behavior. Mum was a single parent with 3 children of primary school age. Mum had a history of anxiety and depression after being in an abusive relationship, she was unemployed and had never had a job as she left school pregnant with no qualifications. Mum's main concern was reducing the violent and unsafe behavior from her 8 year old Son. Through weekly visits by a volunteer Mum was helped to understand the root of her Son's behavior and different strategies to deal with it. By taking a different approach the child's violent behavior reduced. Mum's long term ambition was to get into paid work. The volunteer was able to spend time with Mum looking at volunteer opportunities and completing applications so that she could build up some work experience. By the exit interview Mum had was about to attend an interview for a volunteering role working with adults who had learning disabilities. Her ability to cope with the challenges in life had increased by 75% and she felt her problems had decreased 70%.

We have continued to work on raising awareness of our profile as a charity and have had some small articles in local press as well as having one Mum who felt able to share her story with the town's leading local newspaper resulting in a large article sharing the story of how we had supporting her to make huge changes to the lives and her and her son.

We successfully recruited a further 8 volunteers to join our team.

The Service Lead and Senior Family Coordinator have also completed training offered by Suffolk County Council to allow them to give endorsed Safeguarding training to volunteers.

Section E Financial review

Brief statement of the charity's policy on reserves

Trustees agreed a reserve of £3000 in order to meet any unforeseen circumstances and expenditure that may occur.

Details of any funds materially in deficit

N/A

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

The main source of our funds are through successful grant applications. These include funds administered by Suffolk Community Foundation, Irving Memorial Trust and Joseph Rank. However, we have raised additional resources through our own fundraising activities.

The grants awarded have enabled us to provide fixed term employment contracts for staff as well continuing to train volunteers, offer parenting courses and meet the ongoing running costs.

This has enabled us to continue to provide ongoing services and expand our organisation further to reach more people.

Section F Other optional information

Future plans:

This report reflects the period March 2019-2020. However, at the time of writing (August 2020), we are dealing with and adapting to the changes brought about by the Covid-19 crisis. It is inevitable that are future plans will be influenced by this. We plan to:

- Review our core service offer and look at how we can adapt this to reflect the new remote working practices.
- Adapt and expand our parenting courses to include a wider range of courses which could be accessible online if needed.
- Amend our training package to be accessible as an online package potential volunteers complete in their own time – this would remove the administrative difficulties of trying to arrange group training face to face and also allow us to take on volunteers in a more managed way at a steady pace throughout the year.

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)	D Cordle	
Full name(s)	Dot Cordle	
Position (eg Secretary, Chair, etc)	Chair of Trustees	

Date

21/11/2020

FAMILY FIRST

Charity number 1166175

Receipts and Payments Account**for the year 22nd March 2019 to 21st March 2020**

	Note	Unrestricted funds £	Restricted funds £	Total £	Last year £
Receipts					
Donations, Legacies, Fundraising income		5,590		5,590	4,307
Grants	1		39,058	39,058	32,192
Total Receipts		5,590	39,058	44,648	36,499
Payments					
Staff costs	2		28,174	28,174	21,311
Administration costs	3		4,383	4,383	4,659
Fundraising costs		234		234	223
Total Payments		234	32,557	32,791	26,193
Net incoming resources for the year		5,356	6,501	11,857	10,306
Cash funds b/fwd		7,377	29,926	37,303	26,997
Cash funds c/fwd	4	12,733	36,427	49,160	37,303

Statement of Assets and Liabilities at 21st March 2020

	Unrestricted funds £	Restricted funds £	Total £	Last year £
Cash funds				
Bank current account	12,733	36,427	49,160	37,303

Signed on behalf of the trustees:



25/5/2020

Independent Examiner's Report to the Trustees of Family First
For the year ended 21st March 2020
Charity number 1166175

I report to the trustees on my examination of the accounts of the above charity for the year ended 21st March 2020.

Responsibilities and basis of report

As the charity trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (the Charities Act). I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act, and in carrying out my examination, I have followed the applicable directions given by the Charity Commission under section 145(5)(b) of the Charities Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which give me cause to believe that, in any material respect, accounting records were not kept in accordance with section 130 of the Charities Act, or that the accounts do not accord with the accounting records.

I have no concerns, and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Signed•

Date •.....

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Mrs. Carole Cowgill ACA

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