# FACES BEDFORD

England & Wales · Charity number 1108574

## Details

| | |
|---|---|
| **Other names** | HOME-START BEDFORD BOROUGH, HOME-START NORTH AND MID-BEDS |
| **Status** | Registered |
| **Legal form** | Charitable company |
| **Company number** | 05372026 |
| **Registered** | 2005-03-14 |
| **Register** | View on the Charity Commission register |

## Contact

| | |
|---|---|
| **Address** | 147 Church Lane<br>Bedford<br>MK41 0PW |
| **Phone** | 01234270601 |
| **Email** | office@facesbedford.org |
| **Website** | www.facesbedford.org |

## Activities

**Objects:** TO FURTHER BENEFIT THE RESIDENTS OF BEDFORD BOROUGH AND THE NEIGHBOURHOOD, WITHOUT DISTINCTION OF SEX, SEXUAL ORIENTATION, RACE OR POLITICAL, RELIGIOUS OR OTHER OPINIONS BY ASSOCIATING TOGETHER WITH SAID RESIDENTS AND THE LOCAL AUTHORITIES, VOLUNTARY AND OTHER ORGANISATIONS IN A COMMON EFFORT TO ADVANCE EDUCATION OF SOCIAL WELFARE FOR RECREATION AND LEISURE TIME OCCUPATION WITH THE OBJECTIVE OF IMPROVING THE CONDITIONS OF LIFE FOR RESIDENTS.

**Activities:** FACES Bedford works with families with children up to the age of 19. Support is offered to those who find themselves experiencing difficulties, hardship and/or distress. FACES Bedford offer a range of holistic services which includes recruiting and training volunteers to regularly visit families in their own homes where they offer emotional and/or practical support to best meet the family's needs.

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## Classification

- **How:** Makes Grants To Individuals, Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty
- **Who:** Children/young People

## Geography

- **Area of benefit:** BEDFORD BOROUGH AND ITS ENVIRONS
- Bedford

## Finances

| Period end | Income | Expenditure | Assets | Employees |
|---|---|---|---|---|
| 2025-03-31 | £411,590 | £464,725 | - | - |
| 2024-03-31 | £323,152 | £362,892 | - | - |
| 2023-03-31 | £263,677 | £282,405 | - | - |
| 2022-03-31 | £289,144 | £314,064 | - | - |
| 2021-03-31 | £413,124 | £319,715 | - | - |

## Trustees

| Name | Role | Appointed |
|---|---|---|
| **JENNIE BAYLISS** | Chair | 2017-03-31 |
| Alesha Roberts | | 2024-10-07 |
| Caroline Ann Leonard | | 2018-11-13 |
| KRISHAN PRAKASH PATEL | | 2023-06-15 |
| Kirsten Neale | | 2024-11-14 |
| Matthew James Hendrie Burtcher | | 2026-03-09 |
| Philip Richard Lindley | | 2024-10-07 |
| Rachel Parsons | | 2023-03-15 |
| SUSAN TURNER | | 2019-12-05 |

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**FACES BEDFORD**

England & Wales - Charity number 1108574

# Accounts

"Working with Families to Build a Better Future"

# FACES

FAMILY AND CHILDREN'S EARLY-HELP SERVICES



## 2024 / 2025

# Annual Report

# Annual Report & Unaudited Financial Statements

*For the year ended 31 March 2025*

**FACES Bedford**

Company limited by guarantee.

Registered in England and Wales Number: 05372026

Registered Office: Church Lane Community Centre, 147 Church Lane, Bedford, MK41 0PW

Registered Charity Number: 1108574

Honorary President: Lady Valerie Skeet

Patron: Eve Burt MBE

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# Reference & Administrative Information

Name of Charity : FACES Bedford
Registered Charity Number : 1108574
Company Limited by Guarantee : 05372026

Registered Office : 147 Church Lane, Bedford, MK41 0PW
Telephone Number : 01234 270601
Website Address : www.facesbedford.org

**Trustees**
Jennie Bayliss - Chair of Trustees
David Twigden *(Until July 2024)*
Caroline Leonard JP
Sue Turner
Rachel Parsons
Krishan Patel
Charlotte Fenn *(Until August 2024)*
Alesha Roberts *(Since October 2024)*
Richard Lindley *(Since October 2024)*
Kirsten Neale *(Since November 2024)*

**Chief Executive Officer**
Michaela Martindale

**Finance & Business Officer**
Hazel Kumar

**Solicitors**
Woodfines LLP
Solicitors 16 St.
Cuthbert's Street
Bedford
MK40 3JG

**Bankers**
Royal Bank of Scotland
Drummond House
1 Redheughs Avenue
Edinburgh
EH12 9JN

**Independent Examiner and Reporting Accountants -**
Monico Tunley Limited
19 Goldington Road
Bedford
MK40 3JY

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# Introduction from the Chair of Trustees



It's hard to believe it's been over a year since I became Chair of FACES. It's been a journey of deep learning, immense pride, and growing optimism for what lies ahead.

I'm proud to share this year's Annual Report, which highlights the dedication of our staff, volunteers, trustees, and partners – the people who make FACES what it is. Over the past year, we've made bold strides while staying rooted in our core purpose: supporting local families through challenge and change.

We may be a small charity, but our ambitions are big. A major milestone this year was the completion of our three-year business plan – a shared roadmap for growth, sustainability, and impact. Born from countless conversations and practical realities, it reflects our commitment to strengthening services, deepening partnerships, and delivering meaningful support to every family we serve. We also welcomed three new trustees, whose energy and expertise mark another step forward in building a strategic, mission-driven Board.

Everything we've achieved this year is thanks to the incredible people behind FACES – from those delivering our 16 projects to the behind-the-scenes champions who amplify our work across the borough. At a time when many charities face increasing pressure, FACES has expanded its reach and supported more families without losing sight of what truly matters: compassion, dignity, and real support for real lives.

As we look ahead, I'm filled with optimism. The road won't always be easy – but we're not here to take the easy road. With a clear strategy, a strong team, and the continued support of our community, I believe the best is yet to come. Thank you to everyone who has been part of our journey. We are stronger because of you.

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Jennie Bayliss -
Chair of Trustees



# Introduction from the Chief Executive Officer

As I look back on the past year, I feel incredibly proud to be leading this amazing charity. It's a role I don't take for granted, and I'm constantly reminded that none of what we achieve would be possible without the dedication and heart of our trustees, staff, and volunteers. Their commitment keeps everything we do moving forward, and I'm so grateful to work alongside them.

One of the most powerful moments of the year was our 2024 celebratory event. It was a privilege to hear such honest and inspiring stories from families who've faced real challenges and found hope, strength, and community through our support. It was a reminder of why we do what we do.

I also want to say a huge thank you to everyone who supported our annual charity ball — an incredible evening that raised £14,897! Every pound makes a real difference, and the generosity shown by our supporters continues to amaze me.

Looking ahead, I've never been more excited about our future. With our new three-year business plan in place, we're feeling confident, ambitious, and ready to grow. We have clear goals, strong foundations, and above all, a shared belief in the positive change that we can create together.

Thank you for being part of this journey. Here's to another year of making a real difference, together.

Michaela Martindale - CEO

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# Report from the Board of Trustees

The Board presents its report and financial statements for the year ended 31st March 2025.

**Appointment of Board Members**
The Board Members, who are the trustees of FACES and the directors of the company for the purposes of the Companies Act, are also members of the company.

Board Members are recruited and co-opted following the requirements of the governing documents and when appropriate; a skills audit is carried out. All new board members co-opted stand for election by the members at the next Annual General Meeting.

**Induction and Training of Board Members**
To help new Board Members become familiar with FACES work and with their new duties, they have an opportunity to visit the FACES office to meet staff and be briefed about FACES.

Each prospective Board Member attends an initial interview with the Chair and Board.

New members then have an induction session to spend time with the CEO to understand the charity in more depth.

# Report from the Board of Trustees

**Mission Statement**

FACES supports families so that they can provide a safer, happier and healthier home in which their children can thrive and reach their full potential.

**Objectives and Activities**

FACES' objective is to offer services and support to children, young people and their families
that:

- Promote Safeguarding
- Increase Knowledge and Skills
- Improve Physical and Mental Health
- Reduce Poverty and Need

**Our Vision**

- To expand the provision of early help services for families and their children in Bedford Borough.
- To remain flexible, spontaneous and creative to meet the changing needs of the local community.
- To recruit both employees and volunteers from the local community and provide them with high quality training to give back to our community.

We will achieve this by working collaboratively with other agencies, to deliver the best possible outcomes.

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# Report from the Board of Trustees

**Risk Assessment**
The major risks to which FACES are exposed as identified by the Board, have been reviewed and systems or procedures have been established to manage those risks on an ongoing basis.

**Governing Documents**
The Board Members meet quarterly to review and set strategic objectives. Regular monitoring of FACES principal activities are delegated to sub-groups:

- Finance
- Governance
- People
- Fundraising
- Business & Marketing

This structure enables a clear focus on policy and procedure review and offers managerial support within a clear framework. In 2024 we also started a Parent Advisory Panel made up of local parents to gain an insight in to their thoughts and enables us to focus on the needs of the community.

**Role of the Chief Executive Officer**
The CEO is responsible for the day-to-day management of FACES affairs, for implementing policies agreed by the Board and is assisted by a team of practitioners and support staff.



# Report from the Board of Trustees

FACES is firmly rooted in the local community and is known by our partners to be proficient and competent in engaging with the families who do not traditionally access universal services.

We reach families through a team of dedicated and inspirational volunteers and staff who offer support to parents and young people which enables us to deliver non-stigmatising and respectful 'Early-Help' services.

FACES' aspiration is that children are safe, healthy and creative with the personal confidence, skills and opportunities to achieve and contribute more than thought possible and that they are supported in being part of resilient, healthy and happy families.

**A Whole Systems Approach:**

### Think Child

*We will ensure that we understand our local populations of children and young people by taking action as soon as possible to tackle emerging problems.*

### Think Family

*We will engage a full range of partners to help parents provide a safer, healthier and happier home for their children.*

### Think Community

*We will understand and engage with the communities we serve. We will apply a 'bottom-up' approach when identifying support needs and tailoring services to meet those needs.*

### Think FACES!

*We will ensure that our volunteers and staff receive regular training and support. We will work closely with partners to learn with them & from them.*

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# Report from the Board of Trustees

**Measuring our social impact**



FACES measures the extent to which our work makes a difference and how outcomes are achieved through regular evaluation with families, volunteers and referrers.

We have developed a web outcome tool which is child-focused and designed to capture the journey of change for each family and their child(ren). We use this tool to summarise how well we are doing on specific areas of support such as Domestic Abuse and SEND as well as to document safeguarding issues and concerns etc.

**In 2024/2025:**

**10** Trustees, **13** Members of Staff & **52** Volunteers...

Supported **3,738** families which included **9,345** children!

**Safeguarding Children**

FACES is committed to -

- Promoting a culture where issues about safeguarding the welfare of children are addressed and that there is a clear line of accountability.
- Ensuring that we comply with the Local Safeguarding Children Board procedures.
- Ensuring that all front line staff and volunteers receive mandatory safeguarding training and that our strict safer recruitment procedures are adhered to.
- The maintenance of accurate recording and effective arrangements for information sharing.

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# Partnership Working

FACES aim is to improve services and outcomes for children and their families. We have an excellent reputation for partnership working with local agencies such as health, social services, voluntary organisations and education, ensuring services are complementary, co-ordinated and community-orientated. Developing these relationships ensures that FACES remains consistent in offering a tailored package of support.

FACES participates in the below partnership working and development boards to ensure that our services are effective, joined-up and shaped around individuals and communities.

- Member of The Bedfordshire Advice Forum
- Member of The Bedfordshire Benefits Network
- Member of The Beds Mental Health Alliance
- Citizens of Bedford
- Member of the Bedford Charities Forum
- Member of The Bedford Borough's Food Providers Meeting
- Member of VOCypf Executive Committee
- Member of Pan Beds Neglect Strategy Meeting
- Consortium Partner of the Early Childhood Partnership
- Family Hubs Wider Community Meetings
- Volunteer Coordinator Meetings

In addition; FACES continues to share resources with other local voluntary organisations including training opportunities, mentoring support and consultation.

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# Moments & Milestones



## 440

Children benefited from a fresh food parcel during school holiday periods throughout the financial year ending March 31st 2025.



## 173

Parents and their children attended our annual summer trip to Gulliver's Land in August 2024.



## 66

Volunteers, trustees, staff members and representatives from local agencies attended our celebration event in April 2024.



## 117

Children received Christmas gifts from Santa's Pop-Up Shop made possible from donations of toys, books and games.

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# Moments & Milestones




## 1430

Referrals for support with obtaining essential baby equipment and children's clothing were received and fulfilled by the Baby Bank.



## 212

Parents and children attended our Christmas party in December 2024. Every child in attendance received a gift from Father Christmas.



## 31

Residents of Bedford Borough attended the Warm Space in need of support and advice between January and March 2025.



## £14,897

Was the total amount raised at our charity ball in October 2024.

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# Volunteers

FACES volunteers reflect the diversity of our communities. They provide us with insight into their lives and of the area they live in. We value and encourage time in the volunteer training to discuss life experiences. This forms a key part of the learning which has been invaluable in creating and improving services, promoting volunteering opportunities and gives a better understanding of family life in Bedford.

We have robust safer recruitment policies and procedures. All volunteers attend the 30 hour induction training and complete the LSCB e-learning on Awareness of Child Abuse and Neglect as part of this compulsory process.

Volunteers are supervised on a regular basis in line with the family review. This is on average every six weeks for the majority of our volunteers. During this supervision, volunteers are encouraged to develop their skills through further e-learning in areas of interest to them such as Mental Health or Domestic Abuse.

Our volunteers come to us with a variety of reasons for wanting to volunteer. Some are empty nesters and some want to explore the possibility of working to bring more experience to vocational and further educational courses. We welcome applications from anyone who has previously been supported by FACES and feel they want to give back.

*"I love volunteering at FACES because I genuinely enjoy helping people and families, whether in big or small ways. FACES has supported—and continues to support—so many families in need, and it feels great to be part of that. FACES itself feels like a family. They treat everyone with care and truly understand the meaning of belonging and support, which means a lot to me. I'm really grateful to be part of a team that not only feels like family, but who also support so many others. Thank you for the opportunity to be involved."*

**Danny -**
**Volunteer since September 2024**

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# Funders & Supporters




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# Trustees Responsibilities for the Accounts

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales 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 charity and of the incoming resources and application of resources of the charity 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 in the Charity SORP.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume 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 charity and enable them to ensure that the financial statements comply with the Companies Act 2006, Financial Reporting Standards in so far as they are appropriate to the charity, and with the Statements of Recommended Practice issued by the Charity Commission.

The Trustees 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.

In so far as the Trustees are aware:

- There is no relevant information of which the company's reporting accountants are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the reporting accountants are aware of that information.



