

FACES



Flying High

**ANNUAL REPORT AND FINANCIAL STATEMENTS
2017/18**

Annual Report and Unaudited Financial Statements for the year ended 31st March 2018

FACES Bedford

Company limited by guarantee.

Registered in England and Wales No: 5372026

Registered Office:

Church Lane Community Centre

147 Church Lane

Bedford, MK41 0PW

Registered Charity No: 1108574

Honorary President: Lady Valerie Skeet

*This Annual Report is dedicated to
our much loved friend and colleague,
Jane Hall who sadly passed away in
October 2017.*

Jane is missed by everyone at FACES.



Our vision, mission and values

Our mission

FACES support families so that they can provide a safer, happier and healthier home in which their children can thrive and reach their full potential.

Our vision

- To become the pre-eminent charity for the provision of services to children in Bedford Borough.
- To remain flexible, spontaneous and creative to meet the changing needs of the local community.
- To recruit both employees and volunteers from the local community and provide them with high quality training to give back to our community.

Our Values

Care

We CARE about people

Believe

We BELIEVE we can create positive outcomes

Equals

We are all EQUALS and have something to offer

Support

We SUPPORT each other

Enjoy

We ENJOY coming to work

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Reference and Administrative Information

Name of Charity:-
FACES Bedford

Registered Charity:-
No.1108574

Company Limited by Guarantee:-
No.5372026

Registered Office:-
Church Lane Community Centre
147 Church Lane
Bedford
MK41 0PW

Telephone Number:-
01234 270601

Website Address: -
www.facesbedford.org

Trustees:-
Eve Burt (Chairman)
Chris Young
Sarah Janes
Susannah Bradley
Jennie Bayliss
Claire Redhead (resigned 20/03/2018)

**Chief Executive and
Company Secretary:-**
Wendie Harvey (née Lovatt)

Bankers:-
Royal Bank of Scotland plc
Bedford Branch, 15-19 Mill Street
Bedford MK40 3EU

**Independent Examiner and
Reporting Accountants:-**
C W Little FCA
Keens Shay Keens Limited
Chartered Accountants
Exchange Building
16 St. Cuthberts Street
Bedford MK40 3JG

Solicitors:-
Woodfines LLP Solicitors
16 St. Cuthberts Street
Bedford MK40 3JG



Chair's Introduction

Thank you for taking the time to read the Annual Report 2017-18 of FACES (Family and Children's Early-Help Services), and we hope you will be encouraged by the work we do, and the achievements of this extraordinary team of staff, volunteers and trustees.

We have had yet another record year for not only our services, which you can read about throughout this report, but also for our continuing upward trajectory in terms of future planning.

We are now the proud leaseholders of the Church Lane Community Centre where we are based, and a huge amount of work has gone in from staff and trustees this past year on legal matters, practical planning, and resetting our work patterns and staffing to include many new activities and services.

Moving into The Centre has already given us more opportunities to engage with the community around us, and look to support not only families with children, but to take a holistic approach across age groups and communities. We have always had a 'sky's the limit' approach when we look forward, and having a solid home to work from, and super new facilities has made that even more noticeable. Our youth work has been launched, and we are already reaching a large number of youngsters and their families with new activities run by staff, volunteers, and partner groups. Planning is well under way for other new projects, and our whole team has input to new ideas and projects.

At the heart of all we do are the families and community around us and throughout Bedford and beyond, and ensuring that families have every opportunity to build a better future. The consistent work and dedication of the Chief Executive and the staff, a volunteer army that grows and refreshes continuously, and trustees who take huge care in working to ensure that due diligence is paid to the fine detail of governance, ensure that we have a solid foundation.

As a charity we strive to provide leadership and innovation in the field of work with families and children, and this year we have yet again broken targets and moved ahead. This report for 2017-18 shows some tremendous results and we are excited for the future.

Thank you for supporting us and working with us.

Eve Burt
Chairman

Chief Executive Introduction



2017/18 was my 11th year with this lovely charity and it is still a joy to witness the brilliant work we do with some of the most marginalised and vulnerable children, young people and their families in Bedfordshire.

We could not do what we do without our highly dedicated employees, volunteers and trustees or the incredible generosity of those who support us.

Over the last year, we have achieved all of our strategic objectives, and as a result reached 820 children, young people and their families.

