



Trustees' Annual Report for the period

		Period start date			Period end date		
From	Day 22	Month 03	Year 2018	To	Day 21	Month 03	Year 2019

Section A Reference and administration details

Charity name

Family First

Other names charity is known by

Registered charity number (if any)

1166175

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	Dec 2018 – ongoing		
6				
7				
8				
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10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

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 Adults, 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 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.

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

Over this period we have worked with a further 31 families. In order to manage this increase in referrals we have reviewed and streamlined our paperwork and processes. We have reviewed our evaluation process to ensure we have a more holistic approach to evaluation and are able to score changes to families overall wellbeing as well as record successes such as seeing families find employment, children improve school attendance etc.

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

Mum T was a young widow with one child. When Family First became involved Mum was low and isolated, she was finding it difficult to cope. Her son was on a part time timetable due to his behaviour in school and this was putting additional pressure on their relationship. Mum T was assigned a volunteer mentor and they quickly formed a supportive relationship. Within a few weeks the volunteer was supporting Mum to try new things to build her self-confidence, this included painting, joining an exercise class at the local church and aquafit. Very soon the Mum was meeting new people at the local community café and even tried volunteering in the local charity shop. As Mum's confidence built she was able to be more assertive with her son and his behaviour was more manageable. They began to enjoy doing things together again. At our final visit Mum reported that she was so much more confident; she even went to a course where she knew no one and was able to talk to other people. This is something that she never had the confidence to do previously even before the death of her husband. Mum's demeanour had completely changed over the time the volunteer had worked with her, she had progressed from a withdrawn quiet lady to a vibrant and enthusiastic woman. She discovered that she was valuable and important, not just to her son, but to her community.

We ensure that, when needed, we signpost families to other agencies and support services within their local community in order for families to increase their natural support network and have continued access to support when our involvement comes to an end. This could include, for example, support groups, social opportunities and counselling services. We are committed to not only facilitating change in people's circumstances but also how they view themselves so they are empowered to make better choices.

As planned, we have started running Parentalk courses and these have had very positive feedback with 100% of attendees reporting they found the courses helpful or very helpful.

We have continue to build our network of volunteers running a further 4 courses for 15 new volunteers.

The continued growth of the charity and subsequent increased workload has allowed us to increase our staffing and volunteers. We recruited a Deputy Service Lead which allowed us to provide full cover across the working week to support our volunteers and staff as well as being available for other professionals and organisations.

We recognised that increasing numbers of volunteers and families required a more robust support system to be put in place and were able to secure funding to provide mobile phones for all our volunteers and access to our Team Up calendar. This allowed us to provide a safer working environment for volunteers as we knew where they were and they were able to use their mobiles to phone us to let us know they were safe at the end of a visit.

This growth was facilitated by our continued work to raise our profile as a

charity. We made new links with the Social Prescribing team and Suffolk County Council CAF assessment team to allow Family First to be seen as a potential source of support by families referred to these services. We also continued our regular contact with our existing linked professionals such as Family Liaison staff at local schools.

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 continue to train volunteers, pay travel and phone costs, purchase IT equipment and recruit paid staff to support our volunteers with families.

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:

To have a regular programme of training courses supported by regular advertising to recruit volunteers.

To continue to build on our links with professionals to maximise referrals and opportunities for working together to support families.

To further explore sustainable fundraising streams.

Section G

Declaration

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

Signed on behalf of the charity's trustees

Signature(s)	J Baker	
Full name(s)	JAN BAKER	
Position (eg Secretary, Chair, etc)	TRUSTEE	
Date	3 1 2020	

Independent Examiner's Report to the Trustees of Family First
For the year ended 21st March 2019
Charity number 1166175

I report to the trustees on my examination of the accounts of the above charity for the year ended 21st March 2019.

Responsibilities and basis of report

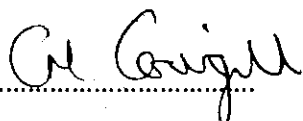
As the charity trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (the Charities Act). I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act, and in carrying out my 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:

18/7/19

Mrs. Carole Cowgill ACA

4 Penny Meadow
Capel St. Mary
Ipswich
IP9 2UU

FAMILY FIRST

Charity number 1166175

Notes to the Accounts (continued)**for the year 22nd March 2018 to 21st March 2019****4) Restricted Funds cf 21st March 2019**

	2019	2018
	£	£
Awards for All	1,502	2,845
Awards for All	2,678	9,960
People's Postcode Lottery	118	444
Irving Memorial Fund	12,997	8,831
Comic Relief	0	1,000
Suffolk County Council - P West	338	
Suffolk Community Foundation - Bluebell Fund	0	
Suffolk Community Foundation - Maurken Fund	2,000	
Port Community Fund	0	
Dulverton Trust Fund	293	
The Joseph Rank Trust	10,000	
Suffolk County Council - J Abbott	0	
	29,926	23,080

FAMILY FIRST

Charity number 1166175

Notes to the Accounts**for the year 22nd March 2018 to 21st March 2019****1) Grants received**

	2019	2018
	£	£
Mount Trust		4,960
People's Postcode Lottery		4,960
Irving Memorial Fund	10,000	10,000
Awards for All		9,960
Comic Relief		1,000
Suffolk County Council - P West	1,000	
Suffolk Community Foundation - Bluebell Fund	2,000	
Suffolk Community Foundation - Maurken Fund	2,000	
Port Community Fund	2,000	
Dulverton Trust Fund	5,000	
The Joseph Rank Trust	10,000	
Suffolk County Council - J Abbott	192	
	32,192	30,880

2) Staff Costs

	2019	2018
	£	£
Salaries	19,980	12,515
Travel costs	319	263
Phone costs	1,012	1,070
	21,311	13,848

3) Administration Costs

	2019	2018
	£	£
Fundraising	228	0
Website	212	1,636
Flyers/leaflets/banners	325	277
Equipment	1,223	248
Office/venue hire	850	600
DBS	110	84
Training	1,059	0
Licence	0	25
Postage	145	70
Stationery	186	61
Insurance	269	263
Software	0	225
Photocopying	98	97
Hospitality	47	311
Legal	135	135
	4,882	4,032

FAMILY FIRST

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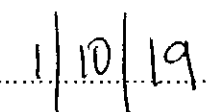
Receipts and Payments Account**for the year 22nd March 2018 to 21st March 2019**

	Note	Unrestricted funds £	Restricted funds £	Total £	Last year £
Receipts					
Donations and Legacies		4,307		4,307	4,791
Grants	1		32,192	32,192	30,880
Total Receipts		4,307	32,192	36,499	35,671
Payments					
Staff costs	2	847	20,464	21,311	13,848
Administration costs	3		4,882	4,882	4,032
Fundraiser costs				0	992
Total Payments		847	25,346	26,193	18,872
Net incoming resources for the year		3,460	6,846	10,306	16,799
Cash funds b/fwd		3,917	23,080	26,997	10,198
Prior Year Fund adjustments					
Cash funds c/fwd		7,377	29,926	37,303	26,997

Statement of Assets and Liabilities at 21st March 2019

	Unrestricted funds £	Restricted funds £	Total £	Last year £
Cash funds				
Bank current account	7,377	29,926	37,303	26,997

Signed on behalf of the trustees:

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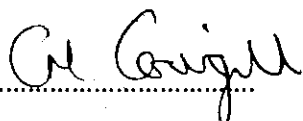
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