

# THE FAMILY HAVEN

## TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED  
31 MARCH 2013

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

**THE FAMILY HAVEN**  
**TRUSTEES' ANNUAL REPORT**  
(including the directors' report)  
**YEAR ENDED 31 MARCH 2013**

**1. REFERENCE AND ADMINISTRATIVE DETAILS**

<b>Address and Registered Office</b>	31 Spa Road Gloucester GL1 1UY
<b>President</b>	Anne Cadbury OBE JP DL
<b>Trustees:</b>	
Chair	The Very Reverend Nicholas Bury ( <i>Deputy Chair to 31 March 2013</i> )
Trustee for the Friends Group and Deputy Chair	Robin Buchanan ( <i>Deputy Chair from 1 April 2013</i> )
Treasurer	Gerald Holyhead ( <i>appointed Trustee 14 November 2012 , appointed Treasurer 1 April 2013</i> )
Trustee for Day Centre	Gillian Lunn ( <i>Chair to 31 March 2013</i> )
Secretary	John Price ( <i>Treasurer until 31 March 2013</i> )
Childcare Advisor	Doreen McLellan
Trustee for Fundraising	Theo Platt ( <i>appointed 16 January 2013</i> )
Trustee for Volunteers	Anthea Graham

David Riggs resigned as Trustee on 13 April 2012.  
Sylvia Odell resigned as a trustee on 11 May 2012.

Trustees are also directors for the purposes of company law.

<b>Day Centre Manager</b>	Lorraine Barrett
<b>Nursery Manager</b>	Helen Jackson
<b>Bankers</b>	CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
<b>Independent examiner</b>	JL Collinson ACA

## **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 July 2001 and governed by its Memorandum and Articles of association.

### **Members**

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

There are three classes of members as follows:

- Trustees (currently 8)
- Honorary members (currently 1)
- Subscribing members (currently 13)

### **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 managers of the Day Centre and the Nursery.

The trustees affirm their maintenance of and commitment to safeguarding children, 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 4.00 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.

#### 4. ACHIEVEMENT AND PERFORMANCE

The following is a summary of key activities undertaken:

	2012-13	2011-12
Individual families benefited	76	66
Number of visits by adults	1,862	1,919
Number of visits by children	2,142	2,503
Respite and crèche session	771	707
One to one sessions with children with additional needs	798	1,067
Meals provided	2,800	3,265
Active listening / advice sessions	151	120
Day trips	148	146
Parenting / adult development class attendees	124	109

The number of visits made during the year was a little down the previous year, but broadly maintaining the remarkable level of service offered from a minimal funding base.

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

#### 5. FINANCIAL REVIEW

##### General

From a financial perspective, 2012-13 was a most satisfactory year for The Family Haven. The changes to the cost structure which were put into effect in 2011-12 proved to be effective and very significant savings arose. In addition, income improved with the result that reserves and cash balances both grew during the period.

##### Funding

The reinstatement of the BBC Children in Need grant provided The Family Haven with a major boost early in the financial year and proved the catalyst for vastly improved fortunes. As ever, there were several trusts which provided magnificent support and enable us to continue in difficult circumstances that arose during the year. Particular mention must be made of The Summerfield Trust, The Peter Lang Trust, The Gloucestershire Community Foundation and the Gyde Trust all of whom provided great support when it was needed most.

Additional pleasing news is that The Family Haven has received a significant three year grant from The Henry Smith Foundation, starting April 2013.

##### Expenditure

There was a significant fall in expenditure during the year, this being mostly attributable to the programme of cost savings implemented in December 2011.

##### Reserves Policy

It is the policy of the charity that unrestricted free reserves should be maintained at a level equivalent to at least six months' otherwise unfunded expenditure with the objective of holding being able to ensure that The Family Haven is able to continue with its activities for the duration of any temporary fall in funding.

Deficits incurred over 2010-11 and 2011-12 meant that the Trustees have been unable to prevent reserves falling to below target and they presently stand at around four and a half months costs. Trustees recognise the central importance of re-establishing financial stability and significant progress was made during the recent year.

## **6. FUTURE PLANS**

Targets set for 2012-13 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.

## **7. STATEMENT OF TRUSTEES RESPONSIBILITIES**

The Trustees (who are also directors of The Family Haven for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 2006. 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.