Jennie Bayliss - Chair of Trustees

# Independent Examiner's Report to the Trustees

**Independent examiner's report to the trustees of Faces Bedford ('the Company')**
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

**Responsibilities and basis of report**
As the charity trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**
Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a registered member of the Institute of Chartered Accountants in England and Wales ("ICAEW") which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:
1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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

Louise Tunley FCA CTA DChA

ICAEW, Chartered Accountant

Louise Tunley

19 Goldington Road
Bedford
MK40 3JY

Date: 24 July 2025

# Statement of Financial Activities

For the year ended 31 March 2025

| | Note | Unrestricted Funds £ | Restricted Funds £ | **Total Funds 2025 £** | Total Funds 2024 £ |
|---|---|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | | | |
| Donations and legacies | 2 | 66,388 | 329,004 | 395,392 | 317,711 |
| Income from investments | 3 | 5,598 | - | 5,598 | 5,261 |
| Other income | | 10,600 | - | 10,600 | 180 |
| **TOTAL** | | 82,586 | 329,004 | 411,590 | 323,152 |
| **EXPENDITURE ON** | | | | | |
| Raising Funds | 4 | 106,241 | 357,008 | 463,249 | 361,416 |
| Other | 5 | 1,476 | - | 1,476 | 1,476 |
| **TOTAL** | | 107,717 | 357,008 | 464,725 | 362,892 |
| **NET INCOME** | | (25,131) | (28,004) | (53,135) | (39,740) |
| **RECONCILIATION OF FUNDS** | | | | | |
| **Total funds brought forward** | | 95,190 | 136,590 | 231,780 | 271,520 |
| **TOTAL FUNDS CARRIED FORWARD** | | 70,059 | 108,586 | 178,645 | 231,780 |

# Balance Sheet

| | Notes | Unrestricted Funds £ | Restricted Funds £ | **Total Funds 2025 £** | Total Funds 2024 £ |
|---|---|---|---|---|---|
| **FIXED ASSETS** | | | | | |
| Tangible assets | 10 | 1,347 | - | 1,347 | 2,823 |
| **CURRENT ASSETS** | | | | | |
| Debtors | 11 | 2,604 | 11,355 | 13,959 | 28,260 |
| Cash in hand | | 133,610 | 136,487 | 270,097 | 292,517 |
| **TOTAL** | | 136,214 | 147,842 | 284,056 | 320,777 |
| **CREDITORS** | | | | | |
| Amounts falling due within one year | 12 | 67,502 | 39,256 | 106,758 | 91,820 |
| **NET CURRENT ASSETS** | | 68,712 | 108,586 | 177,298 | 228,957 |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | 70,059 | 108,586 | 178,645 | 231,780 |

**NET ASSETS**

| | Notes | Total Funds 2025 £ | Total Funds 2024 £ |
|---|---|---|---|
| **FUNDS** | 13 | | |
| Unrestricted Funds: Undesignated funds | | 70,059 | 95,190 |
| **Restricted Funds:** | | | |
| Friends of FACES Bedford | | 75,183 | 65,154 |
| Dad & Me | | 414 | 231 |
| ECP | | - | 26,703 |
| House of Industry – Crisis Funding | | - | 11,887 |
| Harpur Trust £ Seen | | - | 22,855 |
| Multi Tots | | - | - |
| Family Action Grants | | - | - |
| Mosaic Trust | | - | 1,413 |
| Bedford Blues HAF | | - | - |
| Lunch Box | | 470 | 6,218 |
| Senditots | | - | 2,270 |
| Baby Bank | | - | (140) |
| Henry Smith TOG | | 29,308 | - |
| Emotion Detectives | | (143) | - |
| Bed Giving | | (683) | - |
| Frank Branston | | 30 | - |
| Harpur Trust FSW School | | 8,412 | - |
| Cadent | | (4,405) | - |
| **TOTAL** | | 108,586 | 136,590 |
| **TOTAL FUNDS** | | 178,645 | 231,780 |

Transfers of £8,490 and £6,218 were made from restricted funds House of Industry and Lunch Box respectively to Friends of FACES Bedford. These transfers were made due to reclassification of costs.

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 28 July 2025 and were signed on its behalf by:

J Bayliss – Chair of Trustees
Date: 28 July 2025

# Notes to the Financial Statements

For the year ended 31 March 2025

**1 . ACCOUNTING POLICIES**

Statutory information
FACES Bedford is a private company, limited by guarantee, registered in England within the United Kingdom. The company's registered number and registered office address can be found on the Company Information page.

The financial statements are presented in sterling which is the functional currency of the company and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Basis of Preparing the Financial Statements
The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value.

FACES Bedford constitutes a public benefit entity as defined by FRS 102.

The financial statements have been prepared in accordance with the 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) – (the Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. The key risk to the charity is the potential reduction in income but the level of reserves held is sufficient to mitigate this risk for the foreseeable future and is not considered to cast any doubt over the going concern basis.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.
Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

Fund accounting

Restricted funds are to be used for specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overheads and support costs.
Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objectives of the charity.
Designated funds are unrestricted funds which have been designated for specific purposes by the trustees.

Pensions

The charity operates a defined contribution pension scheme for the benefit of the employees. The assets of the scheme are administered by trustees in a fund independent from those of the charity. Contributions payable to the charity's pension scheme are charged to the profit and loss account in the period to which they relate.

Tangible Fixed Assets
Depreciation is calculated to write down the cost of fixed assets over their expected useful lives.

The rates and methods generally applicable are:
Fixtures and fittings 15% - on cost
Office equipment 15% - on cost
Computers 15% - on cost

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £250 are not capitalised.

Taxation
The charity is exempt from corporation tax on its charitable activities.

| **2. DONATIONS AND LEGACIES** | **2025** | **2024** |
|---|---|---|
| | **£** | **£** |
| Donations | 48,104 | 69,605 |
| Local giving donations | 10,301 | 11,605 |
| Grants | 336,987 | 236,501 |
| **TOTAL** | **395,392** | **317,711** |

| **3. INVESTMENT INCOME** | **2025** | **2024** |
|---|---|---|
| | **£** | **£** |
| Investment income | 5,598 | 5,261 |

| **4. RAISING FUNDS** | 2025 | 2024 |
|---|---|---|
| | **£** | **£** |
| **Raising donations and legacies:** | | |
| Staff costs | 301,051 | 240,692 |
| Sessional worker | 580 | 1,191 |
| Rent and utilities | 6,680 | 8,537 |
| Hall hire | 1,734 | - |
| Telephone | 4,246 | 3,760 |
| Postage and stationery | 1,753 | 1,705 |
| Other office | 376 | 375 |
| Training | 3,168 | 1,820 |
| Health and safety | 84 | 374 |
| Computer equipment | 7,048 | 6,084 |
| Special purchases | 46 | 330 |
| Family event charges | 2,892 | 4,578 |
| Training room hire and refreshments | 1,618 | 1,469 |
| Grant aid to the needy | 20,001 | 18,582 |
| Crisis aid | 28,344 | 6,421 |
| Sundry expenses | - | - |
| Staff, volunteer and committee expenses | 12,902 | 11,057 |
| Insurance | 3,653 | 3,308 |
| Subscriptions and publications | 1,017 | 939 |
| External provision of courses | 6,825 | 5,567 |
| Fund raising costs | 8,986 | 639 |
| Children's resources | 889 | 825 |
| Lunchbox costs | 9,020 | 6,282 |
| Support costs | 21,450 | 14,437 |

Continued

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Building Costs | 1,672 | 19,008 |
| Baby Bank | 2,497 | 750 |
| Equipment for Groups | 269 | 441 |
| Transport costs (Families) | 54 | 262 |
| Office Equipment | 1,185 | 1,983 |
| Community Centre | 13,209 | - |
| **TOTAL** | **463,249** | **361,416** |

| **5. OTHER** | **2025** | **2024** |
|---|---|---|
| | £ | £ |
| Depreciation | 1,476 | 1,476 |
| **TOTAL** | **1,476** | **1,476** |

**6. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting)

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Depreciation - owned assets | 1,476 | 1,476 |

**7. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' renumeration or other benefits for the year ended 31.03.2025 nor for the year ended 31.03.2024.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31.03.2025 nor for the year ended 31.03.2024.

## 8. STAFF COSTS

The average monthly number of employees during the year was as follows:

| | 2025 | 2024 |
|---|---|---|
| Operational | 9 | 6 |
| Administrative | 3 | 3 |
| | **12** | **9** |

No employees received emoluments in excess of £60,000 (2024: none).

## 9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVTIES 31.03.2024

| | | Unrestricted Funds £ | Restricted Funds £ | Total Funds £ |
|---|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | | |
| | Donations and legacies | 74,231 | 243,480 | 317,711 |
| | Investment income | 5,261 | - | 5,261 |
| | Other income | 180 | - | 180 |
| | **TOTAL** | 79,672 | 243,480 | 323,152 |
| **EXPENDITURE ON** | | | | |
| | Raising funds | 132,297 | 229,119 | 361,416 |
| | Other | 1,476 | - | 1,476 |
| | **TOTAL** | 133,773 | 229,119 | 362,892 |
| **NET INCOME** | | (54,101) | 14,361 | (39,740) |
| **RECONCILIATION OF FUNDS** | | | | |
| Total funds brought forward | | 149,291 | 122,229 | 271,520 |
| **TOTAL FUNDS CARRIED FORWARD** | | 95,190 | 136,590 | 231,780 |

## 10. TANGIBLE FIXED ASSETS

| | Office Equipment £ | Fixture and Fittings £ | Computer Equipment £ | Total £ |
|---|---|---|---|---|
| **COST** | | | | |
| At 01.04.2024 | 2,800 | 9,834 | 9,280 | 21,914 |
| Additions | - | - | - | - |
| Disposal | - | - | - | - |
| At 31.03.2025 | 2,800 | 9,834 | 9,280 | 21,914 |
| **DEPRECIATION** | | | | |
| At 01.04.2024 | 2,800 | 7,011 | 9,280 | 19,091 |
| Charge for 1 year | - | 1,476 | - | 1,476 |
| At 31.03.2025 | 2,800 | 8,487 | 9,280 | 20,567 |
| **NET BOOK VALUE** | | | | |
| At 31.03.2025 | - | 1,347 | - | 1,347 |
| As 31.03.2024 | - | 2,823 | - | 2,823 |

## 11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | **2025** | **2024** |
|---|---|---|
| | **£** | **£** |
| Other debtors | 2,080 | 10,210 |
| Prepayments and accrued income | 11,879 | 18,050 |
| **TOTAL** | **13,959** | **28,260** |

## 12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Social security and other taxes | 6,083 | 4,501 |
| Other creditors | 39,777 | 17,836 |
| Accruals | 3,003 | 34,530 |
| Deferred income | 57,895 | 34,953 |
| **TOTAL** | **106,758** | **91,820** |

## 13. MOVEMENT IN FUNDS

| | | Net movement in funds | |
|---|---|---|---|
| | 01.04.2024 | | At 31.03.2025 |
| | £ | £ | £ |
| **Unrestricted funds** | | | |
| Undesignated funds | 95,190 | (25,131) | 70,059 |
| **Restricted funds** | 136,590 | (28,004) | 108,586 |
| **TOTAL FUNDS** | 231,780 | (53,135) | 178,645 |

## 14. RELATED PARTY DISCLOSURES

There are no transactions with related parties to be disclosed under the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in

## 15. ULTIMATE CONTROLLING PARTY

The trustees are the charity's controlling party by virtue of their office. As such there is no single or ultimate controlling party.

## 16. CAPITAL

The charity has no share capital. The liability of members is limited by guarantee and does not exceed £1 per member. At 31st March 2025 there were 9 members (31st March 2024 - 9).

*"FACES is not just a charity, they are family. FACES have been a pillar of support for my children and I. Mia (Family Support Practitioner) is a great listener and has implemented strategies and fun activities I can do with the children at home.*

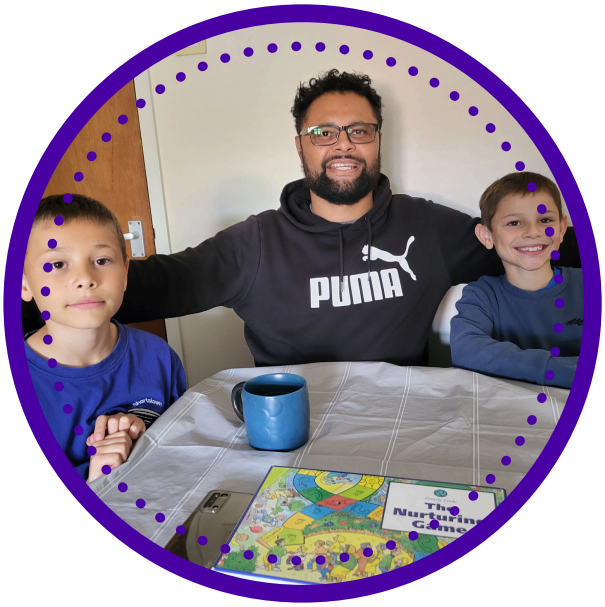
*For parents that have SEN children or who may struggle with their mental health, the Spectrum Support group is essential. Stacey (Family Support Practitioner) and Sara (Volunteer) are welcoming and offer a fountain of information - they know their stuff!*

*Michaela (CEO) has been helping my children and I, supporting us from behind the scenes. Even with her busy schedule, she still manages to find time to help. The other members of the team are very polite and are always willing to help. They are all a pillar to Bedford.*

*Thank you for your support during some difficult times!"*

Bedfordshire Chamber of Commerce SME Bedfordshire Business Awards 2024 Finalist

The Queen's Award for Voluntary Service




office@facesbedford.org

www.facesbedford.org

01234 270601

147 Church Lane, Bedford, MK41 0PW

FACESBedford

faces_bedford

Member of the Baby Bank Alliance.

FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES

**FACES BEDFORD**

England & Wales - Charity number 1108574

# Accounts

# FACES

FAMILY AND CHILDREN'S EARLY-HELP SERVICES

# Annual Report 2023 - 2024



"Working with Families to Build a Better Future"

The Queen's Award for Voluntary Service

# Annual Report and Unaudited Financial Statements

For the year ended
31 March 2024

**FACES Bedford**
Company limited by guarantee.
Registered in England and Wales No: 05372026

Registered Office:
Church Lane Community Centre,
147 Church Lane, Bedford, MK41 0PW

Registered Charity No: 1108574

Honorary President: Lady Valerie Skeet

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# Reference & Administrative Information

**Name of Charity**
FACES Bedford

**Registered Charity**
No.1108574

**Company Limited by Guarantee**
No. 05372026

**Registered Office**
147 Church Lane
Bedford MK41 0PW

**Telephone Number**
01234270601

**Website Address**
www.facesbedford.org

**Trustees**
Jennie Bayliss - Chairman *(Since September 2023)*
David Twigden - Treasurer
Caroline Leonard
Sue Turner
Rachel Parsons *(Since April 2023)*
Krishan Patel *(Since June 2023)*
Charlotte Fenn *(Since April 2023)*

**CEO**
Michaela Martindale

**Bankers**
Royal Bank of Scotland
Drummond House
1 Redheughs Avenue
Edinburgh
EH12 9JN

**Independent Examiner and Reporting Accountants -**
Monico Tunley Limited
19 Goldington Road
Bedford
MK40 3JY

**Solicitors**
Woodfines LLP Solicitors
16 St. Cuthberts Street
Bedford
MK40 3JG

# Introduction from the Chair of Trustees



As the newly appointed Chair of FACES, it is my privilege to share our Annual Board Report for 2023/24. This report encapsulates the unwavering dedication of our staff and volunteers, and the impact of the programs that our charity has championed over the past year.

Before we reflect on the year, I would like to say thank you to our outgoing Chair, Eve Burt MBE, who retired in September 2023. Eve gave many years of service to FACES and we are all very grateful for her time as Chair, and for her ongoing support as one of our Patrons.

Reflecting on the achievements and challenges we have faced, the strength of FACES lies in the collective commitment of our board members, staff, volunteers, and supporters. Their relentless efforts have not only helped us to navigate through uncertain times but also to take on new opportunities to further our reach and the services we can offer.

We now run 12 projects that serve our local families, providing services from pregnancy to adulthood and often in close partnership with many other local organisations. These accomplishments underscore our commitment to making a tangible difference in our community and exemplify the core values of FACES.

All of our projects are funded through grants, foundations or trusts and we thank our supporters for their ongoing financial support to our charity. The financial landscape is more challenging than ever, and it is imperative that we remain adaptable and innovative. As we look to the future, we are committed to refining our strategies, widening our outreach, and strengthening our impact. This will require not only maintaining the high standards we have set but also embracing new ideas and perspectives.

As we move forward, I am filled with a profound sense of optimism and enthusiasm for what lies ahead for FACES. Together with our local partners, staff, volunteers and supporters, we will continue to develop and deliver the services that are needed to make a lasting impact in our community.

# Introduction from the CEO



This year has been my first full year as Chief Executive for FACES and what a year it has been. We started April 2023 with a new logo to rebrand FACES for its 10th anniversary. We celebrated this with a party, inviting our families, volunteers, staff and trustees. We also held a Charity Ball and raised £8,396.09 on the night.

In September 2023 we held a Team Away Day where trustees and staff collaborated together to write a 5 year business strategy with exciting things planned ahead for FACES. Eve Burt resigned from her position as chair after 25 years with the charity and Jennie Bayliss has taken on this role. Eve has been invited to stay on as Patron. We could not do what we do without our highly dedicated volunteers who give up many hours of their precious time to ensure families feel supported and their children can thrive.

I also would like to personally thank our trustees for their support in building relationships with the staff and understanding the charity in detail, including joining the team for events and lunchtimes. Over the last year we have achieved all our strategic objectives, and as a result have reached over 5000 children, young people and families.

Highlights for us have been securing funding for our core services and resourcing new funding streams to open new projects and support services, including a service especially for Dads and those families with children with additional needs. We have also implemented a new data system to streamline our referrals and the work we do which allows for more efficient working.