Highlights have been securing funding for a new youth service and for a project that we believe to be one of a kind in the country which is working in partnership with another organisation to provide wraparound support for young people who are victims of Child Sexual Exploitation with additional support to their families.

We have continued to provide a range of specialist services such as our Domestic Abuse Service, our Baby FACES Service and Family Support Groups.

As we go into our 7th year since we relaunched our charity and became FACES, our single motivation remains to achieve the best possible outcomes for those we are here to support.

In addition, to continue to make the greatest impact from our work, we will respond to the complex challenges we face, targeting our resources effectively, promising transparency with our funders and beneficiaries, working in partnership with others, and ensuring we are efficient in all that we do, whilst we diversify our reach.

I am confident that FACES will continue to go from strength to strength, delivering vital support to the children, young people and families who need us the most.

Wendie Harvey
Chief Executive

Report of the Board of Trustees

The Board presents its report and financial statements for the year ended 31 March 2018.

Objectives and Activities

FACES Memorandum and Articles of Association states:-

“The objects for which FACES Bedford is established are:-

- to safeguard, protect and preserve the good health, both mental and physical of children and parents of children
- to prevent cruelty to or maltreatment of children
- to relieve sickness, poverty and need amongst children and parents of children
- to promote the education of the public in better standards of childcare in particular, within the area of England”

Risk Management

The major risks to which FACES is exposed as identified by the Board, have been reviewed and systems or procedures have been established to manage those risks on an ongoing basis.

Appointment of Board Members

The Board Members, who are the trustees of FACES and the directors of the company for the purposes of the Companies Act, are also members of the company.

Board Members are recruited and co-opted following the requirements of the governing documents and when appropriate, a skills audit is carried out. All new board members co-opted stand for election by the members at the next Annual General Meeting.



**Think Child
Think Parent
Think Family
Think Community**

Induction and Training of Board Members

To help new Board Members become familiar with FACES work and with their new duties they have an opportunity to visit the FACES office to meet staff and be briefed about FACES. Each Board Member will receive an application pack during their initial interview with the Chairman and Board.

New members have an induction session to spend time with the Chief Executive and/or the Chairman to work through the induction pack and be updated on current issues.

Governing Documents

FACES are an independent registered charity and company limited by guarantee. The guarantee of each member is limited to £1.

FACES is governed by its Memorandum and Articles of Association.

Organisational Structure

The Board Members meet six times a year to review and set strategic objectives. Regular monitoring of FACES principal activities is delegated to sub-groups.

The current sub groups are:-

- Finance and Funding
- Quality
- Health and Safety / Environmental
- Managing Change and Business Planning

This structure enables a clear focus on policy and procedure review and offers managerial support within a clear framework.

The Chief Executive is responsible for the day-to-day management of FACES affairs, for implementing policies agreed by the Board and is assisted by a team of practitioners and support staff.



Social Impact

Maximising public benefit

At FACES we are proud of our unique services, our ethos and the outcomes that the children and families that we support can achieve.

Our strapline is 'working with families to build a better future'. This is not marketing rhetoric; it is a fact of everyday life for our team. Anybody who visits us, works in partnership with us, volunteers with us or benefits directly from the services we provide will know that this is something we will not compromise on and we will work with each child, parent and family for as long as it is necessary to ensure that the children we support live happier, healthier and safer lives.

The FACES Board of Trustees is firmly focussed on providing safe, sustainable and quality services for current and future beneficiaries of the charity and take a long term approach to planning.

FACES deliver a range of internally and externally quality tested services which have been designed in direct response to families' emerging needs. The majority provide structured home visits by fully trained volunteers who offer practical and emotional support at a time when it is needed most.

We have been supporting families in Bedford Borough for over 30 years. Last year, **131** volunteers supported **504** parents and their **820** children.

2017 evaluation shows **98%** of parents and **88%** of children had improved emotional health as a result of our support and **89%** of children are safer.

The families we support live, in the main, in Bedford Borough's most deprived wards including Queens Park, Kempston West and Cauldwell, which contains the Super Output Area (SOA) ranked 900th of 32,844 most deprived in England. We also work in Kingsbrook, Castle and Harpur and we are based in Goldington, all of which have areas in the 10% most deprived in the country.



Bedford Borough has 5 areas in the top 10% most deprived areas in England for children living in low income households (2015). These are in Castle, Kingsbrook, Cauldwell, Goldington and Queens Park wards.

Social Impact Continued

75% of families are referred to us by children's services, schools, health visitors and other charities. The remainder self-refer.

