

FAMILY FIRST

England & Wales · Charity number 1166175

Details

Other names IPSWICH 4 FAMILY, IPSWICH FOR FAMILY

Status Registered

Legal form CIO

Registered 2016-03-22

Register [View on the Charity Commission register](#)

Contact

Address Family First
The Hope Centre
10 St. Margarets Street
Ipswich
IP4 2AT

Phone 07936008199

Email info@familyfirst-uk.org

Website www.familyfirst-uk.org

Activities

Objects: THE OBJECT OF THE CIO IS, FOR THE PUBLIC BENEFIT [AND IN ACCORDANCE WITH CHRISTIAN PRINCIPLES], THE RELIEF OF THOSE IN NEED BY REASON OF FINANCIAL HARDSHIP, UNEMPLOYMENT, ILL-HEALTH AND SUCH OTHER ECONOMIC OR SOCIAL DISADVANTAGE.

Activities: Based in Ipswich, Suffolk, Family First is a local Christian Charity which has a vision to see families flourish and children who are valued and cared for within positive constructive environments. Trained volunteers are matched and visit families regularly, enabling them to develop their capacity in supporting themselves and find solutions to the challenges that impact their lives.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, The General Public/mankind

Geography

- Suffolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£76,198	£51,020	-	-
2024-03-31	£47,000	£44,069	-	-
2023-03-31	£49,905	£39,120	-	-
2022-03-31	£20,777	£37,549	-	-
2021-03-31	£20,777	£37,549	-	-

Trustees

Name	Role	Appointed
DOROTHY CORDLE	Chair	2017-04-19
DAVID SANSOM		2017-04-19
Daniel Somers		2019-04-24
JANET VIVIENNE BAKER RGN, DN		2017-04-19
Mark Jeremy Crawley		2018-03-26
Sajani George		2021-11-18

FAMILY FIRST

England & Wales - Charity number 1166175

Accounts

Family First Charity Commission Report Year Ending March 2025

Submitted to Charity Commission Sept 2025



Who we are

Family First are a Christian charity who support families in the Ipswich area to make small changes which make big impacts on family life. Our primary offer is to mentor parents and carers to reach agreed goals to improve family life. We help improve mental wellbeing, build confidence and increase social and support networks.

Family First was set up by a group of Christians in Ipswich in 2013, originally known as Ipswich4family a franchisee of Yeovil4family. In 2016 we became a Charitable Incorporated Organisation (CIO) and in May 2017 we became an independent charity with a new name and renewed focus on the needs in our local area.

The Charity is led by a board of Trustees and a Management Team who possess a wealth of knowledge, skills and experience working in the public, private and voluntary sector. All have a passion to see vulnerable children and families supported to reach their full potential.

Our Mission Statement:

Family First is a Christian charity who support families in Ipswich. Our staff and volunteers visit parents and carers to listen, support and encourage them to reach their agreed goals. We work with all families regardless of age, race, religion or cultural background.

Our aim is for parents and carers to increase their confidence, build social and support networks to reduce isolation, and improve mental wellbeing.

Our vision is to see families that are resilient, thriving, and happy.

What we do

Our core offer is to increase the confidence, social support networks and mental wellbeing of parents and carers to see families thriving and happy. We do this by providing mentoring programmes. We talk with families and build a picture of what their life looks like now and how they would like to see it change. We then agree around 3 goals they would like to achieve through working with us. The allocated worker provides regular visits to listen, support and encourage the families, agreeing small steps or actions that can be taken each week which, over time, result in goals being met.

We work on an empowerment model which enables families to grow in confidence and equips them so, when our work comes to end, they are able to keep going and overcome future challenges.

Social Impact

The support Family First offers, is primarily designed to have an early intervention impact. This means that by working with families, we can reduce the likelihood that they will go on to require input from statutory services such as Social Care thus reducing the financial cost to society.

We know that these services are seeing an ever-increasing demand on their time and resources and that they are looking to the charity and voluntary sector more and more to meet this need. We work closely with statutory and voluntary services to ensure the whole family receive holistic care. This could include, for example, referrals for support with finance and debt, domestic abuse or educational support services.

Case Study F268

Self-referral for support with daughter's anxiety, mum's confidence and self-esteem. We helped Mum to look deeper into what was going on for her daughter and used a range of tailored tools such as visual resources and social stories. We worked on how to prepare their daughter for upcoming transitions to a new home and school. This was something she found difficult. Mum said her daughter is now positive about moving.

Our Family Worker supported Mum by giving written information about local SEN support services and working through our self-esteem pack. They concentrated on Mum looking after herself, having her own boundaries and being able to say no.

We have seen positive progress in the family, including Mum feeling confident about her parenting and her daughter being able to cope better with changes due to the support given. The family are aware of how to gain support from the school and what they can put in place to help. Her daughter attended her first residential at school which went well, and she enjoys attending Suffolk Family Carers sessions once a month.

At the beginning of Family First's involvement Mum's Self-esteem score was 16 and her statement score was 17. By the end of the support Mums self-esteem score had gone up to 27 and her statement score up to 35, which shows a huge improvement overall.

Mum's comments during conversation:

'I feel in a much better place than before, I feel a lot more confident in dealing with H's difficulties and not feeling so overwhelmed'.

'I have developed a better understanding of my child and that they may be neurodivergent too'.

Review of the year Mar 24 – Feb 25

- The number of referrals into our service increased by 11%, slightly over our target of 10% per year.
- Of the families who completed their work within this year, we saw 100% report an improvement in overall mental wellbeing and self-esteem.
- Overall mental wellbeing score increased by an average of 8 points on a scale of 0-35
- Self-esteem increased by an average score of 5.6 on a scale of 0-30.

As a result of the continued rise in the complexity of work received and the difficulty in recruiting volunteers, we saw a rise in work managed by paid staff rather than volunteers. In response to this we reviewed the paid roles across the team allowing for clearer definition between roles and an increase in hands on time spent with families. We also undertook additional training to support staff in areas such as mental health and formed new or closer relationships with other services. This enabled us to offer a wider and more in-depth range of intervention within our own roles and working alongside/signposting to others.

Staff have reported feeling more confident within their roles.

Update on actions identified last year:

1. To improve recruitment and retention of volunteers and staff including improving the training offer to ensure workers have up to date skills and knowledge.

UPDATE – induction training was revised and, in line with feedback, now includes a wide range of case studies and input from existing workers sharing their experience. More training was offered to staff and volunteers. We have yet to see an increase in volunteers but staff report feeling more confident.

2. Clarify core service offer to ensure we get appropriate referrals

UPDATE referral form revised to include more clarity on what input is required from Family First and what referrer has done/will do. Conversations undertaken with referrers to clarify what work can/cannot be offered both by Family First and the referring agency.

3. Continue to increase our reach across Ipswich and see referrals received from a wider range of sources.

UPDATE we have seen some new referrers come onboard and the Service Lead has continued her networking to raise profile of Family First.

Finance

We continue to be funded solely by fundraising, grant applications and donations. We have had a good year with some generous individual donations as well as securing a large grant of £50,000. This provides us with financial security for the next 18m-2yrs. It also led to us opening a separate 95 day access interest earning account giving us a small additional income. This will be valuable in supporting us should we need to continue to increase the paid hours as volunteer hours fall.

Structure and Governance

Family First is a Charitable Incorporated Organisation. Charity No: 1166175

Registered Address: The Hope Centre, 10 St. Margaret's Street, Ipswich IP4 2AT

We are governed by a constitution adopted in March 2016.

There has been no change in our trustees who remain:

Dorothy Cordle, Chair, Jan Baker, Secretary, David Sansom, Safeguarding Lead,

Mark Crawley, Daniel Somers, Sajani George

We also have a Patron – Cllr Elizabeth Harsant

We have the following policies in place:

Disclosure and Barring Service, Children and Vulnerable Adult Protection and Safeguarding, Data Protection, Recruitment, Use of Mobile Phones, Health and Safety, Equal Opportunities, Managing Performance, Money Handling, Privacy, Expenses, Supervision and Appraisal, Special Leave, Grievance, Complaints, Lone Worker, Risk Management, Anti-Fraud and Bribery.

