

# THE FAMILY HAVEN

## TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED  
31 MARCH 2009

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The Family Haven is a charitable company, limited by guarantee  
Registered in England and Wales. Company No. 4247872  
Registered Charity No. 1088622  
31 Spa Road, Gloucester, GL1 1UY.  
[www.thefamilyhaven.com](http://www.thefamilyhaven.com)

**THE FAMILY HAVEN**  
**TRUSTEES' ANNUAL REPORT**  
**YEAR ENDED 31 MARCH 2009**

**1. REFERENCE AND ADMINISTRATIVE DETAILS**

**Address and Registered Office**      31 Spa Road  
Gloucester  
GL1 1UY

**Patron**      Kate Winslett

**President**      Anne Cadbury OBE JP DL

**Trustees:**

Gillian Lunn	Chair
John Price	Treasurer and Secretary
Doreen McLellan	Childcare Advisor
The Very Reverend Nicholas Bury	Management Advisor
David Riggs	Buildings Trustee
Anthea Graham	Trustee for Volunteers (appointed 18 December 2008)

Duncan Richardson was Secretary until his resignation on 15 May 2008. David Mustardé was Fundraising Trustee until his resignation on 18 December 2008.

Trustees are also directors for the purposes of company law.

**Manager**      Lorraine Barrett

**Bankers**      Lloyds TSB Bank plc  
19 Eastgate Street  
Gloucester  
GL1 1NU

CCLA Investment Management Limited  
COIF Charity Funds  
80 Cheapside  
London  
EC2V 6DZ

**Independent examiner**      E.H. Price  
Pitt Godden & Taylor  
Brunel House  
George Street  
Gloucester  
GL1 1BZ

## **2. STRUCTURE, MANAGEMENT AND GOVERNANCE**

### **Nature of Governing Document**

The Family Haven is a private registered charitable company limited by guarantee, with no share capital, incorporated on 6<sup>th</sup> July 2001 and governed by its Memorandum and Articles of association.

Each member undertakes to pay an amount not exceeding £1.00 towards liabilities in the event of the charity being dissolved.

### **Management**

The policy and general management of the affairs of the Family Haven are directed by Trustees, one of third of who retire each year by rotation, but are eligible for re-election.

The day-to-day management of The Family Haven is carried out by the manager, Lorraine Barrett.

The trustees affirm their maintenance of and commitment to Child Protection, Health and safety and anti-bullying policies. Details of the policies enforced are to be found in the on-line Trustee Handbook at the governance page of [www.thefamilyhaven.com](http://www.thefamilyhaven.com).

### **Recruitment and Appointment of Trustees**

Trustees are recruited with a view to diversity, sound experience in a related field or professional expertise in a relevant area. Advertisements are placed with an agency who specialise in the identification of suitable candidates.

Such candidates are given first-hand experience of the work of the Family Haven, interviewed by two existing Trustees and, if appropriate, are invited to a Trustees' meeting. Appointment is then conditional on the approval of the Trustees generally.

Trustees have fully documented Job Descriptions and these are to be found in the on-line Trustee Handbook at the governance page of [www.thefamilyhaven.com](http://www.thefamilyhaven.com).

### **Governance**

The Family Haven formally supports the principles of the Code of Good Governance as developed by The Governance Hub.

### **Risk Policy**

Trustees place a high priority on risk management. Risks identified are categorised as follows:

- Strategic and Governance
- Management and staff
- Operational
- Financial

It is the policy of the trustees to review all risks on at least an annual basis. Each review seeks to establish that all risks are documented and that steps to mitigate such risks are established and executed. As a result of this process, the trustees are satisfied that residual risks are minimal

### **3. OBJECTS, AIMS AND ACTIVITIES**

The trustees confirm that they have referred to the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

#### **Objects**

The Family Haven formal objects are to relieve poverty and distress of persons in the Gloucester area who by virtue of their social and economic circumstances are in need.

#### **Mission**

The Family Haven's mission is to help and support vulnerable families with pre-school children in Gloucestershire, particularly the hard-to-reach and those living in unsuitable accommodation. To achieve this we will provide a warm and caring environment where both assistance and encouragement are available to enable parents and children to flourish.

#### **Aims and objectives**

The trustees have set the following aims in respect of the defined target group in order to advance its mission:

- 1 To empower families to take a greater responsibility for their own well-being.
- 2 To broaden life experiences.
- 3 To improve health, including mental health and self-worth of parents and children.
- 4 To improve opportunities for pre-school children.
- 5 To encourage development of new skills for parents and children.
- 6 To encourage mutual support amongst the families.
- 7 To improve parenting skills.
- 8 To enable parents and children to maintain a nutritious diet.

