



## TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED  
31 MARCH 2024

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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](http://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

A handwritten signature in black ink, consisting of a stylized 'A' followed by a long, sweeping horizontal line.

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

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 12<sup>th</sup> and 14<sup>th</sup> 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

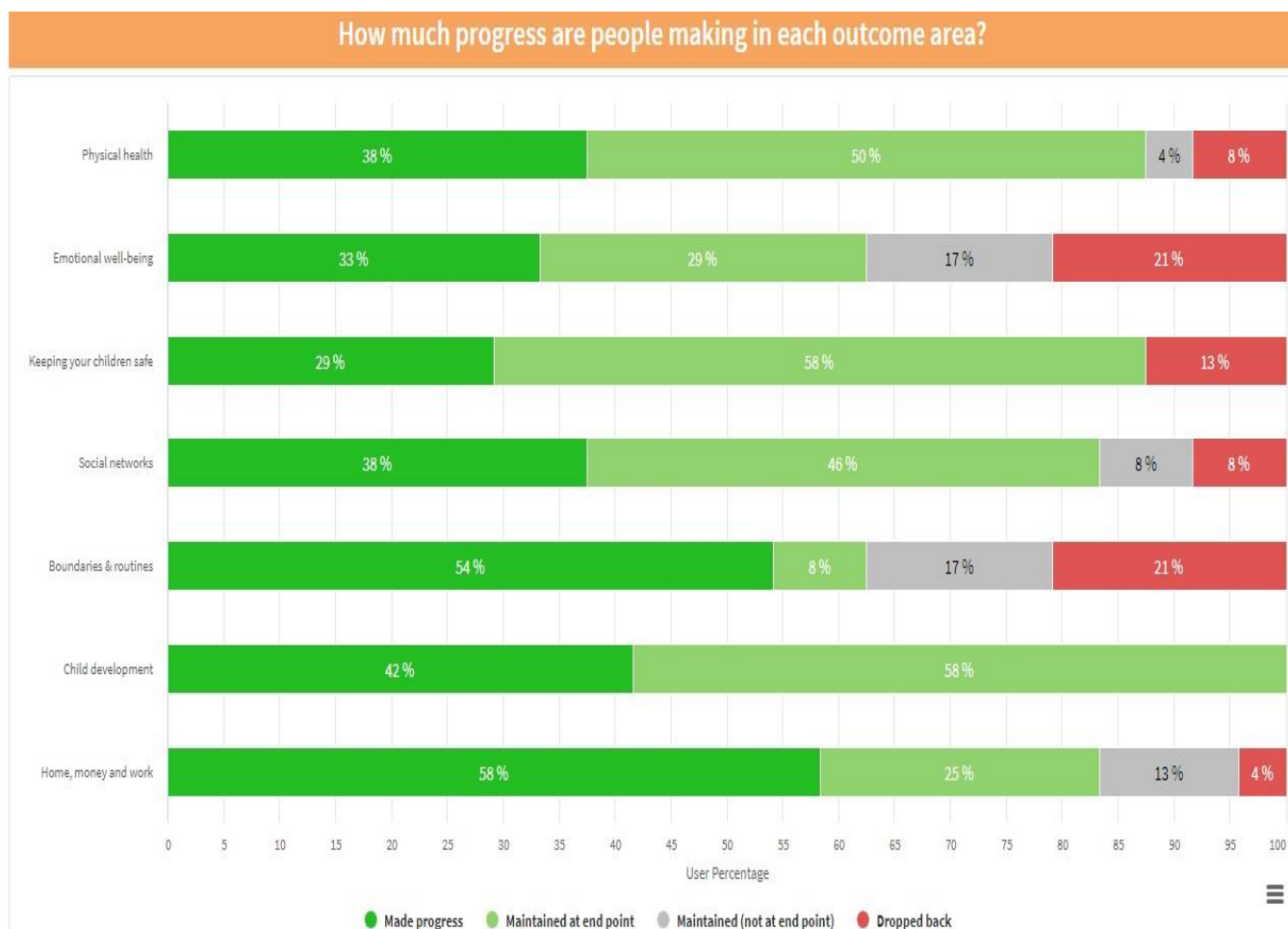
As in co-production, the service user is seen as an active agent in their own life and a valuable source of expertise and knowledge rather than a passive sufferer of an affliction that the professional, with their expertise and knowledge, will cure.

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 trialled 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
<b>Fixed assets</b>					
Tangible assets	10		160,279		168,949
<b>Current assets</b>					
Prepayments		5,397		3,977	
Cash at bank and in hand		<u>225,366</u>		<u>303,543</u>	
		230,763		307,520	
<b>Creditors:</b> amounts falling due within one year	11	<u>(4,855)</u>		<u>(4,979)</u>	
<b>Net current assets</b>			225,908		302,541
<b>Net assets</b>	12		<u>386,187</u>		<u>471,490</u>
Represented by:					
<b>Accumulated funds:</b>					
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.



Gerald Holyhead

19 / 11 / 2024

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)

<b>3 Voluntary income</b>		
<b>Restricted funds:</b>	<b>2024</b>	<b>2023</b>
<i><u>Building repairs, development and equipment</u></i>	<b>£</b>	<b>£</b>
<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
	<b>69,833</b>	<b>95,016</b>
<b>General fund:</b>		
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
	<b>96,716</b>	<b>125,308</b>
	<b>166,549</b>	<b>220,324</b>

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 Number	2023 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 £
<b>Cost</b>			
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>
<b>Depreciation</b>			
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>
<b>Net book value</b>			
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
	£	£	£	£	£
<b><u>Restricted funds</u></b>					
<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
<b><u>Unrestricted funds</u></b>					
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
<b><u>Total funds</u></b>	<b>471,490</b>	<b>184,367</b>	<b>(269,670)</b>	<b>-</b>	<b>386,187</b>

# 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 £
<b><u>Restricted funds</u></b>					
<b><u>Building repairs, development and equipment</u></b>					
The Summerfield Charitable Trust	12,000		-	-	12,000
National Benevolent Charity	5,900			(5,900)	-
Barnwood Trust	9,000			(9,000)	-
	-				-
<b><u>Nursery</u></b>					
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)		-
<b><u>Outreach</u></b>					
The National Lottery Community Fund		4,051	(4,051)		-
<b><u>Parenting and client development</u></b>					
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)		-
<b><u>Healthy eating</u></b>					
Groundwork UK - Tesco Community Grants	1,625	750	(2,375)		-
Asda Foundation		1,018	(1,018)		-
The Venture Community Hub		2,500	(2,500)		-
<b><u>Breakfast Club</u></b>					
Crowdfunder Limited - Aviva	2,717		(2,717)		-
The Langtree Trust	250		(250)		-
Asda Foundation		500	(500)		-
The Venture Community Hub		1,000	(1,000)		-
<b><u>Administration and Training</u></b>					
Peter Lang Children's Trust		480	(480)		-
	34,806	95,016	(100,005)	(14,900)	14,917
<b><u>Unrestricted funds</u></b>					
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
<b><u>Total funds</u></b>	<b>499,470</b>	<b>231,231</b>	<b>(259,211)</b>	<b>-</b>	<b>471,490</b>

## THE FAMILY HAVEN

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

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#### 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 projectsshould be reduced to £10.000.

###### General fund

The free unrestricted funds of the charity.