98% of the parents we supported had improved wellbeing and reduced levels of stress and 88% of children had improved emotional health. 82% had improved physical health, often as a result of a reduction in stress levels.

For 92% of families, levels of loneliness and isolation reduced for either the parent and/or the child(ren).

For families experiencing emotional or physical abuse in the home, this reduced for 78% of them. Drug and/or alcohol abuse is a problem for a quarter of the families we support, this had a reduced impact for 78% of these families. 89% of all parents we supported felt better able to keep their children safe as a direct result of our support.

92% of parents also reported that children's behavioural problems had reduced.

We also support families with practical issues.

96% of families we support have improved family routines, including mealtimes, children's bedtimes and children attending school on time.

92% of families reported being better able to manage their money. And for the one third of families for whom housing was a problem, this reduced for almost eight in ten of them. 93% of young parents (typically young mums with little or no extended family) felt better able to cope as a result of our support.

A quarter of the families we supported during 2017/18 had a child at risk of being removed into care. Critically, Early Help is effective because we are able to support parents, at the right time, to keep their family together. 65% of children who are on a Child Protection or Child in Need Plan, come off the plan during their time with FACES. This has huge benefits to families, children and the state.

A House of Commons report in 2015 concluded that it costs an average £35,960 per child per year in care. FACES support costs an average of £14 per family, per hour. Typically, for each family, this equates to £1,092 per family.

Services and Projects

Home visiting services

Bedford Domestic Abuse Service:- Supporting families where there is standard-medium level risk of domestic abuse.

Baby FACES:- Supporting parents from 30 weeks' gestation to 12 weeks after birth.

Early Help:- Home visiting support for families with children age 0- 19.

Parents as First Teachers:- 1-1 bespoke parenting programme delivered at home for parents with children 0-3.

Changing FACES:- Support for Children, Young People and their families who have been or are at a higher risk of being victims of Sexual Exploitation

Other Services

Early Childhood Partnership:- Recruiting, training and supporting a team of volunteers to work alongside our consortium partners in supporting families accessing the Bedford Borough Children's Centres.

Protective Behaviours:- Group workshops or 1-1 sessions in the family home.

Let's Stick Together:- 1x hour workshop about communication for new parents.

House of Industry:- Crisis funding for families in need.

Funny FACES:- Facilitating birthday parties and events for the most disadvantaged children.

LunchBox@FACES:- Lunches provided free for disadvantaged children and young people during the school holidays.

Groups

Robin's Nest, Cherry Pies, Little Acorns;- Weekly family support groups for those families who may find accessing community groups challenging.

Dad & Me:- Monthly group for dads and children held on 1st Saturday of every month.

Multi Tots:- Weekly group for families with multiple births at Pine Cones each Friday morning during term time.

Face 2 FACES:- Maternal mental health 5 x sessions of Cognitive Behavioural Therapy delivered by health professionals.

Spectrum Support:- Support group for parents with children with Autism and/or ADHD.

Volunteers

Over the last year we have continued to increase the number of volunteers who give freely of their time to enhance service delivery. In 2017/18 we had a staggering 131 volunteers who supported our charity. The majority of prospective volunteers apply to join us through word of mouth and we spend very little on advertising. We pride ourselves on the support that we provide. We are constantly developing new opportunities, the most recent being supporting children in Early Years Settings and our Youth Club which will expand our team further. We have a rolling volunteer training programme with an average of 8 volunteers attending each course.

All of our volunteers are offered further development training, particularly pertaining to the issues of the families they are supporting.



Our volunteer team reflects the communities we support and 34 % of volunteers are non-white British. Volunteers are in place, having completed a minimum 40 hours training for family support and 20 hours training for group work. In addition they are required to complete mandatory e-learning safeguarding courses provided by the Local Safeguarding Children Board.

This is such an excellent well run and thought through course. You really look after your volunteers and care for them.

I really like the fact that I can call and get support if I am not sure of anything. I also liked it that I could choose what service I felt would be best for me to volunteer in.

Typically, 10% of parents we work with become FACES volunteers. Approximately 30% of volunteers progress to further education, training or paid employment. Of our seven staff members, five were previously FACES volunteers.

Future plans

In such a challenging environment for charities, FACES recognise that it is more important than ever to take time to reflect on our work. In 2018, and in consultation with our service users and supporters, we will be developing a new 5 year strategy which will incorporate the following:-

Increase our reach and our impact

We will continue to deliver quality services to meet the needs of the most disadvantaged and marginalised children and their families in Bedfordshire.