#### **Activities and strategy**

In general, the aims of The Family Haven are addressed by providing a day centre at 31 Spa Road, Gloucester. The centre is open from 9.30 am to 4 pm Monday to Friday for parents and their children, as well as children with particular needs. The day centre provides cooked midday meals, washing and laundry facilities, a crèche, nursery and play area, rest facilities and basic welfare advice.

Each of the specific aims is addressed by a series of specific activities, designed to bring out the desired result. Targets are then set by the management in respect of each activity and are approved by the trustees. In general, such targets were set for 2008-09 in line with activity experienced during the previous year.

### **4. ACHIEVEMENT AND PERFORMANCE**

The following is a summary of key activities undertaken:

	<b>2008-09</b>	<b>2007-08</b>
Individual families benefited	97	84
Number of visits by adults	2,674	2,273
Number of visits by children	3,844	3,397
Respite and crèche session	830	608
One to one sessions with children with additional needs	1,445	1,144
Meals provided	4,796	4,301

Active listening / advice sessions	94	78
Day trips	177	195
Parenting class attendees	69	65

Services provided grew on average by 15% during the current year compared the previous year reflecting increased demand for services. Further growth can be expected in the coming period.

As a result of these activities, parents and children were helped develop the skills, confidence and self-esteem which help them to continue to build their lives after their association with the Family Haven comes to an end.

## **FINANCIAL REVIEW**

### **General**

The Family Haven has a number of projects and activities that run both within the centre, but also in partnership with other organisations via our Outreach Programme; these include our one to one nursery sessions, Healthy Eating Programme, Parenting Courses, Day Trips as well as our core work within the nursery with the children and within the centre the range services we provide for families.

The Family Haven incurred a small deficit for the year, this being an acceptable result in the context of many years which generated a surplus.

### **Funding**

Overall income rose only marginally compared with the prior year. Good sums were again realised from voluntary donations and fundraising in the local community where The Family Haven enjoys a strong reputation as a provider of valuable services. Gloucestershire County Council however, withdrew their long-standing grant as their policy for financing our sector moved towards offering contracts to larger agencies rather than general allowances.

### **Expenditure**

Expenses increased by £10k or 6%, this being the result of general inflation and increased activity, with the amount of service provided increasing by 15%. Overall, Trustees consider costs to be well controlled.

In 2009-10, a fundraising strategy is in place which will enable the resources to be available in order to sustain and develop all activities into the foreseeable future.

### **Reserves Policy**

It is the policy of the charity that unrestricted reserves, which have not been designated for a specific use, should be maintained at a level equivalent to at least six months' otherwise unfunded expenditure.

The Trustees consider that reserves at this level will ensure that,

- in the event of a significant drop in funding they will be able to continue the Charity's current activities while consideration is given to ways in which additional funds may be raised, and that,
- sufficient funds are available to maintain the charity's property in good order.

The target level of reserves has been achieved throughout the year.

## **5. FUTURE PLANS**

Targets set for 2009-10 are in line with activity for the previous year. It is felt that given existing funding, and hence staffing, levels the capacity is not present to greatly increase the numbers of families helped.

We will raise funds from public donations, trusts, institutions and a programme of events which will take place throughout the year. Such events will provide a vital source of income as well as raising our profile both for potential supporters and for those who may need to access our services. We are continually seeking new sources of funding so we can continue our vital work.

## **6. STATEMENT OF TRUSTEES RESPONSIBILITIES**

The Trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

The Trustees are required to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources of the charity of that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company, and enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## **7. AUTHORISATION FOR ISSUE**

The Trustees authorise the issue of the financial statements on the date they are approved by the board.

On behalf of the Trustees

Gillian Lunn  
Chair  
21 May 2009

## **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE FAMILY HAVEN**

I report on the accounts of The Family Haven for the year ended 31 March 2009, which are set out on pages 7 to 12.

### **Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under Part 7 of the Companies Act 1985 and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under section 43(3)(a) of the Charities Act 1993);
- to follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 43(7)(b) of the 1993 Act); and
- to state whether particular matters have come to my attention.

### **Basis of independent examiner's report**

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, I do not express an audit opinion on the view given by the account.

