

THE FAMILY HAVEN

England & Wales · Charity number 1088622

Details

Other names	THE FAMILY HAVEN LIMITED
Status	Registered
Legal form	Charitable company
Company number	04247872
Registered	2001-09-27
Register	View on the Charity Commission register

Contact

Address	31 Spa Road Gloucester GL1 1UY
Phone	01452 422971
Email	info@thefamilyhaven.com
Website	www.thefamilyhaven.com

Activities

Objects: TO RELIEVE POVERTY AND DISTRESS OF PERSONS IN THE GLOUCESTERSHIRE AREA WHO BY VIRTUE OF THEIR SOCIAL AND ECONOMIC CIRCUMSTANCES ARE IN NEED; IN PARTICULAR VULNERABLE FAMILIES WITH YOUNG CHILDREN.

Activities: We run a Gloucester-based day centre for vulnerable families with young children. We provide a nursery for pre-school children and practical help and guidance for their parents.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, Other Defined Groups

Geography

- **Area of benefit:** GLOUCESTERSHIRE AREA
- Gloucestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£268,420	£298,839	-	-
2024-03-31	£184,367	£269,670	-	-
2023-03-31	£231,231	£259,211	-	-
2022-03-31	£173,784	£226,261	-	-
2021-03-31	£372,520	£232,458	-	-

Trustees

Name	Role	Appointed
Alistair George Holyhead		2020-05-06
GERALD ROGER HOLYHEAD		2012-11-25
JENNIFER BODEN		2026-04-15
JOHN MICHAEL ORCHARD		2018-04-24
Lorraine Joy Barrett		2024-04-10
Louise Williams		2025-10-08
Mandy Bowden		2025-04-09
Susan Isabel Andersson		2025-01-22

THE FAMILY HAVEN

England & Wales - Charity number 1088622

Accounts





TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED
31 MARCH 2025

Table of Contents

CHAIR'S REPORT.....	2
TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2025	3
REFERENCE AND ADMINISTRATIVE DETAILS.....	3
STRUCTURE, MANAGEMENT AND GOVERNANCE	4
OBJECTS, AIMS AND ACTIVITIES	5
ACHIEVEMENT AND PERFORMANCE	6
FINANCIAL REVIEW	12
FUTURE PLANS.....	13
STATEMENT OF TRUSTEES RESPONSIBILITIES.....	13
INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE FAMILY HAVEN	15
STATEMENT OF FINANCIAL ACTIVITIES.....	16
BALANCE SHEET	17
NOTES ON FINANCIAL STATEMENTS.....	18

The Family Haven is a charitable company, limited by guarantee
Registered in England. Company No. 4247872 Registered as a Charity in England and
Wales No. 1088622 31 Spa Road, Gloucester, GL1 1UY.
www.thefamilyhaven.com

THE FAMILY HAVEN CHAIR'S REPORT YEAR ENDED 31 MARCH 2025

CHAIR'S REPORT

As another year comes to the end, we reflect on the continuing importance of The Family Haven and the vital role we play in supporting families. Despite the passing of time, the challenges faced by vulnerable families have not changed in the last 20+ years.

Over the past year, we have celebrated new partnerships while bidding farewell to longstanding supporters. We warmly welcome Greiner Bio-One as our new corporate sponsor. Their support is growing on a day-by-day basis and their help is above what we would expect from a corporate sponsor. At the same time, we extend our heartfelt gratitude to Prosser Knowles for their years of generosity and dedication to our mission.

It has also been good this year has seen the growth of our trustee board. It is encouraging to see our team reaching full complement, with each new trustee bringing invaluable expertise and insight that enhance the charity's governance and vision. Their collective knowledge is instrumental in shaping the future of The Family Haven.

As a small charity, every penny counts, and we remain steadfast in our commitment to delivering the best value for every donation received. We are especially grateful to our new fundraiser, whose efforts ensure we can continue to uphold our charitable values and provide critical support to those in need.

Our engagement within the community has also grown stronger, whether through outreach programs, public talks, or social media initiatives. By making our presence known, we hope to extend our reach and build greater awareness of the work we do.

Personally, it is a joy to go into The Family Haven itself and to see the smiles on the families whether that's mothers, fathers, grandmothers, grandfathers, or the children themselves. Families are enjoying themselves learning and also being able to eat a healthy nutritious meal. The nursery provides a fantastic opportunity to learn in a safe and structured environment while our family support workers and dedicated office staff offer guidance that helps families thrive.



The Family Haven continues to fill the gap that is so greatly needed, enabling families to build stronger foundations for the future. As we look ahead to another year, we remain committed to our mission, ensuring that every family who comes through our doors receives the support they deserve.

Thank you to our supporters, trustees, staff, and sponsors for making this possible.

Alistair Holyhead
Chair of the Trustees
03 July 2025



THE FAMILY HAVEN
TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2025
(including the directors' report)

The trustees present their report and the unaudited financial statements for the year ended 31 March 2025. Included within the trustees' report is the directors' report as required by company law.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

REFERENCE AND ADMINISTRATIVE DETAILS

Company number: 4247872
Registered charity number: 1088622

Address and Registered Office 31 Spa Road
Gloucester
GL1 1UY

Trustees:
Chair Alistair Holyhead
Deputy Chair Lorraine Barrett
Treasurer Gerald Holyhead
Other trustees: John Orchard
Thomas Longley
Susan Andersson
Mandy Bowden (Appointed 9 April 2025)
Louise Williams (Appointed 8 October (2025))

Trustees are also directors for the purposes of company law.

Company Secretary Gerald Holyhead

Day Centre Manager Lucy Pearce

Nursery Manager Helen Jackson

Bankers CAF Bank Ltd.
25 Kings Hill Avenue, Kings Hill,
West Malling,
Kent ME19 4JQ

Independent examiner Kate Adderley CA
Third Sector Accountancy Limited
Holyoake House, Hanover Street
Manchester M60 0AS



STRUCTURE, MANAGEMENT AND GOVERNANCE

Nature of Governing Document

The Family Haven is a private registered charitable company limited by guarantee, with no share capital, incorporated on 6 July 2001 and governed by its Memorandum and Articles of association.

Members

Each member undertakes to pay an amount not exceeding £1.00 towards liabilities in the event of the charity being dissolved.

There are three classes of members as follows:

Trustees (currently 7)
Honorary members (currently 1)
Subscribing members (currently 11)

Management

The policies and general management of the affairs of the Family Haven are directed by Trustees, one third of who retire each year by rotation, but are eligible for re-election. Trustees meet each month.

The day-to-day management of The Family Haven is carried out by the managers of the Day Centre and the Nursery.

The Trustees affirm their maintenance of and commitment to safeguarding children, health and safety and anti-bullying policies.

Recruitment and Appointment of Trustees

Trustees are recruited with a view to diversity, sound experience in a related field or professional expertise in a relevant area. Advertisements are regularly placed with agencies who specialise in the identification of suitable candidates.

Such candidates are given first-hand experience of the work of the Family Haven, interviewed by two existing Trustees and, if appropriate, are invited to a Trustees' meeting. Appointment is then conditional on the approval of the Trustees generally.

Trustees have fully documented Job Descriptions and are provided with a regularly updated governance manual which covers such matters as legal form and charity status, trustees job descriptions, conflict of interest policy, anti-fraud policy and delegated authority.

Governance

The Family Haven is committed to abiding by the seven principles of good governance as set out in the Charity Governance Code for smaller charities developed by the Charity Governance Code Steering Group.

Risk Policy

Trustees place a high priority on risk management. Risks identified are categorised as follows:

Strategic and Governance
Management and staff
Operational
Financial

It is the policy of the Trustees to review all risks on at least an annual basis. Each review seeks to establish that all risks are documented and that steps to mitigate such risks are established and executed. As a result of this process, the Trustees are satisfied that residual risks are minimal.

OBJECTS, AIMS AND ACTIVITIES

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Objects

The Family Haven formal objects are to relieve poverty and distress of persons in the Gloucester area who by virtue of their social and economic circumstances are in need.

Mission

The Family Haven's mission is to help and support vulnerable families with pre-school children in Gloucestershire, particularly the hard-to-reach and those living in unsuitable accommodation. To achieve this, we will provide a warm and caring environment where both assistance and encouragement are available to enable parents and children to flourish.



Aims and objectives

The Trustees have set the following aims in respect of the defined target group in order to advance its mission:

- 1 To empower families to take a greater responsibility for their own well-being.
- 2 To broaden life experiences.
- 3 To improve health, including mental health and self-worth of parents and children.
- 4 To improve opportunities for pre-school children.
- 5 To encourage development of new skills for parents and children.
- 6 To encourage mutual support amongst the families.
- 7 To improve parenting skills.
- 8 To enable parents and children to maintain a nutritious diet.

Activities and strategy

In general, the aims of The Family Haven are addressed by providing a day centre at 31 Spa Road, Gloucester. The centre is open from 9.30 am to 4.00 pm Monday to Friday for parents and their children, as well as children with particular needs. The day centre provides cooked midday meals, washing and laundry facilities, a crèche, nursery and play area, rest facilities and basic welfare advice.

Each of the specific aims is addressed by a series of specific activities, designed to bring out the desired result. Targets are then set by the management in respect of each activity and are approved by the Trustees.



ACHIEVEMENT AND PERFORMANCE

Our Impact in 2024/25

Over the past year, The Family Haven has continued to support vulnerable families in Gloucestershire. In 2024/25, we supported families made up of 89 adults and 119 children. Below we celebrate our achievements and look forward to the future.

	2023-24	2024-25
Individual families benefited	54	51
Number of visits by parents	2,155	2,411
Number of visits by children	2,481	2,891
Respite and crèche sessions	622	812
One to one sessions with children with additional needs	1,709	1,842
Meals provided	3,871	4,525
Active listening/advice sessions	678	766
Day trips	185	255
Parenting/adult development class attendees	971	972
Healthy eating sessions	134	79

We have had an increase in the number of meals that we provide, partly due to the cost of living crisis. Our breakfast club is free and families know that if they have to skip breakfast for whatever reason they can have it once they arrive. This and the increase in demand provided 654 additional meals. Several of our families are refugees or asylum seekers or have become homeless due to factors outside of their control. They now live in hotel or temporary accommodation in which they have no cooking facilities. Our kitchen is a lifeline for them to be able to cook healthy and nutritious meals.

Some of our other achievements this year include:

10 parents secured suitable housing.

22 parents were able to attend work part time.

30 parents were able to undertake training.

8 parents were able to volunteer.

Increasing our visits

We are continuing to see an increase in families who are struggling with their mental health and those who have social services involvement.

This has had an impact on the level of support that we provide and has meant adapting the type of support we offer. Also with the current cost of living, we have more families struggling than before. An example of this is that we are now doing a lot more work around food, saving money (especially on energy bills) and a focus on personal wellbeing.

We have also teamed up with Betaris, part of Gloucester college to provide English classes for our families. This is something that our client group had expressed an interest in. Six adults in total attended the course. Of those six, one had to withdraw from the course but the remaining five candidates passed.

Parenting and healthy eating sessions

We ran parenting and personal development sessions with our parents at our day centre. Our programme of personal development classes and workshops cover a wide variety of topics; some tailored to the current cost of living crisis. We had a visit from Claire from National Energy Advice. Claire came to the Centre and showed the clients a Powerpoint presentation on the many ways everyone can save money on their fuel bills in the home. She explained how the agency she works for could support the clients by liaising between the customer and the fuel company to resolve issues with supply and bill. Claire gave advice on some of the help that is available to vulnerable families.

At the end of the session, Claire gave the clients an opportunity to ask her some questions, which the clients took advantage of. At the end of the session, Claire entered all of the

clients into a raffle and one of the clients won a heated air dryer. She also gave them some free pens, which were well received!

Ellie from the Hollie Gazzard Trust recently delivered a powerful talk highlighting the importance of recognising and addressing domestic abuse, particularly coercive control. She began with a brief introduction to the Trust, and then shared a video of Nick Gazzard, Hollie's father, recounting the tragic events leading to Hollie's death at the hands of her ex-boyfriend. Nick emphasised how subtle and insidious the signs of coercive control can be, often unnoticed until it is too late.



Ellie continued the session by explaining the various signs of coercive control, describing how these behaviours are designed to undermine a person's autonomy and self-worth. She expanded the discussion to cover other forms of domestic abuse, helping the clients understand the wide-reaching and often hidden impacts of abusive relationships. To further illustrate, she showed several videos demonstrating how abuse can escalate and what early indicators to look out for. These resources were both informative and practical, showing the clients where they could turn for help.

Ellie also introduced the Hollie Guard app, a brilliant tool for personal safety. Designed especially for women, this app enables users to feel more secure when out in public. The app offers features like location tracking and alerts that can quickly notify a trusted contact if the user feels threatened, providing a sense of security. Ellie's talk was insightful and empowering, equipping the clients with the knowledge to recognise abuse and the resources to seek support.

The clients visited Gloucester Library. They were met by Rebecca who gave a short talk on some of the books available to borrow for children with an emphasis on the dual language books and board books.

Rebecca then showed the clients other books including adult books and the computer areas. This was particularly helpful as she explained that the library runs a 'buddy' system where people can be given additional support when using the computers, they just need to ask when booking in.



Another service offered is online books and audiobooks, which can be borrowed through 'Borrow Box'.

The clients seemed to be interested in the library and two of them signed up for cards whilst they were there. Another of the clients said she would bring her children to 'Bounce and Rhyme' that is a free song and rhyme session for children. She also took a book out for herself whilst there.

The Library is such an important resource for the clients who attend The Family Haven as not only does it lend books for free, have computers and staff who can help with forms, but is also a safe space for families in need.

We also ran healthy eating sessions including advice on healthy packed lunches, cooking for those with allergies, understanding food labels, use of salt in cooking, using leftovers and meal planning.

Day trips

We had four day trips this year. Gloucester City HAF funded three of these trips.

The Department for Education funds this programme, called the Holiday Activities and Food programme (HAF). The HAF program's purpose is to make sure children and young people are entertained, active, educated, safe and fed during school holidays. With our approved grant, we are able to extend the offer to our clients and children across Gloucestershire through the Holiday Activities Programme (HAP).

This year we were able to visit Roves Farm at Easter with 20 adults and 41 children in attendance.

We visited Noahs Ark Zoo Farm in the summer due them giving us a substantial charity discount on entry we were able to get a bigger coach. All 74 seats were filled with 21 adults and 51 children. One of the mums said "Such an adventure and so exciting, can go there over and over and over again, it was awesome Esther and I really had a nice time. Many thanks to The Family Haven for giving us a reason to smile."

The Mothers Union funded an additional day trip to Weston-Super-Mare, which was attended by 20 parents and 34 children. This was the first time many of our children had seen the seaside.

We held a Christmas trip on Monday the 23rd of December. We had exclusive use of the Sherbourne cinema and filled 71 spaces. We saw a showing of Moana 2 followed by a buffet Christmas lunch at St Mary's Church. The families took home personalised party bags with treats and activities to use over the Christmas break.

Parties

We held our two Christmas parties on the 17th and 19th of December this year. These were well attended with 34 adults and 40 children present.

It was a very busy two days with lots of fun and games and crafts supervised by the staff. We had a special visit from Father Christmas who made time to pop in to see the children to give them all a gift. Altogether, we managed to give out 47 token gifts, 89 main presents and 36 parents' gifts for the parents to give out on Christmas Day.

The Eid party was a success. The weather stayed dry with spells of sunshine but not too hot. 18 adults and 16 children attended. The weather was slightly cooler than in previous years but that still did not stop us from celebrating in the garden. Once again, there was lots of delicious food and drink brought by the families to share. One mum said "Thank you for doing this for us. Not everyone who is not Muslim would think to have a party for us"

Using research to inform our decisions

We are committed as a charity to using insight and evidence to inform our decision-making. We use a range of tools to monitor progress including termly summative development records for all the children, My Plans for children with educational special needs and Ecat records (every child a talker) for all children.

We also monitor the parents through ongoing assessments. We have recently introduced Outcome Star, a nationally recognised evidence-based tool for measuring and supporting change when working with people. The Star places importance on the service user's perspective and priorities, as in a person-centered approach



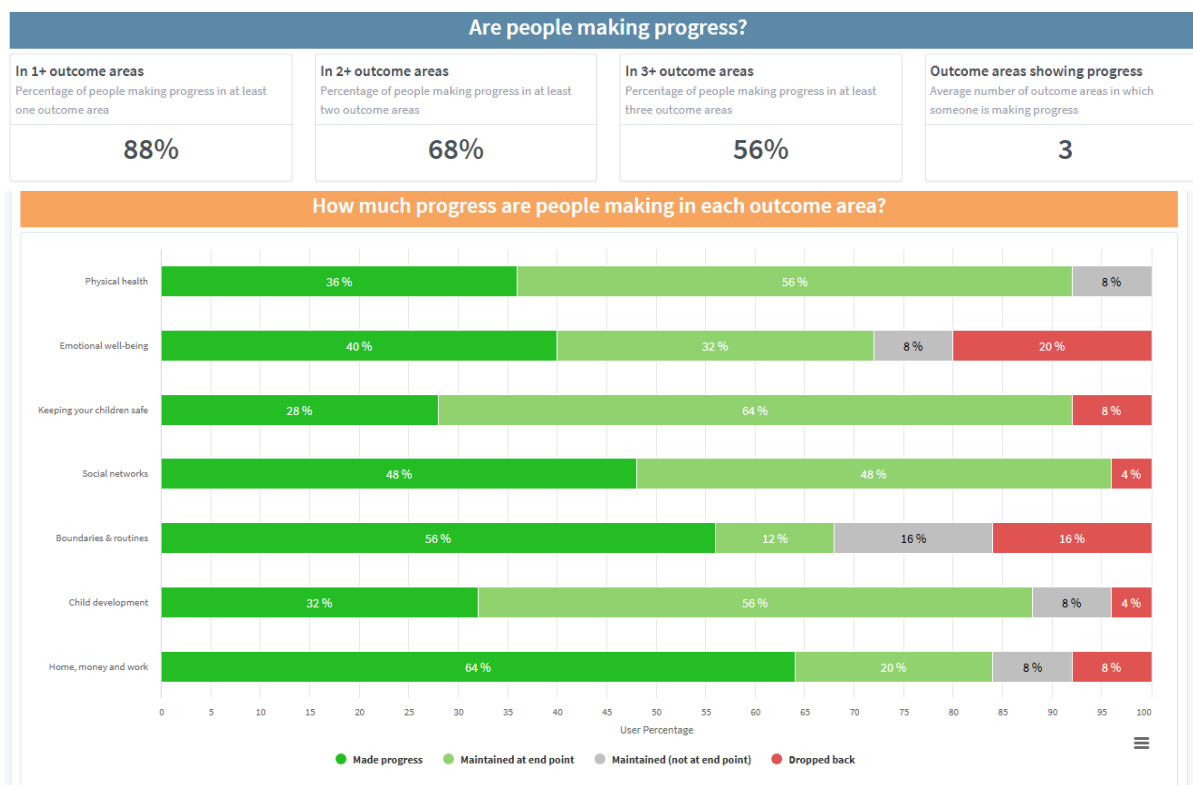
The holistic assessment offered by the Star focuses on aspects of life that are going well in addition to areas of difficulty, as in a strengths-based approach

As in co-production, the service user is seen as an active agent in their own life and a valuable source of expertise and knowledge rather than a passive sufferer of an affliction that the professional, with their expertise and knowledge, will cure.

As a result, implementing the Outcomes Star can provide an effective way of putting these approaches and values into practice in a service. We use the family star as it is the better fit for our families. With focus on both the parents and children's health and wellbeing we can accurately identify areas in which individual families are struggling and help them to put things into place to improve their situation. Sometimes changes in circumstances highlight issues and families may drop back from making progress. However, this is not seen as a negative merely a way to shift our focus and establish what can be or what is needed to be done to support the family to reach their goal.



An outcome star is completed soon after a client has joined our service and then again six months later. From the chart below, you can see the progress made by the families that attend our centre.



The percentages in red show a larger drop back in the areas of emotional wellbeing and boundaries and routines.

The biggest increase we have seen has been in home, work and money. Once again, this has been mainly due to families moving out of temporary accommodation and settling into their forever homes. Many of our families, not just those in hotel accommodation were

finding that their current living situation was not fit for purpose. This could be due to overcrowding, issues with the building such as mould or damp or fleeing domestic abuse.

Another factor for this increase has been that families have been able to access visits here at the centre from agencies such as National Energy Advice who have helped them apply for grants and discount on their energy bills. In some cases, they were able to clear debt with client's utility providers.

Our own Annual Client Survey illustrated that 96% of clients were feeling less isolated. 96% of parents had made friends since coming to The Family Haven and 100% of clients were feeling happier since coming to The Family Haven.

We have received some lovely feedback from our clients throughout the year:

Some quotes from the families were:

"It gets me and my daughter out and it's a safe space that we both enjoy"

"I have had lots of help in many areas. I could not have done it on my own."

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

"I felt before The Family Haven I had no place to go. I'm so glad I started coming here."

We really can't thank you enough

Once again, we could not have made it through another year without the help of all our amazing staff, volunteers and supporters. Without all of their hard work and dedication, we would not be able to provide a much needed service in the heart of Gloucester.

We look forward to another year in the life of The Family Haven.



FINANCIAL REVIEW

General

The deficit for 2024 to 2025 was £15k less than expected. Income was significantly better but although expenditure was less than budgeted actual expenditure was more than the prior year. This is due to the cost of staff, the Charities major cost. Due to the efforts of the new Fundraiser and consultancy there was an increase in major donors.

The Trustees have two long term issues. The first is the facilities at Spa Road. There are long term maintenance issues with the structure which need to be addressed. There are also environmental improvements required to reduce heat emissions. There have been difficulties in obtaining a suitable contractor necessary to start these works. The Trustees have therefore decided on a more piecemeal approach to the work.

Funding

The funding of the charitable activities is always a concern for the Trustees and Managers. The income from individuals and groups form a significant contribution but the major part comes from grants. The appointment of a new Fundraiser, after the period without one, appears to have improved the situation. There are now four long term funders, an improvement over the prior year. Long term funding over a period of years is vital for the underlying stability of the Charity.

Expenditure

There are difficulties in recruiting suitably qualified nursery staff due partly to a nationwide shortage of qualified nurseries nurses. Because of the nature of the Charity and its work the choice of staff and their continual training is vital. This has caused some restrictions on the charitable activities and the reduction of total planned staff cost. Efforts were maintained in all areas to monitor expenditure, but the general rate of inflation has resulted in increased costs. Overall expenditure was less than budgeted.

Reserves Policy

It is the policy of the charity that unrestricted free reserves should be maintained at a level equivalent to at least six months' otherwise unfunded expenditure with the objective that The Family Haven is able to continue with its activities for the duration of any temporary fall in funding. The current level of the Free Reserves is over Five Months. The Trustees are aware of this.