We have been overwhelmed by the generosity of local businesses and organisations who have fundraised for us or chosen us as their Charity of the Year. Without these unrestricted funds we would not be in the financial position that we are heading in to 2025. I am confident that FACES will continue to go from strength to strength, delivering vital support to the children, young people and families who need us the most.

# Report from the Board of Trustees

The Board presents its report and financial statements for the year ended 31st March 2024.

**Objectives and Activities**

FACES' objective is to offer services and support to children, young people and their families that:

- Promote safeguarding
- Improve physical and mental health
- Increase knowledge and skills
- Reduce poverty and need

We will achieve this by working collaboratively with other agencies to deliver the best possible outcomes.

**Appointment of Board Members**

The Board Members, who are the trustees of FACES and the directors of the company for the purposes of the Companies Act, are also members of the company.

Board Members are recruited and co-opted following the requirements of the governing documents and when appropriate; a skills audit is carried out. All new board members co-opted stand for election by the members at the next Annual General Meeting.

**Induction and Training of Board Members**

To help new Board Members become familiar with FACES work and with their new duties, they have an opportunity to visit the FACES office to meet staff and be briefed about FACES.

Each Board Member will receive an application pack during their initial interview with the Chairman and Board.

# Report from the Board of Trustees

New members have an induction session to spend time with the CEO and/or the Chairman to work through the induction pack and be updated on current issues.

**Mission Statement**

FACES supports families so that they can provide a safer, happier and healthier home in which their children can thrive and reach their full potential.

**Vision**

- To become the pre-eminent charity for the provision of early help services to children in Bedford Borough.
- To remain flexible, spontaneous and creative to meet the changing needs of the local community.
- To recruit both employees and volunteers from the local community and provide them with high quality training to give back to our community.

**Risk Assessment**

The major risks to which FACES are exposed as identified by the Board, have been reviewed and systems or procedures have been established to manage those risks on an ongoing basis.

**Governing Documents**

The Board Members meet quarterly to review and set strategic objectives. Regular monitoring of FACES principal activities are delegated to sub-groups:

- Finance, Quality and Health & Safety
- People
- Business, Marketing & Fundraising

This structure enables a clear focus on policy and procedure review and offers managerial support within a clear framework.

# Report from the Board of Trustees

The CEO is responsible for the day-to-day management of FACES affairs, for implementing policies agreed by the Board and is assisted by a team of practitioners and support staff.



FACES is firmly rooted in the local community and is known by our partners to be proficient and competent in engaging with the families who do not traditionally access universal services.

We reach families through a team of dedicated and inspirational volunteers and staff who offer support to parents and young people which enables us to deliver non-stigmatising and respectful 'Early-Help' services.

FACES' aspiration is that children are safe, healthy and creative with the personal confidence, skills and opportunities to achieve and contribute more than thought possible and that they are supported in being part of resilient, healthy and happy families.

**A Whole Systems Approach:**

**Think Child**
We will ensure that we understand our local populations of children and young people by taking action as soon as possible to tackle emerging problems.

**Think Family**
We will engage a full range of partners to help parents provide a safer, healthier and happier home for their children.

**Think Community**
We will understand and engage with the communities we serve. We will apply a 'bottom-up' approach when identifying support needs and tailoring services to meet those needs.

**Think FACES!**
We will ensure that our volunteers and staff receive regular training and support. We will work closely with partners to learn with them & from them.

# Report from the Board of Trustees

## Measuring our Social Impact



FACES measures the extent to which our work makes a difference and how outcomes are achieved through regular evaluation with families, volunteers and referrers.

We have developed a web outcome tool which is child-focused and designed to capture the journey of change for each family and their child(ren). We use this tool to summarise how well we are doing on specific areas of support such as Domestic Abuse and SEND as well as to document safeguarding issues and concerns etc.

## Safeguarding Children



FACES is committed to-

- Promoting a culture where issues about safeguarding the welfare of children are addressed and that there is a clear line of accountability.
- Ensuring that we comply with the Local Safeguarding Children Board procedures.
- Ensuring that all front line staff and volunteers receive mandatory safeguarding training and that our strict safer recruitment procedures are adhered to.
- The maintenance of accurate recording and effective arrangements for information sharing.

**In 2023/2024** **7** Trustees, **10** Staff & **46** Volunteers supported **1,828** families including **4,070** children!

# Report from the Board of Trustees

**Partnership Working**

FACES' aim is to improve services and outcomes for children and their families. FACES has an excellent reputation for working in partnership with different agencies such as health, social services, voluntary organisations and education, ensuring services are complementary, co-ordinated and community-orientated. Developing these relationships has ensured that FACES remains consistent in offering a tailored package of support which is unique to the services it offers.

FACES participates in various partnership working and development boards to ensure that the services offered are effective, joined-up and shaped around individuals and communities.

These external involvements include:

- Member of The Bedfordshire Advice Forum
- Member of The Bedfordshire Benefits Network
- Member of The Beds Mental Health Alliance
- Citizens of Bedford
- Member of The Bedford Borough's Food Providers Meeting
- Member of VOCypf Executive Committee
- Member of Pan Beds Neglect Strategy Meeting
- Consortium Partner of the Early Childhood Partnership
- Family Hubs Wider Community Meetings
- Volunteer Coordinator Meetings

In addition; FACES continues to share resources with other local voluntary organisations including training opportunities, mentoring support and consultation.

# Report from the Board of Trustees

**Moments and Milestones - from April 2023 - March 2024**




**86**

Fresh food parcels given out to working families during the school holiday periods.



**131**

Easter eggs hand-delivered by the Easter Bunny.



**16**

Parents and children attended our King's Coronation Party (Funded by Nisa Local).



**149**

Parents and children attended our 10th Anniversary Party.

# Report from the Board of Trustees

**Moments and Milestones - from April 2023 - March 2024**



## 224

Parents and children attended our summer trip to Gulliver's Land.




## 95

Children received Christmas gifts from Santa's Pop-Up Shop.



## 204

Parents and children attended our Christmas party where each child received a wrapped gift from Santa.




## 1090

Referrals for support were received and fulfilled by the Baby Bank.

# Report from the Board of Trustees

**Volunteers**

*I was attracted to volunteering with FACES when I moved to Bedford because I wanted to be involved with a charity that directly impacted people in the town and borough. Hearing about the diverse range of projects that FACES provides really impressed me as well as the dynamic way they respond to needs in the community - for example the fresh food support for working parents that they've provided over the past two summers.*

*I asked to help with the Emotion Detectives programme due to my own personal interest in child psychology and because it sounded like such a good way to reach children who may be struggling but whose needs are not acute enough to be eligible for state funded support. I have learnt so much from the practitioner and from being 'on the job'. I love the variety of children we have gotten to know and the schools we have visited. With rising rates of anxiety and mental health crises among young people, it has been so rewarding to feel I am making a tiny difference on a personal and local level, to this major modern problem.*

**Kirsten - Volunteer since April 2023**

FACES volunteers reflect the diversity of our communities. They provide us with insight into their lives and of the area they live in. We value and encourage time in the volunteer training to discuss life experiences. This forms a key part of the learning which has been invaluable in creating and improving services, promoting volunteering opportunities and gives a better understanding of family life in Bedford.

We have robust safer recruitment policies and procedures. All volunteers attend the 30 hour induction training and complete the LSCB e-learning on Awareness of Child Abuse and Neglect as part of this compulsory process.

Volunteers are supervised on a regular basis in line with the family review. This is on average every six weeks for the majority of our volunteers. During this supervision, volunteers are encouraged to develop their skills through further e-learning in areas of interest to them such as Mental Health or Domestic Abuse etc.

Our volunteers come to us with a variety of reasons for wanting to volunteer. Some are empty nesters and some want to explore the possibility of working to bring more experience to vocational and further educational courses. We welcome applications from anyone who has previously been supported by FACES and feel they want to give back.

FACES

# Funders & Supporters

Making a Difference Locally
Registered charity number 1123800

Towers
HEALTH & RACQUETS CLUB

Bedfordshire Golf Club
Founded 1891

SHERPA

The Wixamtree Trust
Supporting the communities and people of Bedfordshire

THE NATIONAL LOTTERY®

BEDFORD GIRLS SCHOOL

HARPUR TRUST

The Henry Smith Charity
founded in 1628

bedford giving

BEDFORD & COUNTY GOLF CLUB
ESTABLISHED 1912

BEDFORD SCHOOL

wagamama

Wixams Tree Primary

compass wellbeing

The Millbrook

The Panacea Charitable Trust

allstaff
recruitment solutions

Local Trust | Big Local

neighbourly

Masonic Charitable Foundation

BEDFORD BOROUGH COUNCIL

Robert Gavron Charitable Trust

Gale Family Charity Trust
*A Charitable Trust created by Horace, Marjorie and Ronald Gale*

# Trustees Responsibilities for the Accounts

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales 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 charity and of the incoming resources and application of resources of the charity 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 in the Charity SORP.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume 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 charity and enable them to ensure that the financial statements comply with the Companies Act 2006, Financial Reporting Standards in so far as they are appropriate to the charity, and with the Statements of Recommended Practice issued by the Charity Commission.

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. In so far as the Trustees are aware:

- There is no relevant information of which the company's reporting accountants are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the reporting accountants are aware of that information.



# Independent Examiner's Report to the Trustees of FACES Bedford

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. Accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. The accounts do not accord with those records; or
3. The accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. The accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

# Independent Examiner's Report to the Trustees of FACES Bedford

There are no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



**Louise Tunley** FCA CTA DChA

ICAEW, Chartered Accountant

19 Goldington Road Bedford MK40 3JY

**Date:** 25 September 2024

# Statement of Financial Activities

**For the Year Ended 31/03/2024**

| **Income & Endowments From -** | Note | Unrestricted Funds £ | Restricted Funds £ | Total Funds **2024** £ | Total Funds 2023 £ |
|---|---|---|---|---|---|
| Donations and Legacies | 2 | 74,231 | 243,480 | 317,711 | 261,684 |
| Income from Investments | 3 | 5,261 | - | 5,261 | 1,993 |
| Other Income | | 180 | - | 180 | - |
| **Total** | | 79,672 | 243,480 | **323,152** | 263,677 |
| | | | | | |
| **Expenditure On -** | | | | | |
| Raising Funds | **4** | 132,297 | 229,119 | 361,416 | 278,992 |
| Other | **5** | 1,476 | - | 1,476 | 3,413 |
| **Total** | | 133,773 | 229,119 | 362,892 | 282,405 |
| **Net Income** | | (54,101) | 14,361 | (39,740) | (18,728) |
| | | | | | |
| **Reconciliation of Funds** | | | | | |
| Total Funds Brought Forward | | 149,291 | 122,229 | 271,520 | 290,248 |
| Total Funds Carried Forward | | 95,190 | 136,590 | 231,780 | 271,520 |

# Balance Sheet

| | Note | Unrestricted Funds £ | Restricted Funds £ | Total Funds **2024** £ | Total Funds 2023 £ |
|---|---|---|---|---|---|
| **Fixed Assets** | | | | | |
| Tangible assets | 10 | 2,823 | - | 2,823 | 4,299 |
| **Current Assets** | | | | | |
| Debtors | 11 | 7,526 | 20,734 | 28,260 | 42,727 |
| Cash in Hand | | 141,707 | 150,810 | 292,517 | 277,626 |
| **Total** | | 149,233 | 171,544 | 320,777 | 320,353 |
| **Creditors** | | | | | |
| Amounts Falling Due Within One Year | 12 | 56,867 | 34,953 | 91,820 | 53,132 |
| **Net Current Assets** | | 92,366 | 136,591 | 228,957 | 267,221 |
| **Total Assets Less Current Liabilities** | | 95,189 | 136,591 | 231,780 | 271,520 |
| **Net Assets** | | | | | |
| **Funds** | **13** | | | | |
| Unrestricted Funds | | | | 95,190 | 149,291 |
| Restricted Funds: | | | | | |
| Friends of FACES Bedford | | | | 65,154 | 70,121 |
| Dad & Me | | | | 231 | - |
| ECP | | | | 26,703 | 26,704 |
| House of Industry - Crisis Funding | | | | 11,887 | 5,066 |
| Big Local | | | | - | 1,246 |
| Henry Smith- Early Help | | | | - | - |
| Covanta - Emotion Detectives | | | | - | 1,027 |

| | | |
|---|---|---|
| Emergency Covid Funding | - | 12,589 |
| Panacea - Empowered@FACES | - | 1,745 |
| Harpur Trust - #SEEN | 22,855 | 3,385 |
| Multi Tots | - | 347 |
| Family Action Grants | 1,413 | - |
| Bedford Blues - HAF | 6,218 | - |
| Lunch Box | 140 | - |
| Senditots | 2,270 | - |
| **Total** | 136,590 | 122,229 |
| **Total Funds** | **231,780** | 271,520 |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for -

(a) Ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) Preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 25/09/2024 and were signed on its behalf by:

J Bayliss - Trustee

Date: 25 September 2024

**Notes to the Financial Statements for the Year Ending 31/03/2024 -**

**1 . Accounting Policies**

**Basis of preparing the financial statements**

The financial statements have been prepared in accordance with the provisions of Section 1A "Small Entities" of Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Subsequently to the year end, the global health crisis caused by Coronavirus (COVID-19) has had a significant impact on all businesses. The trustees have assessed the potential impact of this uncertain situation on the charity and does not consider that it will lead to any subsequent impairment of the reported amount of the value of assets. Contingency plans have been put in place in order to mitigate the negative effects of any period of interrupted trading, which will enable the charity to continue as a going concern.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

**Raising funds**

Restricted funds are to be used for specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objectives of the charity.

Designated funds are unrestricted funds which have been designated for specific purposes by the trustees.

**Pensions**

The charity operates a defined contribution pension scheme for the benefit of the employees. The assets of the scheme are administered by trustees in a fund independent from those of the charity. Contributions payable to the charity's pension scheme are charged to the profit and loss account in the period to which they relate.

**Tangible fixed assets**

Depreciation is calculated to write down the cost of fixed assets over their expected useful lives.

The rates and methods generally applicable are:

| | |
|---|---|
| Fixtures and fittings | 15% - on cost |
| Office equipment | 15% - on cost |
| Computers | 15% - on cost |

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £250 are not capitalised.

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

| **2 . Donations and Legacies** | **2024** (£) | 2023 (£) |
|---|---|---|
| Donations | 69,605 | 42,811 |
| Local Giving Donations | 11,605 | 5,056 |
| Grants | 236,501 | 213,817 |
| **Total** | 317,711 | 261,684 |

**3 . Investment Income**

| | | |
|---|---|---|
| Investment Income | 5,261 | 1,993 |

## 4 . Raising Funds

| **Raising Donations and Legacies -** | **2024** (£) | 2023 (£) |
|---|---|---|
| Staff Costs | 240,692 | 190,092 |
| Sessional Worker | 1,191 | 653 |
| Rent and Utilities | 8,537 | 17,068 |
| Telephone | 3,760 | 4,142 |
| Postage and stationery | 1,705 | 504 |
| Other office | 375 | 520 |
| Training | 1,820 | 3,415 |
| Health and safety | 374 | 356 |
| Computer equipment | 6,084 | 6,033 |
| Special purchases | 330 | - |
| Family event charges | 4,578 | 4,176 |
| Training room hire and refreshments | 1,469 | 1,373 |
| Grant aid to the needy | 18,582 | 14,042 |
| Crisis aid | 6,421 | 7,407 |
| Sundry expenses | - | 474 |
| Staff, volunteer and committee expenses | 11, 057 | 7,604 |
| Insurance | 3,308 | 2,809 |
| Subscriptions and publications | 939 | 1,037 |
| External provision of courses | 5,567 | 4,590 |
| Fund raising costs | 639 | 933 |
| Children's resources | 825 | 955 |
| Lunchbox costs | 6,282 | - |
| Support costs | 14,437 | 10,809 |
| Building Costs | 19,008 | - |
| Baby Bank | 750 | - |
| Equipment for Groups | 441 | - |
| Transport costs (Families) | 262 | - |
| Office Equipment | 1,983 | - |
| **Total** | **361,416** | 278,992 |

## 5 . Other

| | | |
|---|---|---|
| Depreciation | 1,476 | 3,413 |

## 6. Net Income / Expenditure

Net income/(expenditure) is stated after charging/(crediting)

| | **2024** (£) | 2023 (£) |
|---|---|---|
| Depreciation - owned assets | 1,476 | 3,413 |

## 7 . Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31.03.2024 nor for the year ended 31.03.2023.

There were no trustees' expenses paid for the year ended 31.03.2024 nor for the year ended 31.03.2023.