All policies are reviewed annually or bi-annually.

Priorities for next year:

1. Review the organisational structure including balance of paid staff vs volunteers
2. Further review on range and appropriateness of referrals – this may lead to focusing on referrals from specific agencies as priority
3. Improving efficiency of service, reducing overall cost per family

FAMILY FIRST

RECEIPTS AND PAYMENTS ACCOUNTS

FOR THE YEAR ENDED 21ST MARCH 2025

Registered Charity Number – 1166175

Address:

Family First
The Hope Centre
10 St. Margaret's Street
IPSWICH
IP4 2AT

FAMILY FIRST

Charity number 1166175

Receipts and Payments Account**for the year 22nd March 2024 to 21st March 2025**

	Note	Unrestricted funds £	Restricted funds £	Total £	Last year £
Receipts					
Donations, Legacies, Fundraising income	1	9,646	0	9,646	5,441
Grants	2		65,000	65,000	40,710
Bank Interest Received		1,552		1,552	849
Total Receipts		11,198	65,000	76,198	47,000
Payments					
Gifts to families/ self-esteem packs			367	367	1,185
Staff costs	3	87	41,795	41,882	39,687
Administration and Other costs	4	2,573	6,198	8,771	3,147
Fundraising costs		0		0	50
Total Payments		2,660	48,360	51,020	44,069
Net incoming resources for the year		8,538	16,640	25,178	2,931
Transfer between funds					
Cash funds b/fwd		27,961	54,926	82,887	79,956
Cash funds c/fwd	5	36,499	71,566	108,065	82,887

Statement of Assets and Liabilities at 21st March 2025

	Unrestricted funds £	Restricted funds £	Total £	Last year £
Cash funds				
Bank current account	31,827		31,827	27,887
Lloyds Deposit accounts	4,672	71,566	76,238	55,000
	36,499	71,566	108,065	82,887

Signed on behalf of the trustees:

D Cordle

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9/11/2025

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Notes to the Accountsfor the year 22nd March 2024 to 21st March 2025

1) Donations, Legacies Fundraising Income

	Unrestricted	Restricted	2025	2024
	£	£	£	£
Donations	9314		9,314	4,122
Gift aid	0		0	242
Fundraising income	332		332	1,077
	9,646	0	9,646	5,441

2) Grants received

	Unrestricted	Restricted	2025	2024
	£	£	£	£
The Grant Foundation			0	4,500
Ropes Trust 2			0	10,000
Ropes Trust (specific expenses)			0	1,210
Ropes Trust 3		15,000	15,000	0
Irving Memorial Trust			0	25,000
Irving Memorial Trust 2		50,000	50,000	0
	0	65,000	65,000	40,710

3) Staff Costs

	Unrestricted	Restricted	2025	2024
	£	£	£	£
Salaries and Staff Costs		34,134	34,134	33,790
Non-salaried family workers' fees		5,257	5,257	4,190
Employer pension costs		327	327	354
Travel costs		1,680	1,680	915
Phone costs	87	397	484	438
	87	41,795	41,882	39,687

Notes to the Accounts (continued)

for the year 22nd March 2024 to 21st March 2025

4) Administration and Other Costs

	Unrestricted	Restricted	2025	2024
	£	£	£	£
Flyers/leaflets/banners/publicity	150	148	298	270
Equipment - phones	152	90	242	138
Equipment - laptops	1,088	1,143	2,231	0
Office/venue hire		86	86	541
Training	105	114	219	243
Legal / Licences	47		47	35
DBS checks	75		75	101
Postage, stationery, printing	20	249	269	175
Insurance		592	592	440
Software and IT support	600	2,677	3,277	404
Website expenses	305	162	467	0
Meeting / hospitality expenses / refreshments		16	16	22
Gifts to Volunteers/ Staff		527	527	291
Subscriptions	0		0	267
Bookkeeping / admin expenses	31	144	175	0
Accountancy / Independent examination fees		250	250	220
	2,573	6,198	8,771	3,147

5) Restricted Funds cf 21st March 2025

	Cash funds at 21st March 2024	Fund income in the year	Fund expenditure in the year	Tfr to unrestricted funds	Cash funds at 21st March 2025
	£	£	£	£	£
Ludlow Trust 2022	2,429		(2,429)		0
Ludlow Trust 2022 (2)	11,287		(11,287)		0
Smith and Mount Trust (2)	1,710		(1,710)		0
The Grant Foundation	4,500		(1,291)		3,209
Ropes Trust 2	10,000		(10,000)		0
Ropes Trust 3	0	15,000	(1,142)		13,858
Irving Memorial Trust	25,000		(20,501)		4,499
Irving Memorial Trust 2		50,000			50,000
Total cash and bank funds	54,926	65,000	(48,360)	0	71,566

Independent Examiner's Report to the Trustees of Family First
For the year ended 21st March 2025
Charity number 1166175

I report to the trustees on my examination of the accounts of the above charity for the year ended 21st March 2025.

Responsibilities and basis of report

As the charity trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (the Charities Act). I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act, and in carrying out my examination, I have followed the applicable directions given by the Charity Commission under section 145(5)(b) of the Charities Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which give me cause to believe that, in any material respect, accounting records were not kept in accordance with section 130 of the Charities Act, or that the accounts do not accord with the accounting records.

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

Signed:

Carole Cowgill

Date:.....

28/5/25

Mrs. Carole Cowgill ACA

4 Penny Meadow
Capel St. Mary
Ipswich
IP9 2UU



FAMILY FIRST

England & Wales - Charity number 1166175

Accounts



Trustees' Annual Report for the period							
From	Period start date			To	Period end date		
	Day 01	Month 04	Year 2023		Day 31	Month 03	Year 2024

Section A Reference and administration details

Charity name	Family First
Other names charity is known by	
Registered charity number (if any)	1166175
Charity's principal address	The Hope Centre
	10 St Margaret's Street
	Ipswich
	Postcode IP4 2AT

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Dot Cordle	Chair		
2	David Sansom	Safeguarding Lead		
3	Jan Baker			
4	Mark Crawley			
6	Dan Somers			
7	Sajani George			
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Patron	Liz Harsant	

Name of chief executive or names of senior staff members (Optional information)

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Section B Structure, governance and management

Description of the charity's trusts

Type of governing document
(eg. trust deed, constitution)

Constitution adopted March 2016

How the charity is constituted
(eg. trust, association, company)

Charitable Incorporated Organisation

Trustee selection methods
(eg. appointed by, elected by)

Appointed by existing Trustees

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

We have a Disclosure and Barring Service policy for all paid and volunteer staff in place.

Additional policies include: Children and Vulnerable Adult Protection and Safeguarding Policy, Data Protection, Recruitment, Use of Mobile Phones, Health and Safety, Equal Opportunities, Managing Performance, Money Handling, Privacy, Expenses, Supervision and Appraisal, Special Leave, Grievance, Complaints, Lone Worker, Risk Management and Anti-Fraud. All have regular (annual/bi-annual) review dates.

All trustees give their time voluntarily and receive no remuneration or other benefits.

Any organisational risks are identified and discussed as a standing agenda item at all trustee meetings.

We work with a wide network of voluntary and statutory organisations including: Suffolk County Council Early Help team, Schools, CAP (Christians Against Poverty), Top-Up shops and food banks etc.

Section C Objectives and activities

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

The objectives of the CIO is, for the public benefit (and in accordance with Christian principles), the relief of those in need by reason of financial hardship, unemployment, ill health and such other economic or social disadvantage.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

Our focus is on helping families to help themselves by offering support from a trained Family Volunteer or Family Worker who is able to work with the whole family, helping them to find solutions to their challenges and bringing hope and order to chaotic lives. The aim is to manage their own lives and that of their family.

Once a family is referred to us, our Family Coordinator arranges to meet the family to get to know them and starts to map a family journey, looking at what's important to them and what they want to see changed. They are then matched with a Volunteer or Family Worker who supports the family on a weekly basis encouraging them to take small steps to move towards their identified goals. There are regular reviews to monitor progress. Referrals are received mainly from Early Help Teams in Suffolk County Council, Schools and Children's Centres. We continue to work closely with them and other statutory and voluntary agencies.

