



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				
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13				
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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

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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)	D Cordle	Signed online
Full name(s)	Dot Cordle	
Position (eg Secretary, Chair, etc)	Chair of Trustees	

Date

28/11/24

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

FAMILY FIRST

Charity number 1166175

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

