

H.O.P.E.

Family Centre

Annual Report 2014/15

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Chair's report

This Report is an overview of The HOPE Family Centre for the financial year 2014/15.

Early Years Education – During her first year as Manager, Michelle Brown has continued to develop the department providing excellent pre-school education for local families with a staff of 17 serving 89 children between 0–4 years old. There is currently a waiting list for places.

Contact Centre – Paula Morris has been appointed to develop the Contact Centre, providing a safe

and welcoming place where children in divided families can spend time with their parents. There is scarce provision of this kind in the County. Twelve families use the HOPE Contact Centre but there is a rising need which HOPE could support.

Supporting Families – This work has continued in spite of the reduction in funding from Herefordshire Council. Our excellent team support 14 families and run groups for even more families. Future funding from the Council is uncertain.

Charity Shop – HOPE now contributes to the Local

Community Charity Shop in Bromyard. Several charities provides volunteers to help in the shop and the profits are divided between the charities. So far we have received about £400 a quarter.

Friends of HOPE – Now in its second year, FoH is greatly appreciated and enabled the Centre to take families on an outing to the seaside during the summer; for a number families it was their only outing during the holidays. A new carpet is needed in the Contact Centre room and FoH will be able to provide this.

Workshops – The Workshops give much needed financial support to HOPE. The Hairdresser continues to flourish; Helping Hands Food Bank stores food and household goods that are given to families and individuals when needed; Lighterlife Slimming Club helps people to a healthier lifestyle; Beauty Workshop is used for Beauty Therapy Courses and plans training for young people.

Adult Learning – In spite of funding reduction HOPE has been able to run courses in Numeracy, Literacy, ICT, Cookery, Photography, Beauty Therapy and Crafts. Francis Davison, who had run the Training Programme for a number of years, left in the Autumn of 2014 and we appreciate the years that she gave to HOPE.

Trustees – This year has seen three new members appointed to the Board bringing business and management experience. At the end of 2014 Chairman Janet Murray resigned as she retired from her post at Worcester. I then became the Interim Chairman of the Board.

The Trustees thank all the volunteers for their professional and hardworking contributions to HOPE. We also thank all the partners,



stakeholders and parents for their help and support.

The Operations Manager, Aisling Hurley moved to Bristol in July 2014. Aisling gave a number of years of unlimited hard work, support and guidance to strengthen HOPE and we are enormously grateful to her and wish her well.

The highlight of this year must be the award of an MBE to Sheenagh Davis, our CEO. The award is a recognition of the years of work Sheenagh has given to vulnerable families – offering the people of Bromyard opportunities that would not otherwise be available. We had an extremely happy celebration for the award in February with many supporters and friends of HOPE. Among the guests were the Lord Lieutenant of the County Lady Darnley, our patron Sir Andrew McFarlane, the High Sheriff Major Patrick Darling, and Bill Wiggin MP. It was a fitting occasion to acknowledge and thank Sheenagh for all she has done and continues to do.

Janet Pearce-Higgins
Interim Chairman of Trustees

CEO's report

As we enter our 16th year at HOPE the team here continue to inspire me with their passion and energy, rising to the challenges we are all facing in this sector. HOPE is dedicated to ensuring services remain in Bromyard for the community and, most importantly, to maintaining our high quality.

In the third sector long-term funding can be difficult to secure; as yet, I don't believe families have seen any change in the level of support or services we provide. As the year progressed, with yet another cut in funding from the Local Authority, it has become evident the level of support may have to be reduced. Our contract with the Local Authority was due to finish at the end of the financial year, however a 6 month extension was granted. This has left the charity in a precarious situation, so we are exploring ways of generating income to provide a more secure future. A community survey and feedback from the families highlighted how important, appreciated and embedded in the community HOPE has become and we are doing everything we can to continue our highly valued services.

The overall governance of HOPE is performed by a dedicated and committed board of trustees who hold the reigns tightly but give me enough freedom to run with the vision. I would like to personally take this opportunity to thank Janet Murray, who stepped down from the role of chair at the end of 2014, for her wise management of the board and the charity.

Janet Pearce-Higgins has admirably stepped in as interim chair and we are looking for someone to take on the position permanently.

Partnership working is extremely important, enabling HOPE to provide comprehensive and holistic support to families. One of our longest, most successful and most valuable partnerships is with the Nunwell Surgery practice.



This partnership means the midwife, health visitors and nursery nurse are able to meet families at the HOPE Centre, allowing them to provide services such as ante/post-natal checks, weigh babies and undertake developmental checks for children. This all takes place working closely with our Early Years Education and Supporting Families teams, ensuring a comprehensive provision for families.

HOPE continues to be an exciting, challenging and vibrant place to work. With many new visions on the horizon I can't think of a more able team to step into the future with and I very much look forward to the coming year and the future as it opens up to us.

Last, but absolutely not least, we are indebted to all of our volunteers who give so much of their time making a real and lasting difference and I thank them on behalf of the individuals they work with and the charity as a whole.