## 8 . Staff Costs

The average monthly number of employees during the year was as follows:

| | **2024** | 2023 |
|---|---|---|
| Operational | 6 | 6 |
| Administrative | 3 | 3 |
| | 9 | 9 |

No employees received emoluments in excess of £60,000.

## 9 . Comparatives for the Statement of Financial Activities 31.03.2023

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds £ |
|---|---|---|---|
| **Income & Endowments From -** | | | |
| Donations and Legacies | 46,677 | 215,007 | 261,684 |
| Income from Investments | 1,993 | - | 1,993 |
| Other Income | - | - | - |
| **Total** | 48,670 | 215,007 | 263,677 |

**Expenditure On -**

| | | | |
|---|---|---|---|
| Raising Funds | 39,987 | 239,005 | 278,992 |
| Other | 3,413 | - | 3,413 |
| **Total** | 43,400 | 239,005 | 282,405 |
| **Net Income** | 5,270 | (23,998) | (18,728) |

**Reconciliation of Funds**

| | | | |
|---|---|---|---|
| Total funds brought forward | 144,021 | 146,227 | 290,248 |
| Total funds carried forward | 149,291 | 122,229 | 271,520 |

## 10 . Tangible Fixed Assets

| **Cost** | Office Equipment | Fixtures & Fittings | Computer Equipment | Total £ |
|---|---|---|---|---|
| at 01.04.2023 | 2,800 | 9,834 | 9,280 | 21,914 |
| Additions | - | - | - | - |
| Disposal | - | - | - | - |
| at 31.03.2024 | 2,800 | 9,834 | 9,280 | 21,914 |
| **Depreciation** | | | | |
| at 01.04.2023 | 2,800 | 5,535 | 9,280 | 17,615 |
| Charge for 1 Year | - | 1,476 | - | 1,467 |
| at 31.03.2024 | 2,800 | 7, 011 | 9,280 | 19,091 |
| **Net Book Value** | | | | |
| at 01.04.2023 | - | 2,823 | - | 2,823 |
| at 31.03.2024 | - | 4,299 | - | 4,299 |

## 11 . Debtors: Amount Falling within One Year

| | **2024** (£) | 2023 (£) |
|---|---|---|
| Other Debtors | 10,210 | 5,281 |
| Prepayments and accrued income | 18,050 | 37,446 |
| **Total** | 28,260 | 42,727 |

## 12 . Creditors: Amount Falling within One Year

| | **2024** (£) | 2023 (£) |
|---|---|---|
| Social security and other taxes | 4,501 | 3,645 |
| Other creditors | 17,836 | 8,257 |
| Accruals | 34,530 | 16,490 |
| Deferred income | 34,953 | 24,740 |
| **Total** | 91,820 | 53,132 |

## 13 . Movement in Funds

| | 01.04.2023 (£) | Net Movement in Funds | 31.03.2024 (£) |
|---|---|---|---|
| Unrestricted Funds | 149,291 | (54,101) | 95,190 |
| Restricted Funds | 122,229 | 14,361 | 136,590 |
| **Total** | 271,520 | (39,740) | 231,780 |

## 14. Related Party Disclosures

There are no transactions with related parties to be disclosed under the 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) (effective January 2015).

## 15. Ultimate Controlling Party

The trustees are the charity's controlling party by virtue of their office. As such there is no single or ultimate controlling party.

## 16. Capital

The charity has no share capital. The liability of members is limited by guarantee and does not exceed £1 per member. At 31st March 2024 there were 9 members (31st March 2023 - 9).

# Detailed Statement of Financial Activities

## For The Year Ended 31.03.2024

| **Income and Endowments** | **2024** (£) | 2023 (£) |
|---|---|---|
| Donations | 69,605 | 42,811 |
| Local Giving Donations | 11,605 | 5,056 |
| Grants | 236,501 | 213,817 |
| **Total** | **317,711** | 261,684 |
| | | |
| Investment Income | 5,261 | 1,993 |
| Other Incoming Resources | 180 | - |
| Recharge of Staff Cost | - | - |
| Retained Training Course Deposits | - | - |
| Miscellaneous Income | - | - |
| **Total** | **5,441** | 1,993 |
| | | |
| **Total Incoming Resources** | **323,152** | 263,677 |

| **Expenditure** | **2024** (£) | 2023 (£) |
|---|---|---|
| Salaries | 236,315 | 186,381 |
| Pensions | 4,324 | 3,606 |
| Recruitment Costs | 53 | 106 |
| Sessional worker | 1,191 | 653 |
| Rent and utilities | 8,537 | 17,068 |
| Telephone | 3,760 | 4,142 |
| Postage and stationery | 1,027 | 504 |
| Printing | 678 | 520 |
| Training | 1,820 | 3,415 |
| Health and safety | 374 | 356 |
| Computer equipment | 6,084 | 6,033 |
| Special purchases | 330 | - |
| Family Event Charges | 4,578 | 4,176 |

**Expenditure (cont.)**

| | | |
|---|---|---|
| Training Room Hire and Refreshments | 1,469 | 1,373 |
| Grant Aid to the Needy | 18,582 | 14,042 |
| Crisis Aid | 6,421 | 7,407 |
| Sundry Expenses | 375 | 474 |
| Staff, Volunteer and Committee Expenses | 11,057 | 7,604 |
| Insurance | 3,308 | 2,809 |
| Subscriptions and Publications | 939 | 1,037 |
| Fund Raising Costs | 639 | 933 |
| External Provision of Courses | 5,567 | 4,590 |
| Children Resources | 825 | 955 |
| Lunchbox Costs | 6,282 | - |
| Baby Bank | 750 | - |
| Transport for Families | 262 | - |
| Equipment for Groups | 441 | - |
| Office Equipment | 1,983 | - |
| Building Costs | 19,008 | - |
| **Total** | **346,979** | 268,184 |
| **Raising Donations and Legacies** | | |
| Fixtures and Fittings | 1,476 | 1,476 |
| Computer Equipment | - | 1,937 |
| **Total** | 1,476 | 3,413 |
| **Support Costs** | | |
| Salary Administration | 792 | 756 |
| Bank Charges | 333 | 396 |
| Meeting Expenses | 673 | - |
| Office Expenses | 872 | 585 |
| Cleaning | 672 | 180 |
| Professional Fees | 9,839 | 7,638 |
| Marketing | 836 | 853 |
| **Total** | **13,972** | 10,408 |
| Independent Examination Fee | 465 | 400 |
| **Total Resources Expended** | **362,892** | 282,405 |
| Net Income / (Loss) | (39,740) | (18,728) |

FACES

FAMILY AND CHILDREN'S EARLY-HELP SERVICES

# Annual Report 2023 - 2024





01234 270601

office@facesbedford.org

FACESBedford

faces_bedford

www.facesbedford.org

**FACES Bedford**
Church Lane
Community Centre
147 Church Lane
Bedford
MK41 0PW

**FACES BEDFORD**

England & Wales - Charity number 1108574

# Accounts



# FACES

## ANNUAL REPORT

2022 - 2023

The Queen's Award for Voluntary Service

FACES

FAMILY AND CHILDREN'S EARLY-HELP SERVICES

# Annual Report and Unaudited Financial Statements

For the year ended 31 March 2023

**FACES Bedford**
Company limited by guarantee.
Registered in England and Wales No: 5372026

Registered Office:
Church Lane Community Centre. 147 Church Lane, Bedford MK41 0PW

Registered Charity No: 1108574

Honorary President: Lady Valerie Skeet

FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES

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FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES

# Reference and Administrative Information

**Name of Charity -** FACES Bedford

**Registered Charity -** No.1108574

**Company Limited by Guarantee -** No.5372026

**Registered Office -**
Church Lane Community Centre
147 Church Lane
Bedford
MK41 0PW

**Telephone Number -** 01234270601

**Website Address -**
www.facesbedford.org

**CEO -**Michaela Martindale

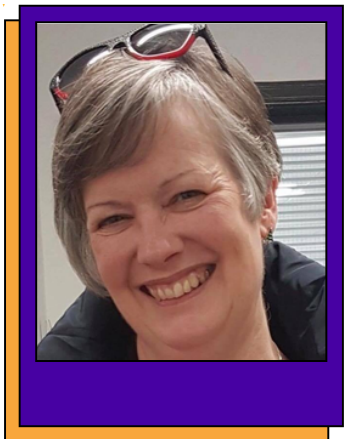
**Trustees** -
Eve Burt (Chairman)
David Twigden (Treasurer)
Jennie Bayliss
Caroline Leonard
Sue Turner
Chris Young

**Bankers -**
Royal Bank of Scotland plc
Drummond House
1 Redheughs Avenue
Edinburgh
EH12 9JN

**Independent Examiner and Reporting Accountants -**
Addison Accounts
26 Halsey Road
Kempston
MK42 8AT

**Solicitors -**
Woodfines LLP Solicitors
16 St. Cuthberts Street
Bedford
MK40 3JG

FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES



# Chair's Introduction

## A Note from The Chairman, Eve Burt - 2022 - 2023

An Annual Report only ever gives a snapshot of the vast body of work completed each year at FACES. The challenges met, the innovative new work started and built, and the huge amount of support given to families and children in Bedford quite unprecedented yet again.

All charities and not-for-profits have continued to find finance a challenge in the post-Covid era. We have been very pleased to have been supported by some of our longer standing funders, and it is always good to know that what we do at FACES remains consistently relevant, and that we are reaching the families and children most in need.

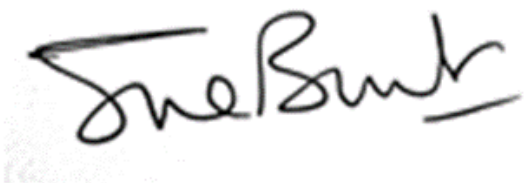
The report ahead gives you comprehensive details, facts and figures, but it is always hard to quantify the passion, the energy and the extraordinary abilities of the staff team. Michaela took on the Chief Executive role mid-year, following a period of team leadership, and the staff as always have settled into an impressive work pattern under her leadership.

The volunteers remain a core strength for the team, and we can never thank them enough for the diligence, empathy and hours put in to support FACES families. Our Trustees give of their time and expertise in a different way, and we have been delighted to welcome new faces to the team to bring skills and talents to ensure that we remain a solid and forward-looking charity in a sector that is always under pressure.

This will be my last report as Chairman, having been part of the team of FACES since its inception, I will miss the creativity, the excitement and the sheer will that goes into some parts of this work.

FACES supports and carries the hopes and dreams of many families – we see them flourish in different ways, and whether we have given immense amounts of time, or just been a small moment for them, we know that we have supported practical and positive change for a family – and that genuinely is priceless.

FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES



# Report of the Board of Trustees

The Board presents its report and financial statements for the year ended 31 March 2023.

## Objectives and Activities

FACES Memorandum and Articles of Association states-

" The objects for which FACES Bedford is established are-

• To safeguard, protect and preserve the good health, both mental and physical of children and parents of children

• To prevent cruelty to or maltreatment of children

• To relieve sickness, poverty and need amongst children and parents of children

• To promote the education of the public in better standards of childcare in particular, within the area of England."

## Appointment of Board Members

The Board Members, who are the trustees of FACES and the directors of the company for the purposes of the Companies Act, are also members of the company.

Board Members are recruited and co-opted following the requirements of the governing documents and when appropriate; a skills audit is carried out. All new board members co-opted stand for election by the members at the next Annual General Meeting.

## Induction and Training of Board Members

To help new Board Members become familiar with FACES work and with their new duties, they have an opportunity to visit the FACES office to meet staff and be briefed about FACES.

Each Board Member will receive an application pack during their initial interview with the Chairman and Board.

## Report of the Board of Trustees



New members have an induction session to spend time with the CEO and/or the Chairman to work through the induction pack and be updated on current issues.

**MISSION**

FACES supports families so that they can provide a safer, happier and healthier home in which their children can thrive and reach their full potential.

**VISION**

•To become the pre-eminent charity for the provision of early help services to children in Bedford Borough.

• To remain flexible, spontaneous and creative to meet the changing needs of the local community.

• To recruit both employees and volunteers from the local community and provide them with high quality training to give back to our community.

### Risk Management

The major risks to which FACES are exposed as identified by the Board, have been reviewed and systems or procedures have been established to manage those risks on an ongoing basis.

### Governing Documents

The Board Members meet quarterly to review and set strategic objectives. Regular monitoring of FACES principal activities are delegated to sub-groups:

Finance and Funding, Quality, People, Health & Safety/Environmental and Managing Change.

This structure enables a clear focus on policy and procedure review and offers managerial support within a clear framework.

The CEO is responsible for the day-to-day management of FACES affairs, for implementing policies agreed by the Board and is assisted by a team of practitioners and support staff.

FACES is firmly rooted in the local community and is known by our partners to be proficient and competent in engaging with the families who do not traditionally access universal services.

## Report of the Board of Trustees



We reach families through a team of dedicated and inspirational volunteers and staff who offer parent-support and support to young people which enables us to deliver non-stigmatising and respectful 'Early Help' services.

FACES' aspiration is that children are safe, healthy and creative with the personal confidence, skills and opportunities to achieve and contribute more than thought possible and that they are supported in being part of resilient, healthy and happy families.



### A Whole Systems Approach

**Think Child**

We will make sure we understand our local populations of children and young people - taking action early as soon as possible to tackle emerging problems.

**Think Family**

We will engage a full range of partners to help support parents/carers in providing a healthier, happier and safer home for their child(ren).

**Think Community**

We will make sure we understand and engage with the communities we serve. We will apply a bottom up approach when identifying emerging needs and designing services to meet those needs.

**Think FACES**

We will ensure that our volunteers and staff receive excellent and regular training and support. We will work closely with partners to learn with them and from them.

FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES

## Report of the Board of Trustees



### Measuring our Social Impact



FACES measures the extent to which our work makes a difference and how outcomes are achieved through regular evaluation with families, volunteers and referrers.

We have developed a web outcome tool which is child-focused and designed to capture the journey of change for each family and their child(ren). We use this tool to summarise how well we are doing on specific areas of support such as Domestic Abuse, child behaviour and safeguarding issues and concerns etc.

### Safeguarding Children

FACES is committed to-

- Promoting a culture where issues about safeguarding the welfare of children are addressed and that there is a clear line of accountability.
- Ensuring that we comply with the Local Safeguarding Children Board procedures.
- Ensuring that all front line staff and volunteers receive mandatory safeguarding training and that our strict safer recruitment procedures are adhered to.
- The maintenance of accurate recording and effective arrangements for information sharing.

**In 2022 / 2023...**

**9** Trustees
**9** Staff
**39** Volunteers
supported **146** Families
including **272** Children



FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES

## Report of the Board of Trustees



### Partnership Working

FACES' aim is to improve services and outcomes for children and their families. FACES has an excellent reputation for working in partnership with different agencies such as health, social services, voluntary organisations and education, ensuring services are complementary, co-ordinated and community-orientated. Developing these relationships has ensured that FACES remains consistent in offering a tailored package of support which is unique to the services it offers.

FACES participates in various partnership working and development boards to ensure that the services offered are effective, joined-up and shaped around individuals and communities.

These external involvements include-

- Member of Pans Beds Neglect Strategy Meetings
- Member of the Beds Mental Health Alliance
- Attending and reporting at Child Protection Conference meetings and other professional meetings as required.
- Consultation with the Local Authority, Central Government and Health.
- Consortium partner with the Early Childhood Partnership.
- Member of the Bedfordshire Citizenship Alliance.

In addition; FACES continues to share resources with other local voluntary organisations including training opportunities, mentoring support and consultation.

## Moments and Milestones 2022 - 2023

**590**

Lunch Parcels given out during the Easter and Summer Holidays




**119**

Easter eggs hand-delivered by the Easter Bunny



**180**

Parents and children attended our summer trip to Gulliver's Land.



**169**

Parents and children attended our Platinum Jubilee celebration



## Report of the Board of Trustees



### Moments and Milestones 2022 - 2023

**32**

People from local agencies and organisations attended our open day in September 2022.




**209**

Parents and children attended our Christmas Party and each child had a visit to Santa where they were given a gift.