In addition to free reserves, designated funds are maintained for the following purposes:

1. **Fixed assets** - this fund represents the amount of reserves tied up in the net book value of fixed assets
2. **Facilities** – the improvement of the structure and environmental impact of the building and facilities generally for the long-term benefit of clients.
3. **Additional services** – the study and implementation of improved or further services to the clients



Unrestricted reserves as at 31 March 2025 are summarised as follows:

	£
General fund (Free Reserves)	135k
Designated fund - fixed assets	158k
Designated fund – facilities	40k
Designated fund - additional services	<u>5k</u>
	<u>338k</u>

In addition, restricted funds are maintained amounting to £18k These represent funds specifically earmarked for purposes specified by the donor.

FUTURE PLANS

The Charity has regained the normal pre-pandemic pattern and the effect on fund-givers to the Charity. Every effort is made to improve the quality and range of services available to the Clients and to improve the finances.

The staff have and continue to work hard to fulfil the Charity’s Mission Statement. The careful provision of services to the clients, even if it is still restricted by staff shortages, will continue. As will the plans to enhance the services provided. Fulfilling the Mission Statement requires the continual training of the staff and their range of skills

There are difficulties obtaining longer-term grants, but efforts continue to raise total Grant funding together with Individual and Group donation. The Trustees expect there may be a small operating surplus for the coming year and consider the reserves sufficient to maintain the activities of the charity.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also directors of The Family Haven for the purposes of company law) are responsible for preparing the Trustees’ Report and the financial statements in accordance with applicable law United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles of the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

On behalf of the Trustees

A handwritten signature in black ink, appearing to be "Alistair Holyhead".

03 / 12 / 2025

Alistair Holyhead
Chair





INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE FAMILY HAVEN

I report on the accounts of the charity for the year ended 31 March 2025 set out on pages 16 to 26.

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. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ICAS.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

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 Acthave 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

Kate Adderley CA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

03 / 12 / 2025

STATEMENT OF FINANCIAL ACTIVITIES

THE FAMILY HAVEN

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an income and expenditure account)

YEAR ENDED 31 MARCH 2025

	Notes	2025			2024		
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
		Funds	Funds		Funds	Funds	
		£	£	£	£	£	£
Income from:							
Donations and legacies	3	105,062	128,302	233,364	96,716	69,833	166,549
Charitable activities	4	31,343	-	31,343	14,556	-	14,556
Investments		3,713	-	3,713	3,262	-	3,262
Other		-	-	-	-	-	-
Total		140,118	128,302	268,420	114,534	69,833	184,367
Expenditure on:							
Raising funds	7, 13	20,190	-	20,190	12,561	-	12,561
Charitable activities	7, 13	173,782	104,867	278,649	185,609	71,500	257,109
Total		193,972	104,867	298,839	198,170	71,500	269,670
Net income (expenditure)		(53,854)	23,435	(30,419)	(83,636)	(1,667)	(85,303)
Transfers between funds	8, 13	14,077	(14,077)	-	4,425	(4,425)	-
Net movement in funds		(39,777)	9,358	(30,419)	(79,211)	(6,092)	(85,303)
Reconciliation of funds:							
Funds brought forward		377,362	8,825	386,187	456,573	14,917	471,490
Funds carried forward		337,585	18,183	355,768	377,362	8,825	386,187



BALANCE SHEET

THE FAMILY HAVEN (company number 4247872)

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	£	£	£	£
		2025			2024
Fixed assets					
Tangible assets	10		158,041		160,279
Current assets					
Prepayments		6,020		5,397	
Cash at bank and in hand		<u>198,271</u>		<u>225,366</u>	
		204,291		230,763	
Creditors: amounts falling due within one year	11	<u>(6,564)</u>		<u>(4,855)</u>	
Net current assets			197,727		225,908
Net assets	12		<u>355,768</u>		<u>386,187</u>
Represented by:					
Accumulated funds:					
Unrestricted funds					
General fund	13		134,544		92,083
Designated funds	13		<u>203,041</u>		<u>285,279</u>
			337,585		377,362
Restricted funds	13		18,183		8,825
			<u>355,768</u>		<u>386,187</u>

The notes on pages 18 to 26 form part of these accounts.

For the year ended 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These accounts were approved by the trustees on 17 Sept 2025 and are signed on their behalf by:

Gerald Holyhead

Trustee

03 / 12 / 2025



NOTES ON FINANCIAL STATEMENTS

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

1 Company information

The company is limited by guarantee, registered in England and Wales; it is also a registered charity whose activities are intended to be for the public benefit. The company meets the definition of a public benefit entity under FRS102. The registered office is shown on page 1.

2 Accounting Policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The functional currency is GBP rounded to the nearest pound.

Going concern

After making enquiries, the directors are not aware of any material uncertainties that cast doubt on going concern and they have a reasonable expectation that the Company will be able to continue its activities for the foreseeable future, and at least twelve months from the date of approval of these accounts. Accordingly, they have continued to adopt the going concern basis in the financial statements.

Income

Donations and gifts are recognised as income when received except where any restrictions on expenditure demand that a proportion be carried forward as deferred income. The donations under Gift Aid are recognised when receivable. The associated income tax recovery is recognised when the recovery is receivable. Grants are recognised as income when they are received provided conditions for receipt have been complied with, unless they relate to a specified future period, which has not commenced at the year end, in which case they are deferred. Interest is recognised as income when receivable. No monetary value is ascribed to donations of general volunteer time.

Expenditure

Resources expended are recognised on an accruals basis. They are allocated to activities based on actual usage. Staff support costs are all allocated to the appropriate activity based on the relative amount of time spent on such activities. Premises and other costs are allocated based on salary costs.

Costs of activities in furtherance of the charity's objects comprise those costs incurred by the charity as a result of the delivery of its service. Costs of generating funds comprise the costs associated with attracting voluntary income. Governance costs comprise those costs incurred by the charity in meeting its constitutional and statutory requirements.

The regular cost of providing retirement pensions and related benefits is charged to the profit and loss account over the period of the employees service lives on the basis of a constant percentage of earnings. Any difference between the amount charged to the profit and loss account, and amount paid to the scheme is shown as an asset or liability in the balance sheet.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement

Fixed assets and depreciation

Tangible fixed assets are included in the balance sheet at cost less depreciation.

Depreciation is calculated so that the cost of tangible fixed assets less their residual value are written off over their

Freehold property	2% straight line
Equipment	25% written down value

No depreciation is provided on freehold land.

Funds

Restricted funds represent funds specifically earmarked for purposes specified by the donor. Designated funds are unrestricted funds earmarked by the trustees for a particular purpose. Unrestricted funds are funds which can be utilised at the discretion of the trustees.

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2025 (continued)

3 Voluntary income	2025	2024
Restricted funds:	£	£
<u>Building repairs, development and equipment</u>		
The Summerfield Charitable Trust	5,003	
MBS Charitable Foundation	1,499	
<u>Nursery</u>		
Peter Lang Children's Trust	34,000	38,617
Gyde Charity		1,000
The Barbara Ward Children's Foundation		2,500
BBC Children in Need	25,000	25,000
Barnwood Trust	32,200	
GWUK Groundwork UK	1,000	
<u>Outreach</u>		
<u>Parenting and client development</u>		
Charities Trust		650
National Lottery	29,100	
<u>Healthy eating</u>		
Asda Foundation		400
The Venture Community Hub		1,400
Gloucestershire Community Nurses Fund		266
The Neighbourly Foundation	500	
<u>Breakfast Club</u>		
<u>Administration and Training</u>		
Peter Lang Children's Trust		
	128,302	69,833
<u>Government Grants</u>		
General fund:		
Donations from individuals	15,371	11,971
Legacies	-	-
Grants from other trusts	71,020	45,900
Grants from companies	8,900	6,000
Income from events	1,140	2,753
Grants from other organisations	4,078	8,640
<u>Government Grants</u>		
Gloucestershire County Council	-	18,750
GCC HAF Programme	4,553	2,702
	105,062	96,716
	233,364	166,549

There were no donations received from trustees or related parties.

THE FAMILY HAVEN

**NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025 (continued)**

4 Income from charitable activities

	2025	2024
	£	£
Fees from clients for use of day centre	8,941	6,576
Fees from Local Authorities for nursery	22,402	7,980
	<u>31,343</u>	<u>14,556</u>

All the income shown above is unrestricted.

5 Resources expended

Resources expended includes:	2025	2024
	£	£
Depreciation	14,186	13,894
Trustees' expenses	-	-
Key management employees	64,456	62,159
Independent examiner's fees	<u>1,050</u>	<u>960</u>

Neither the trustees nor any persons connected with them received any remuneration or reimbursed expenses (other than as shown above) during the year. (2024 - Zero)

6 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.



THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2025 (continued)

7 Total resources expended

These are allocated between activities as follows:

	2025										2024
	Nursery	Parenting and client development	Outreach	One-to-one sessions with children	Respite	Nutrition	Fundraising	Governance	Support	Total	Total
	£	£	£	£	£	£	£	£	£	£	£
Costs directly allocated to activities:											
Staff costs	76,893	30,748	2,512	26,089	21,870	17,406	9,891	-	53,823	239,232	219,511
Premises	8,869	3,547	290	3,010	2,521	2,008	1,141	-	6,200	27,586	27,039
Other	4,949	1,982	162	1,680	1,408	8,141	9,158	1,050	3,491	32,021	23,120
Support, costs re-allocated to activities:	27,825	11,126	909	9,441	7,914	6,299	-	-	(63,514)	-	-
Total costs	118,536	47,403	3,873	40,220	33,713	33,854	20,190	1,050	-	298,839	269,670

Basis of allocation:

Staff costs are allocated between charitable activities according to time spent on the activity in question
Support costs are allocated between charitable activities on the basis of salary cost

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2025 (continued)

8 Gross transfers between funds

The transfer of funds between restricted and unrestricted funds is the transfer of value of tangible fixed assets, acquired during the year, from restricted to the designated fixed asset fund.

9 Staff and volunteers

The average numbers of people employed by the charity during the year were:

	2025	2024
	Number	Number
Fundraising	1	1
Provision of client care	13	10
	<u>14</u>	<u>11</u>
	2025	2024
	£	£
Staff costs for the above persons:		
Wages and salaries	220,874	208,003
Pension contributions	5,956	6,482
Pension administration fees	1,148	1,077
Social Security costs	11,253	3,949
	<u>239,232</u>	<u>219,511</u>

There are no employees who received total employee benefits (excluding employer pension costs) of more than £60,000

The two key management employees received total benefits of £65,594

The charity runs a defined contribution pension scheme for the benefit of its employees. The assets of the scheme are held separately from the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund. The was no liability to this fund as at as at 31 March 2025 (2024 nil).

The charity uses volunteers, mostly to assist with the work in the nursery but occasionally to assist with other tasks, complementing the role of paid employees. The contribution of such individuals is greatly appreciated; however, it is not considered practical to place a value on such services so the donation of the time of such volunteers is not included as income in the accounts. The charity would not employ additional staff if volunteers were not available.

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025 (continued)

10 Tangible fixed assets

	Freehold land and buildings £	Equipment £	Total £
Cost			
As at 1 April 2024	225,247	163,279	388,526
Additions	-	11,948	11,948
As at 31 March 2025	<u>225,247</u>	<u>175,227</u>	<u>400,474</u>
Depreciation			
As at 1 April 2024	97,304	130,943	228,247
Provided in year	3,115	11,071	14,186
As at 31 March 2025	<u>100,419</u>	<u>142,014</u>	<u>242,433</u>
Net book value			
As at 31 March 2025	<u>124,828</u>	<u>33,213</u>	<u>158,041</u>
As at 31 March 2024	<u>127,943</u>	<u>32,336</u>	<u>160,279</u>

All fixed assets above are used in direct furtherance of the Charity's objectives.

11 Creditors: amounts falling due within one year

	2025 £	2024 £
Taxation and social security	3,619	3,137
Accruals	2,945	1,718
	<u>6,564</u>	<u>4,855</u>

12 Analysis of net assets between funds

	General £	Designated £	Restricted £	Total £
Tangible fixed assets	-	158,041	-	158,041
Current assets	141,108	45,000	18,183	204,291
Current liabilities	(6,564)	-	-	(6,564)
As at 31 March 2025	<u>134,544</u>	<u>203,041</u>	<u>18,183</u>	<u>355,768</u>

FIGURES FOR YE 31 MARCH 2024

	General £	Designated £	Restricted £	Total £
Tangible fixed assets	-	160,279	-	160,279
Current assets	96,938	125,000	8,825	230,763
Current liabilities	(4,855)	-	-	(4,855)
As at 31 March 2024	<u>92,083</u>	<u>285,279</u>	<u>8,825</u>	<u>386,187</u>

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

13 Movement in funds

	As at 31 March 2024	Incoming resources	Outgoing resources	Transfers	As at 31 March 2025
	£	£	£	£	£
<u>Restricted funds</u>					
<i><u>Building repairs, development and equipment</u></i>					
The Summerfield Charitable Trust	7,575	5,003		(12,578)	-
MBS Charitable Foundation		1,499		(1,499)	-
<i><u>Nursery</u></i>					
Peter Lang Children's Trust		34,000	(34,000)		-
BBC Children in Need	1,250	25,000	(24,167)		2,083
Barnwood Trust		32,200	(16,100)		16,100
GWUK Groundwork UK		1,000	(1,000)		-
<i><u>Outreach</u></i>					
<i><u>Parenting and client development</u></i>					
National Lottery		29,100	(29,100)		-
<i><u>Healthy eating</u></i>					
The Neighbourly Foundation		500	(500)		-
<i><u>Breakfast Club</u></i>					
<i><u>Administration and Training</u></i>					
	8,825	128,302	(104,867)	(14,077)	18,183
<u>Unrestricted funds</u>					
Designated fund - fixed assets	160,279		(14,186)	11,948	158,041
Designated fund - facilities	115,000		(75,000)		40,000
Designated fund - services revision	10,000		(5,000)		5,000
General fund	92,083	140,118	(99,786)	2,129	134,544
Total funds	386,187	268,420	(298,839)	-	355,768

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025 (continued)

13 Movement in funds (continued)

	COMPARATIVE FIGURES YEAR ENDED 31 MARCH 2024				
	As at 31 March 2023	Incoming resources	Outgoing resources	Transfers	As at 31 March 2024
	£	£	£	£	£
Restricted funds					
<u>Building repairs, development and equipment</u>					
The Summerfield Charitable Trust	12,000		-	(4,425)	7,575
	-				-
<u>Nursery</u>					
Peter Lang Children's Trust	-	38,617	(38,617)		-
Gyde Charity	-	1,000	(1,000)		-
The Barbara Ward Children's Foundation	-	2,500	(2,500)		-
BBC Children in Need	-	25,000	(23,750)		1,250
<u>Outreach</u>					
<u>Parenting and client development</u>					
The Mears Foundation	2,917		(2,917)		-
Charities Trust		650	(650)		-
<u>Healthy eating</u>					
Asda Foundation	-	400	(400)		-
The Venture Community Hub	-	1,400	(1,400)		-
Gloucestershire Community Nurses Fund		266	(266)		-
<u>Breakfast Club</u>					
<u>Administration and Training</u>					
Peter Lang Children's Trust	-		-		-
	14,917	69,833	(71,500)	(4,425)	8,825
Unrestricted funds					
Designated fund - fixed assets	168,949	-	(13,894)	5,224	160,279
Designated fund - facilities	115,000	-	-	-	115,000
Designated fund - services revision	30,000	-	-	(20,000)	10,000
General fund	142,624	114,534	(184,276)	19,201	92,083
Total funds	471,490	184,367	(269,670)	-	386,187



THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2025

13 Movement in funds (continued)

Descriptions of nature and purposes of restricted funds

Building repairs, development and equipment

The structural repairs, improvement and decoration of the building and the purchase of equipment for the building's facilities and operations of the charity.

Nursery

Provision of quality nursery facilities for clients' children to achieve and ensure their health, nutrition, safety and development to be able to enter normal schools as equals of their peer group.

Parenting and client development

Support and advice on securing a safe, secure and suitable home accommodation. Training in child care and the acquisition of necessary skills for the parent.

Healthy eating

Understanding nutrition and the skills of food preparation on a budget.

Descriptions of nature and purposes of unrestricted fund:

Fixed assets

This is the net book value of the fixed assets in the accounts which are held for the charities use.

Facilities

Only a small part of the scheduled improvements to the building and facilities were completed due to the difficulties in the current building and construction market. The Trustees decided on a different approach and consequently released funds from the designated fund. It is still the intention of the Trustees to complete these improvements for the long term benefit of clients and to reduce the environmental impact of the Charity.

Services

This is for the provision of trial, additional services for the benefit of the clients that are not covered by the Annual Budget for costs of the current services provided for clients. On review the Trustees decided this should be reduced.

General fund

The free unrestricted funds of the charity.

THE FAMILY HAVEN

England & Wales - Charity number 1088622

Accounts



TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED
31 MARCH 2024

Table of Contents

CHAIR'S REPORT.....	2
TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2024	3
REFERENCE AND ADMINISTRATIVE DETAILS.....	3
STRUCTURE, MANAGEMENT AND GOVERNANCE	4
OBJECTS, AIMS AND ACTIVITIES	5
ACHIEVEMENT AND PERFORMANCE	6
FINANCIAL REVIEW	12
FUTURE PLANS.....	13
STATEMENT OF TRUSTEES RESPONSIBILITIES.....	14
INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE FAMILY HAVEN	15
STATEMENT OF FINANCIAL ACTIVITIES.....	16
BALANCE SHEET	17
NOTES ON FINANCIAL STATEMENTS.....	18

The Family Haven is a charitable company, limited by guarantee
Registered in England. Company No. 4247872 Registered as a Charity in England and
Wales No. 1088622 31 Spa Road, Gloucester, GL1 1UY.
www.thefamilyhaven.com

THE FAMILY HAVEN

CHAIR'S REPORT

YEAR ENDED 31 MARCH 2024

CHAIR'S REPORT

As The Family Haven enters its 36th year of providing services to families with children under five who find themselves in difficult circumstances in Gloucester, the recovery from the pandemic is ongoing and we are finding more families need our support. Our ongoing provision of much-needed care to vulnerable clients has flourished. We have had great success with some of the projects we have deployed to help, including the Breakfast Club that sees everyone having a healthy meal at the start of the day.

There have been other challenges in the last year. The Family Haven has not been able to operate at its optimum due to staff shortages. Time and effort has been put into recruiting staff with the level of qualification required. All the staff have pulled together in an effort to reduce the impact of the shortage to provide the fullest service possible.

The planned major repairs and improvements to the building in Spa Road have recently started to take place with more plans to follow.

As in recent years, obtaining funding for services is an ongoing challenge. The partnership with Prosser Knowles and the support of many firms by way of finance or volunteer days is greatly appreciated. Individual donations and events, such as the Colesborne Garden Snowdrop Teas, provided 3% of the annual income. Our fundraisers have invested time and effort in building relationships with the major national grant providing trusts in order to stabilise the longer-term funding of the charity. As I close this report I will point out that I was only going to take the role of Chairman for a year, however the brilliant work that this charity does means that I will be in the role for a few more years.

Alistair Holyhead
Chair of the Trustees



18 / 11 / 2024





THE FAMILY HAVEN
TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2024
(including the directors' report)

The trustees present their report and the unaudited financial statements for the year ended 31 March 2024. Included within the trustees' report is the directors' report as required by company law.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

REFERENCE AND ADMINISTRATIVE DETAILS

Company number:	4247872
Registered charity number:	1088622
Address and Registered Office	31 Spa Road Gloucester GL1 1UY
Trustees:	
Chair	Alistair Holyhead
Treasurer	Gerald Holyhead
Other trustees:	John Orchard Thomas Longley Lorraine Barrett (Appointed 15 April 2024)

Trustees are also directors for the purposes of company law.

Company Secretary	Gerald Holyhead
Day Centre Manager	Lucy Pearce
Nursery Manager	Helen Jackson
Bankers	CAF Bank Ltd. 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Independent examiner	Kate Adderley CA Third Sector Accountancy Limited Holyoake House Hanover Street Manchester M60 0AS

STRUCTURE, MANAGEMENT AND GOVERNANCE

Nature of Governing Document

The Family Haven is a private registered charitable company limited by guarantee, with no share capital, incorporated on 6 July 2001 and governed by its Memorandum and Articles of association.

Members

Each member undertakes to pay an amount not exceeding £1.00 towards liabilities in the event of the charity being dissolved.

There are three classes of members as follows:

Trustees (currently 5)
Honorary members (currently 1)
Subscribing members (currently 11)

Management

The policies and general management of the affairs of the Family Haven are directed by Trustees, one third of who retire each year by rotation, but are eligible for re-election. Trustees meet each month.

The day-to-day management of The Family Haven is carried out by the managers of the Day Centre and the Nursery.

The Trustees affirm their maintenance of and commitment to safeguarding children, health and safety and anti-bullying policies.

Recruitment and Appointment of Trustees

Trustees are recruited with a view to diversity, sound experience in a related field or professional expertise in a relevant area. Advertisements are regularly placed with agencies who specialise in the identification of suitable candidates.

Such candidates are given first-hand experience of the work of the Family Haven, interviewed by two existing Trustees and, if appropriate, are invited to a Trustees' meeting. Appointment is then conditional on the approval of the Trustees generally.



Trustees have fully documented Job Descriptions and are provided with a regularly updated governance manual which covers such matters as legal form and charity status, trustees job descriptions, conflict of interest policy, anti-fraud policy and delegated authority.



Governance

The Family Haven is committed to abiding by the seven principles of good governance as set out in the Charity Governance Code for smaller charities developed by the Charity Governance Code Steering Group.

Risk Policy

Trustees place a high priority on risk management. Risks identified are categorised as follows:

Strategic and Governance
Management and staff
Operational
Financial

It is the policy of the Trustees to review all risks on at least an annual basis. Each review seeks to establish that all risks are documented and that steps to mitigate such risks are established and executed. As a result of this process, the Trustees are satisfied that residual risks are minimal.

OBJECTS, AIMS AND ACTIVITIES

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Objects

The Family Haven formal objects are to relieve poverty and distress of persons in the Gloucester area who by virtue of their social and economic circumstances are in need.

Mission

The Family Haven's mission is to help and support vulnerable families with pre-school children in Gloucestershire, particularly the hard-to-reach and those living in unsuitable accommodation. To achieve this, we will provide a warm and caring environment where both assistance and encouragement are available to enable parents and children to flourish.

Aims and objectives

The Trustees have set the following aims in respect of the defined target group in order to advance its mission:

- 1 To empower families to take a greater responsibility for their own well-being.
- 2 To broaden life experiences.
- 3 To improve health, including mental health and self-worth of parents and children.
- 4 To improve opportunities for pre-school children.
- 5 To encourage development of new skills for parents and children.
- 6 To encourage mutual support amongst the families.
- 7 To improve parenting skills.
- 8 To enable parents and children to maintain a nutritious diet.

Activities and strategy

In general, the aims of The Family Haven are addressed by providing a day centre at 31 Spa Road, Gloucester. The centre is open from 9.30 am to 4.00 pm Monday to Friday for parents and their children, as well as children with particular needs. The day centre provides cooked midday meals, washing and laundry facilities, a crèche, nursery and play area, rest facilities and basic welfare advice.