We will do this without compromising our values and we will continue with what we know works.

Our services will, in the main, be open ended and we will support a family in achieving goal focused outcomes for as long as they need - as we know every family is different and most families we support have embedded issues.

We have recently launched a youth project which is funded by BBC Children in Need. In the first few weeks of running, we had over 70 children and young people signed up for activities and we expect this number to increase significantly over the term of this 3 year grant.

We are also working with young people with a new project funded by the Bedfordshire Office of the Police and Crime Commissioner.

We believe this project to be the first of its kind with providing a wraparound support not only for children and young people who have been or who are at higher risk of sexual exploitation and/or trafficking but also extending this to the family and in particular the victim's siblings.

"I feel that just saying thank you in no way reflects the invaluable help you have given us over the past 6 months, from E's hip surgery through L's birth and the 3 months following. I can't thank you enough I wouldn't have coped without your help"

Increase public support and sustainability

In December 2017 we made the difficult decision not to bid for the local authority contract which we had previously held and had a great deal of success with. This was in the main because we did not feel we could provide a quality service for the reduced price, the limited number of weeks to support and the increased specifications of the offer.

Fortunately over the last 7 years FACES have made considerable progress with reducing our dependency on government funding. However, we have not become complacent and we recognise that we need to continue to increase public and business support.

Future plans continued

To achieve this we have recruited a Business Officer whose task is to maintain existing relationships and source new ones.

Grants are still incredibly important to FACES as a proportionate form of funding. We plan to invest more time and resources on better evidencing the difference and social impact that we know we already achieve.

I have just had Mum on the phone she is delighted with your visit and rang to thank me - so in turn I am thanking you for putting a smile on her face. She is very grateful, your service is fantastic.

Health Visitor

To create innovative and needs led services.

The majority of our services have been created through local need and from what our service users (families) have told us that they need. We like to think outside of the box and many of the services we offer are one of a kind such as Baby FACES which won a Public Health England Award for Excellence.

Our team awaydays which are attended by trustees, volunteers and staff afford us the opportunity to explore innovative ideas such as the new LunchBox@FACES project which attracted media attention through local TV and newspapers.

To build capacity and partnerships

FACES have recently entered into two new partnerships. One is as a consortium partner with the Early Childhood Partnership (ECP) who are commissioned by Bedford Borough Council to deliver services to Children Centres.

Also, more recently, we have entered into a partnership with another charity 'Link to Change' to deliver our Changing FACES project which has been commissioned by The Bedfordshire Office of the Police and Crime Commissioner. This partnership not only means that we can share our expertise but also offers excellent value for money as we are sharing office space and pooling resources.

Working in partnership in this way has been a positive experience and one that we will always now consider when preparing to deliver new services.

Trustees' responsibility for the Accounts

The trustees are responsible for preparing the financial statements in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective January 2015).

The law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period.

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charity SORP.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006, Financial Reporting Standards in so far as they are appropriate to the charity, and with the Statements of Recommended Practice issued by the Charity Commission. 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.

I just wanted to give you some feedback about Mum, she absolutely sings your praises and says that you have made such a difference to her during her pregnancy and with baby. She said she doesn't know where she would be with you and the support of FACES.

Health Visitor

In so far as the trustees are aware:

- there is no relevant information of which the company's reporting accountants are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the reporting accountants are aware of that information.

By order of the Board:

**Eve Burt
Chairman**

Date:

Thank you to our funders and supporters for helping us to provide much needed support services in 2017/18

Thank you

Neil Cox
AFC Kempston Town & Bedford
The Bedford Langar Project
Bedford Panto
Wixams Accademy
Co-op Travel
Fitness First
Bedford University Campus
Brewhouse & Kitchen
Connells Leighton Buzzard
Belle Etoile Academy of Dance
Ready Steady Roll
The Little Treat Stall
Peace Through Yoga
A gift of Christmas
Alterderma Hair & Beauty
Priory View
John Lewis/Waitrose
Nissan
Healthy Body, Healthy Minds
Bedford Blues Rugby Club
The Bell Public House
The Bull Pubic House
Clarabut & Plumbe
Watton Recruitment
Biddenham Upper School
Bedford Foodbank
Anonymous
The Bedford Lions
The Bedford Rotary Club