Our organisation works with any family with a child/children aged up to 18, offering long term (up to one year) structured support and mentoring to help families move forward and change their situations.

We are committed to working with, serving and relating to all people in our community and are keen to ensure our services are accessible to all families regardless of race, religion or belief, age, sexual orientation, gender or gender identity or marital status.

We are committed to not only facilitating change in families' circumstances, but also in how they view themselves so they are empowered to make better choices.

The feedback provided below by a mum who engaged with our service shows the positive input she felt we had on her and her family:

EMAIL FEEDBACK F220 APRIL 2023

I think the visits helped me and I used to open up about my worries with my children, their health and needs and my health. Talking to someone who will listen without judgement and with kindness was a great outlet for me.

K was very knowledgeable and tapped in to things which made a happy impact on both mine and my daughter's life. We had a little holiday granted to us which K applied for for us, we had some Christmas presents donated to us which was really lovely. My daughter and me are going to be sharing a beautiful coral colour handbag this summer, and she loved the pink ear buds. Then most recently we had a Coop voucher given to us so that helped with some grocery shopping.

I've also purchased a book K recommended to me that may help my daughter understand things and she's given me loads of groups and people to contact for various information and support.

I have had a very positive experience with Family First and would recommend to anyone who may need some input for different things to contact them.

You never know what or how they may be able to help you.

I really don't think they could do anything better. I had such a positive experience and help of different types I feel I was very lucky.

If there is anything else I can do for family first now or in the future please let me know.

I'm forever grateful to you all.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

We are very grateful for the enormous contribution made by our volunteers. Our team of family volunteers give many hours to listen, support and encourage our families. Without their valuable contribution of time, commitment, enthusiasm and expertise the families would not be able to achieve the goals they had identified.

We continue to try and grow our team of volunteers in all areas: family support, fundraising and networking.

In addition, we appreciate and acknowledge the financial support we have received from a range of grant funders. This has enabled us to maintain our financial viability to grow our organisation.

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

The team at Family First are committed to continuing to support the families of Ipswich. Highlights this year include:

- Our celebration of 10 years of supporting families. We had a wonderful thanksgiving service including testimonies from staff, volunteers and a family.
- We completed evaluations for 65 families referred to our service. 81% of people saw an increase in their self-esteem and overall wellbeing scores improved by 26.4%
- Taking on two new Family Workers as well as more volunteers
- Continuing to see new referrers using our service as we grow our presence and reputation in the town
- Making strong links with both statutory and voluntary services looking at how we can best work together to support the people of Ipswich

In October 2023 we held our annual strategy day. This was a fantastic day with input from across the team from volunteers, employees and trustees. We identified areas of success and areas for improvement and drew up a detailed action plan for the year ahead. Feedback was really positive with team members stating how much they enjoyed their roles and felt part of a productive team. They felt their views were respected, they were listened to and, importantly, that the work they, and the charity, do made a difference.

Throughout the year, we have received 44 new referrals to our service, which is an increase of 6 from the previous year. These referrals have come from a broader range of sources, totalling 12 different referrers, including self-referrals.

One of our main areas of support is enhancing self-esteem. By focusing on this initially, families are more likely to engage positively with us and achieve their other goals. We use a recognized tool to measure self-esteem at the beginning of our work, at each review, and at the end of our involvement. This tool provides a score between 0 and 30, indicating low to healthy self-esteem. Among the referrals we received this year who have completed our program, all but one showed an increase in their self-esteem score, with an average improvement of 5.7 points. All these families reached the healthy self-esteem range, with 57% moving from low to healthy, and the rest remaining within the healthy range while still improving their scores.

Additionally, 100% of the families who completed our program saw an improvement in their overall mental wellbeing, with an average increase of 5.4 points.

This year, we invested in training for staff and volunteers on self-resilience and plan to continue providing additional resources for our team and the families we support in the coming year.

Section E

Financial review

Brief statement of the charity's policy on reserves

Trustees have agreed a reserve of £9000. This represents 2 months core costs and a further month of salary costs.

Details of any funds materially in deficit

N/A

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

The main source of our funds is through successful grant applications. These have included: The Grant Foundation (The Entertainer Toyshop), Ropes Trust and Irving Memorial Trust.

We have continued to raise additional resources through our own fundraising activities and have seen continued giving via private donations and giving from churches.

The grants awarded have enabled us to meet core running costs, invest in more workers and necessary equipment and improve our training offer. Whilst we strive to keep our running costs as low as possible; we don't have our own building there are no utility costs as we pay peppercorn rent on office space at a local church; we do have to invest in a core of paid staff. This ensures we run safely and effectively as an organisation. Salaries are by far our highest cost. The rise in complexity of referrals and reduction in number of people volunteering has led to an increase in paid staff over the last year increasing these costs further. We have also invested in a computer system which will enable us to grow as a charity and provide safer and more user friendly record keeping. We expect costs to continue to rise and we invest in further staff over the next year and deal with the effects of increasing wages and other costs.

Section F Other optional information

Plans for the next year:

- To improve recruitment and retention of volunteers and staff including improving the training offer to ensure workers have up to date skills and knowledge
- Clarify our core service offer to ensure we get appropriate referrals
- Continue to increase our reach across Ipswich and see referrals coming in from a wider range of sources

Section G Declaration

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

Signed on behalf of the charity's trustees

Signature(s)	<i>D Cordle</i>	Signed online
Full name(s)	Dot Cordle	
Position (eg Secretary, Chair, etc)	Chair of Trustees	

Date

FAMILY FIRST

RECEIPTS AND PAYMENTS ACCOUNTS

FOR THE YEAR ENDED 21ST MARCH 2024

Registered Charity Number – 1166175

Address:

Family First
The Hope Centre
10 St. Margaret's Street
IPSWICH
IP4 2AT

Receipts and Payments Account**for the year 22nd March 2023 to 21st March 2024**

	Note	Unrestricted funds £	Restricted funds £	Total £	Last year £
Receipts					
Donations, Legacies, Fundraising income	1	5,441	0	5,441	8,105
Grants	2		40,710	40,710	41,800
Bank Interest Received		849		849	0
Total Receipts		6,290	40,710	47,000	49,905
Payments					
Charitable activities - gifts to families		0	1,185	1,185	0
Staff costs	3	0	39,687	39,687	33,013
Administration and Other costs	4	0	3,147	3,147	5,949
Fundraising costs		50		50	158
Total Payments		50	44,019	44,069	39,120
Net incoming resources for the year		6,240	(3,309)	2,931	10,785
Transfer between funds					
Cash funds b/fwd		21,721	58,235	79,956	69,171
Cash funds c/fwd	5	27,961	54,926	82,887	79,956

Statement of Assets and Liabilities at 21st March 2024

	Unrestricted funds £	Restricted funds £	Total £	Last year £
Cash funds				
Bank current account	27,887		27,887	79,956
Charity bank account	0	0	0	0
Lloyds Deposit accounts	74	54,926	55,000	0
	27,961	54,926	82,887	79,956

Signed on behalf of the trustees:



Signed online

5/9/2024

Notes to the Accounts**for the year 22nd March 2023 to 21st March 2024****1) Donations, Legacies Fundraising Income**

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Donations	4122		4,122	5,415
Gift aid	242		242	300
Fundraising income	1077		1,077	2,390
	5,441	0	5,441	8,105

2) Grants received

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Ludlow Trust 2022			0	20,000
SCF/ Maurken Fund			0	1,500
SCF/ Henry Smith Fund			0	10,000
Smith and Mount Trust			0	5,000
SCC Locality budget funds			0	1,300
Arnold Clark community fund			0	1,000
Tudwick Foundation fund			0	3,000
The Grant Foundation		4,500	4,500	0
Ropes Trust 2		10,000	10,000	0
Ropes Trust (specific expenses)		1,210	1,210	0
Irving Memorial Trust		25,000	25,000	0
	0	40,710	40,710	41,800