Each of the specific aims is addressed by a series of specific activities, designed to bring out the desired result. Targets are then set by the management in respect of each activity and are approved by the Trustees.

ACHIEVEMENT AND PERFORMANCE

Over the past year, the Family Haven has continued to support vulnerable families in Gloucestershire. In 2023/24, we supported families made up of adults and children. Below we celebrate our achievements and look forward to the future.

	2022-23	2023-24
Individual families benefited	54	54
Number of visits by parents	1,817	2,155
Number of visits by children	2,317	2,481
Respite and crèche sessions	508	622
One to one sessions with children with additional needs	1,456	1,709
Meals provided	3,353	3,871
Active listening/advice sessions	482	678
Day trips	172	185
Parenting/adult development class attendees	735	971
Healthy eating sessions	139	134

We had a sharp rise in the number of parenting/personal development class attendees this year. This is due to having a university student completing her placement with us. She has planned and delivered some wonderful projects, and the families have really enjoyed having someone new come into the centre. The families are continuing to learn new skills and we have seen some beautiful projects as a result.

We have also had an increase in the number of meals that we provide, partly due to the cost-of-living crisis. Our breakfast club is free, and families know that if they have to skip breakfast for whatever reason they can have it once they arrive. This and the increase in demand provided 518 additional meals. Several of our families, are refugees or asylum seekers or have become homeless due to factors outside of their control. They now live in hotel or temporary accommodation in which they have no cooking facilities. Our kitchen is a lifeline for them to be able to cook healthy and nutritious meals.

Some of our other achievements this year include:

- **9** parents secured suitable housing.
- **19** parents were able to attend work part time.
- **20** parents were able to undertake training.
- **2** parents were able to volunteer.

Increasing our visits

This year has seen an increase in clients. We have seen a slight change in our client needs with many families having experienced a decline in their mental health.

This has had an impact on the level of support that we provide and has meant adapting the type of support we offer. Also, with the current cost of living, we have more families struggling than before. An example of this is that we are now doing a lot more work around food, saving money (especially on energy bills) and a focus on personal wellbeing.

We have also teamed up with Betaris, part of Gloucester college to provide English classes for our families. This is something that our client group had expressed an interest in. Nine adults in total attended the course. Of those nine, two moved out of county, one withdrew and one the course was not suitable for.

The five remaining clients all passed, one with 100%

Parenting and healthy eating sessions

We ran parenting and personal development sessions with our parents at our day centre. Our programme of personal development classes and workshops cover a wide variety of



topics, some tailored to the current cost of living crisis. The most recent being visits organised by Warm and Well. They came to speak to the families regarding help with their utility bills. They were able to listen to our client's needs and advise them on their personal circumstances. For some of our clients they were able to help them apply to write off debts that they may have accrued with their supplier, to check their eligibility for grants to save them money on bills and give them all fuel vouchers. They came back in November to meet with the clients who did not access this information session. This way we are helping as many clients as possible with the impending cost of living crisis that we are facing. In response to the ever-changing needs of our families, we had a visit from The Hollie Gazzard Trust. The Hollie Gazzard Trust was created following the murder of 20-year-old Hollie Gazzard in 2014 by an ex-partner. Set up by parents Nick and Mandy, along with sister Chloe, the charity helps reduce domestic violence through creating and delivering programmes on domestic abuse and promoting healthy relationships.

The families learned about coercive control and stalking, of the various forms of domestic abuse and signposted organisations that can help. They were informed about the Hollie App, which

is available to download onto a mobile if you have concerns about personal safety.

Parents found the talk very informative and said they had learnt 'how to spot the red flags in a toxic relationship and who to go to for support'. Another parent said she would share the information she had learnt so other women could be protected.

Another visit was organised with Lisa Davenport the Parental Relationships Coordinator from Gloucestershire County Council who ran an arguing better course for the families. This resource is designed to help parents manage stress and communicate with one another in ways that are helpful to their relationship and their children, learn new skills that can help resolve disagreements in a better way.

The clients benefitted from being aware of the impact of stress on a relationship and parental conflict on children. How they can increase their capacity to cope with stress and what strategies will help them develop better communication to deal with conflict.

We also ran healthy eating sessions including advice on healthy packed lunches, cooking for those with allergies, understanding food labels, use of salt in cooking, using leftovers and meal planning.

Day trips

We had three day trips this year. Gloucester City HAF funded two of these trips.

The Department for Education funds this programme, called the Holiday Activities and Food programme (HAF). The HAF program's purpose is to make sure children and young people are entertained, active, educated, safe and fed during school holidays. With our approved grant, we are able to extend the offer to our clients and children across Gloucestershire through the Holiday Activities Programme (HAP).

This year we were able to visit Cattle Country in the summer and Roves Farm at Easter. In total 39 adults and 86 children benefitted from these trips.

The Mothers Union funded the third day trip to Weston-Super-Mare, which was attended by 20 parents and 34 children. This was the first time many of our children had seen the seaside.

Parties

We held our two Christmas parties on the 12th and 14th of December this year. These were well attended with 21 adults and 21 children present.

It was a very busy two days with lots of fun and games and crafts supervised by the staff. We had a special visit from Father Christmas who made time to pop in to see the children to give them all a gift. Altogether, we managed to give out 76 advent calendars, 37 token gifts, 76 main presents and 36 parents' gifts for the parents to give out on Christmas Day.



The Eid party was a success. The weather stayed dry with spells of sunshine but not too hot. 20 adults and 24 children joined us. There was lots of delicious food and drink provided by the clients from chicken, fish, tagine and plantain to jollof rice, bread and vegetables. There was something for everyone. It was a great opportunity to try lots of different food and drink and to talk about who made each dish and what went into it. The families helped us with the music and our wonderful Family support worker Gail supplied the henna and her incredible drawing skills.

Using research to inform our decisions

We are committed as a charity to using insight and evidence to inform our decision-making. We use a range of tools to monitor progress including termly summative development records for all the children, My Plans for children with educational special needs and Ecat records (every child a talker) for all children.

We also monitor the parents through ongoing assessments. We have recently introduced Outcome Star, a nationally recognised evidence-based tool for measuring and supporting change when working with people. The Star places importance on the service user's



perspective and priorities, as in a person-centred approach

The holistic assessment offered by the Star focuses on aspects of life that are going well in addition to areas of difficulty, as in a strengths based approach

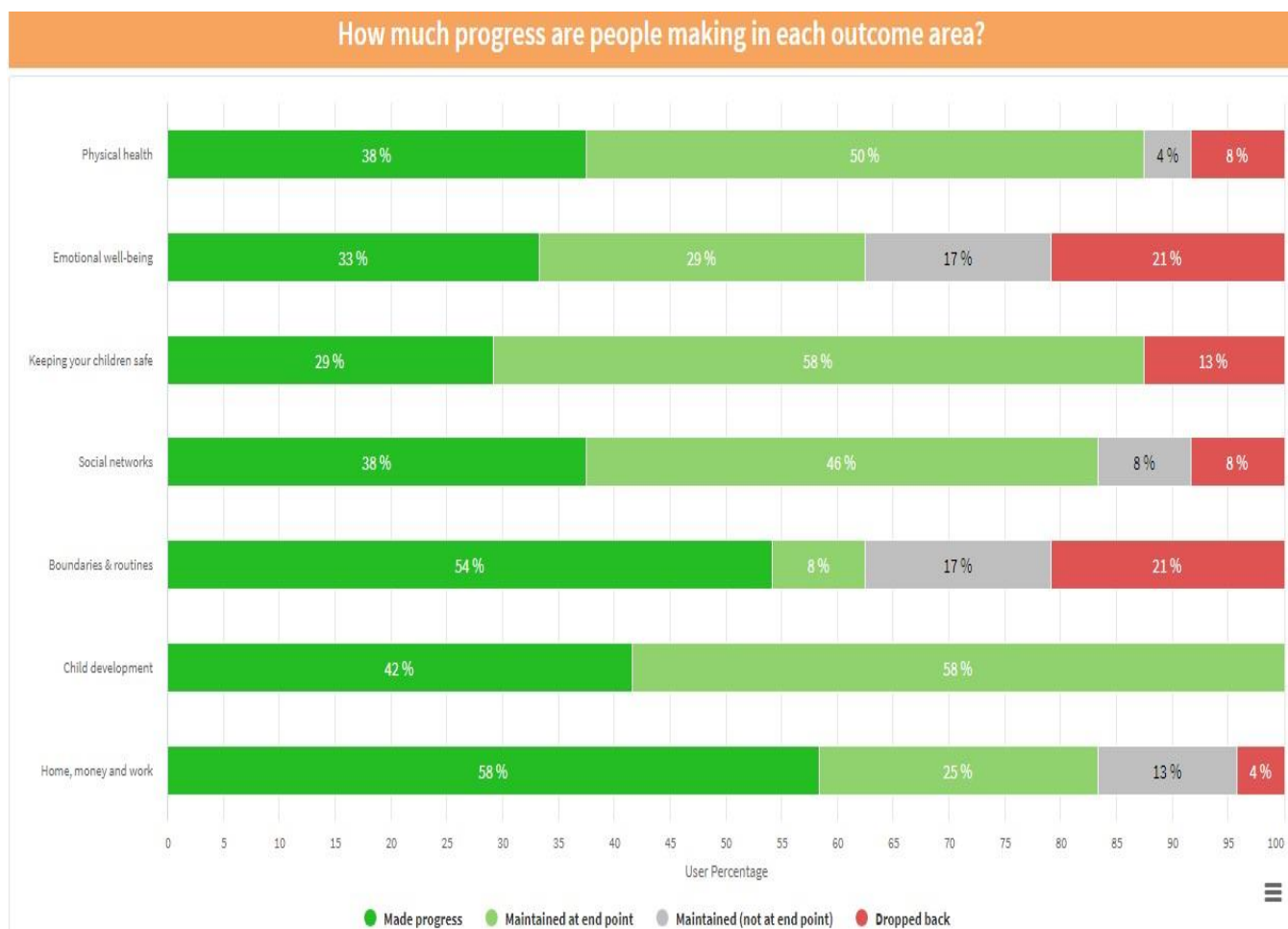
As in co-production, the service user is seen as an active agent in their own life and a valuable source of expertise and knowledge rather than a passive sufferer of an affliction that the professional, with their expertise and knowledge, will cure.

As a result, implementing the Outcomes Star can provide an effective way of putting these approaches and values into

practice in a service. We use the family star as it is the better fit for our families. With focus on both the parents and children's health and wellbeing we can accurately identify areas in which individual families are struggling and help them to put things into place to improve their situation. Sometimes changes in circumstances highlight issues and families may drop back from making progress. However, this



is not seen as a negative merely a way to shift our focus and establish what can be or what is needed to be done to support the family reach their goal.



An outcome star is completed soon after a client has joined our service and then again six months later. From the chart above, you can see the progress made by the families that attend our centre.

The percentages in red show a drop back in the areas of keeping their children safe and in boundaries and routines. This feedback is largely from our families living in hotel/displaced accommodation. When many of the families are housed in hotel accommodation, it is supposed to be for a short period. Due to the shortage of housing and the bidding process taking a long time they are now finding a short-term situation turning into a year. The nature of their accommodation means that they are not able to make any changes to the property to make it a safer, more welcoming environment for them or their children. This has decreased parent's emotional wellbeing and exacerbated any existing mental health issues. The biggest increase we have seen has been in home, work and money. Once again, this has been mainly due to families moving out of temporary accommodation and settling in to their forever homes. Many of our families, not just those in hotel accommodation were finding that their current living situation was not fit for purpose. This could be due to overcrowding, issues with the building such as mould or damp or fleeing domestic abuse.



Another factor for this increase has been that families have been able to access visits here at the centre from agencies such as warm and well who have helped them apply for grants and discount on their energy bills. In some cases, they were able to clear debt with client's utility providers.

Our own Annual Client Survey illustrated that 84% of clients were feeling less isolated. 100% of parents had made friends since coming to The Family Haven and 100% of clients were feeling happier since coming to The Family Haven.

We have received some lovely feedback from our clients throughout the year:

Some quotes from the families were

"I am happy to be here. I have made friends, which has helped me with my mental health. I'm very happy with the services"

"My child loves coming and going into crèche. I used the washer/dryer when mine had broken"

"Ever since coming to The Haven it has been like a home to me and my children. The staff are excellent. They are ready to help anytime. We get advice from them help with any type of paperwork"

"Staff always making sure the mums are looked after so they can be better mums and good mental health"

"They are my extended family. They have helped me with getting a place to stay, as I had to leave a domestic abuse relationship"

"I like the staff, they help us. You are the best family, I know I can count on them when needing advice"

"I love coming, I know my son is happy in crèche. I enjoy having a chat and a cuppa with other mums who are/have been in similar situations"

"I feel safe around everyone"

"When I first started coming, I wouldn't leave the house most days. I am now able to trust the amazing members of staff with my daughter"

"The haven is like a second home, and we feel very nice. Makes a massive difference coming here"

"Thank you to family haven they are there to help everyone. If you have any problems or just looking for advice, family haven is the best"

"I am grateful to each and every single person who makes The Family Haven what it is, a haven for struggling families"

We really can't thank you enough

Once again, we could not have made it through another year without the help of all our amazing staff, volunteers and supporters. Without all of their hard work and dedication, we would not be able to provide a much needed service in the heart of Gloucester. We look forward to another year in the life of The Family Haven.

FINANCIAL REVIEW

General

The predicted deficit for 2023 to 2024 was more severe than expected. Income fell significantly but expenditure was less than budgeted. Major funders, as in 2021-22, had changed their priorities in the after-mark of the pandemic and to this was the loss of our fundraiser during the year and the failure to recruit a competent replacement.

The Trustees have two long term issues. The first is the facilities at Spa Road. Previously funds have been designated for the improvement of the facilities. There are long term maintenance issues with the structure which need to be addressed. There are also environmental improvements required to reduce heat emissions. There are currently difficulties in the construction industry and It has not proved possible to obtain the contractors necessary to start these works. The Trustees have therefore retained the funds designated for this. The second comes from a review of services provided to clients



of the Charity. Some pilot projects were trialed during the year and where satisfactory results were obtained aspects of these have been incorporated into mainstream operations. The fund for this has been reduced, by the Trustees, to £10,000 for further activities.

Funding

The funding of the charitable activities is always a concern for the Trustees and Managers. The income from individuals and groups form a significant contribution but the major part comes from grants. In this income from funders there are currently three long term funders, an improvement over the prior year. Long term funding over a period of years is vital for the underlying stability of the Charity.

Expenditure

There is a nationwide difficulty in recruiting suitably qualified nursery staff. This caused some restrictions on the charitable activities and the reduction of total planned staff cost. Efforts were maintained in all areas to monitor expenditure, but the general rate of inflation has resulted in increased costs. Overall expenditure was less than budgeted.

Reserves Policy

It is the policy of the charity that unrestricted free reserves should be maintained at a level equivalent to at least six months' otherwise unfunded expenditure with the objective that The Family Haven is able to continue with its activities for the duration of any temporary fall in funding. The current level of the General Fund is just under the four months and the Trustees are aware of this.

In addition to free reserves, designated funds are maintained for the following purposes:

1. **Fixed assets** - this fund represents the amount of reserves tied up in the net book value of fixed assets
2. **Facilities** – the improvement of the structure and environmental impact of the building and facilities generally for the long-term benefit of clients.
3. **Additional services** – the study and implementation of improved or further services to the clients

Unrestricted reserves as at 31 March 2024 are summarised as follows:

	£
General fund	92,083
Designated fund - fixed assets	160,279
Designated fund – facilities	115,000
Designated fund - additional services	<u>10,000</u>
	<u>377,362</u>

In addition, restricted funds are maintained amounting to £8,825 These represent funds specifically earmarked for purposes specified by the donor.

FUTURE PLANS

The activities of the Charity continue to seek the normal pre-pandemic pattern and the effect on fund-givers to the Charity despite setbacks during the year.

The staff have worked hard to fulfil the Charity's Mission Statement. The careful provision of services to the clients, even if it is still restricted by staff shortages, will continue. As will the plans to enhance the services provided.

There is a continuing difficulty in obtaining longer-term grants, but efforts continue to raise total Grant funding together with Individual and Group donation. The Trustees expect there may be a small operating deficit for the coming year but consider the reserves sufficient to maintain the activities of the charity.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also directors of The Family Haven for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles of the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

On behalf of the Trustees

Alistair Holyhead
Chair

A handwritten signature in black ink, appearing to be "Alistair Holyhead".

18 / 11 / 2024





INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE FAMILY HAVEN

I report on the accounts of the charity for the year ended 31 March 2024 set out on pages 16 to 26.

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:

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 Acthave 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

K. Adderley

19 / 11 / 2024

Kate Adderley CA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

THE FAMILY HAVEN

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an income and expenditure account)

YEAR ENDED 31 MARCH 2024

	Notes	2024			2023		
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
		Funds	Funds		Funds	Funds	
		£	£	£	£	£	£
Income from:							
Donations and legacies	3	96,716	69,833	166,549	125,308	95,016	220,324
Charitable activities	4	14,556	-	14,556	9,199	-	9,199
Investments		3,262	-	3,262	1,708	-	1,708
Other		-	-	-	-	-	-
Total		114,534	69,833	184,367	136,215	95,016	231,231
Expenditure on:							
Raising funds	7, 13	12,561	-	12,561	17,365	-	17,365
Charitable activities	7, 13	185,609	71,500	257,109	141,841	100,005	241,846
Total		198,170	71,500	269,670	159,206	100,005	259,211
Net income (expenditure)		(83,636)	(1,667)	(85,303)	(22,991)	(4,989)	(27,980)
Transfers between funds	8, 13	4,425	(4,425)	-	14,900	(14,900)	-
Net movement in funds		(79,211)	(6,092)	(85,303)	(8,091)	(19,889)	(27,980)
Reconciliation of funds:							
Funds brought forward		456,573	14,917	471,490	464,664	34,806	499,470
Funds carried forward		377,362	8,825	386,187	456,573	14,917	471,490



THE FAMILY HAVEN (company number 4247872)

**BALANCE SHEET
AS AT 31 MARCH 2024**

	Notes	£	£	£	£
		2024		2023	
Fixed assets					
Tangible assets	10		160,279		168,949
Current assets					
Prepayments		5,397		3,977	
Cash at bank and in hand		<u>225,366</u>		<u>303,543</u>	
		230,763		307,520	
Creditors: amounts falling due within one year	11	<u>(4,855)</u>		<u>(4,979)</u>	
Net current assets			225,908		302,541
Net assets	12		<u>386,187</u>		<u>471,490</u>
Represented by:					
Accumulated funds:					
Unrestricted funds					
General fund	13		92,083		142,624
Designated funds	13		<u>285,279</u>		<u>313,949</u>
			377,362		456,573
Restricted funds	13		8,825		14,917
			<u>386,187</u>		<u>471,490</u>

For the year ended 31 March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

19 / 11 / 2024

Gerald Holyhead

Trustee

NOTES ON FINANCIAL STATEMENTS

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

1 Company information

The company is limited by guarantee, registered in England and Wales; it is also a registered charity whose activities are intended to be for the public benefit. The company meets the definition of a public benefit entity under FRS102. The registered office is shown on page 1.

2 Accounting Policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 - (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The functional currency is GBP rounded to the nearest pound.

Going concern

After making enquiries, the directors are not aware of any material uncertainties that cast doubt on going concern and they have a reasonable expectation that the Company will be able to continue its activities for the foreseeable future, and at least twelve months from the date of approval of these accounts. Accordingly, they have continued to adopt the going concern basis in the financial statements.

Income

Donations and gifts are recognised as income when received except where any restrictions on expenditure demand that a proportion be carried forward as deferred income. The donations under Gift Aid are recognised when receivable. The associated income tax recovery is recognised when the recovery is receivable. Grants are recognised as income when they are received provided conditions for receipt have been complied with, unless they relate to a specified future period, which has not commenced at the year end, in which case they are deferred. Interest is recognised as income when receivable. No monetary value is ascribed to donations of general volunteer time.

Expenditure

Resources expended are recognised on an accruals basis. They are allocated to activities based on actual usage. Staff support costs are all allocated to the appropriate activity based on the relative amount of time spent on such activities. Premises and other costs are allocated based on salary costs.

Costs of activities in furtherance of the charity's objects comprise those costs incurred by the charity as a result of the delivery of its service. Costs of generating funds comprise the costs associated with attracting voluntary income. Governance costs comprise those costs incurred by the charity in meeting its constitutional and statutory requirements.

The regular cost of providing retirement pensions and related benefits is charged to the profit and loss account over the period of the employees service lives on the basis of a constant percentage of earnings. Any difference between the amount charged to the profit and loss account, and amount paid to the scheme is shown as an asset or liability in the balance sheet.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Fixed assets and depreciation

Tangible fixed assets are included in the balance sheet at cost less depreciation.

Depreciation is calculated so that the cost of tangible fixed assets less their residual value are written off over their

Freehold property	2% straight line
Equipment	25% written down value

No depreciation is provided on freehold land.

Funds

Restricted funds represent funds specifically earmarked for purposes specified by the donor. Designated funds are unrestricted funds earmarked by the trustees for a particular purpose. Unrestricted funds are funds which can be utilised at the discretion of the trustees.

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2024 (continued)

3 Voluntary income	2024 £	2023 £
Restricted funds:		
<i><u>Building repairs, development and equipment</u></i>		
<i><u>Nursery</u></i>		
Peter Lang Children's Trust	38,617	39,368
Gloucestershire County Council		3,488
Gyde Charity	1,000	3,000
The Barbara Ward Children's Foundation	2,500	2,500
Asda Foundation		508
The Venture: White City		395
The TK Maxx & Homesense Foundation		500
Little Lives UK		2,200
GE Aviation Systems		690
BBC Children in Need	25,000	
<i><u>Outreach</u></i>		
The National Lottery Community Fund		4,051
<i><u>Parenting and client development</u></i>		
Newby Trust Ltd		5,000
The Mears Foundation		5,000
Thriving Communities Fund - Gloucestershire County Council		7,500
Aviva Community Fund		14,568
Charities Trust	650	
<i><u>Healthy eating</u></i>		
Groundwork UK - Tesco Community Grants		750
Asda Foundation	400	1,018
The Venture Community Hub	1,400	2,500
Gloucestershire Community Nurses Fund	266	
<i><u>Breakfast Club</u></i>		
The Langtree Trust		500
M&S Fund - The Neighbourly Foundation		1,000
<i><u>Home Management</u></i>		
HSBC		
<i><u>Administration and Training</u></i>		
Peter Lang Children's Trust		480
	<u>69,833</u>	<u>95,016</u>
General fund:		
Donations from individuals	11,971	15,935
Legacies	-	-
Grants from other trusts	45,900	90,200
Government Grants		
Gloucestershire County Council	21,452	1,000
Grants from companies	6,000	6,828
Income from events	2,753	7,251
Grants from other organisations	8,640	4,094
	<u>96,716</u>	<u>125,308</u>
	<u>166,549</u>	<u>220,324</u>

There were no unfulfilled conditions and contingencies attached to the grants in General Fund at the end of the accounting period.

