



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			
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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

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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 Accounts**for 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

