



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	Day 22	Mont 03	Year 2017		Day 21	Month 03	Year 2018

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 IP3 8AF

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	Caroline Humphries			
4	Jan Baker			
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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)

<p>You may choose to include additional information, where relevant, about:</p> <ul style="list-style-type: none"> • 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. 	<p>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 Opportunitites, Managing performance, Grievance, Complaints ,Lone Worker, Risk Management and Anti fraud. All have regular (annually/bi-annually) review dates.</p> <p>During this period we separated from our Franchisor and rebranded as Family First to enable us to respond more appropriately to local needs.</p> <p>All trustees give their time voluntarily and receive no remuneration or other benefits.</p> <p>Any organisational risks are identified and discussed as a monthly agenda item.</p>
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Section C Objectives and activities

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

<p>The objects of the CIO is , for the public benefit (an 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 .</p>

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)

The Organisation became independent from our Franchisor in May 2017 and relaunched as Family First in order to meet the needs of vulnerable families locally.

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 transition families into self-sufficiency, so that parents are better able 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 visits monthly and carries out bi-monthly 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 have 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 10 families with a total of 22 children.

The outcomes of the project vary from family to family as they are based on their own individual circumstances, but include issues such as improving relationships with children, more confidence in setting boundaries, building parents own self-esteem, resilience and developing strategies to strengthen the family unit.

We have enabled families to manage their finances more effectively and to find fulfilment in voluntary and paid employment positions. This has included signposting families to Christians Against Poverty for more specialist support.

We supported and enabled parents to manage their child effectively preventing the child being accommodated by the Local Authority.

Furthermore one of our families ,who was experiencing aggressive behaviour with their teenager, saw an improvement in their outbursts within 3 months . The family engaged in activities such as swimming together.

Also we have seen a Mum's mood improve to the degree that she was able to start to look for work opportunities.

One family relocated to a new area and we were able to link her with relevant support in her new location.

We ensure that the families are aware of any additional services that might benefit them within the local community and signpost to these groups wherever possible, so that increased involvement within the existing community can become a natural extension of activity and engagement for the family. We have linked one family to Anglia Care Trust as an example.

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.

In recognition of the value our volunteers make to the organisation we have provided social support and 1-1 supervision.

A 12-hour Training programme is delivered to all our volunteers and paid staff prior to working in the organisation. We have delivered 2 Training Courses for a further 6 new volunteers during this period.

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

Not applicable

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 via Suffolk Community Foundation, Awards4All, Irving Memorial Trust.

However, we have raised additional resources through our own fundraising activity.

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.

During the period we were able, through grant funding, we have recruited a replacement paid Deputy Lead with an increase in hours with a more structured working pattern. This has enabled us to provide more robust service cover and wider networking opportunities.

Section F

Other optional information

Future Plans

To run Parenting programmes for both Primary Years and Teenagers. This will include upskilling volunteers to be able to assist in facilitation of these courses.

Increase our links with other professionals to maximise referrals.

Exploring sustainable fundraising streams and other fundraising opportunities.

Review paperwork and policies to ensure continued effectiveness and efficiency of the service we deliver.

Section G

Declaration

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

Signed on behalf of the charity's trustees

Signature(s)	Dot Cordle	
Full name(s)	Dot Cordle	
Position (eg Secretary, Chair, etc)	Chair of Trustees	
Date	17/12/2018	