There were no donations received from trustees or related parties.



THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2024 (continued)

4 Income from charitable activities

	2024	2023
	£	£
Fees from clients for use of day centre	6,576	5,392
Fees from Local Authorities for nursery	7,980	3,807
	<u>14,556</u>	<u>9,199</u>

All the income shown above is unrestricted.

5 Resources expended

Resources expended includes:	2024	2023
	£	£
Depreciation	13,894	15,745
Trustees' expenses	-	-
Key management employees	62,159	58,353
Independent examiner's fees	<u>960</u>	<u>900</u>

Neither the trustees nor any persons connected with them received any remuneration or reimbursed expenses (other than as shown above) during the year.

6 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2024 (continued)

7 Total resources expended

These are allocated between activities as follows:

	2024									2023	
	Nursery	Parenting and client development	Outreach	One-to-one sessions with children	Respite	Nutrition	Fundraising	Governance	Support	Total	Total
	£	£	£	£	£	£	£	£	£	£	£
Costs directly allocated to activities:											
Staff costs	76,422	26,569	2,712	20,701	15,920	16,704	10,541	-	49,942	219,511	201,295
Premises	9,415	3,272	335	2,550	1,960	2,058	1,298	-	6,151	27,039	30,561
Other	5,228	1,819	186	1,416	1,089	8,162	722	1,080	3,418	23,120	27,355
Support, costs re-allocated to activities:	28,598	9,942	1,015	7,747	5,958	6,251	-	-	(59,511)	-	-
Total costs	119,663	41,602	4,248	32,414	24,927	33,175	12,561	1,080	-	269,670	259,211

Basis of allocation:

Staff costs are allocated between charitable activities according to time spent on the activity in question

Support costs are allocated between charitable activities on the basis of salary cost

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2024 (continued)

8 Gross transfers between funds

The transfer of funds between restricted and unrestricted funds is the transfer of value of tangible fixed assets, acquired during the year, from restricted to the designated fixed asset fund.

9 Staff and volunteers

The average numbers of people employed by the charity during the year were:

	2024	2023
	Number	Number
Fundraising	1	1
Provision of client care	10	10
	<u>11</u>	<u>11</u>
	2024	2023
	£	£
Staff costs for the above persons:		
Wages and salaries	208,003	188,273
Pension contributions	6,482	5,931
Pension administration fees	1,077	1,024
Social Security costs	3,949	6,067
	<u>219,511</u>	<u>201,295</u>

There are no employees who received total employee benefits (excluding employer pension costs) of more than £60,000

The two key management employees received total benefits of £31,691 and £31,691

The charity runs a defined contribution pension scheme for the benefit of its employees. The assets of the scheme are held separately from the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund. There was no liability to this fund as at 31 March 2024 (2023 nil).

The charity uses volunteers, mostly to assist with the work in the nursery but occasionally to assist with other tasks, complementing the role of paid employees. The contribution of such individuals is greatly appreciated; however, it is not considered practical to place a value on such services so the donation of the time of such volunteers is not included as income in the accounts. The charity would not employ additional staff if volunteers were not available.

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2024 (continued)

10 Tangible fixed assets

	Freehold land and buildings £	Equipment £	Total £
Cost			
As at 2 April 2023	225,247	158,055	383,302
Additions	-	5,224	5,224
As at 31 March 2024	<u>225,247</u>	<u>163,279</u>	<u>388,526</u>
Depreciation			
As at 2 April 2023	94,189	120,164	214,353
Provided in year	3,115	10,779	13,894
As at 31 March 2024	<u>97,304</u>	<u>130,943</u>	<u>228,247</u>
Net book value			
As at 31 March 2024	<u>127,943</u>	<u>32,336</u>	<u>160,279</u>
As at 01 April 2023	<u>131,058</u>	<u>37,891</u>	<u>168,949</u>

All fixed assets above are used in direct furtherance of the Charity's objectives.

11 Creditors: amounts falling due within one year

	2024 £	2023 £
Taxation and social security	3,137	2,079
Accruals	1,718	2,900
	<u>4,855</u>	<u>4,979</u>

12 Analysis of net assets between funds

	General £	Designated £	Restricted £	Total £
Tangible fixed assets	-	160,279	-	160,279
Current assets	96,938	125,000	8,825	230,763
Current liabilities	(4,855)	-	-	(4,855)
As at 31 March 2024	<u>92,083</u>	<u>285,279</u>	<u>8,825</u>	<u>386,187</u>

FIGURES FOR YE 31 MARCH 2023

	General £	Designated £	Restricted £	Total £
Tangible fixed assets	-	168,949	-	168,949
Current assets	147,603	145,000	14,917	307,520
Current liabilities	(4,979)	-	-	(4,979)
As at 31 March 2023	<u>142,624</u>	<u>313,949</u>	<u>14,917</u>	<u>471,490</u>

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2024 (continued)

13 Movement in funds

	As at 31 March 2023	Incoming resources	Outgoing resources	Transfers	As at 31 March 2024
	£	£	£	£	£
<u>Restricted funds</u>					
<i><u>Building repairs, development and equipment</u></i>					
The Summerfield Charitable Trust	12,000		-	(4,425)	7,575
	-				-
<i><u>Nursery</u></i>					
Peter Lang Children's Trust	-	38,617	(38,617)		-
Gyde Charity	-	1,000	(1,000)		-
The Barbara Ward Children's Foundation	-	2,500	(2,500)		-
BBC Children in Need	-	25,000	(23,750)		1,250
<i><u>Outreach</u></i>					
<i><u>Parenting and client development</u></i>					
The Mears Foundation	2,917		(2,917)		-
Charities Trust		650	(650)		-
<i><u>Healthy eating</u></i>					
Asda Foundation	-	400	(400)		-
The Venture Community Hub	-	1,400	(1,400)		-
Gloucestershire Community Nurses Fund		266	(266)		-
<i><u>Breakfast Club</u></i>					
<i><u>Administration and Training</u></i>					
Peter Lang Children's Trust	-		-		-
	14,917	69,833	(71,500)	(4,425)	8,825
<u>Unrestricted funds</u>					
Designated fund - fixed assets	168,949	-	(13,894)	5,224	160,279
Designated fund - facilities	115,000	-	-	-	115,000
Designated fund - services revision	30,000	-	-	(20,000)	10,000
General fund	142,624	114,534	(184,276)	19,201	92,083
<u>Total funds</u>	471,490	184,367	(269,670)	-	386,187

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2024 (continued)

13 Movement in funds (continued)

	COMPARATIVE FIGURES YEAR ENDED 31 MARCH 2023				
	£ As at 31 March 2022 £	£ Incoming resources £	£ Outgoing resources £	£ Transfers £	£ As at 31 March 2023 £
Restricted funds					
<i>Building repairs, development and equipment</i>					
The Summerfield Charitable Trust	12,000		-	-	12,000
National Benevolent Charity	5,900			(5,900)	-
Barnwood Trust	9,000			(9,000)	-
	-				-
<i>Nursery</i>					
Peter Lang Children's Trust	-	39,368	(39,368)		-
Gyde Charity	-	3,000	(3,000)		-
The Barbara Ward Children's Foundation	-	2,500	(2,500)		-
Gloucestershire County Council		3,488	(3,488)		-
Asda Foundation		508	(508)		-
The Venture: White City		395	(395)		-
The TK Maxx & Homesense Foundation		500	(500)		-
Little Lives UK		2,200	(2,200)		-
GE Aviation Systems		690	(690)		-
<i>Outreach</i>					
The National Lottery Community Fund		4,051	(4,051)		-
<i>Parenting and client development</i>					
Newby Trust Ltd		5,000	(5,000)		-
The Mears Foundation		5,000	(2,083)		2,917
Thriving Communities Fund		7,500	(7,500)		-
Aviva Community Fund		14,568	(14,568)		-
HSBC	3,314		(3,314)		-
<i>Healthy eating</i>					
Groundwork UK - Tesco Community Grants	1,625	750	(2,375)		-
Asda Foundation		1,018	(1,018)		-
The Venture Community Hub		2,500	(2,500)		-
<i>Breakfast Club</i>					
Crowdfunder Limited - Aviva	2,717		(2,717)		-
The Langtree Trust	250		(250)		-
Asda Foundation		500	(500)		-
The Venture Community Hub		1,000	(1,000)		-
<i>Administration and Training</i>					
Peter Lang Children's Trust		480	(480)		-
	34,806	95,016	(100,005)	(14,900)	14,917
Unrestricted funds					
Designated fund - fixed assets	158,660	-	(15,745)	26,034	168,949
Designated fund - facilities	115,000	-	-	-	115,000
Designated fund - services revision	30,000	-	-	-	30,000
General fund	161,004	136,215	(143,461)	(11,134)	142,624
Total funds	499,470	231,231	(259,211)	-	471,490

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2024 (continued)

13 Movement in funds (continued)

Descriptions of nature and purposes of restricted funds

Building repairs, development and equipment

The structural repairs, improvement and decoration of the building and the purchase of equipment for the building's facilities and operations of the charity.

Nursery

Provision of quality nursery facilities for clients' children to achieve and ensure their health, nutrition, safety and development to be able to enter normal schools as equals of their peer group.

Parenting and client development

Support and advice on securing a safe, secure and suitable home accommodation. Training in child care and the acquisition of necessary skills for the parent.

Healthy eating

Understanding nutrition and the skills of food preparation on a budget.

Descriptions of nature and purposes of unrestricted funds

Fixed assets

This is the net book value of the fixed assets in the accounts which are held for the charities use.

Facilities

The Scheduled improvements to the building and facilities for 2023 to 2024 remain not undertaken due to the difficulties in the current building and construction market. It is still the intention of the Trustees to complete these improvements for the long term benefit of clients and to reduce the environmental impact of the Charity.

Services revision

A review, in prior years, indicated the need for improvements and additional services might be appropriate. Further studies are being made and this fund is to enable those studies and their implementation. Positive results from trials during the year have been incorporated in the Budget. On review the Trustess decided to amount for further projects should be reduced to £10,000.

General fund

The free unrestricted funds of the charity.

THE FAMILY HAVEN

England & Wales - Charity number 1088622

Accounts



TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2023

Table of Contents

CHAIR'S REPORT	1
TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2023	2
1. REFERENCE AND ADMINISTRATIVE DETAILS	2
2. STRUCTURE, MANAGEMENT AND GOVERNANCE	3
3. OBJECTS, AIMS AND ACTIVITIES	4
4. ACHIEVEMENT AND PERFORMANCE	5
5. FINANCIAL REVIEW	10
6. FUTURE PLANS	11
7. STATEMENT OF TRUSTEES RESPONSIBILITIES	11
INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE FAMILY HAVEN	13
STATEMENT OF FINANCIAL ACTIVITIES	14
BALANCE SHEET	15
NOTES TO THE FINANCIAL STATEMENTS	16

The Family Haven is a charitable company, limited by guarantee
Registered in England. Company No. 4247872
Registered as a Charity in England and Wales No. 1088622
31 Spa Road, Gloucester, GL1 1UY.
www.thefamilyhaven.com

THE FAMILY HAVEN
CHAIR'S REPORT
YEAR ENDED 31 MARCH 2023

CHAIR'S REPORT

As The Family Haven enters its 35th year of providing services to families with children under five who find themselves in difficult circumstances in Gloucester, the recovery from the pandemic continues. Our ongoing provision of much-needed care to vulnerable clients has flourished and several pilot services have been evaluated. The lessons learnt from these have been implemented in our overall provision of services and new pilot schemes are being planned for the coming years.

There have been other challenges in the last year. The principal one is the national shortage of qualified nursery nurses. Some nurseries have been forced to close because they have been unable to recruit staff. At times, The Family Haven has not been able to operate at its optimum due to this shortage and time and effort has been put into recruiting of staff with the level of qualification required. All the staff have pulled together in an effort to reduce the impact of the shortage to provide the fullest service possible. Unfortunately, this national shortage continues into the following year.

The planned major repairs and improvements to the building in Spa Road have also been delayed by shortages in the building industry. This means that improvements to the environmental impact have not taken place but still stand as a major commitment from the trustees.

As in recent years, obtaining funding for services is an ongoing challenge. The partnership with Prosser Knowles and the support of many firms by way of finance or volunteer days is greatly appreciated. Individual donations and events, such as the Colesborne Garden Snowdrop Teas, provided 3% of the annual income. Our fundraiser has invested time and effort in building relationships with the major national grant providing trusts in order to stabilise the longer-term funding of the charity.

Ryan Miessner stood down as Chairman in December 2022 because of work commitments and we express our thanks to him for his efforts over the last few years.



Alistair Holyhead
Chair of the Trustees

28 / 11 / 2023





THE FAMILY HAVEN

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2023

(including the directors' report)

The trustees present their report and the unaudited financial statements for the year ended 31 March 2023. Included within the trustees' report is the directors' report as required by company law.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

1. REFERENCE AND ADMINISTRATIVE DETAILS

Company number: 4247872
Registered charity number: 1088622

Address and Registered Office: 31 Spa Road, Gloucester, GL1 1UY

Trustees:

Chair	Alistair Holyhead	
Deputy Chair	Asya Pandor	(Resigned 15 November 2023)
Treasurer	Gerald Holyhead	
Other trustees:	John Orchard	
	Ryan Miessner	(Resigned 19 December 2022)
	Richard Baker	(Resigned 18 October 2023)
	Gemma Madle	(Resigned 15 February 2023)
	Gillian Hewlett	(Resigned 19 November 2022)
	Hannah Layton	(Resigned 19 October 2022)
	Thomas Longley	(Appointed 7 June 2023)

Trustees are also directors for the purposes of company law.

Company Secretary	Gerald Holyhead
Day Centre Manager	Lucy Pearce
Nursery Manager	Helen Jackson
Bankers	CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ
Independent examiner	Kate Adderley CA Third Sector Accountancy Limited Holyoake House, Hanover Street, Manchester, M60 0AS

2. STRUCTURE, MANAGEMENT AND GOVERNANCE

Nature of Governing Document

The Family Haven is a private registered charitable company limited by guarantee, with no share capital, incorporated on 6 July 2001 and governed by its Memorandum and Articles of association.

Members

Each member undertakes to pay an amount not exceeding £1.00 towards liabilities in the event of the charity being dissolved.

There are three classes of members as follows:

- Trustees (currently 7)
- Honorary members (currently 1)
- Subscribing members (currently 11)

Management

The policies and general management of the affairs of the Family Haven are directed by Trustees, one third of who retire each year by rotation, but are eligible for re-election. Trustees meet each month.

The day-to-day management of The Family Haven is carried out by the managers of the Day Centre and the Nursery.

The Trustees affirm their maintenance of and commitment to safeguarding children, health and safety and anti-bullying policies.



Recruitment and Appointment of Trustees

Trustees are recruited with a view to diversity, sound experience in a related field or professional expertise in a relevant area. Advertisements are regularly placed with agencies who specialise in the identification of suitable candidates.

Such candidates are given first-hand experience of the work of the Family Haven, interviewed by two existing Trustees and, if appropriate, are invited to a Trustees' meeting. Appointment is then conditional on the approval of the Trustees generally.

Trustees have fully documented Job Descriptions and are provided with a regularly updated governance manual which covers such matters as legal form and charity status, trustees job descriptions, conflict of interest policy, anti-fraud policy and delegated authority.

Governance

The Family Haven is committed to abiding by the seven principles of good governance as set out in the Charity Governance Code for smaller charities developed by the Charity Governance Code Steering Group.

Risk Policy

Trustees place a high priority on risk management. Risks identified are categorised as follows:

- Strategic and Governance
- Management and staff
- Operational
- Financial

It is the policy of the Trustees to review all risks on at least an annual basis. Each review seeks to establish that all risks are documented and that steps to mitigate such risks are established and executed. As a result of this process, the Trustees are satisfied that residual risks are minimal.

3. OBJECTS, AIMS AND ACTIVITIES

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Objects

The Family Haven formal objects are to relieve poverty and distress of persons in the Gloucester area who by virtue of their social and economic circumstances are in need.

Mission

The Family Haven's mission is to help and support vulnerable families with pre-school children in Gloucestershire, particularly the hard-to-reach and those living in unsuitable accommodation. To achieve this, we will provide a warm and caring environment where both assistance and encouragement are available to enable parents and children to flourish.



Aims and objectives

The Trustees have set the following aims in respect of the defined target group in order to advance its mission:

1	To empower families to take a greater responsibility for their own well-being.
2	To broaden life experiences.
3	To improve health, including mental health and self-worth of parents and children.
4	To improve opportunities for pre-school children.
5	To encourage development of new skills for parents and children.
6	To encourage mutual support amongst the families.
7	To improve parenting skills.
8	To enable parents and children to maintain a nutritious diet.

Activities and strategy

In general, the aims of The Family Haven are addressed by providing a day centre at 31 Spa Road, Gloucester. The centre is open from 9.30 am to 4.00 pm Monday to Friday for parents and their

children, as well as children with particular needs. The day centre provides cooked midday meals, washing and laundry facilities, a crèche, nursery and play area, rest facilities and basic welfare advice.

Each of the specific aims is addressed by a series of specific activities, designed to bring out the desired result. Targets are then set by the management in respect of each activity and are approved by the Trustees.

4. ACHIEVEMENT AND PERFORMANCE

Our Impact in 2022/23

Over the past year, the Family Haven has continued to support vulnerable families in Gloucestershire. In 2022/23, we supported 54 families made up of 89 adults and 118 children. Below we celebrate our achievements and look forward to the future.

	2021-22	2022-23
Individual families benefited	45	54
Number of visits by parents	1,583	1,817
Number of visits by children	1,923	2,317
Respite and crèche sessions	1,186	508
One to one sessions with children with additional needs	1,048	1,456
Meals provided	2,444	4,199
Active listening/advice sessions	378	482
Day trips	218	172
Parenting/adult development class attendees	223	735
Healthy eating sessions	50	139

We had a sharp rise in the number of parenting/personal development class attendees this year. This is due to providing more classes through our new home maintenance project including the Knit and Natter group who came twice a week for six weeks. Despite the course ending, the two volunteers that came to the Tuesday group enjoyed teaching our families so much that they decided to stay and continue to come weekly. The families look forward to this and all who attend have lots of fun. The families are continuing to learn new skills and we have seen some beautiful projects as a result.



We have also had an increase in the number of meals that we provide, partly due to the introduction of breakfast club, which provided an additional 846 meals. Several of our families, are refugees or asylum seekers and live in hotel accommodation in which they have no cooking facilities. Our kitchen is a lifeline for them to be able to cook healthy and nutritious meals.

There has been a decrease in the amount of crèche and respite sessions provided. This has been down to a mixture of three things. Low staffing levels, due to the early year's sector facing challenges in recruitment and retention of qualified nursery nurses, our client group not being able to afford crèche and respite and clients are staying on site for the increase in

personal development and parenting classes that our family support worker has been providing.

We are also happy to report that our latest Environmental Health, Food Hygiene inspection resulted in us once again being awarded a rating of 5 (the highest possible rating).

Some of our other achievements this year include: +

12 parents secured suitable housing.

15 parents were able to attend work part time.

22 parents were able to undertake training.

3 parents were able to volunteer.

Increasing our visits

This year has seen an increase in clients. This is due to Covid restrictions having gone and things becoming more normalised and back to pre-pandemic levels. We have seen a slight change in our client needs with many families having experienced a decline in their mental health.



This has had an impact on the level of support that we provide and has meant adapting the type of support we offer. Also with the current cost of living, we have more families struggling than before. An example of this is that we are now doing a lot more work around food, saving money (especially on energy bills) and a focus on personal wellbeing.

Parenting and healthy eating sessions

We ran 735 parenting and personal development sessions with our parents at our day center. Our programme of personal development classes and workshops cover a wide variety of topics, some tailored to the current cost of living crisis. The most recent being making draft excluders. At first, the parents did not understand the use of one but once, our family support worker explained that families could save £175 a year from blocking drafts within the home they were eager to take part! Visits were organised from Warm and Well they came to speak to the families regarding help with their utility bills. They were able to listen to our client's needs and advise them on their personal circumstances. For some of our clients they were able to help them apply to write off debts that they may have accrued with their supplier, to check their eligibility for grants to save them money on bills and give them all fuel vouchers. They came back in November to meet with the clients who did not access this information session. This way we are helping as many clients as possible with the impending cost of living crisis that we are facing.

We also ran 139 healthy eating sessions including advice on healthy packed lunches, cooking for those with allergies, understanding food labels, use of salt in cooking, using leftovers and meal planning.

Day trips

We had four day trips this year. Gloucester City HAF funded three of these trips.

The Department for Education funds this program, called the Holiday Activities and Food Programme (HAF). The HAF program's purpose is to make sure children and young people are entertained, active, educated, safe and fed during school holidays. With our approved

grant, we are able to extend the offer to our clients and children across Gloucestershire through the Holiday Activities Program (HAP).

This year we were able to visit Noah's Ark Zoo Farm in the summer, Cattle Country at Christmas and Roves Farm at Easter. In total 44 adults and 97 children benefitted from these trips.

The Mothers Union funded the fourth day trip to Weston-Super-Mare, which was attended 12 parents and 19 children. This was the first time many of our children had seen the seaside.



Parties

We held our two Christmas parties on the 13th and 15th of December this year. These were well attended with 24 adults and 28 children present.

It was a very busy two day with lots of fun and games and crafts supervised by the staff. We had a special visit from Father Christmas who made time to pop in to see the children to give them all a gift. Altogether, we managed to give out 64 advent calendars, 34 token gifts, 92 main presents and parents' gifts for the parents to give out on Christmas day.

The Eid party was a success. The weather stayed dry with spells of sunshine but not too hot. Fourteen adults and nineteen children joined us. There was lots of delicious food and drink provided by the clients from chicken, fish, tagine and plantain to jollof rice, ftayar and beehive bread and vegetables. There was something for everyone. It was a great opportunity to try lots of different food and drink and to talk about who made each dish and what went into it. The families helped us with the music and our wonderful volunteer Mehveen supplied the henna and her incredible drawing skills.

Delivery of new projects

Our two new projects this year were a Breakfast Club and a Home Maintenance Project. The Breakfast Club was successfully launched in January 2022 following a successful crowd funder through the Aviva Community Fund. Between April 22 and March 23, we provided 846 breakfasts to families who otherwise may not have eaten a healthy breakfast before attending The Family Haven.

The Home Management Program is a program of sessions that covers all areas of the home, providing our clients with some new skills, which will improve the outlook for the whole family in the long term. The pilot of the project has given us the insight in to what areas the families found useful. We have now integrated this in to our core personal development classes.

Using research to inform our decisions

We are committed as a charity to using insight and evidence to inform our decision-making. We use a range of tools to monitor progress including termly summative development records for all the children, My Plans for children with educational special needs and Ecat records (every child a talker) for all children.