**123**

Children received Christmas gifts that were chosen from the Pop-Up Shop by their parents who otherwise wouldn't have had a gift to open on Christmas morning.



**26**

Families accessed the Baby Bank between February 1st & March 31st 2023. This new project was launched in January and open for professionals to refer families for essential items from 1st February.

BABY BANK FACES

FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES

## Report of the Board of Trustees



### Volunteers

> I started at Faces in January 2021 after it was recommended to me by my daughter as an excellent place to volunteer. I wasn't too sure whether it was for me but after a brilliant training course and meeting some of the staff I was more confident that I had made the right choice. I have had a lot of experience dealing with victims of domestic violence and abuse in my past job and I've always felt that there is not enough support for people who are subjected to such treatment. I feel that my main aim is to offer practical and emotional support and re-awaken the confidence that people once had. It is a very satisfying thing to see the change that happens and for the strength to return to once broken people. FACES brings joy back into peoples lives giving them the "tools" they need for life.
>
> **Andy**

FACES volunteers reflect the diversity of our communities. They provide us with a wealth of understanding about their lives and that of the area they live in. We value and encourage time in the volunteer training to discuss life experiences.

This forms a key part of the learning which has been invaluable in creating and improving services, promoting volunteering opportunities and it gives us a better understanding of family life in Bedford Borough.

We have robust safer recruitment policies and procedures.

All volunteers attend the 40 hour induction training and complete the LSCB e-learning on Awareness of Child Abuse and Neglect (core version) as part of this compulsory process.

Volunteers are supervised on a regular basis in line with the family review. This is approximately every six weeks for the majority of our volunteers.

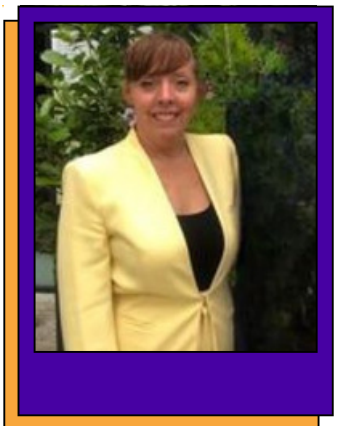
During this supervision, volunteers are encouraged to develop their skills through further e-learning in areas of interest to them such as Mental Health, Domestic Abuse etc.

Our volunteers come to us with a variety of reasons for wanting to volunteer. Some are empty nesters and some want to explore the possibility of working to bring more experience to vocational and further educational courses. We welcome anyone who has previously been supported by FACES and feel they want to give back and help a family in a situation similar to their own.



FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES

# Report from the Chief Executive Officer



The year 2022-2023 has been a challenging year for FACES, with Wendie Harvey announcing her retirement as CEO in March 2022. Wendie built the charity to what it is today and she is sorely missed. The team worked hard to ensure families were not disrupted by these changes and I am really honoured to have taken on the role to continue the growth and development of this small but mighty charity.

The FACES team continued to go above and beyond for families in the Borough, offering consistent, exceptional support in a time of need. We have adapted to emerging needs, offering much more advice and guidance on the cost of living. We have recognised so many families needing support for the first time in their lives.

We have continued to receive an extremely high number of calls to the office from families for signposting, foodbanks and crisis funding. Referrals from families with children with Special Educational Needs has almost tripled in the last year with many facing difficulties in the interim whilst waiting for an initial assessment. We have opened a new service to support these parents during diagnosis waiting times.

Extreme mental health difficulties and isolation remain high on many of our referrals and this is still the impact from the recent pandemic.

We are confident that FACES is in a strong position to continue to adapt to meeting the changing needs of vulnerable families, children and young people. However, demand has continued to grow and fundraising is under great pressure. It will be even more important in the coming months and years to redouble our fundraising efforts, and think creatively about how we generate the funds that we need to continue. It is also important to us that we maintain our identity as a local, independent and pre-eminent family support charity.

I would like to express my gratitude to the FACES Team, Trustees and volunteers for their continued dedication and commitment despite conquering personal challenges brought on by the current cost of living crisis. The FACES team will continue to be present, responsive and a beacon of hope for our families and the wider community.

FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES

# Funders and Supporters

Between
April 2022 - March 2023

ROOKERY SOUTH
Energy Recovery Facility

The Wixamtree Trust
Supporting the communities and people of Bedfordshire

Local Trust | Big Local

sdc

SHERPA

HARPUR TRUST

allstaff
recruitment solutions

Emerald Centre
sexual assault referral centre

Office of the Bedfordshire Police & Crime Commissioner

L&Q ESTATES

The Henry Smith Charity
founded in 1628

neighbourly

BEDFORD GIRLS SCHOOL

Making a Difference Locally
Registered charity number 1123800

The Panacea Charitable Trust

Little Star Media

COMMUNITY FUND

compass wellbeing

The Sylvia Adams Charitable Trust

FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES




Bedfordshire Golf Club
Founded 1891

# Trustees' Responsibilities for the Accounts

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales 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 charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the Trustees are required to:

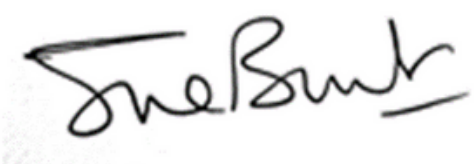
- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charity SORP.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the 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 charity and enable them to ensure that the financial statements comply with the Companies Act 2006, Financial Reporting Standards in so far as they are appropriate to the charity, and with the Statements of Recommended Practice issued by the Charity Commission. 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.

In so far as the Trustees are aware:

- There is no relevant information of which the company's reporting accountants are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the reporting accountants are aware of that information.





## Independent Examiner's Report to the Trustees of FACES Bedford



I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

### Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

### Independent examiner's statement

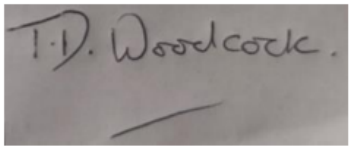
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. Accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. The accounts do not accord with those records; or
3. The accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. The accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

There are no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES




Tonia Woodcock
Addison Accounts & Training Ltd
Date: 13/09/23

# Statement of Financial Activities

For the year ended
31 March 2023

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31.03.2023**

| | Notes | Unrestricted funds £ | Restricted funds £ | **2023 Total funds £** | 2022 Total funds £ |
|---|---|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | | | |
| Donations and legacies | 2 | 46,677 | 215,007 | **261,684** | 287,321 |
| Investment income | 3 | 1,993 | 0 | **1,993** | 23 |
| Other income | | 0 | 0 | **0** | 1,800 |
| **TOTAL** | | 48,670 | 215,007 | **263,677** | 289,144 |
| **EXPENDITURE ON** | | | | | |
| Raising funds | 4 | 39,987 | 239,005 | **278,992** | 307,952 |
| Other | 5 | 3,413 | 0 | **3,413** | 6,112 |
| **TOTAL** | | 43,400 | 239,005 | **282,405** | 314,064 |
| **NET INCOME** | | 5,270 | -23,998 | **-18,728** | -24,920 |
| **RECONCILIATION OF FUNDS** | | | | | |
| **Total funds brought forward** | | 144,021 | 146,227 | **290,248** | 315,168 |
| **TOTAL FUNDS CARRIED FORWARD** | | 149,291 | 122,229 | **271,520** | 290,248 |

FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES

## Balance Sheet - For the Year Ended 31 march 2023



| | Notes | Unrestricted funds £ | Restricted funds £ | 2023 **Total funds £** | 2022 Total funds £ |
|---|---|---|---|---|---|
| **FIXED ASSETS** | | | | | |
| Tangible assets | 10 | 4,299 | | **4,299** | 7,712 |
| **CURRENT ASSETS** | | | | | |
| Debtors | 11 | 37,790 | 4,937 | **42,727** | 88,350 |
| Cash in hand | | 135,084 | 142,542 | **277,626** | 241,593 |
| **TOTAL** | | 172,874 | 147,479 | **320,353** | 329,943 |
| **CREDITORS** | | | | | |
| Amounts falling due within one year | 12 | 27,882 | 25,250 | **53,132** | 47,407 |
| **NET CURRENT ASSETS** | | 144,992 | 122,229 | **267,221** | 282,536 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | 149,291 | 122,229 | **271,520** | 290,248 |
| **NET ASSETS** | | 149,291 | 122,229 | **271,520** | 290,248 |
| **FUNDS** | 13 | | | | |
| **Unrestricted funds:** | | | | | |
| Undesignated funds | | | | **149,290** | 132,552 |
| **Restricted funds:** | | | | | |
| Friends of FACES Bedford | | | | **70,121** | 71,081 |
| Lottery Grant BDASS | | | | | 22,495 |
| Dad & Me | | | | | 75 |
| ECP | | | | **26,704** | 23,321 |
| House of Industry - Crisis Funding | | | | **5,066** | 4,108 |
| Big Local | | | | **1,246** | |
| Henry Smith - Early Help | | | | | -6,163 |
| EM Det Covanta | | | | **1,027** | |
| Emergency Covid Funding | | | | **12,589** | 12,589 |
| Empowered Faces Panacea | | | | **1,745** | |
| Harpur Trust £ Seen | | | | **3,385** | -415 |
| Panacea Society | | | | | 7,671 |
| BBC Emotion Detectives | | | | | 22,900 |
| Multi Tots | | | | **347** | 34 |
| **TOTAL** | | | | **122,230** | 157,696 |
| **TOTAL FUNDS** | | | | **271,520** | 290,248 |

FACES
FAMILY AND CHILDREN'S EARLY-HELP SERVICES

## Balance Sheet - For the Year Ended 31 march 2023



The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

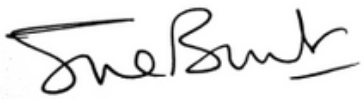
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their
responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable

The financial statements were approved by the Board of Trustees and authorised for issue on 19/09/2023 and were signed on its behalf by:



E Burt - Trustee

## 1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements have been prepared in accordance with the provisions of Section 1A "Small Entities" of Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Subsequently to the year end, the global health crisis caused by Coronavirus (COVID-19) has had a significant impact on all businesses. The trustees have assessed the potential impact of this uncertain situation on the charity and does not consider that it will lead to any subsequent impairment of the reported amount of the value of assets. Contingency plans have been put in place in order to mitigate the negative effects of any period of interrupted trading, which will enable the charity to continue as a going concern.

**Income**
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**Expenditure**
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

**Raising funds**
Restricted funds are to be used for specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objectives of the charity.

Designated funds are unrestricted funds which have been designated for specific purposes by the trustees.

**Pensions**
The charity operates a defined contribution pension scheme for the benefit of the employees. The assets of the scheme are administered by trustees in a fund independent from those of the charity. Contributions payable to the charity's pension scheme are charged to the profit and loss account in the period to which they relate.

**Tangible fixed assets**

Depreciation is calculated to write down the cost of fixed assets over their expected useful lives.

The rates and methods generally applicable are:

| | |
|---|---|
| Fixtures and fittings | 15% - on cost |
| Office equipment | 15% - on cost |
| Computers | 15% - on cost |

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £250 are not capitalised.

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

FACES

FAMILY AND CHILDREN'S EARLY-HELP SERVICES



# Working with Families to Build a Better Future

Church Lane Community Centre
147 Church Lane
Bedford
MK41 0PW

office@facesbedford.org - 01234 270601 - www.facesbedford.org

**FACES BEDFORD**

England & Wales - Charity number 1108574

# Accounts

FACES

# ANNUAL REPORT 2021-2022

The Queen's Award for Voluntary Service

*The MBE for volunteer groups*



FACES

# ANNUAL REPORT 2021-2022

ANNUAL REPORT AND UNAUDITED
Financial Statements
for the year ended 31st March 2022

**FACES Bedford**

Company limited by guarantee.
Registered in England and Wales
No: 5372026
Registered Office:
Church Lane Community Centre.
147 Church Lane, Bedford MK41 0PW
Registered Charity No: 1108574
Honorary President:
Lady Valerie Skeet

FACES

# ANNUAL REPORT 2021-2022

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# REFERENCE AND ADMINISTRATIVE Information

**Name of Charity:-**
FACES Bedford

**Registered Charity:-**
No.1108574

**Company Limited by Guarantee:-**
No.5372026

**Registered Office:-**
Church Lane Community Centre
147 Church Lane
Bedford
MK41 0PW

**Telephone Number:-**
01234 270601

**Website Address: -**
www.facesbedford.org

**Trustees:-**

Eve Burt (Chairman)
David Twigden (Treasurer)

Jennie Bayliss
Susannah Bradley
Sarah Janes
Caroline Leonard
Eoin Longworth
Sue Turner
Chris Young

**CEO**
Wendie Harvey

**Senior Leadership Team:-**
Michaela Martindale
Amy Archer
Hazel Kumar

**Bankers:-**
Royal Bank of Scotland plc
Bedford Branch, 15–19 Mill Street
Bedford MK40 3EU

**Independent Examiner and Reporting Accountants:-**
Addison Accounts
26 Halsey Road
Kempston
MK42 8AT

**Solicitors:-**
Woodfines LLP Solicitors
16 St. Cuthberts Street
Bedford MK40 3JG

# CHAIR'S Introduction

The FACES Annual Report for 2021-22 yet again shows that innovation and creativity are always at the forefront of what we do here in Bedford. The gradual coming out of pandemic restrictions, responding to the, sometimes dramatic, effects there had been on some families situations and mental health, and working towards new and challenging projects to bring support, advice and friendship to those who need it most.

The charity and not for profit world has overall found this one of the most challenging years. Funds that were utilised during peak pandemic times have left Trusts depleted and fund-giving organisations facing their own challenges. We are hugely grateful to the funders noted later in this report for standing with us and continuing to fund the life-changing work carried out under the FACES banner.




This report will give you the facts and figures behind our work, but all the detail is only there because of an extraordinary staff team, who work tirelessly and with purpose to ensure our projects are relevant, innovative and are 'fit for purpose' in an ever-changing world. The volunteer team gives so freely of their time and energies in support of all out families and projects and must be commended for their commitment to FACES.

At the end of the 2021-22 year our Chief Executive Wendie Harvey retired from the organisation to pursue other interests. We are indebted to Wendie for her 15 years with the team and for her wider work in support of families in the Bedford area.

I am grateful to my fellow Trustees. They have a wealth of expertise and give of their time freely - we are fortunate to have a group of diverse skills and talents. The year ahead might prove challenging across the country and the world; finances will be tight and work will not reduce, but I know that everyone involved with FACES will give 100% of their energies and expertise. I never cease to be amazed and humbled by the energy, commitment and positivity shown by all connected with us.

FACES carries on apace, in family support, sexual exploitation work, domestic abuse, poverty issues and in new projects we strive for excellence in all we do, with families at the heart of our work.

**Eve Burt**
**Chairman**

# Report of the Board of Trustees

The Board presents its report and financial statements for the year ended 31 March 2022

## Objectives and Activities

FACES Memorandum and Articles of Association states:-

"The objects for which FACES Bedford is established are:-

- to safeguard, protect and preserve the good health, both mental and physical of children and parents of children
- to prevent cruelty to or maltreatment of children
- to relieve sickness, poverty and need amongst children and parents of children
- to promote the education of the public in better standards of childcare in particular, within the area of England."

## Appointment of Board Members

The Board Members, who are the trustees of FACES and the directors of the company for the purposes of the Companies Act, are also members of the company.

Board Members are recruited and co-opted following the requirements of the governing documents and when appropriate a skills audit is carried out. All new board members co-opted stand for election by the members at the next Annual General Meeting.

## Induction and Training of Board Members

To help new Board Members become familiar with FACES work and with their new duties they have an opportunity to visit the FACES office to meet staff and be briefed about FACES. Each Board Member will receive an application pack during their initial interview with the Chairman and Board.

New members have an induction session to spend time with the SLT and/or the Chairman to work through the induction pack and be updated on current issues.

## MISSION

FACES supports families so that they can provide a safer, happier and healthier home in which their children can thrive and reach their full potential.

## VISION

- To become the pre-eminent charity for the provision of early help services to children in Bedford Borough.
- To remain flexible, spontaneous and creative to meet the changing needs of the local community.
- To recruit both employees and volunteers from the local community and provide them with high quality training to give back to our community.

## Risk Management

The major risks to which FACES are exposed as identified by the Board, have been reviewed and systems or procedures have been established to manage those risks on an ongoing basis.

## Governing Documents

The Board Members meet quarterly to review and set strategic objectives. Regular monitoring of FACES principal activities is delegated to sub-groups.