3) Staff Costs

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Salaries and Staff Costs		33,790	33,790	30,823
Non-salaried family workers' fees		4,190	4,190	1,112
Employer pension costs		354	354	302
Travel costs		915	915	392
Phone costs		438	438	384
	0	39,687	39,687	33,013

Notes to the Accounts (continued)for the year 22nd March 2023 to 21st March 2024

4) Administration and Other Costs

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Website			0	108
Website design			0	750
Flyers/leaflets/banners/publicity		270	270	623
Equipment - phones		138	138	262
Equipment - printer			0	220
Equipment - laptops			0	1,961
Office/venue hire		541	541	280
Training		243	243	260
Legal / Licences		35	35	35
Postage, stationery, printing		175	175	85
Insurance		440	440	435
Software		404	404	101
Meeting / hospitality expenses		22	22	64
Refreshments			0	16
Gifts to Volunteers/ Staff		291	291	283
Subscriptions		267	267	138
Accountancy / Independent examination fees		220	220	200
DBS checks		101	101	128
	0	3,147	3,147	5,949

5) Restricted Funds cf 21st March 2024

	Cash funds at 21st March 2023	Fund income in the year	Fund expenditure in the year	Tfr to unrestricted funds	Cash funds at 21st March 2024
	£	£	£	£	£
Ludlow Trust 2022	10,000		(7,571)		2,429
Ludlow Trust 2022 (2)	18,229		(6,942)		11,287
SCF/ Henry Smith Fund	16,877		(16,877)		0
Scroeder Charity Fund	2,000		(2,000)		0
Smith and Mount Trust (1)	5,000		(5,000)		0
Smith and Mount Trust (2)	5,000		(3,290)		1,710
Tudwick Foundation	1,129		(1,129)		0
The Grant Foundation		4,500			4,500
Ropes Trust 2		10,000			10,000
Ropes Trust (specific expenses)		1,210	(1,210)		0
Irving Memorial Trust		25,000			25,000
Total cash and bank funds	58,235	40,710	(44,019)	0	54,926

Independent Examiner's Report to the Trustees of Family First
For the year ended 21st March 2024
Charity number 1166175

I report to the trustees on my examination of the accounts of the above charity for the year ended 21st March 2024.

Responsibilities and basis of report

As the charity trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (the Charities Act). I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act, and in carrying out my examination, I have followed the applicable directions given by the Charity Commission under section 145(5)(b) of the Charities Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which give me cause to believe that, in any material respect, accounting records were not kept in accordance with section 130 of the Charities Act, or that the accounts do not accord with the accounting records.

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

Signed: CA Cowgill

Date: 8/5/2024

Mrs. Carole Cowgill ACA

4 Penny Meadow
Capel St. Mary
Ipswich
IP9 2UU



FAMILY FIRST

England & Wales - Charity number 1166175

Accounts



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	Day 01	Month 04	Year 2022		Day 31	Month 03	Year 2023

Section A Reference and administration details

Charity name Family First

Other names charity is known by

Registered charity number (if any) 1166175

Charity's principal address The Hope Centre

10 St Margaret's Street

Ipswich

Postcode IP4 2AT

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Dot Cordle	Chair		
2	David Sansom	Safeguarding Lead		
3	Jan Baker			
4	Mark Crawley			
6	Dan Somers			
7	Sajini George			
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Patron	Liz Harsant	

Name of chief executive or names of senior staff members (Optional information)

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Section B Structure, governance and management

Description of the charity's trusts

Type of governing document
(eg. trust deed, constitution)

Constitution adopted March 2016

How the charity is constituted
(eg. trust, association, company)

Charitable Incorporated Organisation

Trustee selection methods
(eg. appointed by, elected by)

Appointed by existing Trustees

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

We have a Disclosure and Barring Service policy for all paid and volunteer staff in place.

Additional policies include: Children and Vulnerable Adult Protection and Safeguarding Policy, Data Protection, Use of Mobile Phones, Health and Safety, Equal Opportunities, Managing Performance, Grievance, Complaints, Lone Worker, Risk Management and Anti-Fraud. All have regular (annual/bi-annual) review dates.

All trustees give their time voluntarily and receive no remuneration or other benefits.

Any organisational risks are identified and discussed as a monthly trustees agenda item.

Section C Objectives and activities

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

The objectives of the CIO is, for the public benefit (and in accordance with Christian principles), the relief of those in need by reason of financial hardship, unemployment, ill health and such other economic or social disadvantage.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory

Our focus is on helping families to help themselves by offering support from a trained Family Volunteer who is able to work with the whole family, helping them to find solutions to their challenges and bringing hope and order to chaotic lives. The aim is to manage their own lives and that of their family.

declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

Once a family is referred to us, our Family Coordinator arranges to meet the family to get to know them and starts to map a family journey, looking at what's important to them and what they want to see changed. They are then matched with a Volunteer or Family Coordinator who supports the family on a weekly basis encouraging them to take small steps to move towards their goals. There are regular reviews to monitor progress. Referrals are received mainly from Early Help Teams in Suffolk County Council, Schools and Children's Centres. We continue to work closely with them and other statutory and voluntary agencies. Our organisation works with any family with a child/children aged up to 18, offering long term (up to one year) structured support and mentoring to help families move forward and change their situations. We are committed to working with, serving and relating to all people in our community and are keen to ensure our services are accessible to all types of families regardless of race, religion or belief, age, sexual orientation, gender or gender identity or marital status. We are committed to not only facilitating change in people's circumstances, but also in how they view themselves so they are empowered to make better choices.

The following case study provides one example of how we have been able to support a family:

Case Study 209 – Sept 2022

This family was a self-referral, Mum had wanted support for her child's behavior and mental health. Her 7 year old son was being temporarily excluded from School on many occasions due to unmet needs and he was displaying behaviors that challenge. Her son showed traits of Autistic Spectrum Disorder and ADHD, we supported Mum in accessing the Neurodevelopmental Pathway so her son could be put on the waiting lists for assessment and also access support services. Since then Mum has had support from BEANS (Access Community Trust) who have also helped her to understand and identify his special educational needs. Her son is also now accessing LEAPS holiday club. The support from Family First has helped Mum understand her son's behaviors, identify triggers and sensory needs. We have also helped support with communication and social issues by giving information and ideas on social stories, routine and boundaries, sleep, toileting, eating healthy foods, dealing with transitions and managing change. When we first started working with Mum she was isolated and said she felt she had little support. She was unable to work as she kept getting called to the school and it was a constant worry for her. Now her son is in the process of having his Education and Health Care Plan (EHCP) updated and completed, he is getting on well in School and enjoys 2 days a week at First Base. His issues with sleep have improved and he is going to bed earlier without technology. They have also made improvements with his toileting. Mum now understands the best way in dealing with meltdowns and she continually tries to expand her knowledge by attending parenting courses and researching online through the information given. Family First applied for a short break and the family were awarded £300 for a weekend away. Mum's self-esteem and confidence has hugely improved and she now has a hobby of bee keeping, she is also doing a Mathematics course. Mum now has a good support network and keeps herself busy by attending social groups with the Future Female Society and Autism and ADHD. Mum was supported in completing Disability Living Allowance forms and was proud of herself for sending this off. Mum has come a long way in such a short period of time and offered to help volunteer at events for Family First.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

We are very grateful for the enormous contribution made by our volunteers. Our team of family volunteers give many hours to listen, support and encourage our families. Without their valuable contribution of time, commitment, enthusiasm and expertise the families would not be able to achieve the goals they had identified.

We are also trying to grow our team of fundraising and event volunteers to help to raise awareness of the charity, seek and recruit more volunteers and raise funds.

In addition, we appreciate and acknowledge the financial support we have received from a range of grant funders. This has enabled us to maintain our financial viability to grow our organisation.

Section D

Achievements and performance

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

We have seen some big changes for Family First this year. Our biggest change has been the introduction of the new post of Family Worker. As the number and complexity of referrals has continued to increase alongside the reduction in people willing and able to volunteer, we realised a need to change our structure. We were able to secure funding to pilot this new role introducing a self-employed Family Worker who would hold a small caseload and have a higher level of knowledge and understanding enabling them to manage more complex families. We successfully recruited to this post in September 2022 and plan to recruit a further two workers. We also recruited a new Family Coordinator.