We also monitor the parents through ongoing assessments. We have recently introduced Outcome Star, a nationally recognized evidence-based tool for measuring and supporting change when working with people. The Star places importance on the service user's perspective and priorities, as in a person-centered approach

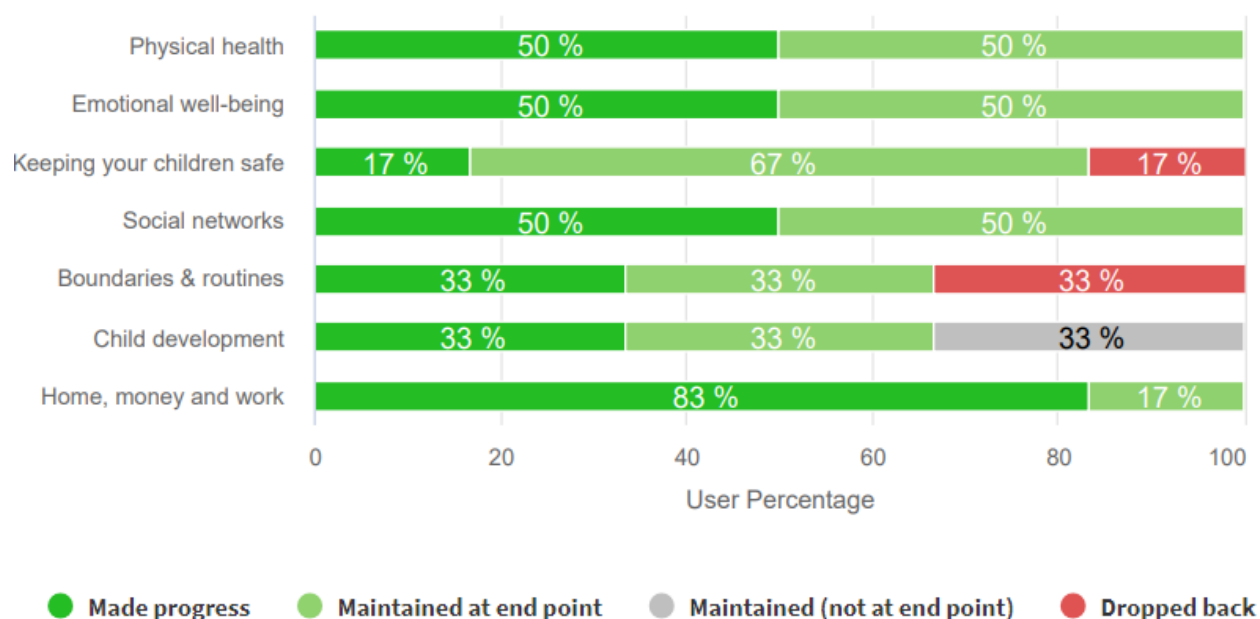
The holistic assessment offered by the Star focuses on aspects of life that are going well in addition to areas of difficulty, as in a strengths-based approach

As in co-production, the service user is seen as an active agent in their own life and a valuable source of expertise and knowledge rather than a passive sufferer of an affliction that the professional, with their expertise and knowledge, will cure.

As a result, implementing the Outcomes Star can provide an effective way of putting these approaches and values into practice in a service. We use the family star as it is the better fit for our families. With focus on both the parents and children's health and wellbeing we can accurately identify areas in which individual families are struggling and help them to put things in to place to improve their situation. Sometimes changes in circumstances highlight issues and families may drop back from making progress. However, this is not seen as a negative merely a way to shift our focus and establish what can be or what is needed to be done to support the family reach their goal.

An outcome star is completed soon after a client has joined our service and then again six months later. From the chart below, you can see the progress made by the families that attend our center.

How much progress are people making in each outcome area?



The percentages in red show a drop back in the areas of keeping their children safe and in boundaries and routines. This feedback is largely from our refugee and asylum seeker families living in hotel accommodation.

When many of the families were first housed in hotel and home office accommodation, their children were small babies. Due to their leave to remain process taking a long time they now have toddlers who are mobile and want to explore the surroundings.

The nature of their accommodation means that they are not able to make any changes to the property to make it a safer environment for their children. This has caused issues when parents feel that it has now become a greater challenge to prevent their children from injuring themselves in an environment that is not suitable to be long-term residence.



The biggest increase we have seen has been in home, work and money. Once again, this has been mainly due to families moving out of temporary accommodation and settling in to their forever homes. Many of our families, not just those in hotel accommodation were finding that their current living situation was not fit for purpose. This could be due to overcrowding, issues with the building such as mold or damp or fleeing domestic abuse.

Another factor for this increase has been that families have been able to access visits here at the center from agencies such as warm and well who have helped them apply for grants and discount on their energy bills. In some cases, they were able to clear debt with client's utility providers.

Physical health, emotional wellbeing and social networks have all increased by 50%

Our own Annual Client Survey illustrated that 80% of clients were feeling less isolated. 95% of parents had made friends since coming to The Family Haven and 100% of clients were feeling happier since coming to The Family Haven.

We have received some lovely feedback from our clients throughout the year:

Some quotes from the families were

"Love nursery and that my child looks forward to attending. I find parenting sessions are fun and informative. I like that I am able to relax upstairs knowing my child is happy and safe downstairs"

"Being able to ask for advice and help is important and I felt that staff here are always friendly and non-judgemental. When I wasn't working and having access to second hand clothes was very much appreciated. (And still is)"

"I think trips are valuable especially for families that don't have access to a car and unable to get about"

"I am truly thankful for each and every one who works towards making family haven a possibility for my baby and I. From all the facilities in the building, lovely food, gorgeous gifts and activities and day trips"

"Family haven is the best thing that has happened to my baby and I"

We really can't thank you enough

Once again, we could not have made it through another year without the help of all of our amazing staff, volunteers and supporters. Without all of their hard work and dedication, we would not be able to provide a much needed service in the heart of Gloucester.

We look forward to another year in the life of The Family Haven as we celebrate our 35th year of service.

5. FINANCIAL REVIEW

General

The predicted deficit for 2022 to 2023 was not as severe as expected. Income increased more than the increase in expenditure. Major funders, as in 2021-22, had change their priorities in the after-mark of the pandemic but we were fortunate to achieve increased funding from smaller trusts and our individual donors.

The Trustees have two long term issues. The first is the facilities at Spa Road. Previously funds have been designated for the improvement of the facilities. There are long term maintenance issues with the structure which need to be addressed. There are also environmental improvements required to reduce heat emissions. There are currently difficulties in the construction industry and It has not proved possible to obtain the contractors necessary to start these works. The Trustees have therefore retained the funds designated for this. The second comes from a review of services provided to clients of the Charity. This has shown areas that may need in-depth revision and that some additional services may appropriate. Pilot projects have or will start soon and the amount designated for this last year has been retained.

Funding

The funding of the charitable activities is always a concern for the Trustees and Managers. The income from individuals and groups form a significant contribution but the major part comes from grants. In this income from funders there is currently only one long term funder. Long term funding over a period of years is vital for the underlying stability of the Charity. Efforts are being made to improve this situation. To partially alleviate this the charity has started a Corporate Sponsorship Scheme

Expenditure

There is a nationwide difficulty in recruiting suitably qualified nursery staff. This caused some restrictions on the charitable activities and the reduction of total planned staff cost. Efforts were maintained in all areas to monitor expenditure but the general rate of inflation has resulted in increased costs.

Reserves Policy

It is the policy of the charity that unrestricted free reserves should be maintained at a level equivalent to at least six months' otherwise unfunded expenditure with the objective that The Family Haven is able to continue with its activities for the duration of any temporary fall in funding. The current level of the General Fund is just under the six months and the Trustees are aware of this.

In addition to free reserves, designated funds are maintained for the following purposes:

- 1. Fixed assets** - this fund represents the amount of reserves tied up in the net book value of fixed assets
- 2. Facilities** – the improvement of the structure and environmental impact of the building and facilities generally for the long term benefit of clients.
- 3. Additional services** – the study and implementation of improved or further services to the clients

Unrestricted reserves as at 31 March 2023 are summarised as follows:

	£
General fund	142,624
Designated fund - fixed assets	168,949
Designated fund – facilities	115,000
Designated fund - additional services	<u>30,000</u>
	<u>456,573</u>

In addition, restricted funds are maintained amounting to £14,917. These represent funds specifically earmarked for purposes specified by the donor.

6. FUTURE PLANS

The activities of the Charity continue to resume their normal pre-pandemic pattern and the effect on fund-givers to the Charity.

The staff have worked hard to fulfil the Charity’s Mission Statement. The careful provision of services to the clients, even if it is still restricted by staff shortages, will continue.as will the plans to enhance the services provided.



There is a continuing difficulty in obtaining longer-term grants but efforts continue to raise total Grant funding together with Individual and Group donation. The Trustees expect there may be a small operating deficit for the coming year but consider the reserves sufficient to maintain the activities of the charity.

7. STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also directors of The Family Haven for the purposes of company law) are responsible for preparing the Trustees’ Report and the financial statements in accordance with applicable law United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company, and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

On behalf of the Trustees

A handwritten signature in black ink, appearing to be "Alistair Holyhead".

28 / 11 / 2023

Alistair Holyhead
Chair





INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE FAMILY HAVEN

I report on the accounts of the charity for the year ended 31 March 2023 set out on pages 14 to 24.

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. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in Scotland (ICAS).

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:

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.

28 / 11 / 2023

Kate Adderley CA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS



THE FAMILY HAVEN

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an income and expenditure account)

YEAR ENDED 31 MARCH 2023

	Notes	2023			2022		
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
		Funds	Funds	£	Funds	Funds	£
Income from:							
Donations and legacies	3	125,308	95,016	220,324	58,861	106,897	165,758
Charitable activities	4	9,199	-	9,199	7,552	-	7,552
Investments		1,708	-	1,708	474	-	474
Other		-	-	-	-	-	-
Total		136,215	95,016	231,231	66,887	106,897	173,784
Expenditure on:							
Raising funds	7, 13	17,365	-	17,365	15,034	-	15,034
Charitable activities	7, 13	141,841	100,005	241,846	127,136	84,091	211,227
Total		159,206	100,005	259,211	142,170	84,091	226,261
Net income (expenditure)		(22,991)	(4,989)	(27,980)	(75,283)	22,806	(52,477)
Transfers between funds	8, 13	14,900	(14,900)	-	3,000	(3,000)	-
Net movement in funds		(8,091)	(19,889)	(27,980)	(72,283)	19,806	(52,477)
Reconciliation of funds:							
Funds brought forward		464,664	34,806	499,470	536,947	15,000	551,947
Funds carried forward		456,573	14,917	471,490	464,664	34,806	499,470



THE FAMILY HAVEN (company number 4247872)

BALANCE SHEET AS AT 31 MARCH 2023

	Notes	2023		2022	
		£	£	£	£
Fixed assets					
Tangible assets	10		168,949		158,660
Current assets					
Prepayments		3,977		3,398	
Cash at bank and in hand		<u>303,543</u>		<u>341,444</u>	
		307,520		344,842	
Creditors: amounts falling due within one year					
	11	<u>(4,979)</u>		<u>(4,032)</u>	
Net current assets			302,541		340,810
Net assets	12		<u>471,490</u>		<u>499,470</u>
Represented by:					
Accumulated funds:					
Unrestricted funds					
General fund	13		142,624		161,004
Designated funds	13		<u>313,949</u>		<u>303,660</u>
			456,573		464,664
Restricted funds					
	13		14,917		34,806
			<u>471,490</u>		<u>499,470</u>

The notes on pages 16 to 24 form part of these accounts.

For the year ended 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These accounts were approved by the trustees on 28 / 11 / 2023 and are signed on their behalf

Gerald Holyhead 15 - Trustee



THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2023

1 Company information

The company is limited by guarantee, registered in England and Wales; it is also a registered charity whose activities are intended to be for the public benefit. The company meets the definition of a public benefit entity under FRS102. The registered office is shown on page 1.

2 Accounting Policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 - (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The functional currency is GBP rounded to the nearest pound.

Going concern

After making enquiries, the directors are not aware of any material uncertainties that cast doubt on going concern and they have a reasonable expectation that the Company will be able to continue its activities for the foreseeable future, and at least twelve months from the date of approval of these accounts. Accordingly, they have continued to adopt the going concern basis in the financial statements.

Income

Donations and gifts are recognised as income when received except where any restrictions on expenditure demand that a proportion be carried forward as deferred income. The donations under Gift Aid are recognised when receivable. The associated income tax recovery is recognised when the recovery is receivable. Grants are recognised as income when they are received provided conditions for receipt have been complied with, unless they relate to a specified future period, which has not commenced at the year end, in which case they are deferred. Interest is recognised as income when receivable. No monetary value is ascribed to donations of general volunteer time.

Expenditure

Resources expended are recognised on an accruals basis. They are allocated to activities based on actual usage. Staff support costs are all allocated to the appropriate activity based on the relative amount of time spent on such activities. Premises and other costs are allocated based on salary costs.

Costs of activities in furtherance of the charity's objects comprise those costs incurred by the charity as a result of the delivery of its service. Costs of generating funds comprise the costs associated with attracting voluntary income. Governance costs comprise those costs incurred by the charity in meeting its constitutional and statutory

The regular cost of providing retirement pensions and related benefits is charged to the profit and loss account over the period of the employees service lives on the basis of a constant percentage of earnings. Any difference between the amount charged to the profit and loss account, and amount paid to the scheme is shown as an asset or liability in the balance sheet.

Fixed assets and depreciation

Tangible fixed assets are included in the balance sheet at cost less depreciation.

Depreciation is calculated so that the cost of tangible fixed assets less their residual value are written off over their estimated useful lives at the following rates:

Freehold property 2% straight line
Equipment 25% written down value

No depreciation is provided on freehold land.

Funds

Restricted funds represent funds specifically earmarked for purposes specified by the donor. Designated funds are unrestricted funds earmarked by the trustees for a particular purpose. Unrestricted funds are funds which can be utilised at the discretion of the trustees.



THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2023 (continued)

3 Voluntary income	2023	2022
Restricted funds:	£	£
<i>Building repairs, development and equipment</i>		
National Benevolent Charity	-	5,900
Barnwood Trust	-	9,000
<i>Nursery</i>		
Peter Lang Children's Trust	39,368	37,880
Gloucestershire County Council	3,488	
Gyde Charity	3,000	2,000
Zurich Community Trust	-	12,000
The Barbara Ward Children's Foundation	2,500	2,500
The 7 Stars Foundation		2,500
Asda Foundation	508	
The Venture: White City	395	
The TK Maxx & Homesense Foundation	500	
Little Lives UK	2,200	
GE Aviation Systems	690	
<i>Outreach</i>		
The National Lottery Community Fund	4,051	
<i>Parenting and client development</i>		
The Church Welfare Association		4,000
Gloucestershire County Council		10,000
Gloucestershire Community Foundation		10,000
The Venture: White City		450
Gloucestershire County Council		250
Newby Trust Ltd	5,000	
The Mears Foundation	5,000	
Thriving Communities Fund - Gloucestershire County Council	7,500	
Aviva Community Fund	14,568	
<i>Healthy eating</i>		
Groundwork UK - Tesco Community Grants	750	2,750
Asda Foundation	1,018	
The Venture Community Hub	2,500	
<i>Breakfast Club</i>		
Crowdfunder Limited - Aviva		4,103
The Langtree Trust	500	250
M&S Fund - The Neighbourly Foundation	1,000	
<i>Home Management</i>		
HSBC		3,314
<i>Administration and Training</i>		
Peter Lang Children's Trust	480	
	<u>95,016</u>	<u>106,897</u>
General fund:		
Donations from individuals	15,935	13,978
Legacies	-	-
Grants from other trusts	90,200	19,858
Government Grants	1,000	1,876
Grants from companies	6,828	10,664
Income from events	7,251	1,972
Grants from other organisations	4,094	10,513
	<u>125,308</u>	<u>58,861</u>
	<u>220,324</u>	<u>165,758</u>

There were no donations received from trustees or related parties.

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2023 (continued)

4 Income from charitable activities

	2023	2022
	£	£
Fees from clients for use of day centre	5,392	5,423
Fees from Local Authorities for nursery	3,807	2,129
	<u>9,199</u>	<u>7,552</u>

All the income shown above is unrestricted.

5 Resources expended

Resources expended includes:	2023	2022
	£	£
Depreciation	15,745	11,278
Trustees' expenses	-	-
Key management employees	58,353	56,644
Independent examiner's fees	<u>900</u>	<u>900</u>

Neither the trustees nor any persons connected with them received any remuneration or reimbursed expenses (other than as shown above) during the year.

6 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

THE FAMILY HAVEN
 NOTES TO THE FINANCIAL STATEMENTS
 YEAR ENDED 31 MARCH 2023 (continued)

7 Total resources expended

These are allocated between activities as follows:

	2023										2022	
	Nursery	Parenting and client development	Outreach	One-to-one sessions with children	Respite	Nutrition	Fundraising	Governance	Support	Total	Total	Total
Costs directly allocated to activities:	£	£	£	£	£	£	£	£	£	£	£	£
Staff costs	68,376	25,172	2,611	13,424	13,424	14,201	13,179	-	50,908	201,295	186,768	
Premises	10,384	3,820	397	2,038	2,039	2,154	2,000	-	7,729	30,561	22,358	
Other	7,010	2,580	268	1,376	1,376	5,606	2,186	900	6,053	27,355	17,135	
Support, costs re-allocated to activities:	32,239	11,867	1,231	6,329	6,329	6,695	-	-	(64,690)	-	-	
Total costs	118,009	43,439	4,507	23,167	23,168	28,656	17,365	900	-	259,211	226,261	

Basis of allocation:

Staff costs are allocated between charitable activities according to time spent on the activity in question
 Support costs are allocated between charitable activities on the basis of salary cost

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2023 (continued)

8 Gross transfers between funds

The transfer of funds between restricted and unrestricted funds is the transfer of value of tangible fixed assets, acquired during the year, from restricted to the designated fixed asset fund.

9 Staff and volunteers

The average numbers of people employed by the charity during the year were:

	2023 Number	2022 Number
Fundraising	1	1
Provision of client care	10	11
	11	12

	2023 £	2022 £
Staff costs for the above persons:		
Wages and salaries	188,273	172,233
Pension contributions	5,931	5,614
Pension administration fees	1,024	1,004
Social Security costs	6,067	7,917
	201,295	186,768

There are no employees who received total employee benefits (excluding employer pension costs) of more than £60,000

The two key management employees received total benefits of £27,453 and £27,453

The charity runs a defined contribution pension scheme for the benefit of its employees. The assets of the scheme are held separately from the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund. There was no liability to this fund as at 31 March 2023 (2022 nil).

The charity uses volunteers, mostly to assist with the work in the nursery but occasionally to assist with other tasks, complementing the role of paid employees. The contribution of such individuals is greatly appreciated; however, it is not considered practical to place a value on such services so the donation of the time of such volunteers is not included as income in the accounts. The charity would not employ additional staff if volunteers were not available.

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2023 (continued)

10 Tangible fixed assets

	Freehold land and buildings £	Equipment £	Total £
Cost			
As at 1 April 2022	225,247	132,021	357,268
Additions	-	26,034	26,034
As at 31 March 2023	225,247	158,055	383,302
Depreciation			
As at 1 April 2022	91,074	107,534	198,608
Provided in year	3,115	12,630	15,745
As at 31 March 2023	94,189	120,164	214,353
Net book value			
As at 31 March 2023	131,058	37,891	168,949
As at 31 March 2022	134,173	24,487	158,660

All fixed assets above are used in direct furtherance of the Charity's objectives.

11 Creditors: amounts falling due within one year

	2023 £	2022 £
Taxation and social security	2,079	2,603
Accruals	2,900	1,429
	4,979	4,032

12 Analysis of net assets between funds

	General £	Designated £	Restricted £	Total £
Tangible fixed assets	-	168,949	-	168,949
Current assets	147,603	145,000	14,917	307,520
Current liabilities	(4,979)	-	-	(4,979)
As at 31 March 2023	142,624	313,949	14,917	471,490

FIGURES FOR YE 31 MARCH 2022

	General £	Designated £	Restricted £	Total £
Tangible fixed assets	-	158,660	-	158,660
Current assets	165,036	145,000	34,806	344,842
Current liabilities	(4,032)	-	-	(4,032)
As at 31 March 2021	161,004	303,660	34,806	499,470

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2023 (continued)

13 Movement in funds

	As at 31 March 2022	Incoming resources	Outgoing resources	Transfers	As at 31 March 2023
	£	£	£	£	£
Restricted funds					
<i>Building repairs, development and equipment</i>					
The Summerfield Charitable Trust	12,000	-	-	-	12,000
National Benevolent Charity	5,900	-	-	(5,900)	-
Barnwood Trust	9,000	-	-	(9,000)	-
	-	-	-	-	-
<i>Nursery</i>					
Peter Lang Children's Trust	-	39,368	(39,368)	-	-
Gyde Charity	-	3,000	(3,000)	-	-
The Barbara Ward Children's Foundation	-	2,500	(2,500)	-	-
Gloucestershire County Council	-	3,488	(3,488)	-	-
Asda Foundation	-	508	(508)	-	-
The Venture: White City	-	395	(395)	-	-
The TK Maxx & Homesense Foundation	-	500	(500)	-	-
Little Lives UK	-	2,200	(2,200)	-	-
GE Aviation Systems	-	690	(690)	-	-
<i>Outreach</i>					
The National Lottery Community Fund	-	4,051	(4,051)	-	-
<i>Parenting and client development</i>					
Newby Trust Ltd	-	5,000	(5,000)	-	-
The Mears Foundation	-	5,000	(2,083)	-	2,917
Thriving Communities Fund	-	7,500	(7,500)	-	-
Aviva Community Fund	-	14,568	(14,568)	-	-
HSBC	3,314	-	(3,314)	-	-
<i>Healthy eating</i>					
Groundwork UK - Tesco Community Grants	1,625	750	(2,375)	-	-
Asda Foundation	-	1,018	(1,018)	-	-
The Venture Community Hub	-	2,500	(2,500)	-	-
<i>Breakfast Club</i>					
Crowdfunder Limited - Aviva	2,717	-	(2,717)	-	-
The Langtree Trust	250	-	(250)	-	-
Asda Foundation	-	500	(500)	-	-
The Venture Community Hub	-	1,000	(1,000)	-	-
<i>Administration and Training</i>					
Peter Lang Children's Trust	-	480	(480)	-	-
	34,806	95,016	(100,005)	(14,900)	14,917
Unrestricted funds					
Designated fund - fixed assets	158,660	-	(15,745)	26,034	168,949
Designated fund - facilities	115,000	-	-	-	115,000
Designated fund - services revision	30,000	-	-	-	30,000
General fund	161,004	136,215	(143,461)	(11,134)	142,624
Total funds	499,470	231,231	(259,211)	-	471,490

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2023 (continued)

13 Movement in funds (continued)

	COMPARATIVE FIGURES YEAR ENDED 31 MARCH 2022				
	£ As at 31 March 2021 £	£ Incoming resources £	£ Outgoing resources £	£ Transfers £	£ As at 31 March 2022 £
Restricted funds					
<i>Building repairs, development and equipment</i>					
<i>The Summerfield Charitable Trust</i>	12,000	-	-	-	12,000
<i>Vinci UK Foundation</i>	3,000	-	-	(3,000)	-
National Benevolent Charity	-	5,900	-	-	5,900
Barnwood Trust	-	9,000	-	-	9,000
					-
<i>Nursery</i>					
Peter Lang Children's Trust	-	37,880	(37,880)	-	-
Gyde Charity	-	2,000	(2,000)	-	-
Zurich Community Trust	-	12,000	(12,000)	-	-
The Barbara Ward Children's Foundation	-	2,500	(2,500)	-	-
The 7 Stars Foundation	-	2,500	(2,500)	-	-
<i>Parenting and client development</i>					
The Church Welfare Association	-	4,000	(4,000)	-	-
Gloucestershire County Council	-	10,000	(10,000)	-	-
Gloucestershire Community Foundation	-	10,000	(10,000)	-	-
The Venture: White City	-	450	(450)	-	-
Gloucestershire County Council	-	250	(250)	-	-
<i>Healthy eating</i>					
GWUK Groundwork UK - Tesco Ledbury	-	1,125	(1,125)	-	-
GWUK Groundwork UK - Tesco Gloucester	-	1,625	-	-	1,625
<i>Breakfast Club</i>					
Crowdfunder Limited - Aviva	-	3,375	(1,386)	-	1,989
Crowdfunder Limited - Aviva	-	728	-	-	728
The Langtree Trust	-	250	-	-	250
<i>Home Management</i>					
HSBC	-	3,314	-	-	3,314
	15,000	106,897	(84,091)	(3,000)	34,806
Unrestricted funds					
Designated fund - fixed assets	164,881	-	(11,278)	5,057	158,660
Designated fund - facilities	115,000	-	-	-	115,000
Designated fund - Covid 19	-	-	-	-	-
Designated fund - services revision	30,000	-	-	-	30,000
General fund	227,066	66,887	(130,892)	(2,057)	161,004
Total funds	551,947	173,784	(226,261)	-	499,470



THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2023 (continued)

13 Movement in funds (continued)

Descriptions of nature and purposes of restricted funds

Building repairs, development and equipment

The structural repairs, improvement and decoration of the building and the purchase of equipment for the building's facilities and operations of the charity.