The current sub groups are:-

- Finance and Funding
- Quality
- Health and Safety / Environmental
- Managing Change
- People sub group..

This structure enables a clear focus on policy and procedure review and offers managerial support within a clear framework.

The SLT and CEO are responsible for the day-to-day management of FACES affairs, for implementing policies agreed by the Board and is assisted by a team of Practitioners and support staff

FACES is firmly rooted in the local community and is known by our partners to be proficient and competent in engaging with the families who do not traditionally access universal services.

We reach families through a team of dedicated and inspirational volunteers and staff who offer parent-support and support to young people which enables us to deliver non-stigmatising and respectful 'Early Help' services.

FACES' aspiration is that children are safe, healthy and creative with the personal confidence, skills and opportunities to achieve and contribute more than thought possible and that they are supported in being part of resilient, healthy and happy families.

## A whole systems approach

### Think Child

We will make sure we understand our local populations of children and young people - taking action early as soon as possible to tackle emerging problems.

### Think Family

We will engage a full range of partners to help support parents/carers in providing a healthier, happier and safer home for their child(ren).

### Think Community

We will make sure we understand and engage with the communities we serve. We will apply a bottom up approach when identifying emerging needs and designing services to meet those needs.

### Think FACES

We will ensure that our volunteers and staff receive excellent and regular training and support. We will work closely with partners to learn with them and from them.

## Measuring our Social Impact

FACES measures the extent to which our work makes a difference and how outcomes are achieved through regular evaluation with families, volunteers and referrers.

We have developed a web outcome tool which is child-focused and designed to capture the journey of change for each family and their child(ren). We use this tool to summarise how well we are doing on specific areas of support such as Domestic Abuse, child behaviour and safeguarding issues and concerns etc.

## In 2021/22




**9** Trustees
**9** Staff
**39** Volunteers
***supported***
**146 F**amilies
including **272** Children



## Safeguarding Children

FACES is committed to:-

- Promoting a culture where issues about safeguarding the welfare of children are addressed and that there is a clear line of accountability.
- Ensuring that we comply with the Local Safeguarding Children Board procedures.
- Ensuring that all front line staff and volunteers receive mandatory safeguarding training and that our strict safer recruitment procedures are adhered to.
- The maintenance of accurate recording and effective arrangements for information sharing.

## Partnership Working

FACES' aim is to improve services and outcomes for children and their families. FACES has an excellent reputation for working in partnership with different agencies such as health, social services, voluntary organisations and education, ensuring services are complementary, co-ordinated and community-orientated. Developing these relationships has ensured that FACES remains consistent in offering a tailored package of support which is unique to the services it offers.

FACES participates in various partnership working and development boards to ensure that the services offered are effective, joined-up and shaped around individuals and communities.

These external involvements include:-

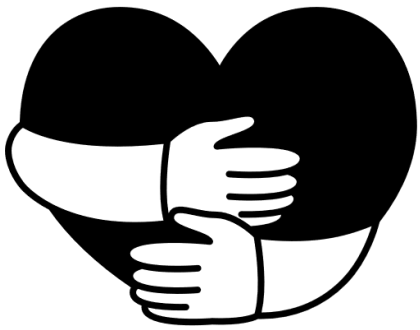
- Member of the Bedford Borough Safeguarding Children Board on behalf of the VOCypf (Voluntary Organisation Consortium for Young People and Families).
- Executive member (Vice Chair) of the Voluntary Organisations Consortium for young people and families.
- Attending and reporting at Child Protection Conference meetings and other professional meetings as required.
- Consultation with the Local Authority, Central Government and Health.
- Consortium partner with the Early Childhood Partnership.
- Membership of the Bedford Independent Poverty Action Group (BedIPAG)

In addition FACES continues to share resources with other local voluntary organisations including training opportunities, mentoring support and consultation.

## Moments and Milestones 2021-2022

**590 lunch parcels**

- **590 Lunch Parcels** during Easter and Summer Holidays
- **119 Easter Bunny Egg deliveries**
- Our **Christmas Party** was attended by Santa and 209 individuals. Each child had a visit to Santa where they were given a gift. Each family left with some extra goodies.
- Our first ever **Christmas pop up shop** was established to ensure parents who were struggling financially had gifts to give their children on Christmas morning.
- Our **Summer Gulliver's trip** was attended by 180 individuals. This annual trip provides an enjoyable day out for children who wouldn't ordinarily have an experience such as this.
- In Summer we partnered with Early Childhood Partnership and Bedford Blues Foundation to provide a provision for the HAF (Holiday Activities and Food) programme. Our element **providee family support and guidance to Bulgarian families**.



FACES

In May 2021 I began volunteering with FACES. Not being able to work due to the pandemic, I found myself thinking about lonely and vulnerable people who depended on others for support. This made me reach out to FACES because I feel passionately about helping families with young children.

After intense and invaluable training I began supporting a young family. My weekly visits involve taking Mum and baby to the Family centre run by FACES, where we enjoy lots of activities. We also do various things in the family home, playing games, cooking or visits to the park. I offer emotional and practical support whenever it is needed, and very much enjoy knowing that the family look forward to my visits and they are grateful for the support they receive from FACES.

**Katrina**

## Volunteers



**Induction and Training of Volunteers**

FACES volunteers reflect the diversity of our communities. They provide us with a wealth of understanding about their lives and that of the area they live in. We value and encourage time in the volunteer training to discuss life experiences.

This forms a key part of the learning which has been invaluable in creating and improving services, promoting volunteering opportunities and it gives us a better understanding of family life in Bedford Borough.

We have robust safer recruitment policies and procedures.

All volunteers attend the 40 hour induction training and complete the LSCB e-learning on Awareness of Child Abuse and Neglect (core version) as part of this compulsory process.

Volunteers are supervised on a regular basis in line with the family review. This is approximately every six weeks for the majority of our volunteers.

During this supervision, volunteers are encouraged to develop their skills through further e-learning in areas of interest to them such as Mental Health, Domestic Abuse etc.

Our volunteers come to us with a wide variety of reasons for wanting to volunteer. Some are empty nesters and some want to explore the possibility of working to bring more experience to vocational and further educational courses. We always welcome volunteers who have previously been supported by FACES and feel they want to give something back and help a family in a situation that was similar to their own.




To the 39 FACES volunteers who supported children and their families throughout 2021/2022

# REPORT FROM THE SLT



The FACES team continued to provide exceptional support to the families we engaged with and our wider community. We adapted and evolved in response to the ever-changing lockdowns, restrictions and government guidance. This flexibility ensured there were no gaps in support and our families' needs were being met.

During these unprecedented times, we received an extremely high number of calls from families experiencing financial difficulty and crisis. We were able to support these families with foodbank vouchers, one-off emergency fuel payments and signposting to other agencies. Through our crisis funds, we were able to support families in need of white goods, emergency clothing, household items and school uniforms. We saw an increase in families fleeing domestic abuse and being placed in temporary accommodation. Quite often, this would be in a hotel or an unfurnished property. We created basic supply packages to issue to families on the same day.

As we begin to recover from the pandemic, we are seeing emerging issues arise. Many families experienced extreme isolation resulting in increased mental health difficulties. Babies and toddlers had minimal social interaction with their peers and wider family members. This has affected their social and emotional development that we anticipate will become more apparent as they head towards school readiness.

We are confident that FACES is in a strong position to continue to adapt to meeting the changing needs of vulnerable families, children and young people. However, demand has continued to grow and fundraising is under great pressure. We are in the early stages of a cost of living crisis and energy price rise, which is going to push the families we support and many others, into poverty or even further into poverty. It will be even more important in the coming months and years to redouble our fundraising efforts, and think creatively about how we generate the funds that we need to continue. It is also important to us that we maintain our identity as a local, independent and pre-eminent family support charity.

The Senior Leadership Team would like to express their gratitude to the FACES Team, Trustees and volunteers for their continued dedication and commitment despite conquering personal challenges brought on by the pandemic. The FACES team will continue to be present, responsive and beacon of hope for our families and the wider community.

FACES

# TRUSTEES' RESPONSIBILITIES FOR THE ACCOUNTS

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales 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 charity and of the incoming resources and application of resources of the charity 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 in the Charity SORP.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume 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 charity and enable them to ensure that the financial statements comply with the Companies Act 2006, Financial Reporting Standards in so far as they are appropriate to the charity, and with the Statements of Recommended Practice issued by the Charity Commission. 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.

In so far as the Trustees are aware:

- there is no relevant information of which the company's reporting accountants are unaware; and

- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the reporting accountants are aware of that information.

**By order of the Board:**

**Eve Burt**
**Date: 05.12.22**

FACES

# INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FACES BEDFORD

**Independent examiner's report to the trustees of Faces Bedford ('the Company')**
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

**Responsibilities and basis of report**
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1.accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns but do have the following observations

Trustees Annual Report was not available.

There are no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Craig Dyer
Addison Accounts & Training Ltd

FACES

# FACES BEDFORD STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022

| | Notes | Unrestricted funds £ | Restricted funds £ | **2022 Total funds £** | 2021 Total funds £ |
|---|---|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | | | |
| Donations and legacies | 2 | **25,922** | **261,399** | **287,321** | 391,667 |
| Investment income | 3 | **23** | - | **23** | 96 |
| Other income | | **1,800** | - | **1,800** | 21,361 |
| **Total** | | **27,745** | **261,399** | **289,144** | 413,124 |
| **EXPENDITURE ON** | | | | | |
| Raising funds | 4 | **36,499** | **271,452** | **307,952** | 315,532 |
| Other | 5 | **6,112** | - | **6,112** | 4,183 |
| **Total** | | **42,611** | **271,452** | **314,064** | 319,715 |
| **NET INCOME** | | **(14,866)** | **(10,054)** | **(24,920)** | 93,409 |
| **RECONCILIATION OF FUNDS** | | | | | |
| **Total funds brought forward** | | **158,887** | **156,281** | **315,168** | 221,760 |
| **TOTAL FUNDS CARRIED FORWARD** | | **144,021** | **146,228** | **290,248** | 315,169 |

The notes form part of these financial statements

FACES

# FACES BEDFORD BALANCE SHEET 31 MARCH 2022

| | Notes | Unrestricted funds £ | Restricted funds £ | **2022 Total funds £** | 2021 Total funds £ |
|---|---|---|---|---|---|
| **FIXED ASSETS** | | | | | |
| Tangible assets | 10 | **7,712** | - | **7,712** | 13,824 |
| **CURRENT ASSETS** | | | | | |
| Debtors | 11 | **75,027** | **13,323** | **88,350** | 113,383 |
| Cash in hand | | **92,856** | **148,738** | **241,593** | 256,037 |
| | | **167,882** | **162,061** | **329,943** | 369,420 |
| **CREDITORS** | | | | | |
| Amounts falling due within one year | 12 | **(31,574)** | **(15,833)** | **(47,407)** | (68,075) |
| **NET CURRENT ASSETS** | | **136,308** | **146,228** | **282,536** | 301,345 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | **144,020** | **146,228** | **290,248** | 315,169 |
| **NET ASSETS** | | **144,020** | **146,228** | **290,248** | 315,169 |

FACES

## FACES BEDFORD BALANCE SHEET 31 MARCH 2022 CONTINUED

| | Notes | Unrestricted funds £ | Restricted funds £ | **Total funds £** | Total funds £ |
|---|---|---|---|---|---|
| **FUNDS** | 13 | | | | |
| Unrestricted funds: | | | | | |
| Undesignated funds | | | | **144,021** | 158,887 |
| Restricted funds: | | | | | |
| Friends of FACES Bedford | | | | **71,081** | 76,738 |
| B&LCF 'Warm Homes' | | | | **-** | (2,638) |
| Other | | | | **-** | 2,432 |
| BDASS (Lottery Grant) | | | | **-** | 18,519 |
| Lottery Grant BDASS | | | | **22,495** | 18,807 |
| Dad & Me | | | | **75** | - |
| ECP | | | | **23,321** | 23,927 |
| Children's Parties | | | | **-** | 1,307 |
| House of Industry - Crisis Funding | | | | **4,108** | 4,743 |
| CIN - Youth Work | | | | **-** | (2,981) |
| Project Jane | | | | **-** | 4,706 |
| HOI - Early Help Service | | | | **-** | 251 |
| Henry Smith - Early Help | | | | **(6,163)** | 5,325 |
| PCC - Changing Faces | | | | **-** | (24) |
| BLCF Winter Fuel | | | | **-** | (1615) |
| Emergency Covid Funding | | | | **12,589** | 12,589 |
| Baby Rotary | | | | **-** | 240 |
| PCC Veru Baby Faces + | | | | **-** | (68) |
| Harpur Trust £ Seen | | | | **(415)** | (3,205) |
| BBC Slow Cookers | | | | **-** | (4157) |
| Pancea Society | | | | **7,671** | 18,276 |
| BBC Emotion Detectives | | | | **11,450** | - |
| BBC HAF Project | | | | **-** | - |
| Sylvia Adams Trust | | | | **-** | - |
| Multi Tots | | | | **-** | - |
| | | | | **146,227** | 156,282 |
| **TOTAL FUNDS** | | | | **290,249** | 315,169 |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

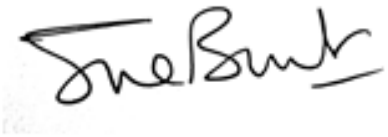
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

FACES

## FACES BEDFORD BALANCE SHEET 31 MARCH 2022 CONTINUED

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

The financial statements were approved by the Board of Trustees and authorised for issue on 05/12/2022 and were signed on its behalf by:



.....
E Burt - Trustee

## 1. ACCOUNTING POLICIES

**Basis of preparing the financial statements**
The financial statements have been prepared in accordance with the provisions of Section 1A "Small Entities" of Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

**Subsequently to the year end, the global health crisis caused by Coronavirus (COVID-19) has had a significant impact on all businesses. The trustees have assessed the potential impact of this uncertain situation on the charity and does not consider that it will lead to any subsequent impairment of the reported amount of the value of assets. Contingency plans have been put in place in order to mitigate the negative effects of any period of interrupted trading, which will enable the charity to continue as a going concern.**

**Income**
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**Expenditure**
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

**Raising funds**
Restricted funds are to be used for specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overheads and support costs.

**Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objectives of the charity.**

**Designated funds are unrestricted funds which have been designated for specific purposes by the trustees.**

**Pensions**
The charity operates a defined contribution pension scheme for the benefit of the employees. The assets of the scheme are administered by trustees in a fund independent from those of the charity. Contributions payable to the charity's pension scheme are charged to the profit and loss account in the period to which they relate.

**Tangible fixed assets**
Depreciation is calculated to write down the cost of fixed assets over their expected useful lives.

**The rates and methods generally applicable are:**

| | |
|---|---|
| **Fixtures and fittings** | **15% - on cost** |
| **Office equipment** | **15% - on cost** |
| **Computers** | **15% - on cost** |

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £250 are not capitalised.

**Taxation**
**The charity is exempt from corporation tax on its charitable activities.**



FACES

office@facesbedford.org
01234 270601
www.facesbedford.org
FACESBedford

**FACES BEDFORD**

England & Wales - Charity number 1108574

# Accounts

# FACES

# ANNUAL REPORT 2020-2021



The Queen's Award for Voluntary Service

*The MBE for volunteer groups*

FACES

# ANNUAL REPORT 2020-2021

## ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

**FACES Bedford**

Company limited by guarantee.

Registered in England and Wales

No: 5372026

Registered Office:

Church Lane Community Centre.