We have continued to review our volunteering structure and have created another pilot position of Events and Fundraising Coordinator. This should help recruit a team of volunteers to help within these areas realising the time and pressure on paid staff and increasing revenue into the organisation.

We are also working on providing a clearer structure for volunteers including a path for progression and access to more training provided in house or using external providers. This will increase the knowledge and skills of volunteers as well as improving both recruitment and retention.

One of our supporters has also offered her services in contacting local businesses in order to try and raise funds from them. She has successfully liaised with a local rental agency who made a donation to the charity and is contacting many others.

We've seen new connections continue to be made via a variety of local networking events which have proved useful in terms of raising awareness and building good links with referrers and useful agencies within Ipswich. This has led to an increase in the range of people referring into our service and we have started to see referrals from the mental health team and social prescribers for the first time.

Financially we have continued to be successful in grant applications. One example was in obtaining funding from the local council to update and improve our website which benefits the charity by keeping it visible and high profile as well as giving us a platform to share useful links and resources with our families.

Overall, a busy and productive year which should underpin further growth in the coming years.

Section E

Financial review

Brief statement of the charity's policy on reserves

Trustees have agreed a reserve of £9000. This represents 2 months core costs and a further month of salary costs.

Details of any funds materially in deficit

N/A

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

The main source of our funds is through successful grant applications. These include funds administered by Suffolk Community Foundation, Tudwick Foundation and Ludlow Trust.

We have continued to raise additional resources through our own fundraising activities and have seen an increase in private donations and giving from churches.

The grants awarded have enabled us to meet core running costs, invest in more workers and carry out projects such as the website update.

Section F Other optional information

Future plans:

- to review and evaluate pilot roles introduced and decided how best to progress these moving forwards
- to continue to work on improving recruitment and retention of volunteers. This includes looking at our training provision
- to continue to review and evaluate the level of work we receive both in terms of numbers of referrals and complexity of work to identify potential training needs and/or changes to our offer to ensure we continue to provide the best service

Section G Declaration

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

Signed on behalf of the charity's trustees

Signature(s)	<i>D Cordle</i>	
Full name(s)	Dot Cordle	
Position (eg Secretary, Chair, etc)	Chair of Trustees	
Date		

FAMILY FIRST

RECEIPTS AND PAYMENTS ACCOUNTS

FOR THE YEAR ENDED 21ST MARCH 2023

Registered Charity Number – 1166175

Address:

Family First
The Hope Centre
10 St. Margaret's Street
IPSWICH
IP4 2AT

FAMILY FIRST

Charity number 1166175

Receipts and Payments Account**for the year 22nd March 2022 to 21st March 2023**

	Note	Unrestricted funds £	Restricted funds £	Total £	Last year £
Receipts					
Donations, Legacies, Fundraising income	1	8,105	0	8,105	8,863
Grants	2		41,800	41,800	59,675
Total Receipts		8,105	41,800	49,905	68,538
Payments					
Charitable activities - school uniform		0	0	0	180
Staff costs	3	53	32,960	33,013	27,102
Administration and Other costs	4	776	5,173	5,949	4,032
Fundraising costs		158		158	441
Total Payments		987	38,133	39,120	31,755
Net incoming resources for the year		7,118	3,667	10,785	36,783
Transfer between funds					
- SCF Coronavirus Community Fund balance		2,513	(2,513)		
Cash funds b/fwd		12,090	57,081	69,171	32,388
Cash funds c/fwd	5	21,721	58,235	79,956	69,171

Statement of Assets and Liabilities at 21st March 2023

	Unrestricted funds £	Restricted funds £	Total £	Last year £
Cash funds				
Bank current account	21,721	58,235	79,956	69,171

Signed on behalf of the trustees:

.....

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27.4.23

Notes to the Accountsfor the year 22nd March 2022 to 21st March 2023**1) Donations, Legacies Fundraising Income**

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Donations	5415		5,415	4,068
Gift aid	300		300	479
Fundraising income	2390		2,390	4,316
	8,105	0	8,105	8,863

2) Grants received

	Unrestricted	Restricted	2023	2022
	£	£	£	£
The Ropes Trust			0	180
Ludlow Trust			0	10,000
Ludlow Trust 2022		20,000	20,000	10,000
SCF/ Maurken Fund		1,500	1,500	2,000
SCF/ Women and Girls Fund			0	1,000
Suffolk Community Restart Fund			0	370
SCF/ Co-op Community Cares Fund			0	2,500
SCF/ Martineau Fund			0	2,000
National Lottery			0	10,000
SCF/ Harris Family Fund			0	2,500
SCF/ RJB Grantmaking Fund			0	944
SCF/ Henry Smith Fund		10,000	10,000	10,000
Scroeder Charity Fund			0	2,000
Smith and Mount Trust		5,000	5,000	5,000
SCF/ Private Funder			0	1,181
SCC Locality budget funds		1,300	1,300	0
Arnold Clark community fund		1,000	1,000	0
Tudwick Foundation fund		3,000	3,000	0
	0	41,800	41,800	59,675

3) Staff Costs

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Salaries and Staff Costs		31,935	31,935	26,269
Employer pension costs		302	302	337
Travel costs		392	392	181
Phone costs	53	331	384	315
	53	32,960	33,013	27,102

Notes to the Accounts (continued)for the year 22nd March 2022 to 21st March 2023

4) Administration and Other Costs

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Website		108	108	204
Website design		750	750	750
Flyers/leaflets/banners/publicity	211	412	623	36
Equipment - phones	90	172	262	175
Equipment - printer	220		220	298
Equipment - laptops		1,961	1,961	599
Office/venue hire	100	180	280	120
Training		260	260	65
Legal / Licences		35	35	91
Postage, stationery, printing		85	85	223
Insurance		435	435	435
Software	17	84	101	241
Meeting / hospitality expenses		64	64	0
Refreshments		16	16	5
Gifts		283	283	313
Subscriptions	138		138	237
Accountancy / Independent examination fees		200	200	150
DBS checks		128	128	0
Sundry - PPE, volunteer expenses			0	90
	776	5,173	5,949	4,032

5) Restricted Funds cf 21st March 2023

	Cash funds at 21st March 2022	Fund income in the year	Fund expenditure in the year	Tfr to unrestricted funds	Cash funds at 21st March 2023
	£	£	£	£	£
SCF/Suffolk Coronavirus Community Fund	2,514			(2,514)	0
Ludlow Trust	6,335		(6,335)		0
Ludlow Trust 2022	10,000				10,000
Ludlow Trust 2022 (2)	0	20,000	(1,771)		18,229
SCF/ Maurken Fund	2,000	1,500	(3,500)		0
SCF/ Women and Girls Fund	1,000		(1,000)		0
SCF/ Co-op Community Cares Fund	2,500		(2,500)		0
SCF/ Martineau Fund	2,000		(2,000)		0
National Lottery	10,000		(10,000)		0
SCF/ Harris Family Fund	2,500		(2,500)		0
SCF/ RJB Grantmaking Fund	944		(944)		0
SCF/ Henry Smith Fund	10,000	10,000	(3,123)		16,877
Scroeder Charity Fund	2,000				2,000
Smith and Mount Trust (1)	5,000				5,000
Smith and Mount Trust (2)		5,000			5,000
SCF/ Private Funder	1,038		(1,038)		0
Tudwick Foundation	0	3,000	(1,871)		1,129
Arnold Clark Community Fund	0	1,000	(1,000)		0
Locality Budgets	(750)	1,300	(550)		0
Total cash and bank funds	57,081	41,800	(38,132)	(2,514)	58,235

Independent Examiner's Report to the Trustees of Family First
For the year ended 21st March 2023
Charity number 1166175

I report to the trustees on my examination of the accounts of the above charity for the year ended 21st March 2023.

