



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

Name	Dates acted if not for whole year

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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

(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 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

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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 our 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)	D Cordle	
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 cf 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)
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