On behalf of the Trustees

John Price – Secretary  
17 June 2013

## **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 2013, which are set out on pages 7 to 13.

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 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 Commission. 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 seeking 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 no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

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

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

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

JL Collinson ACA  
Norton, Gloucestershire  
17 June 2013

# THE FAMILY HAVEN

## STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an income and expenditure account)

YEAR ENDED 31 MARCH 2013

		2013			2012
	Notes	General Fund	Restricted Funds	Total	Total
		£	£	£	£
<b>Incoming resources</b>					
Incoming resources from generated funds:					
Voluntary income	2	86,951	77,931	164,882	145,258
Investment income		37	-	37	27
Incoming resources from charitable activities:					
Fees from clients for use of day centre		6,369	-	6,369	6,213
Fees from Local Authorities for nursery		451	-	451	2,970
Other incoming resources		2,012	-	2,012	4,518
<b>Total incoming resources</b>		<b>95,820</b>	<b>77,931</b>	<b>173,751</b>	<b>158,986</b>
<b>Resources expended</b>					
	3				
Cost of generating voluntary income		11,967	-	11,967	18,398
Charitable activities		73,766	74,946	148,712	183,997
<b>Total resources expended</b>	4	<b>85,733</b>	<b>74,946</b>	<b>160,679</b>	<b>202,395</b>
<b>Net incoming (outgoing) resources</b>		<b>10,087</b>	<b>2,985</b>	<b>13,072</b>	<b>(43,409)</b>
Funds brought forward		32,134	184,218	216,352	259,761
<b>Funds carried forward</b>		<b>42,221</b>	<b>187,203</b>	<b>229,424</b>	<b>216,352</b>



# THE FAMILY HAVEN (company number 4247872)

## BALANCE SHEET AS AT 31 MARCH 2013

	Notes	2013		2012	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	6		168,682		168,945
<b>Current assets</b>					
Prepayments		-		4,000	
Cash at bank and in hand		64,542		46,083	
		<u>64,542</u>		<u>50,083</u>	
Creditors: amounts falling due within one year: accruals		<u>(3,800)</u>		<u>(2,676)</u>	
<b>Net current assets</b>			60,742		47,407
<b>Net assets</b>	7		<u>229,424</u>		<u>216,352</u>
Represented by:					
<b>Accumulated funds:</b>					
General fund	8		42,221		32,134
Restricted funds	8		187,203		184,218
			<u>229,424</u>		<u>216,352</u>

For the year ended 31 March 2013 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Director's responsibilities:

(a) the members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476

(b) the directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime

These accounts were approved by the trustees on 17 June 2013 and are signed on their behalf by:

John Price

Trustee

# THE FAMILY HAVEN

## NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2013

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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. Staff support costs are all allocated to the appropriate activity based on the relative amount of time spent on such activities. Premises and other costs are allocated based on salary costs.

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

No depreciation is provided on freehold land

#### **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 YEAR ENDED 31 MARCH 2013 (continued)

### 2 Voluntary income

	2013	2012
	£	£
<b>Restricted funds:</b>		
<i>Building repairs and development</i>		
The Summerfield Charitable Trust	-	6,000
Gloucester Round Table	7,500	-
<i>Nursery</i>		
BBC Children in Need	23,762	6,667
Peter Lang Children's Trust	13,400	12,756
The Barbara Ward Children's Foundation	5,000	-
Fluck Convalescent Fund	312	-
GCF Freemasons Fund	-	2,000
Garfield Weston Foundation	-	5,000
St James's Place Foundation	-	10,000
Gloucester City Council	7,462	7,275
<i>Outreach</i>		
Church Welfare Association	-	3,000
<i>Parenting and client development</i>		
Gloucestershire Community Foundation	9,995	-
The Woodward Charitable Trust	1,500	-
<i>One to One counselling</i>		
Zurich Community Trust	-	3,000
The Gyde Trust	6,000	5,000
<i>Healthy eating</i>		
GCF Ecclesiastical 125 Fund	3,000	-
Sun Life Financial of Canada	-	5,000
	<u>77,931</u>	<u>65,698</u>
<b>General fund:</b>		
Donations from individuals	8,240	9,495
The Summerfield Charitable Trust	10,000	10,000
Grants from other trusts	32,410	32,651
Grants from companies	2,767	6,695
Income from events	19,657	14,690
Grants from other organisations	13,877	6,029
	<u>86,951</u>	<u>79,560</u>
	<u>164,882</u>	<u>145,258</u>

### 3 Resources expended

Resources expended includes:

	2013	2012
	£	£
Depreciation	5,273	5,713
Redundancy and payment in lieu of notice	-	9,588
Independent examiner's fees	-	-
	<u>-</u>	<u>-</u>

No remuneration was paid to the trustees during the year and nor were there were any expenses reimbursed to trustees (2012: £nil).