Responsibilities and basis of report

As the charity trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (the Charities Act). I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act, and in carrying out my examination, I have followed the applicable directions given by the Charity Commission under section 145(5)(b) of the Charities Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which give me cause to believe that, in any material respect, accounting records were not kept in accordance with section 130 of the Charities Act, or that the accounts do not accord with the accounting records.

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

Signed: Carole Cowgill

Date: 18/4/2023

Mrs. Carole Cowgill ACA

4 Penny Meadow
Capel St. Mary
Ipswich
IP9 2UU



FAMILY FIRST

England & Wales - Charity number 1166175

Accounts



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	Day 21	Month 03	Year 2021		Day 20	Month 03	Year 2022

Section A Reference and administration details

Charity name Family First

Other names charity is known by

Registered charity number (if any) 1166175

Charity's principal address The Hope Centre

10 St Margaret's Street

Ipswich

Postcode

IP4 2AT

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Dot Cordle	Chair		
2	David Sansom	Safeguarding Lead		
3	Jan Baker			
4	Mark Crawley			
5	Steve Jones	Treasurer	Left September 2021	
6	Dan Somers			
7	Sajani George		Joined November 2021	
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

--

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document
(eg. trust deed, constitution)

Constitution adopted March 2016

How the charity is constituted
(eg. trust, association, company)

Charitable Incorporated Organisation

Trustee selection methods
(eg. appointed by, elected by)

Appointed by existing Trustees

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

We have a Disclosure and Barring Service policy for all paid and volunteer staff in place.
 We have an extensive range of policies in place (24) including: Children and Vulnerable Adult Protection and Safeguarding Policy, Data Protection, Use of Mobile Phones, Health and Safety, Equal Opportunities, Managing Performance, Grievance, Complaints, Lone Worker, Risk Management and Anti-Fraud. All have regular (annual/bi-annual) review dates.

All trustees give their time voluntarily and receive no remuneration or other benefits.

Any organisational risks are identified and discussed as a monthly trustees agenda item.

Section C Objectives and activities

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

The objectives of the CIO is, for the public benefit (and in accordance with Christian principles), the relief of those in need by reason of financial hardship, unemployment, ill health and such other economic or social disadvantage.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

Our focus is on helping families to help themselves by offering support from a trained Family Volunteer who is able to work with the whole family, helping them to find solutions to their challenges and bringing hope and order to chaotic lives. The aim is to manage their own lives and that of their family. Once a family is referred to us, our Family Coordinator arranges to meet the family to get to know them and starts to map a family journey, looking at what's important to them and what they want to see changed. They are then matched with a Volunteer who supports the family on a weekly basis encouraging them to take small steps to move towards their goals. The Family Coordinator carries out regular reviews to monitor progress.

Referrals are received mainly from Early Help Teams in Suffolk County Council, Schools and Children's Centres. We continue to work closely with them and other statutory and voluntary agencies.

Our organisation works with any family with a child/children aged up to 18, offering long term (up to one year) structured support and mentoring to help families move forward and change their situations.

We are committed to working with, serving and relating to all people in our community and are keen to ensure our services are accessible to all types of families regardless of race, religion or belief, age, sexual orientation, gender or gender identity or marital status.

We are committed to not only facilitating change in people's circumstances, but also in how they view themselves so they are empowered to make better choices.

The following case study shows an example of how we support families:

F163

Mum with two boys aged 6 and 3. Relationship with boys Dad broke down during lockdowns and Mum's self-confidence had been undermined by this. Volunteer supported Mum to improve self-esteem through supporting her through the self-esteem course on a one-to-one basis. Support was also given with managing the boys behaviour, developing routines and improving communication with the boys Dad.

At the end of the work with the volunteer Mum's mental wellbeing had improved by 43% and her self-esteem had moved into the healthy self-esteem range.

Mum found the most helpful thing for her was being able to talk to someone outside the immediate family situation.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

We are very grateful for the enormous contribution made by our volunteers. They provide many hours listening, supporting and encouraging our families. Without their valuable contribution of time, commitment, enthusiasm and expertise the families would not be able to achieve the goals they had identified. In addition, we appreciate and acknowledge the financial support we have received from a range of grant funders. This has enabled us to maintain our financial viability to grow our organisation.

Section D

Achievements and performance

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

This has been a busy and challenging year for Family First with a range of changes. Our office base has moved to a new town centre premises which is designed to be a hub for the community offering access to a community café, toddler groups and much more. This has and continues to give us many opportunities to engage with families and increase our presence in the town. We share the office with Christians Against Poverty and The Christian Advice Service allowing us to strengthen our existing working relationship with these services.

We have also seen changes in staffing with 2 Family Coordinators moving on to new roles and 2 new Coordinators joining us. Both new staff previously volunteered with us so have a good understanding of the work we do. They also bring good experience from their own work backgrounds in counselling and supporting families with neuro divergent children. We know many of our families have children and/or parents with suspected or diagnosed neuro divergencies so having this increased knowledge will be a big asset to the team. We have continued to make good links with other services and raise our profile within the town. One very positive change is the appointment of a Patron for our charity. She is a local Councillor and has a keen interest in supporting families within Ipswich. She was appointed in November 2021 and has taken a very active role including attending Trustee meetings where she provides new ideas and suggestions. We have signed up several partner churches who we work closely with. This has led to financial support with one church setting up regular monthly giving and others giving one off donations; practical support with fundraising including a venue (the already reduced cost of hire being covered by a congregation member) and access to volunteers. We are also building our knowledge of all the support our families can offer through church networks. The Top Up shops, where families can fill a bag of food for £2, have been a prime example of this.

As we've moved into a post Covid world we are making several changes to the way we work particularly in our volunteer training. We now run an online course which can be completed at the candidates own pace as well as offering face to face sessions to allow the peer group learning that our volunteers tell us is so valuable. We've also introduced peer supervision alongside the 1-2-1 supervision already offered. This has been very popular.

Overall, it's been a very exciting year with lots of positive changes and a variety of plans underway for the future.

Section E

Financial review

Brief statement of the charity's policy on reserves

Trustees have agreed a reserve of £9000. This represents 2 months core costs and a further month of salary costs.

Details of any funds materially in deficit

N/A

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

The main source of our funds is through successful grant applications. These include funds administered by Suffolk Community Foundation, Henry Smith, Ludlow Trust Co., National Lottery and East of England Coop

We have also raised additional resources through our own fundraising activities.

The grants awarded have enabled us to provide fixed term employment contracts for staff as well continuing to train volunteers and meet core running costs.

This has enabled us to continue to provide ongoing services and expand our organisation further to reach more people.

Section F Other optional information

Future plans:

- Continue to build on links with existing partners and make new relationships
- Continue to adjust our working practices to allow us to respond on a more personal level to each family's individual situation - this may include volunteers moving visits away from the home to, for example, a local coffee shop or community group. This is important in managing the increase in isolation and loneliness we are seeing post Covid.
- Continue to work on our recruitment and retention of volunteers. Look at offering a variety of volunteering posts, build a suite of training modules both mandatory and optional to support and encourage volunteers and increase retention. We are seeing the benefits of a career path where volunteers go on to become paid workers within the charity and we want to reward volunteers with support towards their chosen career path wherever this may be.