### **Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

- which gives me reasonable cause to believe that, in any material respect, the requirements
  - (a) to keep accounting records in accordance with s221 of the Companies Act 1985; and
  - (b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Companies Act 1985 and the Statement of Recommended Practice: Accounting and Reporting by Charities (revised 2005) have not been met; or
- to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

E.H. PRICE  
FCA: ICAEW

PITT GODDEN & TAYLOR  
Brunel House  
George Street  
Gloucester  
GL1 1BZ

21 May 2009

# THE FAMILY HAVEN

## STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an income and expenditure account) YEAR ENDED 31 MARCH 2009

	Notes	2009			2008
		Unrestricted Funds £	Restricted Funds £	Total £	Total £
<b>Incoming resources</b>					
Incoming resources from generated funds:					
Voluntary income : Donations and grants		76,574	-	76,574	55,880
Local Authority grants		14,368	-	14,368	23,253
Restricted grants	2	-	54,517	54,517	62,662
Interest receivable on cash deposits		4,677	-	4,677	6,338
Incoming resources from charitable activities:					
Fees from clients		6,596	-	6,596	4,494
Fees from Local Authorities		12,168	-	12,168	12,262
Other incoming resources		1,017	-	1,017	3,199
<b>Total incoming resources</b>		<b>115,400</b>	<b>54,517</b>	<b>169,917</b>	<b>168,088</b>
<b>Resources expended</b>					
Cost of generating voluntary income		14,942	-	14,942	17,433
Costs of activities in furtherance of charitable activities:					
Day centre		100,127	60,084	160,211	137,507
Prison Visitor Centre		-	-	-	10,267
Governance costs		1,000	-	1,000	1,000
<b>Total resources expended</b>	3	<b>116,069</b>	<b>60,084</b>	<b>176,153</b>	<b>166,207</b>
<b>Net (expenditure) / income for the year</b>		<b>(669)</b>	<b>(5,567)</b>	<b>(6,236)</b>	<b>1,881</b>
Funds brought forward		103,558	197,768	301,326	299,445
<b>Funds carried forward</b>		<b>102,889</b>	<b>192,201</b>	<b>295,090</b>	<b>301,326</b>

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 1985.

All recognised gains and losses have been included in the Statement of Financial Activities.

All operations are continuing.



# THE FAMILY HAVEN

## NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2009

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### 1. Accounting Policies

#### **Basis of accounting**

The financial statements have been prepared under the historical cost convention, in accordance with applicable Accounting Standards and the Companies Act and comply with the Statement of Recommended Practice Accounting and Reporting by Charities. The policies adopted for items which are judged material to the financial statements are as follows:

#### **Incoming resources**

Donations and gifts are recognised as income when received except where any restrictions on expenditure demand that a proportion be carried forward as deferred income. The donations under Gift Aid are recognised when receivable. The associated income tax recovery is recognised when the recovery is receivable. Grants are recognised as income when they are received provided conditions for receipt have been complied with, unless they relate to a specified future period in which case they are deferred.

Interest is recognised as income when receivable.

#### **Resources expended**

Resources expended are recognised on an accruals basis. They are allocated to activities based on actual usage and time spent. Establishment and support costs are all allocated to the activity of provision of client care as no other activity uses a significant amount of such facilities.

Costs of activities in furtherance of the charity's objects comprise those costs incurred by the charity as a result of the delivery of its service.

Costs of generating funds comprise the costs associated with attracting voluntary income.

Governance costs comprise those costs incurred by the charity in meeting its constitutional and statutory requirements.

The regular cost of providing retirement pensions and related benefits is charged to the profit and loss account over the period of the employees service lives on the basis of a constant percentage of earnings. Any difference between the amount charged to the profit and loss account, and amount paid to the scheme is shown as an asset or liability in the balance sheet.

#### **Fixed assets and depreciation**

Tangible fixed assets are included in the balance sheet at cost less depreciation.

Depreciation is calculated so that the cost of tangible fixed assets less their residual value are written off over their estimated useful lives at the following rates:

Freehold property	2% straight line
Equipment	25% written down value

#### **Restricted funds**

The restricted funds represent the funds specifically earmarked for the charity's property and other projects, specified by the donor.

#### **Unrestricted funds**

Unrestricted funds are funds which can be utilised at the discretion of the trustees.