Nursery

Provision of quality nursery facilities for clients' children to achieve and ensure their health, nutrition, safety and development to be able to enter normal schools as equals of their peer group.

Parenting and client development

Support and advice on securing a safe, secure and suitable home accommodation. Training in child care and the acquisition of necessary skills for the parent.

Healthy eating

Understanding nutrition and the skills of food preparation on a budget.

Descriptions of nature and purposes of unrestricted fund

Fixed assets

Facilities

The Scheduled improvements to the building and facilities for 2021 to 2022 remain not undertaken due to the difficulties in the current building and construction market. It is still the intention of the Trustees to complete these improvements for the long term benefit of clients and to reduce the environmental impact of the Charity.

Services revision

A review indicated the need for improvements and additional services might be appropriate. Further studies are being made and this fund is to enable those studies and their implementation.

General fund

The free unrestricted funds of the charity.

THE FAMILY HAVEN

England & Wales - Charity number 1088622

Accounts



TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED
31 MARCH 2022

CONTENTS

	Page
Chair's report	1
Trustees' annual report	2 - 9
Independent examiner's report	10
Statement of financial activities	11
Balance sheet	12
Notes to the financial statements	13 – 20

The Family Haven is a charitable company, limited by guarantee
Registered in England. Company No. 4247872
Registered as a Charity in England and Wales No. 1088622
31 Spa Road, Gloucester, GL1 1UY.
www.thefamilyhaven.com



THE FAMILY HAVEN
CHAIR'S REPORT
YEAR ENDED 31 MARCH 2022

CHAIR'S STATEMENT

Over the past year, COVID-19 restrictions have eased, and this has allowed the centre to fully operate, allowing the staff do what they do well, supporting our clients.

Throughout the year we have received some very heart-warming testimonies from our clients. These highlight their gratitude to the staff and how the centre has changed their lives and those of their families. This demonstrates how valuable our charity is to the local community of Gloucester and how our services truly make a positive impact on people's lives.

I have felt immensely proud of all the staff at the Family Haven; they go above and beyond their daily duties to ensure their clients receive the best service possible. Their work ethic is what makes the Family Haven such a special place. I truly thank them all for their continued hard work and commitment. I am very humbled to be associated with such a fantastic team.

We have welcomed two new trustees to the board, Gill and Hannah. They both have joined the team with a wealth of experience and knowledge, which helps diversify the development and growth of The Family Haven, helping it to become a centre of excellence it truly is.

It is easy to forget the personal sacrifices trustees make to support the Family Haven. The sacrifices to their time and time spent with their own families to allow this fantastic charity to blossom to what it is today. I also like to take this opportunity to say a massive thank you to the board. It astonishes me how they work full time and still they are able to commit time to the Family Haven.

Like other small charities, we could potentially face a difficult time ahead. Financially we are in a stable position, however we do acknowledge funding could be impacted over the next twelve months. There is the unfortunate situation happening in Ukraine and the recent economic pressures currently happening in the United Kingdom. Our services could not be any more relevant than now.

We have various projects in the pipeline, we have our "Green" initiative, where focus is being drawn on recycling and reducing our carbon footprint. This is not only good for the centre but also for the local environmental impacts and, obviously, for the planet.

We are also making improvements to the security at the centre, improving lighting, making the centre an even safer space for everyone who attends the centre: staff, clients, volunteers, trustees or guests of The Family Haven.

We have two very big enhancements planned for the centre over the next 12 months. The first of these is a wellbeing centre (within the Family Haven) where new baby massage classes will be run. We will also be developing space for an information technology suite, where clients will be able to develop or learn new skills which will help them not only for job enrolment but also for their day-to-day home lives. The Family Haven is transitioning to a new chapter and without the generosity of donors we would not be able to develop our services for the modern world and to support the people of Gloucestershire.

Ryan Miessner
10 August 2022



THE FAMILY HAVEN

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

(including the directors' report)

The trustees present their report and the unaudited financial statements for the year ended 31 March 2022. Included within the trustees' report is the directors' report as required by company law. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

1. REFERENCE AND ADMINISTRATIVE DETAILS

Company number: 4247872
Registered charity number: 1088622

Address and Registered Office 31 Spa Road
Gloucester
GL1 1UY

Trustees:
Chair Ryan Miessner
Treasurer Gerald Holyhead
Other trustees: John Orchard
Asya Pandor
Alistair Holyhead
Gillian Hewlett
Hannah Layton (appointed 16/03/22, resigned 19/10/22)

Trustees are also directors for the purposes of company law.

Company Secretary Gerald Holyhead

Day Centre Manager Lucy Pearce

Nursery Manager Helen Jackson

Bankers CAF Bank Ltd.
25 Kings Hill Avenue,
Kings Hill,
West Malling,
Kent
ME19 4JQ

Independent examiner Patrick Morrello ACA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS



2. STRUCTURE, MANAGEMENT AND GOVERNANCE

Nature of Governing Document

The Family Haven is a private registered charitable company limited by guarantee, with no share capital, incorporated on 6 July 2001 and governed by its Memorandum and Articles of association.

Members

Each member undertakes to pay an amount not exceeding £1.00 towards liabilities in the event of the charity being dissolved.

There are three classes of members as follows:

- Trustees (currently 7)
- Honorary members (currently 1)
- Subscribing members (currently 11)

Management

The policies and general management of the affairs of the Family Haven are directed by Trustees, one third of who retire each year by rotation, but are eligible for re-election. Trustees meet each month.

The day-to-day management of The Family Haven is carried out by the managers of the Day Centre and the Nursery.

The Trustees affirm their maintenance of and commitment to safeguarding children, health and safety and anti-bullying policies.

Recruitment and Appointment of Trustees

Trustees are recruited with a view to diversity, sound experience in a related field or professional expertise in a relevant area. Advertisements are regularly placed with agencies who specialise in the identification of suitable candidates.

Such candidates are given first-hand experience of the work of the Family Haven, interviewed by two existing Trustees and, if appropriate, are invited to a Trustees' meeting. Appointment is then conditional on the approval of the Trustees generally.

Trustees have fully documented Job Descriptions and are provided with a regularly updated governance manual which covers such matters as legal form and charity status, trustees job descriptions, conflict of interest policy, anti-fraud policy and delegated authority.

Governance

The Family Haven is committed to abiding by the seven principles of good governance as set out in the Charity Governance Code for smaller charities developed by the Charity Governance Code Steering Group.

Risk Policy

Trustees place a high priority on risk management. Risks identified are categorised as follows:

- Strategic and Governance
- Management and staff
- Operational
- Financial



It is the policy of the Trustees to review all risks on at least an annual basis. Each review seeks to establish that all risks are documented and that steps to mitigate such risks are established and executed. As a result of this process, the Trustees are satisfied that residual risks are minimal.

3. OBJECTS, AIMS AND ACTIVITIES

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Objects

The Family Haven formal objects are to relieve poverty and distress of persons in the Gloucester area who by virtue of their social and economic circumstances are in need.

Mission

The Family Haven's mission is to help and support vulnerable families with pre-school children in Gloucestershire, particularly the hard-to-reach and those living in unsuitable accommodation. To achieve this, we will provide a warm and caring environment where both assistance and encouragement are available to enable parents and children to flourish.

Aims and objectives

The Trustees have set the following aims in respect of the defined target group in order to advance its mission:

- 1 To empower families to take a greater responsibility for their own well-being.
- 2 To broaden life experiences.
- 3 To improve health, including mental health and self-worth of parents and children.
- 4 To improve opportunities for pre-school children.
- 5 To encourage development of new skills for parents and children.
- 6 To encourage mutual support amongst the families.
- 7 To improve parenting skills.
- 8 To enable parents and children to maintain a nutritious diet.

Activities and strategy

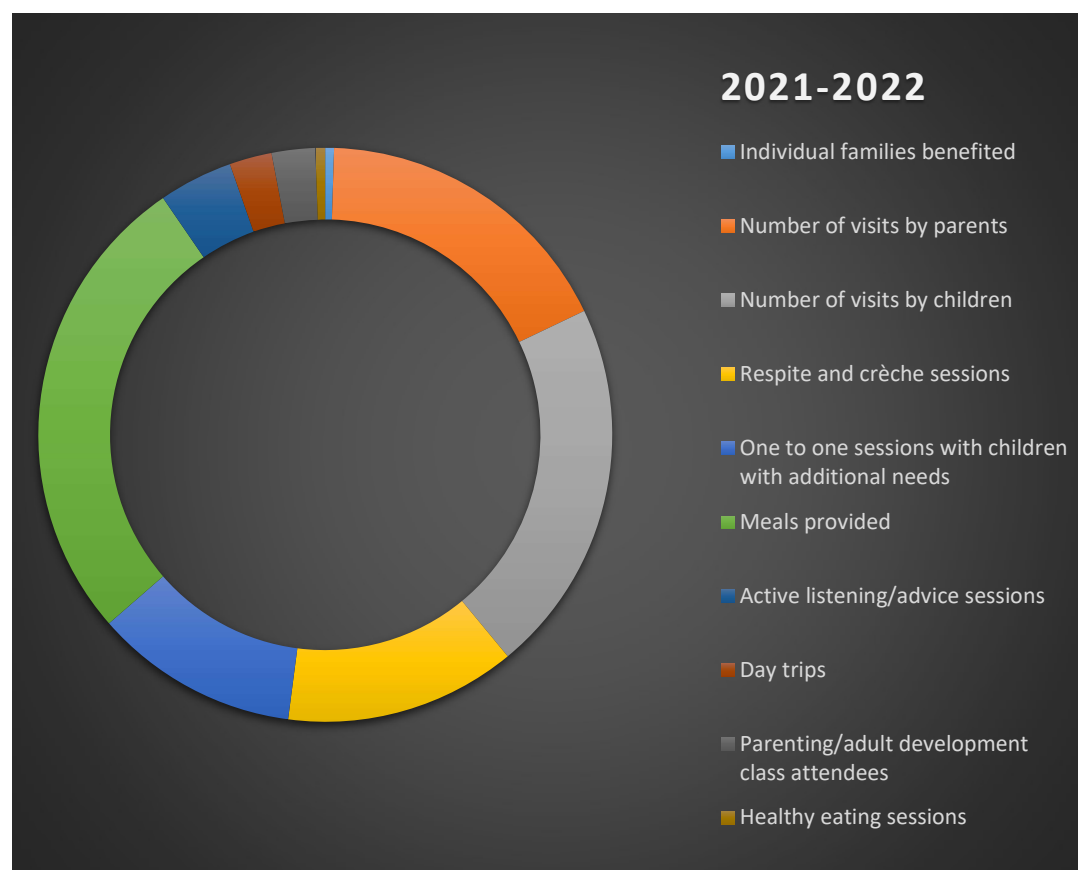
In general, the aims of The Family Haven are addressed by providing a day centre at 31 Spa Road, Gloucester. The centre is open from 9.30 am to 4.00 pm Monday to Friday for parents and their children, as well as children with particular needs. The day centre provides cooked midday meals, washing and laundry facilities, a crèche, nursery and play area, rest facilities and basic welfare advice.

Each of the specific aims is addressed by a series of specific activities, designed to bring out the desired result. Targets are then set by the management in respect of each activity and are approved by the Trustees.

4. ACHIEVEMENT AND PERFORMANCE

Our Impact in 2021/22

Over the past year, the Family Haven has continued to respond to the Covid-19 pandemic and support vulnerable families in Gloucestershire who have struggled through the crisis. In 2021/22, we supported **45** families made up of **75** adults and **98** children. Below we celebrate our achievements and look forward to the future.



	2021-22	2020-21
Individual families benefited	45	52
Number of visits by parents	1,583	920
Number of visits by children	1,923	923
Respite and crèche sessions	1,186	1,111
One to one sessions with children with additional needs	1,048	792
Meals provided	2,444	1,086
Active listening/advice sessions	378	424
Day trips	218	0
Parenting/adult development class attendees	223	642
Healthy eating sessions	50	39



Some of our other achievements this year include:

- **5** parents secured suitable housing.
- **20** parents were able to attend work part time.
- **17** parents were able to undertake training.
- **3** parents were able to volunteer.

We are also happy to report that our latest Environmental Health, Food Hygiene inspection resulted in us once again being awarded a rating of 5 (the highest possible rating).

Increasing our visits

Despite the restrictions still being in place earlier in the year we have managed to increase the number of visits from last year and have provided more crèche and respite sessions as well as 1-1 sessions for children with additional needs. More families were able to come in to the centre and work through their problems and concerns face-to-face on a more frequent basis. This resulted in us making fewer phone calls and running fewer separate active listening sessions. Active listening, parenting and personal development sessions were undertaken during these face to face meetings responding to the needs of our clients as they arose. Being more accessible than they were in the pandemic, improved engagement from parents in these sessions.

Parenting and healthy eating sessions

Our programme of personal development classes and workshops cover a wide variety of topics. Since Covid 19, indications suggest that the pandemic (and measures taken to control it such as lockdowns and social distancing) will have a significant impact on mental health so we have also tried to reflect this in the topics we've covered. For instance, we ran wellbeing sessions with our parents at the day centre. Studies show a significant increase in health, happiness and feeling of connection to nature when mindfulness is used. The aim of these sessions was to reduce the stress levels of the parents, helping them to feel more relaxed, calmer and less stressed.

We also ran healthy eating sessions including advice on how to reduce overall food costs. This included information on how to read the labels to make healthier lunchboxes, how parents can make cheaper versions on snacks and how to look for hidden sugars in food. The parents benefited from understanding what is in food, helping them to make healthier choices for their child.

Day trips

We had three outings this year as well as a Christmas and Eid party. This was a perfect opportunity to come together in a Covid secure way, which was a huge benefit to the families after the lockdown and its restrictions.

After having no visits last year, we also visited two farm parks and a beach this year. For some of our families and children this was the first time they had ever been. This was a welcome distraction from all of the turmoil of the previous year and a small piece of normality for the adults and their children.

“At Christmas, the children have a visit from Santa, which is amazing as Santa visits can be very expensive. We receive gifts as a family too which we are so grateful for. We also go on day trips out and we very lucky to go to the beach, which was my son’s first time going to the seaside. We have also been to Roves farm which my children loved!”



Developing our Outreach work

Our Outreach project resumed in September and we are pleased to be offering additional support to those in the community. The aim of the Outreach project is to reach hard-to-reach families who may not know about The Family Haven and the services offered to help them to a brighter future. Gail, our Family Support worker has been attending a mother and toddler group every week at a School and also running a personal development session once a month with the families who attend. The intention of the project is to increase the number of families we are helping as well as demonstrating the impact of the outreach project. Gail has also been busy visiting other organisations and groups in the hope to expand our reach further.

Delivery of new projects

We have developed two new projects this year including a Breakfast Club and a home maintenance project. The Breakfast Club was successfully launched in January following a successful Crowdfunder through the Aviva Community Fund. Between January and March, we provided 183 breakfasts to families who otherwise may not have eaten a healthy breakfast before attending The Family Haven. We also received funding from HSBC to support a new home new home management programme this year. This will be a programme of sessions that covers all areas of the home, providing our clients with some new skills, which will improve the outlook for the whole family in the long term. We have received the funding and hope to launch it later this year.

“My son loves coming. He runs into nursery and gets the cereal ready for breakfast!”

Using research to inform our decisions

We are committed as a charity to using insight and evidence to inform our decision making. We use a range of tools to monitor progress including termly summative development records for all the children, My Plans for children with educational special needs and Ecat records (every child a talker) for all children. We also monitor the parents through ongoing assessments and through regular client forums.

- From our annual client survey 80% of clients reported that they were feeling less isolated.
- 100% of parents had made friends since coming to The Family Haven.
- 100% of clients were feeling happier since coming to The Family Haven.

We have received some lovely feedback from our clients throughout the year:

“I learnt how to make friends and feel comfortable around others.”

“I just love the Haven, fantastic staff. Everybody there is friendly and helpful.”

“Keep up the fantastic work that you are doing at the Family Haven”.

“I love coming here and so do my children, they talk about the staff all the time at home. No matter how old my children get, The Family Haven will always be our family”.

We really can't thank you enough

Once again we could not have made it through another year without the help of all of our amazing staff, volunteers, trustees and supporters. Without all of their hard work and dedication we would not be able to provide a much needed service in the heart of Gloucester.

As this year draws to and end there is hope in sight for a new normal, one without restrictions and fear. We hope that 2022/2023 will be one of new beginnings and an improved Family Haven, learning from what the last two years of living through a pandemic has taught us.



5. FINANCIAL REVIEW

General

The predicted deficit for 2021 to 2022 was not as severe as expected. Although income was down so was expenditure. During 2020 to 2021, there was significant state aid and pandemic related grants from funders. This was not same for 2021 to 2022. However major funders reassessed their priorities and their target causes. This was a factor with the reduced income for the year.

The Trustees have two long term issues. The first is the facilities at Spa Road. Previously funds have been designated for the improvement of the facilities. There are long term maintenance issues with the structure which need to be addressed. There are also environmental improvements required to reduce heat emissions. There are currently difficulties in the construction industry and It has not proved possible to obtain the contractors necessary to start these works. The Trustees have therefore retained the funds designated for this. The second comes from a review of services provided to clients of the Charity. This has shown areas that may need in-depth revision and that some additional services may appropriate. Pilot projects have or will start soon and the amount designated for this last year has been retained.

Funding

The funding of the charitable activities is always a concern for the Trustees and Managers. About fourteen percent of the income comes from individuals and groups forming a significant contribution but the major part comes from grants. In this income from funders there is currently only one long term funder. Long term funding over a period of years is vital for the underlying stability of the Charity. Efforts are being made to improve this situation. To partially alleviate this the charity has started a Corporate Sponsorship Scheme

Expenditure

The additional costs caused by the pandemic have reduced but there were still residual costs and restrictions. There were staffing difficulties caused by staff isolation due to Covid and by difficulty in recruiting suitably qualified staff. This caused some restrictions on the charitable activities and the reduction of total planned staff cost. Efforts were maintained in all areas to monitor expenditure.

Reserves Policy

It is the policy of the charity that unrestricted free reserves should be maintained at a level equivalent to at least six months' otherwise unfunded expenditure with the objective that The Family Haven is able to continue with its activities for the duration of any temporary fall in funding. The current level of the General Fund is satisfactory.

In addition to free reserves, designated funds are maintained for the following purposes:

- 1. Fixed assets** - this fund represents the amount of reserves tied up in the net book value of fixed assets
- 2. Facilities** – the improvement of the structure and environmental impact of the building and facilities generally for the long term benefit of clients.
- 3. Additional services** – the study and implementation of improved or further services to the clients

Unrestricted reserves as at 31 March 2022 are summarised as follows:

	£
General fund	161,004
Designated fund - fixed assets	158,660
Designated fund – facilities	115,000
Designated fund - additional services	30,000
	<u>499,470</u>



In addition, restricted funds are maintained amounting to £34,806. These represent funds specifically earmarked for purposes specified by the donor.

6. FUTURE PLANS

The pandemic has continued throwing the activities of the Charity out of their normal pattern and the effect on fund-givers to the Charity.

The staff have worked hard to fulfil the Charity's Mission Statement. The careful resumption of the normal activity and provision of services to the clients even if it is still restricted will continue, as will the plans to enhance the services provided.

There is a continuing difficulty in obtaining longer-term grants but efforts continue to raise total Grant funding together with Individual and Group donation. The Trustees expect there may be a small operating deficit for the coming year but consider the reserves sufficient to maintain the activities of the charity.

7. STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also directors of The Family Haven for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company, and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

On behalf of the Trustees

Ryan Miessner
Chair
10 August 2022



INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE FAMILY HAVEN

I report on the accounts of the charity for the year ended 31 March 2022 set out on pages 11 to 20.

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:

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 Acthave 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.