Section G Declaration

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

Signed on behalf of the charity's trustees

Signature(s)	<i>D Cordle</i>	
Full name(s)	Dot Cordle	
Position (eg Secretary, Chair, etc)	Chair of Trustees	
Date	11/11/2022	

FAMILY FIRST
RECEIPTS AND PAYMENTS ACCOUNTS
FOR THE YEAR ENDED 21ST MARCH 2022

Registered Charity Number - 1166175
Address:
The Orwell Centre
114 Fore Hamlet
IPSWICH
IP3 8AF

FAMILY FIRST

Charity number 1166175

Receipts and Payments Account**for the year 22nd March 2021 to 21st March 2022**

	Note	Unrestricted funds £	Restricted funds £	Total £	Last year £
Receipts					
Donations, Legacies, Fundraising income	1	8,863	0	8,863	2,262
Grants	2		59,675	59,675	18,515
Total Receipts		8,863	59,675	68,538	20,777
Payments					
Charitable activities - school uniform			180	180	0
Staff costs	3	270	26,832	27,102	35,078
Administration and Other costs	4	1,688	2,344	4,032	2,336
Fundraising costs		441		441	135
Total Payments		2,399	29,356	31,755	37,549
Net incoming resources for the year		6,464	30,319	36,783	(16,772)
Cash funds b/fwd		5,626	26,762	32,388	49,160
Cash funds c/fwd	5	12,090	57,081	69,171	32,388

Statement of Assets and Liabilities at 21st March 2022

	Unrestricted funds £	Restricted funds £	Total £	Last year £
Cash funds				
Bank current account	12,090	57,081	69,171	32,388

Signed on behalf of the trustees:



8/18/2022

Notes to the Accountsfor the year 22nd March 2021 to 21st March 2022**DRAFT****1) Donations, Legacies Fundraising Income**

	Unrestricted	Restricted	2022	2021
	£	£	£	£
Donations	4068		4,068	1,242
Gift aid	479		479	175
Fundraising income	4316		4,316	845
	8,863	0	8,863	2,262

2) Grants received

	Unrestricted	Restricted	2022	2021
	£	£	£	£
The Joseph Rank Trust			0	10,000
SCF/Suffolk Coronavirus Community Fund			0	2,704
SCF/Suffolk Coronavirus Community Fund			0	1,575
SCF/ Reviving Our Community Fund			0	3,936
The Ropes Trust		180	180	300
Ludlow Trust		10,000	10,000	
Ludlow Trust 2022		10,000	10,000	
SCF/ Maurken Fund		2,000	2,000	
SCF/ Women and Girls Fund		1,000	1,000	
Suffolk Community Restart Fund		370	370	
SCF/ Co-op Community Cares Fund		2,500	2,500	
SCF/ Martineau Fund		2,000	2,000	
National Lottery		10,000	10,000	
SCF/ Harris Family Fund		2,500	2,500	
SCF/ RJB Grantmaking Fund		944	944	
SCF/ Henry Smith Fund		10,000	10,000	
Scroeder Charity Fund		2,000	2,000	
Smith and Mount Trust		5,000	5,000	
SCF/ Private Funder		1,181	1,181	
	0	59,675	59,675	18,515

3) Staff Costs

	Unrestricted	Restricted	2022	2021
	£	£	£	£
Salaries and Staff Costs		26,269	26,269	32,498
Employer pension costs		337	337	307
Travel costs	93	88	181	76
Phone costs	177	138	315	2,197
	270	26,832	27,102	35,078

Notes to the Accounts (continued)

for the year 22nd March 2021 to 21st March 2022

DRAFT

4) Administration and Other Costs

	Unrestricted	Restricted
	£	£
Website	60	144
Website design		750
Flyers/leaflets/banners/publicity	36	
Equipment - phones	175	
Equipment - card reader + printer		298
Equipment - laptop	599	
Office/venue hire		120
Training	55	10
Legal / Licences	91	
Postage, stationery, printing	168	55
Insurance		435
Software	191	50
Refreshments		5
Gifts	313	
Subscriptions		237
Accountancy / Independent examination fees		150
Interest charges		
Sundry - PPE, volunteer expenses		90
Skip hire (paid from Ropes Trust grant)		
	1,688	2,344

5) Restricted Funds cf 21st March 2022

	Cash funds	Fund
	at 21st Marc	income
	2021	in the year
	£	£
Irving Memorial Fund - 2020	10,442	
The Joseph Rank Trust 2021	9,781	
SCF/Suffolk Coronavirus Community Fund	2	
SCF/Suffolk Coronavirus Community Fund	2,601	
SCF/Reviving Our Community Fund	3,936	
The Ropes Trust	0	180
Ludlow Trust	0	10,000
Ludlow Trust 2022	0	10,000
SCF/ Maurken Fund	0	2,000
SCF/ Women and Girls Fund	0	1,000
Suffolk Community Restart Fund	0	370
SCF/ Co-op Community Cares Fund	0	2,500
SCF/ Martineau Fund	0	2,000
National Lottery	0	10,000
SCF/ Harris Family Fund	0	2,500
SCF/ RJB Grantmaking Fund	0	944
SCF/ Henry Smith Fund	0	10,000
Scroeder Charity Fund	0	2,000
Smith and Mount Trust	0	5,000
SCF/ Private Funder	0	1,181
Locality Budgets	0	
Total cash and bank funrds	26,762	59,675

number 1166175

2022	2021
£	£
204	60
750	0
36	156
175	0
298	0
599	0
120	0
65	676
91	91
223	119
435	424
241	73
5	0
313	312
237	0
150	110
0	2
90	13
0	300
4,032	2,336

Fund expenditure in the year	Cash funds at 21st March 2022
£	£
10,442	0
9,781	0
2	0
87	2,514
3,936	0
180	0
3,665	6,335
	10,000
	2,000
	1,000
370	0
	2,500
	2,000
	10,000
	2,500
	944
	10,000
	2,000
	5,000
143	1,038
750	(750)
29,356	57,081

FAMILY FIRST

England & Wales - Charity number 1166175

Accounts



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	Day 22	Month 03	Year 2019		Day 21	Month 03	Year 2020

Section A Reference and administration details

Charity name Family First

Other names charity is known by

Registered charity number (if any) 1166175

Charity's principal address The Orwell Centre

114 Fore Hamlet

Ipswich

Postcode IP4 3DP

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Dot Cordle	Chair		
2	David Sansom	Safeguarding Lead		
3	Jan Baker			
4	Mark Crawley			
5	Steve Jones	Treasurer		
6	Dan Somers			
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

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Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

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Section B Structure, governance and management

Description of the charity's trusts

Type of governing document <small>(eg. trust deed, constitution)</small>	Constitution adopted March 2016
How the charity is constituted <small>(eg. trust, association, company)</small>	Charitable Incorporated Organisation
Trustee selection methods <small>(eg. appointed by, elected by)</small>	Appointed by existing Trustees

Additional governance issues (Optional information)

<p>You may choose to include additional information, where relevant, about:</p> <ul style="list-style-type: none"> <input type="checkbox"/> policies and procedures adopted for the induction and training of trustees; <input type="checkbox"/> the charity's organisational structure and any wider network with which the charity works; <input type="checkbox"/> relationship with any related parties; <input type="checkbox"/> trustees' consideration of major risks and the system and procedures to manage them. 	<p>We have a Disclosure and Barring Service policy for all paid and volunteer staff in place. Additional policies include: Children and Vulnerable Adult Protection and Safeguarding Policy, Data Protection, Use of Mobile Phones, Health and Safety, Equal Opportunities, Managing Performance, Grievance, Complaints, Lone Worker, Risk Management and Anti-Fraud. All have regular (annual/bi-annual) review dates.</p> <p>All trustees give their time voluntarily and receive no remuneration or other benefits.</p> <p>Any organisational risks are identified and discussed as a monthly trustees agenda item.</p>
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Section C Objectives and activities

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

The objectives of the CIO is, for the public benefit (and in accordance with Christian principles), the relief of those in need by reason of financial hardship, unemployment, ill health and such other economic or social disadvantage.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

Our focus is on helping families to help themselves by offering support from a trained Family Volunteer who is able to work with the whole family, helping them to find solutions to their challenges and bringing hope and order to chaotic lives. The aim is to manage their own lives and that of their family. Once a family is referred to us, our Family Coordinator arranges to meet the family to get to know them and starts to map a family journey, looking at what's important to them and what they want to see changed. They are then matched with a Volunteer who supports the family on a weekly basis encouraging them to take small steps to move towards their goals. The Family Coordinator carries out regular reviews to monitor progress.

Referrals are received mainly from Early Help Teams in Suffolk County Council, Schools and Children's Centres. We continue to work closely with them and other statutory and voluntary agencies.

Our organisation works with any family with a child/children aged up to 18, offering long term (up to one year) structured support and mentoring to help families move forward and change their situations.

We are committed to working with, serving and relating to all people in our community and are keen to ensure our services are accessible to all types of families regardless of race, religion or belief, age, sexual orientation or marital status.

