

# THE FAMILY HAVEN

## TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED  
31 MARCH 2012

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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**  
**YEAR ENDED 31 MARCH 2012**

**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:**

Chair	Gillian Lunn
Deputy Chair	The Very Reverend Nicholas Bury
Treasurer and Secretary	John Price
Childcare Advisor	Doreen McLellan
Trustee for Volunteers	Anthea Graham
Trustee for the Friends Group	Robin Buchanan

David Riggs resigned as Trustee on 13 April 2012. Sylvia Odell was appointed as a trustee on 21 April 2011 and resigned as a trustee on 11 May 2012.

Trustees are also directors for the purposes of company law.

**Day Centre Manager**                        Lorraine Barrett

**Nursery Manager**                            Helen Addis

**Bankers**                                        CAF Bank Ltd,  
   25 Kings Hill Avenue,  
   Kings Hill,  
   West Malling,  
   Kent  
   ME19 4JQ

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

**Independent examiner**                    Rev Canon John Wright FCA

## **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 6)
- Honorary members (currently 1)
- Subscribing members (currently 11)

### **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 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 2009-10 in line with activity experienced during the previous year.

#### 4. ACHIEVEMENT AND PERFORMANCE

The following is a summary of key activities undertaken:

	2011-12	2010-11
Individual families benefited	66	83
Number of visits by adults	1,919	2,209
Number of visits by children	2,503	3,013
Respite and crèche session	707	696
One to one sessions with children with additional needs	1,067	1,033
Meals provided	3,265	3,971
Active listening / advice sessions	120	112
Day trips	146	178
Parenting / adult development class attendees	109	117

The number of services provided 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

There is no disguising the fact that 2011-12 was a difficult year for The Family Haven. The long stand grant from BBC Children in Need (£26,474 in 2010-11) was not renewed, hopefully temporarily, and this proved to be a severe blow. As a result for the second consecutive year a major deficit was incurred (this year, £42,604) and survival was only possible by eating into reserves.

##### Funding

Notwithstanding the loss of the BBC Children in Need grant there were several trusts which provided magnificent support and enable us to continue in difficult circumstances that arose during the year. These are detailed in note 2 to the accounts, but particular mention must be made of The Summerfield Trust, The Peter Lang Trust and the St James's Place all of whom provided great support when it was needed most.

##### Expenditure

There was a rise in expenditure during the year, this being mostly attributable to programme of repairs to the building (funded by Summerfield Trust). Owing to the funding difficulties referred to above, the trustees were obliged to take action reduce the on-going cost base and sadly, one redundancy was necessary in December. The cost of the redundancy precluded any possibility of savings in 2011-12 but the advantage will be seen in 2012-13 when costs are planned to be more than £25,000 lower than 2011-12.

##### 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.

As is recorded above, such a fall in income has occurred over the last two years with the result that the Trustees have been unable to prevent reserves falling to their present level of around two months costs. Trustees recognise the central importance of re-establishing financial stability as evidenced by the actions taken concerning cost control which are mentioned above.

## **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  
16 May 2012

## **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 2012, 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**

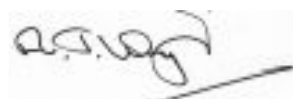
In connection with my examination, no matter has come to my attention:

(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.



Rev Canon John Wright  
6 The Green, Tetbury, Gloucestershire GL8 8DN  
Chartered Accountant

16 June 2012

# THE FAMILY HAVEN

## STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an income and expenditure account)

YEAR ENDED 31 MARCH 2012

	Notes	2012			2011
		General Fund £	Restricted Funds £	Total £	Total £
<b>Incoming resources</b>					
Incoming resources from generated funds:					
Voluntary income	2	82,117	58,423	140,540	142,287
Investment income		27	-	27	295
Incoming resources from charitable activities:					
Fees from clients for use of day centre		6,213	-	6,213	5,682
Fees from Local Authorities for nursery		7,688	-	7,688	7,688
Other incoming resources		4,518	-	4,518	1,883
<b>Total incoming resources</b>		<b>100,563</b>	<b>58,423</b>	<b>158,986</b>	<b>157,835</b>
<b>Resources expended</b>					
	3				
Cost of generating voluntary income		18,398	-	18,398	17,128
Charitable activities		121,978	60,819	182,797	170,705
Governance costs		1,200	-	1,200	1,200
<b>Total resources expended</b>	4	<b>141,576</b>	<b>60,819</b>	<b>202,395</b>	<b>189,033</b>
<b>Net expenditure for the year</b>		<b>(41,013)</b>	<b>(2,396)</b>	<b>(43,409)</b>	<b>(31,198)</b>
Funds brought forward		73,147	186,614	259,761	290,959
<b>Funds carried forward</b>		<b>32,134</b>	<b>184,218</b>	<b>216,352</b>	<b>259,761</b>



# THE FAMILY HAVEN (company number 4247872)

## BALANCE SHEET AS AT 31 MARCH 2012

	Notes	2012		2011	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	6		168,945		174,658
<b>Current assets</b>					
Prepayments		4,000		4,000	
Cash at bank and in hand		<u>46,083</u>		<u>84,510</u>	
		50,083		88,510	
Creditors: amounts falling due within one year: accruals		<u>(2,676)</u>		<u>(3,407)</u>	
<b>Net current assets</b>			47,407		85,103
<b>Net assets</b>	7		<u>216,352</u>		<u>259,761</u>
Represented by:				0	
<b>Accumulated funds:</b>					
General fund	8		32,134		73,147
Restricted funds	8		184,218		186,614
			<u>216,352</u>		<u>259,761</u>