147 Church Lane, Bedford MK41 0PW

Registered Charity No: 1108574

Honorary President:

Lady Valerie Skeet

FACES

# ANNUAL REPORT 2020-2021

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Notes to the Financial Statements.....17

# REFERENCE AND ADMINISTRATIVE INFORMATION

**Name of Charity:-**
FACES Bedford

**Registered Charity:-**
No.1108574

**Company Limited by Guarantee:-**
No.5372026

**Registered Office:-**
Church Lane Community Centre
147 Church Lane
Bedford
MK41 0PW

**Telephone Number:-**
01234 270601

**Website Address: -**
www.facesbedford.org

**Trustees:-**

Eve Burt (Chairman)
David Twigden (Treasurer)

Jennie Bayliss
Susannah Bradley
Sarah Janes
Caroline Leonard
Eoin Longworth
Sue Turner
Chris Young

**Chief Executive and Company Secretary:-**

Wendie Harvey

**Bankers:-**
Royal Bank of Scotland plc
Bedford Branch, 15–19 Mill Street
Bedford MK40 3EU

**Independent Examiner and Reporting Accountants:-**
C W LITTLE FCA
Keens Shay Keens Limited
Chartered Accountants
Exchange Building
16 St. Cuthberts Street
Bedford MK40 3JG

**Solicitors:-**
Woodfines LLP Solicitors
16 St. Cuthberts Street
Bedford MK40 3JG

# CHAIR'S INTRODUCTION

Every year the challenge of introducing the FACES Annual Report is just a little different. Last year we used the words 'unprecedented', 'lockdown' and 'global pandemic' in the report, rather with the feeling that by the time came for the 2020-21 report we might have been starting to see change. It remains an unprecedented time, a time of huge challenge in the world of charity and not-for-profit, and most importantly for the families we serve.
We do not need to scour research documents to know that the pressures on families during the pandemic were great. Jobs on furlough, home working, jobs lost, children needing to be home schooled. Space to work, technology and time were all squeezed and uncomfortable in many households. As the saying goes—we were all in the same storm but the boats were very different.

Team FACES has continued to create and innovate with new ways to keep families afloat. The team became even more adept at remote working, ensuring their own safety was also protected with office rotas and distancing.

Our Chief Executive will tell you more about the detail of services provided, the 3,600 lunches, 220 easter eggs, 240 laptops and tablets, and over £70,000 distributed in crisis funding. That is a tip of the iceberg snapshot - there has not been a moment during this year when the team were not striving to support a family in one way or another.




The good news - and there is some during this extraordinary year - is that we have had the most amazing support from the community, with funds, gifts and offers of support. We have been successful in a number of grant bids, ensuring that our services can continue to run, and that as we start to see that light at the end of the tunnel, that we will be an even stronger service going forward with more ways of working, and more strategic flexibility.

Do enjoy reading this report for a year in which we laughed and cried in equal measure.

My immense thanks go to Wendie Harvey, our indomitable CEO, to our fabulous staff team for the consistent work and dedication, to our volunteers that gives of their time so generously and have been so willing to try new ways of volunteering this year, and our volunteer Trustees who take their care of the charity very seriously to ensure a safe and stable base from which the team work.

Excellence in the not-for-profit world is vital. FACES continues to grow as we take on new challenges across the board, in family support, sexual exploitation work, domestic abuse, poverty issues and everything in between. Using creative and innovative strategies, having leadership for whom the word 'no' does not seem to compute, and for putting families at the very centre of all we do. FACES has and will continue to thrive in this ever more challenging world.

**Eve Burt**
**Chair of the Trustee Board**

FACES

# Report of the Board of Trustees

The Board presents its report and financial statements for the year ended 31 March 2021

## Objectives and Activities

FACES Memorandum and Articles of Association states:-

"The objects for which FACES Bedford is established are:-

- to safeguard, protect and preserve the good health, both mental and physical of children and parents of children
- to prevent cruelty to or maltreatment of children
- to relieve sickness, poverty and need amongst children and parents of children
- to promote the education of the public in better standards of childcare in particular, within the area of England."

## Governing Documents

FACES Memorandum and Articles of Association states:-

"The objects for which FACES Bedford is established are:-

- to safeguard, protect and preserve the good health, both mental and physical of children and parents of children
- to prevent cruelty to or maltreatment of children
- to relieve sickness, poverty and need amongst children and parents of children
- to promote the education of the public in better standards of childcare in particular, within the area of England."

## Appointment of Board Members

The Board Members, who are the trustees of FACES and the directors of the company for the purposes of the Companies Act, are also members of the company.

Board Members are recruited and co-opted following the requirements of the governing documents and when appropriate a skills audit is carried out. All new board members co-opted stand for election by the members at the next Annual General Meeting.

## Induction and Training of Board Members

To help new Board Members become familiar with FACES work and with their new duties they have an opportunity to visit the FACES office to meet staff and be briefed about FACES. Each Board Member will receive an application pack during their initial interview with the Chairman and Board.

New members have an induction session to spend time with the Chief Executive and/or the Chairman to work through the induction pack and be updated on current issues.

## MISSION

FACES support families so that they can provide a safer, happier and healthier home in which their children can thrive and reach their full potential.

## VISION

- To become the pre-eminent charity for the provision of early help services to children in Bedford Borough.
- To remain flexible, spontaneous and creative to meet the changing needs of the local community.
- To recruit both employees and volunteers from the local community and provide them with high quality training to give back to our community.

## Risk Management

The major risks to which FACES are exposed as identified by the Board, have been reviewed and systems or procedures have been established to manage those risks on an ongoing basis.

## Governing Documents

The Board Members meet quarterly to review and set strategic objectives. Regular monitoring of FACES principal activities is delegated to sub-groups.

The current sub groups are:-

- Finance and Funding
- Quality
- Health and Safety / Environmental
- Managing Change
- People's sub group..

This structure enables a clear focus on policy and procedure review and offers managerial support within a clear framework.

The Chief Executive is responsible for the day-to-day management of FACES affairs, for implementing policies agreed by the Board and is assisted by a team of Practitioners and support staff

## Risk Management

FACES are firmly rooted in the local community and are known by our partners to be proficient and competent in engaging with the families who do not traditionally access universal services.

We reach families through a team of dedicated and inspirational volunteers and staff who offer parent-support and support to young people which enables us to deliver non-stigmatising and respectful 'Early Help' services.

FACES aspiration is that children are safe, healthy and creative with the personal confidence, skills and opportunities to achieve and contribute more than thought possible and that they are supported in being part of resilient, healthy and happy families.

## A whole systems approach

### Think Child

We will make sure we understand our local populations of children and young people - taking action early as soon as possible to tackle emerging problems.

### Think Family

We will engage a full range of partners to help support parents/carers in providing a healthier, happier and safer home for their child(ren).

### Think Community

We will make sure we understand and engage with the communities we serve. We will apply a bottom up approach when identifying emerging needs and designing services to meet those needs.

### Think FACES

We will ensure that our volunteers and staff receive excellent and regular training and support. We will work closely with partners to learn with them and from them.

## Measuring our Social Impact

FACES measure the extent to which our work makes a difference and how outcomes are achieved through regular evaluation with families, volunteers and referrers.

We have developed a web outcome tool which is child-focused and designed to capture the journey of change for each family and their child(ren). We use this tool to summarise how well we are doing on specific areas of support such as Domestic Abuse, child behaviour and safeguarding issues and concerns etc.

## In 2020/21







## Safeguarding Children

FACES are committed to:-

- Promoting a culture where issues about safeguarding the welfare of children are addressed and that there is a clear line of accountability.
- Ensuring that we comply with the Local Safeguarding Children Board procedures.
- Ensuring that all front line staff and volunteers receive mandatory safeguarding training and that our strict safer recruitment procedures are adhered to.
- The maintenance of accurate recording and effective arrangements for information sharing.

FACES

## Partnership Working

FACES aim is to improve services and outcomes for children and their families. FACES has an excellent reputation for working in partnership with different agencies such as health, social services voluntary organisations and education, ensuring services are complementary, co-ordinated and community-orientated. Developing these relationships has ensured that FACES remain consistent in offering a tailored package of support which is unique to the services it offers.

FACES participates in various partnership working and development boards to ensure that the services offered are effective, joined-up and shaped around individuals and communities.

These external involvements include:-

- Member of the Bedford Borough Safeguarding Children Board on behalf of the VOCypf (Voluntary Organisation Consortium for Young People and Families).
- Executive member (Vice Chair) of the Voluntary Organisations Consortium for young people and families.
- Attending and reporting at Child Protection Conference meetings and other professional meetings as required.
- Consultation with the Local Authority, Central Government and Health.
- Consortium partner with the Early Childhood Partnership.
- Membership of the Bedford Indepdent Poverty Action Group (BedIPAG)

In addition FACES continues to share resources with other local voluntary organisations including training opportunities, mentoring support and consultation.

## Moments and Milestones 2020-2021

**3700 meals to children**

- FACES provided over 3700 meals to children in the Summer Holidays
- We received an all time record in community and business donations.
- A record number of volunteers were trained and went on to support children and their families
- A record number of children were supported.
- FACES featured ITV Anglia News, BBC website, Big Issue website and local radio.



FACES

> **I am proud of being a FACES volunteer. It has given me so many opportunities. I now feel a lot more confident in pursing a career in family support**
>
> **Sara**

## Volunteers

FACES volunteers reflect the diversity of our communities. They provide us with a wealth of understanding about their lives and that of the area they live in. We value and encourage time in the volunteer training to discuss life experiences.

This forms a key part of the learning which has been invaluable in creating and improving services, promoting volunteering opportunities and it gives us a better understanding of family life in Bedford Borough.

We have robust safer recruitment policies and procedures. All volunteers attend the 40 hour induction training and complete the LSCB e-learning on Awareness of Child Abuse and Neglect (core version) as part of this compulsory process.

Volunteers are supervised on a regular basis in line with the family review. This is approximately every six weeks for the majority of our volunteers. During this supervision, volunteers are encouraged to develop their skills through further e-learning in areas of interest to them such as Mental Health, Domestic Abuse etc.




Our volunteers come to us with a wide variety of reasons for wanting to volunteer; some are empty nesters, some want to explore the possibility of working in a family support role, some are looking to bring more experience to vocational and further educational courses and some are families who have been supported by FACES in the past want to give something back and help a family. in a situation that was similar to their own.




To the 67 FACES volunteers who supported children and their families throughout 2020/2021

# REPORT FROM THE CEO



The challenges presented by the pandemic brought out the very best in the FACES team. We went from providing early help services to crisis delivery overnight on 23rd March 2020 when the country was locked down for the first time.

Many of families in Bedford Borough turned to FACES for urgent assistance and we delivered. We were quick to access crisis funding which paid for household essentials. We were also quick to set up an appeal for used laptops which were professionally refurbished and distributed to our most vulnerable and marginalised children and young people.

In addition we delivered support virtually to parents struggling with home schooling and coping with anxious children. Our Practitioners helped families to navigate lockdown when their usual sources of support were not available.

In 2020/21 FACES supported over 3,000 children and young people which was over 2000 more than the previous year. Many of the staff and volunteers were juggling with providing this incredible support with their own children's home schooling.

During the pandemic, many parents have told us that they have become increasingly anxious regarding their financial security. We have seen a surge in the number of families needing to access support for the first time ever. We have seen an increase in children and young people struggling with mental health issues and online exploitation.

As we move beyond the crisis I am confident that we are in a strong position to adapt to meet the changing needs of vulnerable children and young people. However, whilst the crisis has continued, demand has grown and fundraising is under great pressure. It will be even more important in the coming months and years to redouble our fundraising efforts, and think creatively about how we generate the funds that we need to continue. It is also important to us that we maintain our identity as a local, independent and pre-eminent family support charity.

Given the unprecedented times we find ourselves in, it is hard to predict what lies ahead. Our focus continues to be on those we support, and their changing needs. Taking time to reflect over the past 12 months on where we have come from makes me more determined as CEO to help secure our future. I am also greatly encouraged by the resilience, innovation and commitment of our trustees, volunteers and staff.

FACES

# TRUSTEES' RESPONSIBILITIES FOR THE ACCOUNTS

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales 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 charity and of the incoming resources and application of resources of the charity 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 in the Charity SORP.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume 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 charity and enable them to ensure that the financial statements comply with the Companies Act 2006, Financial Reporting Standards in so far as they are appropriate to the charity, and with the Statements of Recommended Practice issued by the Charity Commission. 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.

In so far as the Trustees are aware:

- there is no relevant information of which the company's reporting accountants are unaware; and

- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the reporting accountants are aware of that information.

**By order of the Board:**

**Eve Burt**
**Date:**

# INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FACES BEDFORD

report on the accounts for the year ended March 2021 set out on pages eighteen to thirty**.**

**Respective responsibilities of trustees and examiner**

The charity's trustees (who are also the directors for the purposes of company law) 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(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.
Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act): and
- to state whether particular matters have come to my attention.

**Basis of the independent examiner's report**

My examination was carried out in accordance with the 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 you as 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 statements 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 386 and 387 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities 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.

Charles Little FCA
Keens Shay Keens Limited, Chartered Accountants
2nd Floor Exchange Building, 16 St Cuthberts Street
Bedford
Bedfordshire
MK40 3JG

Signed.....
Date .....

FACES

# FACES BEDFORD
# STATEMENT OF FINANCIAL ACTIVITIES
# FOR THE YEAR ENDED 31 MARCH 2021

| | Notes | Unrestricted funds £ | Restricted funds £ | 2021 Total funds £ | 2020 Total funds £ |
|---|---|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | | | |
| Donations and legacies | 2 | 53,956 | 337,711 | 391,667 | 274,672 |
| Investment income | 3 | 96 | - | 96 | 486 |
| Other income | | 540 | 20,821 | 21,361 | 9,782 |
| **Total** | | 54,592 | 358,532 | 413,124 | 284,940 |
| **EXPENDITURE ON** | | | | | |
| Raising funds | 4 | 26,473 | 289,059 | 315,532 | 281,667 |
| Other | 5 | 4,183 | - | 4,183 | 1,797 |
| **Total** | | 30,656 | 289,059 | 319,715 | 283,464 |
| **NET INCOME** | | 23,936 | 69,473 | 93,409 | 1,476 |
| **RECONCILIATION OF FUNDS** | | | | | |
| **Total funds brought forward** | | 134,951 | 86,809 | 221,760 | 220,284 |
| **TOTAL FUNDS CARRIED FORWARD** | | 158,887 | 156,282 | 315,169 | 221,760 |

The notes form part of these financial statements

FACES

# FACES BEDFORD
# BALANCE SHEET
# AT 31 MARCH 2021

| | Notes | Unrestricted funds £ | Restricted funds £ | 2021 Total funds £ | 2020 Total funds £ |
|---|---|---|---|---|---|
| **FIXED ASSETS** | | | | | |
| Tangible assets | 10 | **13,824** | - | **13,824** | 8,727 |
| **CURRENT ASSETS** | | | | | |
| Debtors | 11 | 64,894 | 48,489 | **113,383** | 40,188 |
| Cash in hand | | 94,417 | 161,620 | **256,037** | 252,765 |
| | | **159,311** | **210,109** | **369,420** | 292,953 |
| **CREDITORS** | | | | | |
| Amounts falling due within one year | 12 | **(14,248)** | **(53,827)** | **(68,075)** | (79,920) |
| **NET CURRENT ASSETS** | | **145,063** | **156,282** | **301,345** | 213,033 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | **158,887** | **156,282** | **315,169** | 221,760 |
| **NET ASSETS** | | **158,887** | **156,282** | **315,169** | 221,760 |
| **FUNDS** | | | | | |
| Unrestricted funds: | | | | | |
| Undesignated funds | | | | **158,887** | 134,950 |
| Restricted funds: | | | | | |
| Friends of FACES Bedford | | | | **76,738** | 16,622 |
| B&LCF 'Warm Homes' | | | | - | (2,638) |
| Other | | | | - | 2,432 |
| BDASS (Lottery Grant) | | | | - | 18,519 |
| Lottery Grant BDASS | | | | **18,807** | - |
| Dad & Me | | | | - | (59) |
| ECP | | | | **23,927** | 48,154 |
| Children's Parties | | | | - | 1,307 |
| House of Industry - Crisis Funding | | | | **4,743** | 1,005 |
| CIN - Youth Work | | | | - | (2,981) |
| Project Jane | | | | **4,706** | 5,101 |
| HOI - Early Help Service | | | | - | 251 |
| Henry Smith - Early Help | | | | **5,325** | 4,002 |
| PCC - Changing Faces | | | | **(24)** | (4,905) |
| BLCF Winter Fuel | | | | **(1,615)** | - |
| Emergency Covid Funding | | | | **12,589** | - |
| Baby Rotary | | | | **240** | - |
| PCC Veru Baby Faces + | | | | **(68)** | - |
| Harpur Trust £ Seen | | | | **(3,205)** | - |
| BBC Slow Cookers | | | | **(4,157)** | - |
| Pancea Society | | | | **18,276** | - |
| | | | | **156,282** | 86,810 |
| **TOTAL FUNDS** | | | | **315,169** | 221,760 |

FACES

# FACES BEDFORD
# BALANCE SHEET
# AT 31 MARCH 2021

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on ..... and were signed on its behalf by:

.....
E Burt - Trustee

FACES

# FACES BEDFORD
# NOTES TO THE FINANCIAL STATEMENTS
# FOR THE YEAR ENDED 31 MARCH 2021

## 1. ACCOUNTING POLICIES

**Basis of preparing the financial statements**
The financial statements have been prepared in accordance with the provisions of Section 1A "Small Entities" of Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Subsequently to the year end, the global health crisis caused by Coronavirus (COVID-19) has had a significant impact on all businesses. The trustees have assessed the potential impact of this uncertain situation on the charity and does not consider that it will lead to any subsequent impairment of the reported amount of the value of assets. Contingency plans have been put in place in order to mitigate the negative effects of any period of interrupted trading, which will enable the charity to continue as a going concern.