We are committed to not only facilitating change in people's circumstances, but also in how they view themselves so they are empowered to make better choices.

We also offer and deliver discussion based parenting courses run by a group facilitator which help improve parents/carers confidence giving them a safe space to talk about the different challenges parenting can present and how to deal with them. We currently offer two courses covering primary and teenage years. These are usually run in conjunction with local schools.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

We are very grateful for the enormous contribution made by our volunteers. They provide many hours listening, supporting and encouraging our families. Without their valuable contribution of time, commitment, enthusiasm and expertise the families would not be able to achieve the goals they had identified. In addition, we appreciate and acknowledge the financial support we have received from a range of grant funders. This has enabled us to maintain our financial viability to grow our organisation.

Section D

Achievements and performance

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

The biggest achievement for us in this year has been the ability to adapt and respond to the Covid pandemic. As a charity we were able to continue running and providing support to our families. We adapted our service to protect both families, staff and volunteers. We were able to access some emergency funding to provide all volunteers with smart phones meaning that they were able to continue support virtually via WhatsApp, Zoom etc when home visits weren't possible. We introduced policies and guidance, which were regularly reviewed, to ensure everyone was kept safe and encouraged people to meet outside in gardens or local parks where possible.

We amended our volunteer training to become an online package and, on reflection, felt this was actually a useful change as it allowed us to take on volunteers as they applied. They could complete training in their own time and pace. This provided a more regular flow of volunteers which matches our needs. We continued regular contact with volunteers and offered Zoom peer support sessions.

We all went through a period of not being sure how things would progress and what services could be offered which led to an inevitable stop in referrals for a short period but they eventually began to pick up again and, in this year, we received a further 40 referrals (an increase on the previous year).

Section E

Financial review

Brief statement of the charity's policy on reserves

Trustees agreed a reserve of £3000 in order to meet any unforeseen circumstances and expenditure that may occur.

Details of any funds materially in deficit

N/A

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

The main source of our funds are through successful grant applications. These include funds administered by Suffolk Community Foundation, Irving Memorial Trust and Joseph Rank. However, we have raised additional resources through our own fundraising activities.

The grants awarded have enabled us to provide fixed term employment contracts for staff as well continuing to train volunteers, offer parenting courses and meet the ongoing running costs.

This has enabled us to continue to provide ongoing services and expand our organisation further to reach more people.

Section F Other optional information

Future plans:

This report reflects the period March 2019-2020. However, at the time of writing (August 2020), we are dealing with and adapting to the changes brought about by the Covid-19 crisis. It is inevitable that are future plans will be influenced by this. We plan to:

- Review our core service offer and look at how we can adapt this to reflect the new remote working practices.
- Adapt and expand our parenting courses to include a wider range of courses which could be accessible online if needed.
- Amend our training package to be accessible as an online package potential volunteers complete in their own time - this would remove the administrative difficulties of trying to arrange group training face to face and also allow us to take on volunteers in a more managed way at a steady pace throughout the year.

Section G Declaration

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

Signed on behalf of the charity's trustees

Signature(s)	<i>D Cordle</i>	
Full name(s)	Dot Cordle	
Position (eg Secretary, Chair, etc)	Chair of Trustees	
Date	21/11/2020	

Independent Examiner's Report to the Trustees of Family First
For the year ended 21st March 2021
Charity number 1166175

I report to the trustees on my examination of the accounts of the above charity for the year ended 21st March 2021.

Responsibilities and basis of report

As the charity trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 (the Charities Act). I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act, and in carrying out my examination, I have followed the applicable directions given by the Charity Commission under section 145(5)(b) of the Charities Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which give me cause to believe that, in any material respect, accounting records were not kept in accordance with section 130 of the Charities Act, or that the accounts do not accord with the accounting records.

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

Signed: Carole Cowgill

Date: 21/4/21

Mrs. Carole Cowgill ACA

4 Penny Meadow
Capel St. Mary
Ipswich
IP9 2UU

FAMILY FIRST

Charity number 1166175

Notes to the Accounts**for the year 22nd March 2020 to 21st March 2021****1) Donations, Legacies Fundraising Income**

	Unrestricted £	Restricted £	2021 £	2020 £
Donations	1242		1,242	3,462
Gift aid	175		175	452
Fundraising income	845		845	1,676
	2,262	0	2,262	5,590

2) Grants received

	Unrestricted £	Restricted £	2021 £	2020 £
Irving Memorial Fund			0	20,000
The Joseph Rank Trust		10,000	10,000	10,000
SCF/RJB Grantmaking fund			0	500
SCF/Women and Girls fund			0	1,000
SCF/Birketts fund			0	2,000
Henry Smith Charity			0	5,000
Suffolk County Council - J Abbott			0	308
Laptop fund			0	250
SCF/Suffolk Coronavirus Community Fund		2,704	2,704	0
SCF/Suffolk Coronavirus Community Fund		1,575	1,575	0
SCF/ Reviving Our Community Fund		3,936	3,936	0
The Ropes Trust		300	300	0
	0	18,515	18,515	39,058

3) Staff Costs

	Unrestricted £	Restricted £	2021 £	2020 £
Salaries and Staff Costs	8,138	24,667	32,805	26,922
Travel costs	30	46	76	532
Phone costs	119	2,078	2,197	720
	8,287	26,791	35,078	28,174

4) Administration and Other Costs

	Unrestricted £	Restricted £	2021 £	2020 £
Website	60		60	192
Flyers/leaflets/banners/publicity		156	156	676
Equipment			0	250
Office/venue hire			0	1,050
Training	500	176	676	1,367
Licences		91	91	128
Postage	37	35	72	52
Stationery		38	38	125
Insurance		424	424	397
Software	33	40	73	22
Photocopying		9	9	1
Hospitality			0	3
Legal		110	110	105
Gifts	302	10	312	15
Interest charges	2		2	0
Sundry - games	13		13	0
Skip hire (paid from Ropes Trust grant)		300	300	0
	947	1,389	2,336	4,383

FAMILY FIRST

Charity number 1166175

Notes to the Accounts (continued)

for the year 22nd March 2020 to 21st March 2021

5) Restricted Funds of 21st March 2021	2021	2020
	£	£
Awards for All 2016	0	135
Awards for All 2018	0	103
Irving Memorial Fund - 2020	10,442	20,000
The Joseph Rank Trust 2020	0	10,000
The Joseph Rank Trust 2021	9,781	0
SCF/ Birketts Fund	0	1,153
The Henry Smith Charity	0	4,935
Suffolk County Council - J Abbott - phones	0	101
SCF/Suffolk Coronavirus Community Fund	2	0
SCF/Suffolk Coronavirus Community Fund	2,601	0
SCF/Reviving Our Community Fund	3,936	0
	26,762	36,427

FAMILY FIRST

Charity number 1166175

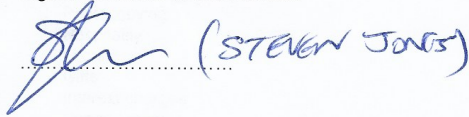
Receipts and Payments Account**for the year 22nd March 2020 to 21st March 2021**

	Note	Unrestricted funds £	Restricted funds £	Total £	Last year £
Receipts					
Donations, Legacies, Fundraising income		2,262		2,262	5,590
Grants	2		18,515	18,515	39,058
Total Receipts		2,262	18,515	20,777	44,648
Payments					
Staff costs	3	8,287	26,791	35,078	28,174
Administration and Other costs	4	947	1,389	2,336	4,383
Fundraising costs		135		135	234
Total Payments		9,369	28,180	37,549	32,791
Net incoming resources for the year		(7,107)	(9,665)	(16,772)	11,857
Cash funds b/fwd		12,733	36,427	49,160	37,303
Cash funds c/fwd	5	5,626	26,762	32,388	49,160

Statement of Assets and Liabilities at 21st March 2021

	Unrestricted funds £	Restricted funds £	Total £	Last year £
Cash funds				
Bank current account	5,626	26,762	32,388	49,160

Signed on behalf of the trustees:



(STEVEN JONES)