Sheenagh Davis
Chief Executive Officer

Early Years Education

In March 2014 we were awarded an 'Outstanding' grade by Ofsted!

We offer early years care and education for children aged 3 months to school age for 50 weeks per year 8am–5:30pm. We have four rooms available: two baby rooms, a toddler room and a pre-school room. Each room has direct access onto their own gardens, which allows for true free-flow play.

We have high staff:pupil ratios, which mean the adults know the uniqueness of each child on roll, and therefore plan specific play opportunities.

We have a particular focus on supporting those children who struggle to develop language skills and we have a communications consultant who works with children in each room four times per week.

We operate an online learning journal where each child's key person will upload observations,



photos and video footage of each child, which parents can access at home. Parents can add to this journal and feel very involved in their child's learning.

We invite parents and prospective parents to our monthly family engagement sessions where they can enjoy activities together.

Our children also have access to our sensory room, soft play and woodlands school on a regular basis.



We catered for **ninety children and families** throughout the year, offering holiday play schemes for these children and those who attend other nurseries.

We have **supported ten children** in receipt of two-year-old funding and have worked with **one foster family** to ensure the well being of their child who has since been adopted.

Our greatest asset is that we recognise the importance of a child existing within a family and community. So we work closely with the training department, providing crèche facilities for parents accessing courses, and the family support team for those families needing a little extra help.

Adult Learning

The last 12 months have been difficult for the Training Department as both Frances Davison and Carole Amos-Gosling left HOPE, leaving Mandy Williams to manage the department. There have been problems attracting sufficient learners for courses to be cost-effective leading to a reduction in funding by Herefordshire Council. However, since the end of the Financial Year, we have appointed Paula Morris as Head of Family Services to help to develop the Training Department to become financially self-reliant.

With new tutors Jane Smith (beauty) and Ruth Cartwright (cookery and craft) we have been able to offer some exciting new courses, including Nail Art, Make-Up, Massage, Christmas and Mother's Day Crafts.

Paul Lack's excellent photography and Photoshop courses continue to attract many learners. Paul has created a display in Bromyard's Launderette window, showing just what can be achieved.

Ant Barraclough has taken over from Frances to run the ever-popular ICT SOS courses and will be teaching Beginners classes and Summer Holiday Family Activities this year.

- **26** students achieved CIEH Level 2 Award in Food Safety in Catering
- **18** received certificates for Level 2 Safeguarding
- **11** students achieved an Emergency First Aid at Work qualification
- **7** more learners achieved Level 1 OCN Award in Hospitality, Catering and Customer Service
- **13** certificates were awarded in Functional Skills in English and Maths, including **5** at Level 2 which is equivalent to a GCSE



Funding from Big Lottery Reaching Communities is coming to an end and we had to reduce our financial support for the Extend Your Health programme which sadly folded at Christmas.

Get Ahead with HOPE continues to support those looking for work. Staffed by James Hynes (Fortis Housing) with volunteer Christine Walters. James' role is shortly to be taken by Georgina Bailey-Allen and James will work alongside as Benefits and Finance advisor. Numbers are dropping as people find work, including the wonderful Trevor Morris who has become a baker for Lamings.

The Training Department continues to look for fresh opportunities and has many new projects

under development, working in collaboration with many training providers across the two counties. We are confident that next year we will report on successful collaborations, increased numbers of learners and an income for HOPE.

Oscar's Coffee House

With new menus, presented on a chunky wooden chopping board and promising delicious, locally sourced food at reasonable prices, plus a charming, new Front of House team, Oscar's Coffee House was successfully re-launched in November 2014.

With a limited budget, we tried to make a big splash and reinvent the look and feel of the café. We repainted the space in deep blue and dressed the walls with local art and pictures of HOPE children, turning an acceptable "canteen" space into a modern, comfortable and relaxing café. The addition of background music enhances our atmosphere and encourages people to stay longer. With free wifi our space is an ideal meeting place for entrepreneurs and small businesses.

Our special venue, which boasts stunning views of the Frome Valley, continues to provide a warm and friendly welcome for people of all ages in the local community. This and our consistent offering of yummy, freshly cooked food have created a loyal customer base. The café space can often be found buzzing with people enjoying scrumptious food in a gorgeous setting.

Chef Rachel joined the team towards the end of the financial year and feedback on her food has been extremely positive.

She brings a wealth of cooking experience and a real passion for food. Supporting Rachel is our volunteer Gita, who continues to delight customers with her amazing, authentic curries.



The customer experience is of paramount importance. The team work tirelessly to impress and delight with every interaction. We believe that the combination of delicious food and excellent customer service in our wonderful setting is the key to long-term success.

Oscar's Coffee House is keen to provide an outside catering offering, delivering high quality buffet lunches to local businesses. In September, we will take part in h.Art, hosting an exhibition with five talented, local artists and drawing many new faces to Oscar's Coffee House and The HOPE Centre. We are also forming plans to work with local foodies and host new and exciting fundraising events in the café. The potential is exciting... watch this space!