For the year ended 31 March 2012 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 16 May 2012 and are signed on their behalf by:



John Price

Treasurer

# THE FAMILY HAVEN

## NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2012

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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

#### **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 2012 (continued)

#### 2 Voluntary income

	2012 £	2011 £
<b>Restricted funds:</b>		
<i>Building repairs</i>		
Summerfield Trust	6,000	-
<i>Nursery</i>		
BBC Children in Need	6,667	26,474
Peter Lang Trust	12,756	10,672
Gloucester Freemasons	2,000	-
Garfield Weston	5,000	-
St James's Place	10,000	-
<i>Outreach</i>		
Church Welfare	3,000	-
<i>Parenting and client development</i>		
Lloyds TSB Foundation	-	12,700
<i>One to One counselling</i>		
Zurich Trust	3,000	-
The Gyde Trust	5,000	5,000
<i>Healthy eating</i>		
Sun Life of Canada	5,000	5,000
	<u>58,423</u>	<u>59,846</u>
<b>General fund:</b>		
Donations from individuals	9,495	6,190
Summerfield Trust	10,000	-
Grants from other trusts	32,651	47,632
Grants from companies	6,695	2,990
Grants from Local Authorities	2,557	5,565
Income from events	14,690	11,946
Grants from other organisations	6,029	8,118
	<u>140,540</u>	<u>142,287</u>

#### 3 Resources expended

Resources expended includes:

	2012 £	2011 £
Depreciation	5,713	6,116
Redundancy and payment in lieu of notice	9,588	-
Independent examiner's fees	-	-
	<u>15,301</u>	<u>6,116</u>

No remuneration was paid to the trustees during the year and nor were there were any expenses reimbursed to trustees (2011: £nil).

**THE FAMILY HAVEN**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2012 (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	2011
	£	£	£	£	£	£	£	£	£	£	£
Costs directly allocated to activities:											
Staff costs	34,536	23,344	10,772	16,355	16,849	11,141	14,924	-	32,907	160,828	157,573
Premises	5,417	3,870	1,806	2,580	2,580	1,806	2,452	-	5,289	25,800	17,719
Other	2,261	1,615	754	1,077	1,077	5,753	1,023	1,200	1,007	15,767	13,739
Support, costs re-allocated to activities:	11,984	8,098	3,737	5,674	5,845	3,865	-	-	(39,203)	-	-
<b>Total costs</b>	<b>54,198</b>	<b>36,927</b>	<b>17,069</b>	<b>25,686</b>	<b>26,351</b>	<b>22,565</b>	<b>18,399</b>	<b>1,200</b>	<b>-</b>	<b>202,395</b>	<b>189,031</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 2012 (continued)

### 5 Staff

	2012 Number	2011 Number
The average numbers of people employed by the charity during the year were:		
Fundraising	1	1
Provision of client care	10	10
	<u>11</u>	<u>11</u>
	<b>2012</b>	<b>2011</b>
	<b>£</b>	<b>£</b>
Staff costs for the above persons:		
Wages and salaries	134,435	143,615
Pension contributions	2,688	3,003
Social Security costs	9,214	10,958
	<u>160,832</u>	<u>157,576</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 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 2011	225,247	14,628	17,622	257,497
Additions	-	-		-
As at 31 March 2012	<u>225,247</u>	<u>14,628</u>	<u>17,622</u>	<u>257,497</u>
<b>Depreciation</b>				
As at 1 April 2011	55,419	10,568	16,852	82,839
Provided in year	4,505	1,015	193	5,713
As at 31 March 2012	<u>59,924</u>	<u>11,583</u>	<u>17,045</u>	<u>88,552</u>
<b>Net book value</b>				
As at 31 March 2012	<u>165,323</u>	<u>3,045</u>	<u>577</u>	<u>168,945</u>
As at 31 March 2011	<u>169,828</u>	<u>4,060</u>	<u>770</u>	<u>174,658</u>

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 2012 (continued)

#### 7 Analysis of net assets between funds

	General	Restricted	Total
	£	£	£
Tangible fixed assets	577	168,368	168,945
Current assets	34,233	15,850	50,083
Current liabilities	(2,676)	-	(2,676)
As at 31 March 2012	<u>32,134</u>	<u>184,218</u>	<u>216,352</u>

#### 8 Movement in funds

	As at 1 April 2011	Incoming resources	Outgoing resources	As at 31 March 2012
	£	£	£	£
<b>Restricted funds</b>				
<i>Building repairs</i>				
Summerfield Trust	-	6,000	(6,000)	-
<i>Nursery</i>				
BBC Children in Need	4,445	6,667	(11,112)	-
Peter Lang Trust	2,706	12,756	(12,112)	3,350
Gloucester Freemasons	-	2,000	(2,000)	-
Garfield Weston	-	5,000	(2,500)	2,500
St James's Place	-	10,000	(2,500)	7,500
<i>Outreach</i>				
Church Welfare	-	3,000	(3,000)	-
<i>Parenting and client development</i>				
Lloyds TSB Foundation for England and Wales	3,075	-	(3,075)	-
<i>One to One counselling</i>				
Zurich Trust	-	3,000	(3,000)	-
The Gyde Trust	-	5,000	(5,000)	-
<i>Healthy eating</i>				
Sun Life of Canada	2,500	5,000	(5,000)	2,500
<i>Fixed Assets</i>	173,888	-	(5,520)	168,368
	<u>186,614</u>	<u>58,423</u>	<u>(60,819)</u>	<u>184,218</u>
<b>General Fund</b>	73,147	100,563	(141,576)	32,134
Total funds	<u>259,761</u>	<u>158,986</u>	<u>(202,395)</u>	<u>216,352</u>