**THE FAMILY HAVEN**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2013 (continued)**

**4 Total resources expended**

These are allocated between activities as follows:

	Nursery	Parenting and client development	Outreach	One-to-one sessions with children	Respite	Nutrition	Fundraising	Governance	Support	Total	2012
	£	£	£	£	£	£	£	£	£	£	£
Costs directly allocated to activities:											
Staff costs	40,302	18,333	5,650	10,691	9,896	10,277	9,988	-	24,800	129,937	167,164
Premises	5,455	2,481	765	1,447	1,340	1,391	1,353	-	3,357	17,589	25,800
Other	2,529	1,149	355	671	621	5,645	627	-	1,556	13,153	9,431
Support, costs re-allocated to activities:	12,586	5,725	1,764	3,339	3,090	3,209	-	-	(29,713)	-	-
<b>Total costs</b>	<b>60,872</b>	<b>27,688</b>	<b>8,534</b>	<b>16,148</b>	<b>14,947</b>	<b>20,522</b>	<b>11,968</b>	<b>-</b>	<b>-</b>	<b>160,679</b>	<b>202,395</b>

Basis of allocation:

Staff costs are allocated between charitable activities according to time spent on the activity in question  
Support costs are allocated between charitable activities on the basis of salary cost

# THE FAMILY HAVEN

## NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2013 (continued)

### 5 Staff

	2013 Number	2012 Number
The average numbers of people employed by the charity during the year were:		
Fundraising	1	1
Provision of client care	9	10
	10	11
	2013 £	2012 £
Staff costs for the above persons:		
Wages and salaries	119,669	143,615
Pension contributions	2,516	3,003
Social Security costs	7,752	10,958
Redundancy and payment in lieu of notice	-	9,588
	129,937	167,164

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 from the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

### 6 Tangible fixed assets

	Freehold land and buildings	Equipment	Equipment	Total
	Restricted Funds		General fund	
	£	£	£	£
<b>Cost</b>				
As at 1 April 2012	225,247	14,628	17,622	257,497
Additions	-	5,010		5,010
As at 31 March 2013	225,247	19,638	17,622	262,507
<b>Depreciation</b>				
As at 1 April 2012	59,924	11,583	17,045	88,552
Provided in year	3,115	1,901	257	5,273
As at 31 March 2013	63,039	13,484	17,302	93,825
<b>Net book value</b>				
As at 31 March 2013	162,208	6,154	320	168,682
As at 31 March 2012	165,323	3,045	577	168,945

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

# THE FAMILY HAVEN

## NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2013 (continued)

### 7 Analysis of net assets between funds

	General	Restricted	Total
	£	£	£
Tangible fixed assets	320	168,362	168,682
Current assets	45,701	18,841	64,542
Current liabilities	(3,800)	-	(3,800)
As at 31 March 2013	<u>42,221</u>	<u>187,203</u>	<u>229,424</u>

### 8 Movement in funds

	As at 1 April 2012	Incoming resources	Outgoing resources	Transfers	As at 31 March 2013
	£	£	£	£	£
<b><u>Restricted funds</u></b>					
<i>Building repairs</i>					
Gloucester Round table	-	7,500	-	(5,010)	2,490
<i>Nursery</i>					
BBC Children in Need	-	23,762	(19,802)	-	3,960
Peter Lang Children's Trust	3,350	13,400	(13,400)	-	3,350
The Barbara Ward Children's Foundation	-	5,000	(2,917)	-	2,083
Fluck Convalescent Fund	-	312	(312)	-	-
Garfield Weston Foundation	2,500	-	(2,500)	-	-
St James's Place Foundation	7,500	-	(7,500)	-	-
Gloucester City Council	-	7,462	(7,462)	-	-
<i>Parenting and client development</i>					
Gloucestershire Community Foundation	-	9,995	(9,162)	-	833
The Woodward Charitable Trust	-	1,500	(625)	-	875
<i>One to One counselling</i>					
The Gyde Trust	-	6,000	(1,000)	-	5,000
<i>Healthy eating</i>					
GCF Ecclesiastical 125 Fund	-	3,000	(2,750)	-	250
Sun Life Financial of Canada	2,500	-	(2,500)	-	-
<i>Fixed Assets</i>	168,368	-	(5,016)	5,010	168,362
	<u>184,218</u>	<u>77,931</u>	<u>(74,946)</u>	<u>-</u>	<u>187,203</u>
<b><u>General Fund</u></b>	32,134	95,820	(85,733)	-	42,221
<b><u>Total funds</u></b>	<u>216,352</u>	<u>173,751</u>	<u>(160,679)</u>	<u>-</u>	<u>229,424</u>