P Morrello

Patrick Morrello ACA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

10 / 11 / 2022

Date

THE FAMILY HAVEN



STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an income and expenditure account)

YEAR ENDED 31 MARCH 2022

	Notes	2022			2021		
		Unrestricted Funds £	Restricted Funds £	Total £	Unrestricted Funds £	Restricted Funds £	Total £
Income from:							
Donations and legacies	3	58,861	106,897	165,758	207,827	152,188	360,015
Charitable activities	4	7,552	-	7,552	11,229	-	11,229
Investments		474	-	474	1,276	-	1,276
Total		66,887	106,897	173,784	220,332	152,188	372,520
Expenditure on:							
Raising funds	7, 13	15,034	-	15,034	12,825	-	12,825
Charitable activities	7, 13	127,136	84,091	211,227	52,340	167,293	219,633
Total		142,170	84,091	226,261	65,165	167,293	232,458
Net income (expenditure)		(75,283)	22,806	(52,477)	155,167	(15,105)	140,062
Transfers between funds	8, 13	3,000	(3,000)	-	-	-	-
Net movement in funds		(72,283)	19,806	(52,477)	155,167	(15,105)	140,062
Reconciliation of funds:							
Funds brought forward		536,947	15,000	551,947	381,780	30,105	411,885
Funds carried forward		464,664	34,806	499,470	536,947	15,000	551,947

THE FAMILY HAVEN (company number 4247872)



BALANCE SHEET AS AT 31 MARCH 2022

	Notes	2022		2021	
		£	£	£	£
Fixed assets					
Tangible assets	10		158,660		164,881
Current assets					
Prepayments		3,398		2,757	
Cash at bank and in hand		341,444		391,478	
		<u>344,842</u>		<u>394,235</u>	
Creditors: amounts falling due within one year	11	<u>(4,032)</u>		<u>(7,169)</u>	
Net current assets			340,810		387,066
Net assets	12		<u>499,470</u>		<u>551,947</u>
Represented by:					
Accumulated funds:					
Unrestricted funds					
General fund	13		161,004		227,066
Designated funds	13		303,660		309,881
			<u>464,664</u>		<u>536,947</u>
Restricted funds	13		34,806		15,000
			<u>499,470</u>		<u>551,947</u>

The notes on pages 13 to 20 form part of these accounts.

For the year ended 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These accounts were approved by the trustees on 10 August 2022 and are signed on their behalf by:

Gerald Holyhead

Gerald Holyhead

Trustee

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2022

1 Company information

The company is limited by guarantee, registered in England and Wales; it is also a registered charity whose activities are intended to be for the public benefit. The company meets the definition of a public benefit entity under FRS102. The registered office is shown on page 1.

2 Accounting Policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The functional currency is GBP rounded to the nearest pound.

Going concern

After making enquiries, the directors are not aware of any material uncertainties that cast doubt on going concern and they have a reasonable expectation that the Company will be able to continue its activities for the foreseeable future, and at least twelve months from the date of approval of these accounts. Accordingly, they have continued to adopt the going concern basis in the financial statements.

Income

Donations and gifts are recognised as income when received except where any restrictions on expenditure demand that a proportion be carried forward as deferred income. The donations under Gift Aid are recognised when receivable. The associated income tax recovery is recognised when the recovery is receivable. Grants are recognised as income when they are received provided conditions for receipt have been complied with, unless they relate to a specified future period, which has not commenced at the year end, in which case they are deferred. Interest is recognised as income when receivable. No monetary value is ascribed to donations of general volunteer time.

Expenditure

Resources expended are recognised on an accruals basis. They are allocated to activities based on actual usage. Staff support costs are all allocated to the appropriate activity based on the relative amount of time spent on such activities. Premises and other costs are allocated based on salary costs.

Costs of activities in furtherance of the charity's objects comprise those costs incurred by the charity as a result of the delivery of its service. Costs of generating funds comprise the costs associated with attracting voluntary income. Governance costs comprise those costs incurred by the charity in meeting its constitutional and statutory requirements.

The regular cost of providing retirement pensions and related benefits is charged to the profit and loss account over the period of the employees service lives on the basis of a constant percentage of earnings. Any difference between the amount charged to the profit and loss account, and amount paid to the scheme is shown as an asset or liability in the balance sheet.

Fixed assets and depreciation

Tangible fixed assets are included in the balance sheet at cost less depreciation.

Depreciation is calculated so that the cost of tangible fixed assets less their residual value are written off over their estimated useful lives at the following rates:

Freehold property	2% straight line
Equipment	25% written down value

No depreciation is provided on freehold land.

Funds

Restricted funds represent funds specifically earmarked for purposes specified by the donor. Designated funds are unrestricted funds earmarked by the trustees for a particular purpose. Unrestricted funds are funds which can be utilised at the discretion of the trustees.

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022 (continued)

3 Voluntary income

	2022	2021
	£	£
Restricted funds:		
<u>Building repairs, development and equipment</u>		
Vinci UK Foundation	-	3,000
National Benevolent Charity	5,900	-
Barnwood Trust	9,000	-
<u>Nursery</u>		
Peter Lang Children's Trust	37,880	38,564
BBC Children in Need	-	23,157
Gyde Charity	2,000	-
Zurich Community Trust	12,000	-
The Barbara Ward Children's Foundation	2,500	-
The 7 Stars Foundation	2,500	-
<u>Parenting and client development</u>		
The Church Welfare Association	4,000	-
Gloucestershire County Council	10,000	-
Gloucestershire Community Foundation	10,000	-
The Venture: White City	450	-
Gloucestershire County Council	250	-
<u>Healthy eating</u>		
GWUK Groundwork UK - Tesco Ledbury	1,125	-
GWUK Groundwork UK - Tesco Gloucester	1,625	-
<u>Breakfast Club</u>		
Crowdfunder Limited - Aviva	3,375	-
Crowdfunder Limited - Aviva	728	-
The Langtree Trust	250	-
<u>Home Management</u>		
HSBC	3,314	-
<u>Covid Secure *</u>		
Julia and Hans Rausing Trust	-	57,467
Rose Adeane Trust Loudham Est Ltd	-	30,000
	106,897	152,188
General fund:		
Donations from individuals	13,978	20,874
Legacies	-	62,609
Grants from other trusts	19,858	57,750
Government Grants	1,876	49,964
Grants from companies	10,664	4,246
Income from events	1,972	-
Grants from other organisations	10,513	12,384
	58,861	207,827
	165,758	360,015

* Covid Secure covers two consequences of the pandemic. The anticipated costs for PPE, administration and assistance to clients during the lockdown. The other consequence was the expected shortfall in funding the activities due to the demand on the customary donor base. There were no donations received from trustees or related parties.

THE FAMILY HAVEN



NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2022 (continued)

4 Income from charitable activities

	2022	2021
	£	£
Fees from clients for use of day centre	5,423	2,098
Fees from Local Authorities for nursery	2,129	9,131
	<u>7,552</u>	<u>11,229</u>

All the income shown above is unrestricted.

5 Resources expended

Resources expended includes:	2022	2021
	£	£
Depreciation	11,278	12,313
Trustees' expenses	-	-
Key management employees	56,644	56,553
Independent examiner's fees	<u>900</u>	<u>720</u>

Neither the trustees nor any persons connected with them received any remuneration or reimbursed expenses (other than as shown above) during the year.

6 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2022 (continued)



7 Total resources expended

These are allocated between activities as follows:

	2022										2021
	Nursery	Parenting and client development	Outreach	One-to-one sessions with children	Respite	Nutrition	Fundraising	Governance	Support	Total	Total
	£	£	£	£	£	£	£	£	£	£	£
Costs directly allocated to activities:											
Staff costs	51,279	24,146	2,102	18,117	18,117	13,340	12,592	-	47,075	186,768	181,733
Premises	6,141	2,890	253	2,168	2,169	1,596	1,507	-	5,634	22,358	26,669
Other	3,809	1,792	157	1,345	1,345	3,356	935	900	3,496	17,135	24,056
Support, costs re-allocated to activities:	22,677	10,677	930	8,011	8,011	5,899	-	-	(56,205)	-	-
Total costs	83,906	39,505	3,442	29,641	29,642	24,191	15,034	900	-	226,261	232,458

Basis of allocation:

Staff costs are allocated between charitable activities according to time spent on the activity in question

Support costs are allocated between charitable activities on the basis of salary cost

**NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022 (continued)**

8 Gross transfers between funds

The transfer of funds between restricted and unrestricted funds is the transfer of value of tangible fixed assets, acquired during the year, from restricted to the designated fixed asset fund.

9 Staff and volunteers

The average numbers of people employed by the charity during the year were:

	2022	2021
	Number	Number
Fundraising	1	1
Provision of client care	11	11
	<u>12</u>	<u>12</u>
	2022	2021
	£	£
Staff costs for the above persons:		
Wages and salaries	172,233	168,421
Pension contributions	5,614	5,523
Pension administration fees	1,004	753
Social Security costs	7,917	7,036
	<u>186,768</u>	<u>181,733</u>

There are no employees who received total employee benefits (excluding employer pension costs) of more than £60,000

The two key management employees received total benefits of £27,213 and £26,665.

The charity runs a defined contribution pension scheme for the benefit of its employees. The assets of the scheme are held separately from the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund. There was no liability to this fund as at 31 March 2022 (2021: nil).

The charity uses volunteers, mostly to assist with the work in the nursery but occasionally to assist with other tasks, complementing the role of paid employees. The contribution of such individuals is greatly appreciated; however, it is not considered practical to place a value on such services so the donation of the time of such volunteers is not included as income in the accounts. The charity would not employ additional staff if volunteers were not available.

THE FAMILY HAVEN



NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2022 (continued)

10 Tangible fixed assets

	Freehold land and buildings £	Equipment £	Total £
Cost			
As at 1 April 2021	225,247	126,964	352,211
Additions	-	5,057	5,057
As at 31 March 2022	<u>225,247</u>	<u>132,021</u>	<u>357,268</u>
Depreciation			
As at 1 April 2021	87,959	99,371	187,330
Provided in year	3,115	8,163	11,278
As at 31 March 2022	<u>91,074</u>	<u>107,534</u>	<u>198,608</u>
Net book value			
As at 31 March 2022	<u>134,173</u>	<u>24,487</u>	<u>158,660</u>
As at 31 March 2021	<u>137,288</u>	<u>27,593</u>	<u>164,881</u>

All fixed assets above are used in direct furtherance of the Charity's objectives.

11 Creditors: amounts falling due within one year

	2022 £	2021 £
Taxation and social security	2,603	2,039
Accruals	1,429	5,130
	<u>4,032</u>	<u>7,169</u>

12 Analysis of net assets between funds

	General £	Designated £	Restricted £	Total £
Tangible fixed assets	-	158,660	-	158,660
Current assets	165,036	145,000	34,806	344,842
Current liabilities	(4,032)	-	-	(4,032)
As at 31 March 2022	<u>161,004</u>	<u>303,660</u>	<u>34,806</u>	<u>499,470</u>

FIGURES FOR YE 31 MARCH 2021

	General £	Designated £	Restricted £	Total £
Tangible fixed assets	-	164,881	-	164,881
Current assets	69,354	309,881	15,000	394,235
Current liabilities	(7,169)	-	-	(7,169)
As at 31 March 2021	<u>62,185</u>	<u>474,762</u>	<u>15,000</u>	<u>551,947</u>

THE FAMILY HAVEN



NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2022 (continued)

13 Movement in funds

	As at 31 March 2021	Incoming resources	Outgoing resources	Transfers	As at 31 March 2022
	£	£	£	£	£
<u>Restricted funds</u>					
<i><u>Building repairs, development and equipment</u></i>					
<i>The Summerfield Charitable Trust</i>	12,000	-	-	-	12,000
<i>Vinci UK Foundation</i>	3,000	-	-	(3,000)	-
National Benevolent Charity	-	5,900	-	-	5,900
Barnwood Trust	-	9,000	-	-	9,000
					-
<i><u>Nursery</u></i>					
Peter Lang Children's Trust	-	37,880	(37,880)	-	-
Gyde Charity	-	2,000	(2,000)	-	-
Zurich Community Trust	-	12,000	(12,000)	-	-
The Barbara Ward Children's Foundation	-	2,500	(2,500)	-	-
The 7 Stars Foundation	-	2,500	(2,500)	-	-
					-
<i><u>Parenting and client development</u></i>					
The Church Welfare Association	-	4,000	(4,000)	-	-
Gloucestershire County Council	-	10,000	(10,000)	-	-
Gloucestershire Community Foundation	-	10,000	(10,000)	-	-
The Venture: White City	-	450	(450)	-	-
Gloucestershire County Council	-	250	(250)	-	-
					-
<i><u>Healthy eating</u></i>					
GWUK Groundwork UK - Tesco Ledbury	-	1,125	(1,125)	-	-
GWUK Groundwork UK - Tesco Gloucester	-	1,625	-	-	1,625
					-
<i><u>Breakfast Club</u></i>					
Crowdfunder Limited - Aviva	-	3,375	(1,386)	-	1,989
Crowdfunder Limited - Aviva	-	728	-	-	728
The Langtree Trust	-	250	-	-	250
					-
<i><u>Home Management</u></i>					
HSBC	-	3,314	-	-	3,314
					-
	15,000	106,897	(84,091)	(3,000)	34,806
<u>Unrestricted funds</u>					
Designated fund - fixed assets	164,881	-	(11,278)	5,057	158,660
Designated fund - facilities	115,000	-	-	-	115,000
Designated fund - Covid 19	-	-	-	-	-
Designated fund - services revision	30,000	-	-	-	30,000
General fund	227,066	66,887	(130,892)	(2,057)	161,004
					-
<u>Total funds</u>	551,947	173,784	(226,261)	-	499,470

13 Movement in funds (continued)

	COMPARATIVE FIGURES YEAR ENDED 31 MARCH 2021				
	£ As at 31 March 2020 £	£ Incoming resources £	£ Outgoing resources £	£ Transfers £	£ As at 31 March 2021 £
Restricted funds					
<i>Building repairs, development and equipment</i>					
<i>The Summerfield Charitable Trust</i>	12,000	-	-	-	12,000
<i>Vinci UK Foundation</i>	-	3,000	-	-	3,000
<i>Nursery</i>					
Peter Lang Children's Trust	-	38,564	(38,564)	-	-
Gyde Charity	750	-	(750)	-	-
BBC Children in Need	-	23,157	(23,157)	-	-
St James' Place Foundation	3,333	-	(3,333)	-	-
<i>Parenting and client development</i>					
Zurich Community Trust	1,500	-	(1,500)	-	-
Garfield Weston Foundation	2,500	-	(2,500)	-	-
Gloucestershire County Council	4,189	-	(4,189)	-	-
Gloucestershire Community Foundation	5,833	-	(5,833)	-	-
<i>Healthy eating</i>					
<i>Covid Secure</i>					
Julia and Hans Rausing Trust	-	57,467	(57,467)	-	-
Rose Adeane Trust Loudham Est Ltd	-	30,000	(30,000)	-	-
	30,105	152,188	(167,293)	-	15,000
Unrestricted funds					
Designated fund - fixed assets	158,254	-	(12,313)	18,940	164,881
Designated fund - facilities	48,557	-	-	66,443	115,000
Designated fund - Covid 19	48,557	-	-	(48,557)	-
Designated fund - services revision	-	-	-	30,000	30,000
General fund	126,412	220,332	(52,852)	(66,826)	227,066
Total funds	411,885	372,520	(232,458)	-	551,947

13 Movement in funds (continued)

Descriptions of nature and purposes of restricted funds

Building repairs, development and equipment

The structural repairs, improvement and decoration of the building and the purchase of equipment for the building's facilities and operations of the charity.

Nursery

Provision of quality nursery facilities for clients' children to achieve and ensure their health, nutrition, safety and development to be able to enter normal schools as equals of their peer group.

Parenting and client development

Support and advice on securing a safe, secure and suitable home accommodation. Training in child care and the acquisition of necessary skills for the parent.

Healthy eating

Understanding nutrition and the skills of food preparation on a budget.

Descriptions of nature and purposes of unrestricted funds

Fixed assets - designated fund

The fixed assets of the charity are necessary for operations and so the funds represented by fixed assets are not available to defray the operating expenses of the charity.

Facilities - designated fund

The Scheduled improvements to the building and facilities for 2021 to 2022 were not undertaken due to the difficulties in the current building and construction market. It is still the intention of the Trustees to complete these improvements for the long term benefit of clients and to reduce the environmental impact of the Charity.

Services revision - designated fund

A review indicated the need for improvements and additional services might be appropriate. Further studies are being made and this fund is to enable those studies and their implementation.

General fund

The free unrestricted funds of the charity.

THE FAMILY HAVEN

England & Wales - Charity number 1088622

Accounts



TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED
31 MARCH 2021

CONTENTS

	Page
Chair's report	1
Trustees' annual report	2 - 8
Independent examiner's report	9
Statement of financial activities	10
Balance sheet	11
Notes to the financial statements	12 – 20

The Family Haven is a charitable company, limited by guarantee
Registered in England. Company No. 4247872
Registered as a Charity in England and Wales No. 1088622
31 Spa Road, Gloucester, GL1 1UY.
www.thefamilyhaven.com



THE FAMILY HAVEN
CHAIR'S REPORT
YEAR ENDED 31 MARCH 2021

CHAIR'S STATEMENT

This year John Price stood down as Chair. We would all like to thank John for his contribution to the charity and we are grateful for everything he has done. He led the charity with pride, and he will be greatly missed. On behalf of us all "Thank you".

The covid-19 pandemic has brought many challenges in the way we have supported our clients. Diversifying how we interact, engage, and support them to ensure they get the help they need.

The Family Haven's strength lies within the staff, volunteers, and trustees. Their overwhelming contribution to the wellbeing of the local community reflects in the support they have been able to offer during these very difficult times. I personally, am very proud to be part of this team and I cannot praise the staff enough for their hard work and perseverance. Going above and beyond their day-to-day duties to support the needs of our clients and the business. They truly are the heart of the charity and without them we wouldn't have the charity as it is today.

Like so many organisations, covid-19 has impacted the charity dramatically; how we have been able to deliver our services and how we have been able to interact with our clients. Through necessity we had to diversify our approach to how we operate. This in some areas has made the charity stronger. New services have been developed and have worked incredibly well, for example our food hampers and craft packs which we distributed to clients. Our use of social media and telecoms have increased, allowing us to reach people when physical contact is not possible. Keeping the fluidity of communication and support to the forefront of our core services.

Financially we are in a strong position, however we do accept the next 12 months will have challenges with how new funding will be maintained. We are confident that any impacts will be limited and without detriment to the services we supply.

The coming year we have exciting new projects happening (covid-19 permitting). We are devising new projects around "Home Management", "Cookery and Healthy Eating" and developing new a baby play programme. Our overall strategy is to become a "Centre of Excellence" and these programmes help us achieve this.

My time as chair has, to date, has been brief. I cannot express how proud I am of the charity, the work and support we offer and how privileged I am to work with all the great people who are involved with the charity.

Ryan Miessner
30 June 2021



THE FAMILY HAVEN

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2021 (including the directors' report)

The trustees present their report and the unaudited financial statements for the year ended 31 March 2021. Included within the trustees' report is the directors' report as required by company law. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

1. REFERENCE AND ADMINISTRATIVE DETAILS

Company number: 4247872
Registered charity number: 1088622

Address and Registered Office 31 Spa Road
Gloucester
GL1 1UY

Trustees:

Chair Ryan Miessner
Treasurer Gerald Holyhead
Other trustees: John Orchard
Asya Pandor
Alistair Holyhead (appointed 6th May 2020)
Gillian Hewlett (appointed July 1st 2021)

Former trustees:
Joanne Collinson (Resigned October 9th 2020)
Brian Lehaney (Resigned September 2nd 2020)
John Price (Resigned March 15th 2021)

Trustees are also directors for the purposes of company law.

Company Secretary Gerald Holyhead

Day Centre Manager Lucy Pearce

Nursery Manager Helen Jackson

Bankers CAF Bank Ltd.
25 Kings Hill Avenue,
Kings Hill,
West Malling,
Kent
ME19 4JQ

Independent examiner Patrick Morrello ACA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS



2. STRUCTURE, MANAGEMENT AND GOVERNANCE

Nature of Governing Document

The Family Haven is a private registered charitable company limited by guarantee, with no share capital, incorporated on 6 July 2001 and governed by its Memorandum and Articles of association.

Members

Each member undertakes to pay an amount not exceeding £1.00 towards liabilities in the event of the charity being dissolved.

There are three classes of members as follows:

- Trustees (currently 5)
- Honorary members (currently 1)
- Subscribing members (currently 11)

Management

The policies and general management of the affairs of the Family Haven are directed by Trustees, one third of who retire each year by rotation, but are eligible for re-election. Trustees meet each month.

The day-to-day management of The Family Haven is carried out by the managers of the Day Centre and the Nursery.

The Trustees affirm their maintenance of and commitment to safeguarding children, health and safety and anti-bullying policies.

Recruitment and Appointment of Trustees

Trustees are recruited with a view to diversity, sound experience in a related field or professional expertise in a relevant area. Advertisements are regularly placed with agencies who specialise in the identification of suitable candidates.

Such candidates are given first-hand experience of the work of the Family Haven, interviewed by two existing Trustees and, if appropriate, are invited to a Trustees' meeting. Appointment is then conditional on the approval of the Trustees generally.

Trustees have fully documented Job Descriptions and are provided with a regularly updated governance manual which covers such matters as legal form and charity status, trustees job descriptions, conflict of interest policy, anti-fraud policy and delegated authority.

Governance

The Family Haven is committed to abiding by the seven principles of good governance as set out in the Charity Governance Code for smaller charities developed by the Charity Governance Code Steering Group.

Risk Policy

Trustees place a high priority on risk management. Risks identified are categorised as follows:

- Strategic and Governance
- Management and staff
- Operational
- Financial



It is the policy of the Trustees to review all risks on at least an annual basis. Each review seeks to establish that all risks are documented and that steps to mitigate such risks are established and executed. As a result of this process, the Trustees are satisfied that residual risks are minimal.

3. OBJECTS, AIMS AND ACTIVITIES

The Trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Objects

The Family Haven formal objects are to relieve poverty and distress of persons in the Gloucester area who by virtue of their social and economic circumstances are in need.

Mission

The Family Haven's mission is to help and support vulnerable families with pre-school children in Gloucestershire, particularly the hard-to-reach and those living in unsuitable accommodation. To achieve this, we will provide a warm and caring environment where both assistance and encouragement are available to enable parents and children to flourish.

Aims and objectives

The Trustees have set the following aims in respect of the defined target group in order to advance its mission:

- 1 To empower families to take a greater responsibility for their own well-being.
- 2 To broaden life experiences.
- 3 To improve health, including mental health and self-worth of parents and children.
- 4 To improve opportunities for pre-school children.
- 5 To encourage development of new skills for parents and children.
- 6 To encourage mutual support amongst the families.
- 7 To improve parenting skills.
- 8 To enable parents and children to maintain a nutritious diet.

Activities and strategy

In general, the aims of The Family Haven are addressed by providing a day centre at 31 Spa Road, Gloucester. The centre is open from 9.30 am to 4.00 pm Monday to Friday for parents and their children, as well as children with particular needs. The day centre provides cooked midday meals, washing and laundry facilities, a crèche, nursery and play area, rest facilities and basic welfare advice.

Each of the specific aims is addressed by a series of specific activities, designed to bring out the desired result. Targets are then set by the management in respect of each activity and are approved by the Trustees.

4. ACHIEVEMENT AND PERFORMANCE

	2019-20	2020-21
Individual families benefited	59	52
Number of visits by parents	2,420	920
Number of visits by children	2,764	923
Respite and crèche sessions	1,021	1,111
One to one sessions with children with additional needs	1,413	792
Meals provided	4,236	1,086
Active listening/advice sessions	227	424
Day trips	166	0
Parenting/adult development class attendees	679	642
Healthy eating sessions	59	39

The annual statistics show the affect that the pandemic had on the way we run compared to a normal year. Despite the restrictions we still managed to support 52 families this year. The number of visits is significantly reduced due to having to close for three months during the first lockdown and then reducing capacity due to social distancing measures when we reopened.