# THE FAMILY HAVEN

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2009 (Continued)

### 2 Restricted grants

	2009 £	2008 £
<i>Day centre</i>		
BBC Children in Need	27,355	28,758
Gyde Trust	5,000	5,000
Henry Smith Charity	5,000	5,000
Peter Lang Trust	10,162	5,000
Sommerfield	7,000	-
Lincoln Financial Group	-	5,950
VITOL	-	4,954
<i>Prison Visitor Centre:</i>		
The Tudor Trust	-	8,000
	<u>54,517</u>	<u>62,662</u>

### 3 Resources expended

	Notes	Unrestricted Funds £	2009 Restricted Funds £	Total £	2008 Total £
Staff costs	4	91,860	48,911	140,771	129,583
Depreciation		180	6,711	6,891	5,625
Independent examiner's fees		1,000	-	1,000	1,000
Other costs		23,029	4,462	27,491	29,999
		<u>116,069</u>	<u>60,084</u>	<u>176,153</u>	<u>166,207</u>

No remuneration was paid to the trustees during the year and nor were there were any expenses reimbursed to trustees (2008 : £Nil).

### 4 Staff and trustees

	2009 Number	2008 Number
The average numbers of people employed by the charity during the year were:		
Fundraising	1	1
Provision of client care	9	9
Child care at Prison Play Area	1	1
	<u>11</u>	<u>11</u>

# THE FAMILY HAVEN

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2009 (Continued)

### 4 Staff and trustees (continued)

	£	£
Staff costs for the above persons:		
Wages and salaries	126,988	120,158
Pension contributions	2,895	-
Social Security costs	10,888	9,425
	<u>140,771</u>	<u>129,583</u>

There were no employees with emoluments of over £60,000.

The charity runs a pension scheme for the benefit of its employees. The assets of the scheme are held separately to the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

### 5 Tangible fixed assets

	<b>Freehold land and buildings</b>	<b>Equipment</b>	<b>Equipment</b>	<b>Total</b>
	<b>Restricted Funds</b>		<b>Unrestricted</b>	
	£	£	£	£
<b>Cost</b>				
At 1 April 2008	225,247	7,838	16,998	250,083
Additions	-	6,190	-	6,190
At 31 March 2009	<u>225,247</u>	<u>14,028</u>	<u>16,998</u>	<u>256,273</u>
<b>Depreciation</b>				
At 1 April 2008	41,904	5,203	16,277	63,384
Provided in year	4,505	2,206	180	6,891
At 31 March 2009	<u>46,409</u>	<u>7,409</u>	<u>16,457</u>	<u>70,275</u>
<b>Written down value</b>				
At 31 March 2009	<u>178,838</u>	<u>6,619</u>	<u>541</u>	<u>185,998</u>
At 31 March 2008	<u>183,343</u>	<u>2,635</u>	<u>721</u>	<u>186,699</u>

All fixed assets above are used in direct furtherance of the Charity's objectives.

# THE FAMILY HAVEN

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2009 (Continued)

### 6 Analysis of Net Assets Between Funds

	Unrestricted	Restricted	Total
	£	£	£
Tangible Fixed Assets	541	185,457	185,998
Current Assets	103,498	6,744	110,242
Current liabilities	(1,150)	-	(1,150)
Net assets as at 31 March 2009	<u>102,889</u>	<u>192,201</u>	<u>295,090</u>

### 7 Movement in Funds

	Opening balance	Incoming resources	Outgoing resources	Transfers	Closing balance
	£	£	£	£	£
<b>Restricted funds</b>					
<i>Day centre</i>					
BBC Children in Need	4,828	27,355	(27,993)	-	4,190
The Gyde Trust	-	5,000	(5,000)	-	-
Henry Smith Charity	-	5,000	(5,000)	-	-
Peter Lang Trust	2,500	10,162	(10,108)	-	2,554
Sommerfield	-	7,000	(810)	(6,190)	-
Lincoln Financial Group	4,462	-	(4,462)	-	-
<i>Fixed Assets</i>	185,978	-	(6,711)	6,190	185,457
	<u>197,768</u>	<u>54,517</u>	<u>(60,084)</u>	<u>-</u>	<u>192,201</u>
<b>General Fund</b>	103,558	115,400	(116,069)	-	102,889
	<u>301,326</u>	<u>169,917</u>	<u>(176,153)</u>	<u>-</u>	<u>295,090</u>

BBC Children in Need, Gyde Trust and Henry Smith Charity provide funds for the nursery, Peter Lang Trust for work with underprivileged children, Lincoln Financial Group for the healthy eating programme and Sommerfield for a new boiler for the day centre.