**Income**
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**Expenditure**
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

**Raising funds**
Restricted funds are to be used for specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objectives of the charity.

Designated funds are unrestricted funds which have been designated for specific purposes by the trustees.

**Pensions**
The charity operates a defined contribution pension scheme for the benefit of the employees. The assets of the scheme are administered by trustees in a fund independent from those of the charity. Contributions payable to the charity's pension scheme are charged to the profit and loss account in the period to which they relate.

**Tangible fixed assets**
Depreciation is calculated to write down the cost of fixed assets over their expected useful lives.

The rates and methods generally applicable are:

| | |
|---|---|
| Fixtures and fittings | 15% - on cost |
| Office equipment | 15% - on cost |
| Computers | 15% - on cost |

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £250 are not capitalised.

**Taxation**
The charity is exempt from corporation tax on its charitable activities.




FACES

admin@facesbedford.org
01234 270601
www.facesbedford.org
FACESBedford

**Independent examiner's report to the trustees of Faces Bedford ('the Company')**
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

**Responsibilities and basis of report**
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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



Charles Little
FCA
Keens Shay Keens Limited
Chartered Accountants
2nd Floor Exchange Building
16 St Cuthberts Street
Bedford
Bedfordshire
MK40 3JG

Date: ....01.12.2021.....

**FACES BEDFORD**

**STATEMENT OF FINANCIAL ACTIVITIES**
**FOR THE YEAR ENDED 31 MARCH 2021**

| | Notes | Unrestricted funds £ | Restricted funds £ | **2021 Total funds £** | 2020 Total funds £ |
|---|---|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | | | |
| Donations and legacies | 2 | **53,956** | **337,711** | **391,667** | 274,672 |
| Investment income | 3 | **96** | **-** | **96** | 486 |
| Other income | | **540** | **20,821** | **21,361** | 9,782 |
| **Total** | | **54,592** | **358,532** | **413,124** | 284,940 |
| **EXPENDITURE ON** | | | | | |
| Raising funds | 4 | **26,473** | **289,059** | **315,532** | 281,667 |
| Other | 5 | **4,183** | **-** | **4,183** | 1,797 |
| **Total** | | **30,656** | **289,059** | **319,715** | 283,464 |
| **NET INCOME** | | **23,936** | **69,473** | **93,409** | 1,476 |
| **RECONCILIATION OF FUNDS** | | | | | |
| **Total funds brought forward** | | **134,951** | **86,809** | **221,760** | 220,284 |
| **TOTAL FUNDS CARRIED FORWARD** | | **158,887** | **156,282** | **315,169** | 221,760 |

The notes form part of these financial statements

## BALANCE SHEET
## 31 MARCH 2021

| | Notes | Unrestricted funds £ | Restricted funds £ | **2021 Total funds £** | 2020 Total funds £ |
|---|---|---|---|---|---|
| **FIXED ASSETS** | | | | | |
| Tangible assets | 10 | **13,824** | **-** | **13,824** | 8,727 |
| **CURRENT ASSETS** | | | | | |
| Debtors | 11 | **64,894** | **48,489** | **113,383** | 40,188 |
| Cash in hand | | **94,417** | **161,620** | **256,037** | 252,765 |
| | | **159,311** | **210,109** | **369,420** | 292,953 |
| **CREDITORS** | | | | | |
| Amounts falling due within one year | 12 | **(14,248)** | **(53,827)** | **(68,075)** | (79,920) |
| **NET CURRENT ASSETS** | | **145,063** | **156,282** | **301,345** | 213,033 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | **158,887** | **156,282** | **315,169** | 221,760 |
| **NET ASSETS** | | **158,887** | **156,282** | **315,169** | 221,760 |

The notes form part of these financial statements



continued...

**BALANCE SHEET - continued**
**31 MARCH 2021**

| | Notes | Unrestricted funds £ | Restricted funds £ | **2021 Total funds £** | 2020 Total funds £ |
|---|---|---|---|---|---|
| **FUNDS** | 13 | | | | |
| Unrestricted funds: | | | | | |
| Undesignated funds | | | | **158,887** | 134,950 |
| Restricted funds: | | | | | |
| Friends of FACES Bedford | | | | **76,738** | 16,622 |
| B&LCF 'Warm Homes' | | | | **-** | (2,638) |
| Other | | | | **-** | 2,432 |
| BDASS (Lottery Grant) | | | | **-** | 18,519 |
| Lottery Grant BDASS | | | | **18,807** | - |
| Dad & Me | | | | **-** | (59) |
| ECP | | | | **23,927** | 48,154 |
| Children's Parties | | | | **-** | 1,307 |
| House of Industry - Crisis Funding | | | | **4,743** | 1,005 |
| CIN - Youth Work | | | | **-** | (2,981) |
| Project Jane | | | | **4,706** | 5,101 |
| HOI - Early Help Service | | | | **-** | 251 |
| Henry Smith - Early Help | | | | **5,325** | 4,002 |
| PCC - Changing Faces | | | | **(24)** | (4,905) |
| BLCF Winter Fuel | | | | **(1,615)** | - |
| Emergency Covid Funding | | | | **12,589** | - |
| Baby Rotary | | | | **240** | - |
| PCC Veru Baby Faces + | | | | **(68)** | - |
| Harpur Trust £ Seen | | | | **(3,205)** | - |
| BBC Slow Cookers | | | | **(4,157)** | - |
| Pancea Society | | | | **18,276** | - |
| | | | | **156,282** | 86,810 |
| **TOTAL FUNDS** | | | | **315,169** | 221,760 |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements



continued...

**BALANCE SHEET - continued**
**31 MARCH 2021**

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

The financial statements were approved by the Board of Trustees and authorised for issue on 01.12.2021 and were signed on its behalf by:



.....
E Burt - Trustee

## 1. ACCOUNTING POLICIES

**Basis of preparing the financial statements**
The financial statements have been prepared in accordance with the provisions of Section 1A "Small Entities" of Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Subsequently to the year end, the global health crisis caused by Coronavirus (COVID-19) has had a significant impact on all businesses. The trustees have assessed the potential impact of this uncertain situation on the charity and does not consider that it will lead to any subsequent impairment of the reported amount of the value of assets. Contingency plans have been put in place in order to mitigate the negative effects of any period of interrupted trading, which will enable the charity to continue as a going concern.

**Income**
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**Expenditure**
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

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Restricted funds are to be used for specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objectives of the charity.

Designated funds are unrestricted funds which have been designated for specific purposes by the trustees.

**Pensions**
The charity operates a defined contribution pension scheme for the benefit of the employees. The assets of the scheme are administered by trustees in a fund independent from those of the charity. Contributions payable to the charity's pension scheme are charged to the profit and loss account in the period to which they relate.

**Tangible fixed assets**
Depreciation is calculated to write down the cost of fixed assets over their expected useful lives.

The rates and methods generally applicable are:

| | |
|---|---|
| Fixtures and fittings | 15% - on cost |
| Office equipment | 15% - on cost |
| Computers | 15% - on cost |

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £250 are not capitalised.

**Taxation**
The charity is exempt from corporation tax on its charitable activities.


continued...

## 2. DONATIONS AND LEGACIES

| | **2021** | 2020 |
|---|---|---|
| | **£** | £ |
| Donations | **54,954** | 13,763 |
| Local giving donations | **31,553** | 2,113 |
| Grants | **305,160** | 258,796 |
| | **391,667** | 274,672 |

## 3. INVESTMENT INCOME

| | **2021** | 2020 |
|---|---|---|
| | **£** | £ |
| Investment income | **96** | 486 |

## 4. RAISING FUNDS

**Raising donations and legacies**

| | **2021** | 2020 |
|---|---|---|
| | **£** | £ |
| Staff costs | **227,043** | 222,601 |
| Sessional worker | **-** | 367 |
| Rent and utilities | **8,546** | 8,092 |
| Telephone | **3,727** | 3,030 |
| Postage and stationery | **1,791** | 1,866 |
| Training | **7,091** | 6,037 |
| Health and safety | **450** | - |
| Computer equipment | **2,892** | 3,839 |
| Special purchases | **8,177** | 1,471 |
| Family event charges | **2,243** | 2,754 |
| Training room hire and refreshments | **624** | 880 |
| Grant aid to the needy | **25,062** | - |
| Crisis aid | **4,792** | 7,599 |
| Sundry expenses | **4,793** | 337 |
| Staff, volunteer and committee expenses | **3,649** | 12,524 |
| Insurance | **3,020** | 2,689 |
| Subscriptions and publications | **540** | 184 |
| Fund raising costs | **18** | 1,946 |
| Childrens parties | **-** | 153 |
| Lunchbox costs | **4,503** | - |
| Support costs | **6,571** | 5,298 |
| | **315,532** | 281,667 |


continued...

## 5. OTHER

| | **2021** | 2020 |
|---|---|---|
| | **£** | £ |
| Depreciation | **4,183** | 1,107 |
| Support costs | **-** | 690 |
| | **4,183** | 1,797 |

## 6. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

| | **2021** | 2020 |
|---|---|---|
| | **£** | £ |
| Depreciation - owned assets | **4,182** | 1,107 |

## 7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

## 8. STAFF COSTS

The average monthly number of employees during the year was as follows:

| | **2021** | 2020 |
|---|---|---|
| Operational | **6** | 6 |
| Administrative | **3** | 3 |
| | **9** | 9 |

No employees received emoluments in excess of £60,000.

## 9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES 2020

| | Unrestricted funds | Restricted funds | Total funds |
|---|---|---|---|
| | £ | £ | £ |
| **INCOME AND ENDOWMENTS FROM** | | | |
| Donations and legacies | 40,223 | 234,449 | 274,672 |
| Investment income | 486 | - | 486 |
| Other income | - | 9,782 | 9,782 |
| **Total** | 40,709 | 244,231 | 284,940 |
| **EXPENDITURE ON** | | | |
| Raising funds | 37,736 | 243,931 | 281,667 |


continued...

## 9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

| | Unrestricted funds £ | Restricted funds £ | Total funds £ |
|---|---|---|---|
| Other | 1,797 | - | 1,797 |
| **Total** | 39,533 | 243,931 | 283,464 |
| **NET INCOME** | 1,176 | 300 | 1,476 |
| **RECONCILIATION OF FUNDS** | | | |
| **Total funds brought forward** | 133,774 | 86,510 | 220,284 |
| **TOTAL FUNDS CARRIED FORWARD** | 134,950 | 86,810 | 221,760 |

## 10. TANGIBLE FIXED ASSETS

| | Office equipment £ | Fixtures and fittings £ | Computer equipment £ | Totals £ |
|---|---|---|---|---|
| **COST** | | | | |
| At 1 April 2020 | **2,800** | **12,807** | **9,198** | **24,805** |
| Additions | **-** | **-** | **9,279** | **9,279** |
| At 31 March 2021 | **2,800** | **12,807** | **18,477** | **34,084** |
| **DEPRECIATION** | | | | |
| At 1 April 2020 | **2,800** | **4,080** | **9,198** | **16,078** |
| Charge for year | **-** | **1,476** | **2,706** | **4,182** |
| At 31 March 2021 | **2,800** | **5,556** | **11,904** | **20,260** |
| **NET BOOK VALUE** | | | | |
| At 31 March 2021 | **-** | **7,251** | **6,573** | **13,824** |
| At 31 March 2020 | - | 8,727 | - | 8,727 |



continued...

## 11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2021 | 2020 |
|---|---|---|
| | **£** | £ |
| Other debtors | **36,830** | 5,074 |
| Prepayments and accrued income | **76,553** | 35,114 |
| | **113,383** | 40,188 |

## 12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2021 | 2020 |
|---|---|---|
| | **£** | £ |
| Social security and other taxes | **5,397** | 4,029 |
| Other creditors | **7,148** | 2,370 |
| Accruals | **6,088** | 4,531 |
| Deferred income | **49,442** | 68,990 |
| | **68,075** | 79,920 |

## 13. MOVEMENT IN FUNDS

| | At 1.4.20 | Net movement in funds | At 31.3.21 |
|---|---|---|---|
| | £ | £ | £ |
| **Unrestricted funds** | | | |
| Undesignated funds | **134,951** | **23,936** | **158,887** |
| **Restricted funds** | **86,809** | **69,473** | **156,282** |
| **TOTAL FUNDS** | **221,760** | **93,409** | **315,169** |

## 14. RELATED PARTY DISCLOSURES

There are no transactions with related parties to be disclosed under the 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) (effective January 2015).

## 15. ULTIMATE CONTROLLING PARTY

The trustees are the charity's controlling party by virtue of their office. As such there is no single or ultimate controlling party.

## 16. CAPITAL

The charity has no share capital. The liability of members is limited by guarantee and does not exceed £1 per member. At 31st March 2021 there were 9 members (31st March 2020 - 9).

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES**
**FOR THE YEAR ENDED 31 MARCH 2021**

| | 2021<br>£ | 2020<br>£ |
|---|---|---|
| **INCOME AND ENDOWMENTS** | | |
| **Donations and legacies** | | |
| Donations | **54,954** | 13,763 |
| Local giving donations | **31,553** | 2,113 |
| Grants | **305,160** | 258,796 |
| | **391,667** | 274,672 |
| **Investment income** | | |
| Investment income | **96** | 486 |
| **Other income** | | |
| Other incoming resources | **-** | 9,782 |
| Retained training course deposits | **540** | - |
| Miscellaneous Income | **20,821** | - |
| | **21,361** | 9,782 |
| **Total incoming resources** | **413,124** | 284,940 |
| **EXPENDITURE** | | |
| **Raising donations and legacies** | | |
| Salaries | **221,369** | 217,382 |
| Pensions | **5,674** | 5,219 |
| Sessional worker | **-** | 367 |
| Rent and utilities | **8,546** | 8,092 |
| Telephone | **3,727** | 3,030 |
| Postage and stationery | **1,791** | 1,866 |
| Training | **7,091** | 6,037 |
| Health and safety | **450** | - |
| Computer equipment | **2,892** | 3,839 |
| Special purchases | **8,177** | 1,471 |
| Family event charges | **2,243** | 2,754 |
| Training room hire and refreshments | **624** | 880 |
| Grant aid to the needy | **25,062** | - |
| Crisis aid | **4,792** | 7,599 |
| Sundry expenses | **4,793** | 337 |
| Staff, volunteer and committee expenses | **3,649** | 12,524 |
| Insurance | **3,020** | 2,689 |
| Subscriptions and publications | **540** | 184 |
| Fund raising costs | **18** | 1,946 |
| Childrens parties | **-** | 153 |
| Lunchbox costs | **4,503** | - |
| | **308,961** | 276,369 |

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES**
**FOR THE YEAR ENDED 31 MARCH 2021**

| | 2021<br>£ | 2020<br>£ |
|---|---|---|
| **Raising donations and legacies** | | |
| **Other** | | |
| Fixtures and fittings | **1,476** | 1,107 |
| Computer equipment | **2,707** | - |
| | **4,183** | 1,107 |
| **Support costs** | | |
| **Management** | | |
| Salary administration | **576** | 576 |
| Bank charges | **387** | 380 |
| Meeting expenses | **-** | 20 |
| Office expenses | **430** | 649 |
| Professional fees | **3,440** | 3,306 |
| Marketing | **1,138** | 367 |
| | **5,971** | 5,298 |
| **Governance costs** | | |
| Independent examination fee | **600** | 690 |
| Total resources expended | **319,715** | 283,464 |
| **Net income** | **93,409** | 1,476 |

**Independent examiner's report to the trustees of Faces Bedford ('the Company')**
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

**Responsibilities and basis of report**
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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



Charles Little
FCA
Keens Shay Keens Limited
Chartered Accountants
2nd Floor Exchange Building
16 St Cuthberts Street
Bedford
Bedfordshire
MK40 3JG

Date: ....01.12.2021.....