Active listening sessions increased dramatically, almost doubling, by providing weekly phone calls, twice weekly to some families during the pandemic. The pandemic showed us that although we could not provide our usual methods of working we were still able to support those most in need remotely and practically. This came in the form of active listening, providing advice, additional support and referrals if necessary.

From the phone calls and active listening sessions it soon became clear that the families were struggling. Many were finding it difficult to do the everyday things such as shopping for essentials. This was due to having their children with them and supermarkets enforcing a one per household admittance or that panic buying had led to depleted stocks. We were able to source and put together a regular care package for the families containing items tailored to their needs. In addition to this we organised a fruit and vegetable delivery to their house. These were greatly received and all of the families commented on the difference it had made to their lives. Some of the comments we had from families were;

“Thank you for the fruit and vegetables, all your help will not be forgotten when things go back to normal, you guys are amazing at what you do. BIG LOVE TO YOU ALL”

Another mum said “Thank you so much for our fruit and veg! It’s such a nice feeling to know you are looking out for us”

Another told us “thank you very much all of you. May god bless you all and reward you for your kindness, and to be there for all of us. I can’t thank you enough for what the family haven doing for us.

Statements like these reinforced the message that what we were doing was making a difference to those families at a very challenging time.

We still provided parenting sessions via a private Facebook group as well as craft and personal development packs with a tutorial on our private social media page to be completed at home. Sadly, no day trips were possible this year.

We have found ourselves overwhelmed with support during the last year. So many individuals, groups and organisations have contacted us during the pandemic to express their support. We have teamed up with Cheltenham hygiene bank, Cheltenham Sewa day, Gloucester fair shares and Neighbourly selected us as a charitable partner for Lidl’s new 'Tackling Hunger' food donations campaign, so that we can receive any surplus food that would otherwise have gone to waste and distribute this to our families.



Some of our other achievements this year are;

Five parents secured suitable housing.
 Thirteen parents were able to attend work part time.
 Eleven parents were able to undertake training.
 Five parents were able to volunteer.
 Our latest Environmental Health, Food Hygiene inspection resulted in us once again being awarded a

rating of 5 (the highest possible rating)

I am pleased to say that we reopened the centre fully to all clients in line with the government's road map on the 17th of May. This allowed the mixing of up to six household bubbles, enabling friends to be together once more, something that they have all missed terribly. We hope to see the clients return to all of the activities they have missed such as the healthy eating, parenting classes, arts and craft sessions as well as their sessions in the nursery with their children such as story and bake.

Although the last year has not been without its challenges one thing it has shown us is what an amazing team we have here at The Family Haven. Everyone has pulled together during this difficult time to ensure that all of the families have been supported during a very uncertain and unpredictable time. We continue to work holistically with the whole family, something that has always made us unique. I'm pleased to say that as a result of the pandemic, we now have stronger links to the community as a result of partnership working. This will continue to benefit our families while promoting the invaluable work that The Family Haven provides.

5. FINANCIAL REVIEW

General

There was an expectation in 2020 of a deficit for the Year. Funders would be looking at the immediate difficulties in society caused by the pandemic to the detriment of smaller local charities. This was the charity's experience and a deficit would have occurred but for three major factors. Two grants were received; One to assist with the additional costs caused by the pandemic such as protective equipment and the other to assist with the shortfall caused by the reduction in normal funding. A Government grant was received and the Coronavirus Job Retention Scheme assisted with the salary costs. In late March 2021 and significant legacy was received. The effect of this was a surplus for the year instead of a deficit.

This has enabled the Trustees to look at two issues. The first is the Facilities at Spa Road. Previously funds were designated for the improvement of the Facilities. There are long term maintenance issues with the structure which need to be addressed. There are also environmental improvements to reduce heat emissions that may be made at the same time minimising setup costs. The Trustees have therefore increased the amount designated for this. A review of services provided to clients of the Charity has shown a few areas that may need in depth revision and that some additional services may appropriate. An amount has been designated to provide for these costs.

Funding

Funding the charitable activities is always a concern for the Trustees and Managers. Long Term Funding is vital for the underlying stability of the Charity. One significant funding grant expired early in 2020-21. With two significant grants there was an overall increase to income during the year although there was a decrease from the number of amount from customary funders.

Expenditure

The pandemic lockdown resulted in clients not being able to fully utilise the facilities Spa Road and the furlough of some staff. This resulted in an overall cost reduction. Additional costs arose from the direct support given to the Charity's clients during lockdown. This activity would not occur normally. The cost of PPE, intensive cleaning and training to cope with the pandemic all added to the overhead costs. Plans for building improvements were put on hold. Payroll Cost, the largest annual expenditure for the Charity, was reduced after receiving reimbursements from the Job Retention Scheme.

Reserves Policy

It is the policy of the charity that unrestricted free reserves should be maintained at a level equivalent to at least six months' otherwise unfunded expenditure with the objective that The Family Haven is able to continue with its activities for the duration of any temporary fall in funding. Current levels of reserves are satisfactory.

In addition to free reserves, designated funds are maintained for the following purposes:

1. **Fixed assets** - this fund represents the amount of reserves tied up in the net book value of fixed assets
2. **Facilities** – the improvement of the structure and environmental impact of the building and facilities generally for the long term benefit of clients.
3. **Additional services** – the study and implementation of improved or further services to the clients

Unrestricted reserves as at 31 March 2021 are summarised as follows:

	£
General fund	227,066
Designated fund - fixed assets	164,881
Designated fund – facilities	115,000
Designated fund - additional services	30,000
	<u>536,947</u>

In addition, restricted funds are maintained amounting to £15,000. These represent funds specifically earmarked for purposes specified by the donor.

6. FUTURE PLANS

The pandemic has had two major results, throwing the activities of the Charity out of their normal pattern and the effect on fund-givers to the Charity.

The staff have worked hard to fulfil the Charity's Mission Statement and current circumstances allow a careful resumption of the normal activity and provision of services to the clients even if it is still restricted. There are plans to enhance the services provided.

Routine Fund-givers have faced an increased demand for their funds and have either reduced the grants to individual charities or reset the parameters for application for grants. In consequence the Trustees expect less grant income in the coming year and may need to draw on the reserves to fund this year's activities. There are sufficient reserves to maintain the activities of the charity. Every effort is being made to seek new grant sources.

7. STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also directors of The Family Haven for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

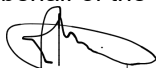
Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company, and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

On behalf of the Trustees

A handwritten signature in black ink, appearing to read "Ryan Miessner".

Ryan Miessner
Chair
30 June 2021



INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE FAMILY HAVEN

I report on the accounts of the charity for the year ended 31 March 2021 set out on pages 11 to 18.

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. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales (ICAEW).

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:

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 Acthave 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.

P Morrello

Patrick Morrello ACA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

21 / 11 / 2021

Date

THE FAMILY HAVEN



STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an income and expenditure account)

YEAR ENDED 31 MARCH 2021

	Notes	2021			2020		
		Unrestricted Funds £	Restricted Funds £	Total £	Unrestricted Funds £	Restricted Funds £	Total £
Income from:							
Donations and legacies	3	207,827	152,188	360,015	152,033	161,497	313,530
Charitable activities	4	11,229	-	11,229	17,304	-	17,304
Investments		1,276	-	1,276	1,881	-	1,881
Other		-	-	-	1,586	-	1,586
Total		220,332	152,188	372,520	172,804	161,497	334,301
Expenditure on:							
Raising funds	7, 13	12,825	-	12,825	14,601	-	14,601
Charitable activities	7, 13	52,340	167,293	219,633	71,714	138,311	210,025
Total		65,165	167,293	232,458	86,315	138,311	224,626
Net income (expenditure)		155,167	(15,105)	140,062	86,489	23,186	109,675
Transfers between funds	8, 13	-	-	-	-	-	-
Net movement in funds		155,167	(15,105)	140,062	86,489	23,186	109,675
Reconciliation of funds:							
Funds brought forward		381,780	30,105	411,885	295,291	6,919	302,210
Funds carried forward		536,947	15,000	551,947	381,780	30,105	411,885

THE FAMILY HAVEN (company number 4247872)



**BALANCE SHEET
AS AT 31 MARCH 2021**

	Notes	2021		2020	
		£	£	£	£
Fixed assets					
Tangible assets	10		164,881		158,254
Current assets					
Prepayments		2,757		5,276	
Cash at bank and in hand		391,478		250,848	
		<u>394,235</u>		<u>256,124</u>	
Creditors: amounts falling due within one year	11	<u>(7,169)</u>		<u>(2,493)</u>	
Net current assets			387,066		253,631
Net assets	12		<u>551,947</u>		<u>411,885</u>
Represented by:					
Accumulated funds:					
Unrestricted funds					
General fund	13		227,066		126,412
Designated funds	13		309,881		255,368
			<u>536,947</u>		<u>381,780</u>
Restricted funds	13		15,000		30,105
			<u>551,947</u>		<u>411,885</u>

The notes on pages 12 to 20 form part of these accounts.

For the year ended 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These accounts were approved by the trustees on 30th June 2021 and are signed on their behalf by:

Gerald Holyhead

Trustee

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2021

1 Company information

The company is limited by guarantee, registered in England and Wales; it is also a registered charity whose activities are intended to be for the public benefit. The company meets the definition of a public benefit entity under FRS102. The registered office is shown on page 1.

2 Accounting Policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The functional currency is GBP rounded to the nearest pound.

Going concern

After making enquiries, the directors are not aware of any material uncertainties that cast doubt on going concern and they have a reasonable expectation that the Company will be able to continue its activities for the foreseeable future, and at least twelve months from the date of approval of these accounts. Accordingly, they have continued to adopt the going concern basis in the financial statements.

Income

Donations and gifts are recognised as income when received except where any restrictions on expenditure demand that a proportion be carried forward as deferred income. The donations under Gift Aid are recognised when receivable. The associated income tax recovery is recognised when the recovery is receivable. Grants are recognised as income when they are received provided conditions for receipt have been complied with, unless they relate to a specified future period, which has not commenced at the year end, in which case they are deferred. Interest is recognised as income when receivable. No monetary value is ascribed to donations of general volunteer time.

Expenditure

Resources expended are recognised on an accruals basis. They are allocated to activities based on actual usage. Staff support costs are all allocated to the appropriate activity based on the relative amount of time spent on such activities. Premises and other costs are allocated based on salary costs.

Costs of activities in furtherance of the charity's objects comprise those costs incurred by the charity as a result of the delivery of its service. Costs of generating funds comprise the costs associated with attracting voluntary income. Governance costs comprise those costs incurred by the charity in meeting its constitutional and statutory requirements.

The regular cost of providing retirement pensions and related benefits is charged to the profit and loss account over the period of the employees service lives on the basis of a constant percentage of earnings. Any difference between the amount charged to the profit and loss account, and amount paid to the scheme is shown as an asset or liability in the balance sheet.

Fixed assets and depreciation

Tangible fixed assets are included in the balance sheet at cost less depreciation.

Depreciation is calculated so that the cost of tangible fixed assets less their residual value are written off over their estimated useful lives at the following rates:

Freehold property	2% straight line
Equipment	25% written down value

No depreciation is provided on freehold land.

Funds

Restricted funds represent funds specifically earmarked for purposes specified by the donor. Designated funds are unrestricted funds earmarked by the trustees for a particular purpose. Unrestricted funds are funds which can be utilised at the discretion of the trustees.

THE FAMILY HAVEN



NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2021 (continued)

3 Voluntary income

	2021 £	2020 £
Restricted funds:		
<u><i>Building repairs, development and equipment</i></u>		
The Summerfield Charitable Trust	-	12,000
Vinci UK Foundation	3,000	-
<u><i>Nursery</i></u>		
Peter Lang Children's Trust	38,564	35,477
BBC Children in Need	23,157	30,625
Gyde Charity	-	3,000
Other	-	30,000
St James' Place Foundation	-	10,000
<u><i>Outreach</i></u>		
<u><i>Parenting and client development</i></u>		
Gloucestershire Community Foundation	-	10,000
Zurich Community Trust	-	3,000
Garfield Weston Foundation	-	15,000
Gloucestershire County Council	-	7,182
Newby Trust	-	5,000
<u><i>Healthy eating</i></u>		
Co-op Local Community Fund	-	213
<u><i>Administration and Training</i></u>		
<u><i>Covid Secure</i></u> *		
Julia and Hans Rausing Trust	57,467	-
Rose Adeane Trust Loudham Est Ltd	30,000	-
	<u>152,188</u>	<u>161,497</u>
General fund:		
Donations from individuals	20,874	10,494
Legacies	62,609	-
Grants from other trusts	57,750	28,530
Government Grants	49,964	-
Grants from companies	4,246	2,450
Income from events	-	2,722
Grant from Gloucester Quaker Meeting	-	97,114
Grants from other organisations	12,384	10,723
	<u>207,827</u>	<u>152,033</u>
	<u>360,015</u>	<u>313,530</u>

* Covid Secure covers two consequences of the pandemic. The anticipated costs for PPE, administration and assistance to clients during the lockdown. The other consequence was the expected shortfall in funding the activities due to the demand on the customary donor base.

There were no donations received from trustees or related parties.

**NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021 (continued)**

4 Income from charitable activities

	2021	2020
	£	£
Fees from clients for use of day centre	2,098	6,992
Fees from Local Authorities for nursery	9,131	10,312
	<u>11,229</u>	<u>17,304</u>

All the income shown above is unrestricted.

5 Resources expended

Resources expended includes:	2021	2020
	£	£
Depreciation	12,313	9,066
Trustees' expenses	-	39
Key management employees	56,553	47,410
Independent examiner's fees	<u>720</u>	<u>1,200</u>

Neither the trustees nor any persons connected with them received any remuneration or reimbursed expenses (other than as shown above) during the year.

6 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2021 (continued)



7 Total resources expended

These are allocated between activities as follows:

	2021										2020	
	Nursery	Parenting and client development	Outreach	One-to-one sessions with children	Respite	Nutrition	Direct Covid Relief *	Fundraising	Governance	Support	Total	Total
	£	£	£	£	£	£		£	£	£	£	£
Costs directly allocated to activities:												
Staff costs	47,126	27,778	5,608	16,893	16,893	12,011	18,567	10,649	-	26,208	181,733	182,373
Premises	6,917	4,075	823	2,479	2,479	1,761	2,726	1,563	-	3,846	26,669	22,044
Other	2,707	1,597	323	971	971	1,370	13,276	613	720	1,508	24,056	20,209
Support, costs re-allocated to activities:	10,268	6,051	1,222	3,679	3,680	2,617	4,045	-	-	(31,562)	-	-
Total costs	67,018	39,501	7,976	24,022	24,023	17,759	38,614	12,825	720	-	232,458	224,626

Basis of allocation:

Staff costs are allocated between charitable activities according to time spent on the activity in question

Support costs are allocated between charitable activities on the basis of salary cost

* Direct Covid Relief is for the cost of direct aid and additional services to clients during lockdown. Other consequential costs have been allocated to the customary activities.

THE FAMILY HAVEN



NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2021 (continued)

8 Gross transfers between funds

The transfer of funds between restricted and unrestricted funds is the transfer of value of tangible fixed assets, acquired during the year, from restricted to the designated fixed asset fund.

9 Staff and volunteers

The average numbers of people employed by the charity during the year were:

	2021	2020
	Number	Number
Fundraising	1	1
Provision of client care	11	11
	<u>12</u>	<u>12</u>
	2021	2020
	£	£
Staff costs for the above persons:		
Wages and salaries	168,421	169,378
Pension contributions	5,523	5,355
Pension administration fees	753	985
Social Security costs	7,036	6,655
	<u>181,733</u>	<u>182,373</u>

There are no employees who received total employee benefits (excluding employer pension costs) of more than £60,000

The two key management employees received total benefits of £27,609 and £26,276.

The charity runs a defined contribution pension scheme for the benefit of its employees. The assets of the scheme are held separately from the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund. There was no liability to this fund as at 31 March 2021 (2020: nil).

The charity uses volunteers, mostly to assist with the work in the nursery but occasionally to assist with other tasks, complementing the role of paid employees. The contribution of such individuals is greatly appreciated; however, it is not considered practical to place a value on such services so the donation of the time of such volunteers is not included as income in the accounts. The charity would not employ additional staff if volunteers were not available.

THE FAMILY HAVEN



NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2021 (continued)

10 Tangible fixed assets

	Freehold land and buildings £	Equipment £	Total £
Cost			
As at 1 April 2020	225,247	108,024	333,271
Additions	-	18,940	18,940
As at 31 March 2021	<u>225,247</u>	<u>126,964</u>	<u>352,211</u>
Depreciation			
As at 1 April 2020	84,844	90,173	175,017
Provided in year	3,115	9,198	12,313
As at 31 March 2021	<u>87,959</u>	<u>99,371</u>	<u>187,330</u>
Net book value			
As at 31 March 2021	<u>137,288</u>	<u>27,593</u>	<u>164,881</u>
As at 31 March 2020	<u>140,403</u>	<u>17,851</u>	<u>158,254</u>

All fixed assets above are used in direct furtherance of the Charity's objectives.

11 Creditors: amounts falling due within one year

	2021 £	2020 £
Taxation and social security	2,039	552
Accruals	5,130	1,941
	<u>7,169</u>	<u>2,493</u>

12 Analysis of net assets between funds

	General £	Designated £	Restricted £	Total £
Tangible fixed assets	-	164,881	-	164,881
Current assets	234,235	145,000	15,000	394,235
Current liabilities	(7,169)	-	-	(7,169)
As at 31 March 2021	<u>227,066</u>	<u>309,881</u>	<u>15,000</u>	<u>551,947</u>

FIGURES FOR YE 31 MARCH 20120

	General £	Designated £	Restricted £	Total £
Tangible fixed assets	-	158,254	-	158,254
Current assets	128,905	97,114	30,105	256,124
Current liabilities	(2,493)	-	-	(2,493)
As at 31 March 2019	<u>126,412</u>	<u>255,368</u>	<u>30,105</u>	<u>411,885</u>

THE FAMILY HAVEN



NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2021 (continued)

13 Movement in funds

	As at 31 March 2020	Incoming resources	Outgoing resources	Transfers	As at 31 March 2021
	£	£	£	£	£
<u>Restricted funds</u>					
<i><u>Building repairs, development and equipment</u></i>					
<i>The Summerfield Charitable Trust</i>	12,000	-	-	-	12,000
<i>Vinci UK Foundation</i>	-	3,000	-	-	3,000
<i><u>Nursery</u></i>					
Peter Lang Children's Trust	-	38,564	(38,564)	-	-
Gyde Charity	750	-	(750)	-	-
BBC Children in Need	-	23,157	(23,157)	-	-
St James' Place Foundation	3,333	-	(3,333)	-	-
<i><u>Parenting and client development</u></i>					
Zurich Community Trust	1,500	-	(1,500)	-	-
Garfield Weston Foundation	2,500	-	(2,500)	-	-
Gloucestershire County Council	4,189	-	(4,189)	-	-
Gloucestershire Community Foundation	5,833	-	(5,833)	-	-
<i><u>Healthy eating</u></i>					
<i><u>Covid Secure</u></i>					
Julia and Hans Rausing Trust	-	57,467	(57,467)	-	-
Rose Adeane Trust Loudham Est Ltd	-	30,000	(30,000)	-	-
	30,105	152,188	(167,293)	-	15,000
<u>Unrestricted funds</u>					
Designated fund - fixed assets	158,254	-	(12,313)	18,940	164,881
Designated fund - facilities	48,557	-	-	66,443	115,000
Designated fund - Covid 19	48,557	-	-	(48,557)	-
Designated fund - services revision	-	-	-	30,000	30,000
General fund	126,412	220,332	(52,852)	(66,826)	227,066
<u>Total funds</u>	411,885	372,520	(232,458)	-	551,947

THE FAMILY HAVEN

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2021 (continued)



13 Movement in funds (continued)

	COMPARATIVE FIGURES				
	YEAR ENDED 30 MARCH 2020				
	As at 31 March 2019	Incoming resources	Outgoing resources	Transfers	As at 31 March 2020
	£	£	£	£	£
<u>Restricted funds</u>					
<i><u>Building repairs, development and equipment</u></i>					
<i>The Summerfield Charitable Trust</i>		12,000			12,000
<i><u>Nursery</u></i>					
Peter Lang Children's Trust	5,568	35,477	(41,045)	-	-
Gyde Charity	-	3,000	(2,250)	-	750
BBC Children in Need	-	30,625	(30,625)	-	-
Other		30,000	(30,000)	-	-
St James' Place Foundation		10,000	(6,667)	-	3,333
D M Thomas Foundation	351		(351)	-	-
Gloucestershire Community Foundation	1,000		(1,000)	-	-
<i><u>Parenting and client development</u></i>					
Zurich Community Trust		3,000	(1,500)	-	1,500
Garfield Weston Foundation		15,000	(12,500)	-	2,500
Gloucestershire County Council		7,182	(2,993)	-	4,189
Newby Trust		5,000	(5,000)	-	-
Gloucestershire Community Foundation		10,000	(4,167)	-	5,833
<i><u>Healthy eating</u></i>					
Co-op Local Community Fund		213	(213)	-	-
	6,919	161,497	(138,311)	-	30,105
<u>Unrestricted funds</u>					
Designated fund - fixed assets	166,829	-	(9,066)	491	158,254
Designated fund - facilities	-	-	-	48,557	48,557
Designated fund - Covid 19	-	-	-	48,557	48,557
General fund	128,462	172,804	(77,249)	(97,605)	126,412
<u>Total funds</u>	302,210	334,301	(224,626)	-	411,885

13 Movement in funds (continued)

Descriptions of nature and purposes of restricted funds

Building repairs, development and equipment

The structural repairs, improvement and decoration of the building and the purchase of equipment for the building's facilities and operations of the charity.

Nursery

Provision of quality nursery facilities for clients' children to achieve and ensure their health, nutrition, safety and development to be able to enter normal schools as equals of their peer group.

Parenting and client development

Support and advice on securing a safe, secure and suitable home accommodation. Training in child care and the acquisition of necessary skills for the parent.

Healthy eating

Understanding nutrition and the skills of food preparation on a budget.

Covid Secure

The costs of P.P.E. and the changes needed to make The Family Haven compliant with the guidance and regulations introduced during the pandemic.

Descriptions of nature and purposes of unrestricted funds

Fixed assets

Facilities

After a review and outline quotes it was decided that this fund, to improve the building and facilities generally for the long term benefit of clients and to reduce their environmental impact, scheduled for implementation during 2021 to 2022, should be increased to £115,000.

Covid 19

This fund was released to the General Fund.

Services revision

A review indicated that there were areas where improvements and additional services might be appropriate. £30,000 has been designated for further studies and implementation from 2021 onwards.

General fund

The free unrestricted funds of the charity.