



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				
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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)

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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.
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:

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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

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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)	D Cordle	
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 March	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 funds	26,762	59,675

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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	Cash funds
expenditure	at 21st March
in the year	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