Our sales, feedback and positive energy are all moving in the right direction, but making the business financially sustainable is an ongoing challenge. Our best week to date in terms of turnover was £843.77, but this is set against a fixed cost base of £601.67 and Gross margins of on average 150%.

The long term security of the café will be reliant on driving up sales volume and unlocking alternative revenue flows.

Supporting Families

This has been an interesting and challenging year for the Supporting Families team at HOPE.

Firstly the interesting: Supporting Families has noticed a growing trend in families struggling to cope with debt, housing and alcohol abuse, all of which impact negatively on mental health of both parents and children.

Secondly the challenging: due to the reduction in funding from Herefordshire Council we have been able to take fewer families this year for the intensive support that is often needed.

We never know when any of us will need a little extra help and the Supporting Families team at the HOPE Centre are trained to support, encourage, guide and advise families or to refer them to other professionals.

From the basic support parents need when a new baby comes along to issues that can affect the entire family, such as alcohol and debt.

Some additional strong positives have been the outreach sessions at Bishops Frome and Burley Gate where we have been made most welcome.

Number of families referred to Supporting Families services at The HOPE Centre **38**

Of those, families with social care involvement (CIN, CPP)	9
Families currently on a CAF Plan	3
Families with mental health issues	13
Families with drug and alcohol issues	4
Gypsy – Romany – Travellers	1
Children with additional needs	7
Families suffering domestic abuse	2

These sessions enable us to give out information on the additional services we provide.

Supporting Families works with a large group of professionals where there is a joint referral system, enabling us to provide a strong, comprehensive support package for families.

Our professional partners include health services (health visitors, midwives, GPs, speech and language therapists, health trainers), housing, schools, drug and alcohol services, police and CSO's. Working together to provide a more positive future.

Parents who are willing to ask for help and engage in the process have found it to be of great help.

Teenage mother of a 1 year old son who was previously on a Child Protection Plan: *"Family support has really helped me with my son. They're always there to text or call when you need them."*

Single mother of 2 children, suffers with mental health issues: *"Family support helped me after splitting with the father of my children... they have good advice and support when I was struggling with myself and my children's emotional needs."*

Contact Centre

The HOPE Child Contact Centre has grown in the last year, developing from a few families into a well known and well regarded contact centre with local solicitors and judiciary.

The centre worked with fifteen families in the year 2014 to 2015 with the Supporting Families team developing the practice around the families in their support programme.

Pre-visit meetings became an important factor within the contact routine, when families come and learn about the centre and how they can move forward to co-parent the children in the future.

Supervised contact occurs where there could be a risk to the children; two contact workers observe the contact and write a report, which the judge will use as evidence to make a decision about future contact between parents and children.

Supported contact is a progression from supervised, and this is where a contact worker is not present at all times but is available to check on the contact and support as needed.



Handover service can be provided for families where contact between parents is difficult or when the Court decides they should not meet for safety reasons, such as when there is domestic abuse.

In April 2015 Paula Morris was appointed as Head of Family Services and took over running the Child Contact Centre. There have been new staff appointments made and an induction and training programme for staff put in place to ensure staff understand the complexities of the job.

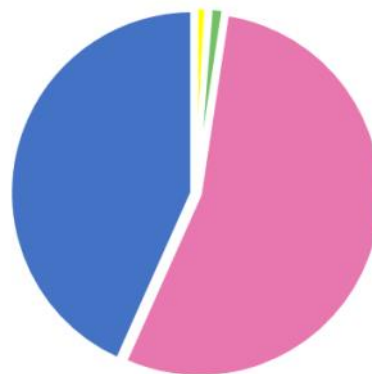
Paula has undertaken the first of four training courses provided by the accrediting body, The National Association of Child Contact Centres.

The future of the centre is looking to be more diverse and there are lots of projects on which we are working: Paula is looking for further opportunities to develop the service, using partners and funding opportunities to develop staff skills, to provide more support for families and generate an income to support the work of HOPE in a wider context.

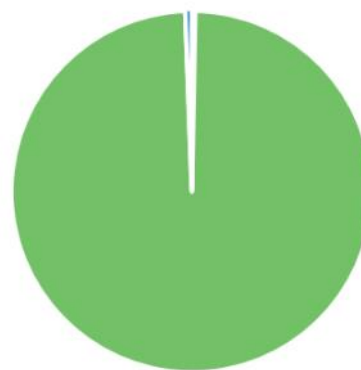


Statement of financial activities

Incoming resources	
Voluntary Income	£4567
Investment Income	£1552
Other Income	£5737
Income from Government Bodies	£268,460
Fee Income	£214,090



Resources expended	
Costs of Generating Funds	£1451
Charitable Activities	£484,396
Governance Costs	£2880



Supporters, partners and funders

HOPE works in partnership with a wide range of different professionals and organisations.

We would like to thank everyone who has helped us over the last year including individual professionals, organisations and funders, as well as our many volunteers.

Another special thank you goes out to our dedicated board of trustees.





H.O.P.E.

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