

FACES

ANNUAL REPORT 2021-2022



**The Queen's Award
for Voluntary Service**

The MBE for volunteer groups





ANNUAL
REPORT
2021-2022

ANNUAL REPORT AND UNAUDITED
Financial Statements
for the year ended 31st March 2022

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



ANNUAL REPORT 2021-2022

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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)
David Twigden (Treasurer)

Jennie Bayliss
Susannah Bradley
Sarah Janes
Caroline Leonard
Eoin Longworth
Sue Turner
Chris Young

CEO

Wendie Harvey

Senior Leadership Team:-

Michaela Martindale
Amy Archer
Hazel Kumar

Bankers:-

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

**Independent Examiner and
Reporting Accountants:-**

Addison Accounts
26 Halsey Road
Kempston
MK42 8AT

Solicitors:-

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

CHAIR'S Introduction

The FACES Annual Report for 2021-22 yet again shows that innovation and creativity are always at the forefront of what we do here in Bedford. The gradual coming out of pandemic restrictions, responding to the, sometimes dramatic, effects there had been on some families situations and mental health, and working towards new and challenging projects to bring support, advice and friendship to those who need it most.

The charity and not for profit world has overall found this one of the most challenging years. Funds that were utilised during peak pandemic times have left Trusts depleted and fund-giving organisations facing their own challenges. We are hugely grateful to the funders noted later in this report for standing with us and continuing to fund the life-changing work carried out under the FACES banner.

This report will give you the facts and figures behind our work, but all the detail is only there because of an extraordinary staff team, who work tirelessly and with purpose to ensure our projects are relevant, innovative and are 'fit for purpose' in an ever-changing world. The volunteer team gives so freely of their time and energies in support of all out families and projects and must be commended for their commitment to FACES.

At the end of the 2021-22 year our Chief Executive Wendie Harvey retired from the organisation to pursue other interests. We are indebted to Wendie for her 15 years with the team and for her wider work in support of families in the Bedford area.

I am grateful to my fellow Trustees. They have a wealth of expertise and give of their time freely - we are fortunate to have a group of diverse skills and talents. The year ahead might prove challenging across the country and the world; finances will be tight and work will not reduce, but I know that everyone involved with FACES will give 100% of their energies and expertise. I never cease to be amazed and humbled by the energy, commitment and positivity shown by all connected with us.

FACES carries on apace, in family support, sexual exploitation work, domestic abuse, poverty issues and in new projects we strive for excellence in all we do, with families at the heart of our work.

Eve Burt
Chairman



Report of the Board of Trustees

The Board presents its report and financial statements for the year ended 31 March 2022

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.”

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.

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 SLT and/or the Chairman to work through the induction pack and be updated on current issues.

MISSION

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

VISION

- To become the pre-eminent charity for the provision of early help 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.

Risk Management

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

Governing Documents

The Board Members meet quarterly 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
- People sub group..

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

The SLT and CEO are 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

FACES is firmly rooted in the local community and is known by our partners to be proficient and competent in engaging with the families who do not traditionally access universal services.

We reach families through a team of dedicated and inspirational volunteers and staff who offer parent-support and support to young people which enables us to deliver non-stigmatising and respectful 'Early Help' services.

FACES' aspiration is that children are safe, healthy and creative with the personal confidence, skills and opportunities to achieve and contribute more than thought possible and that they are supported in being part of resilient, healthy and happy families.

A whole systems approach

Think Child

We will make sure we understand our local populations of children and young people - taking action early as soon as possible to tackle emerging problems.

Think Family

We will engage a full range of partners to help support parents/carers in providing a healthier, happier and safer home for their child(ren).

Think Community

We will make sure we understand and engage with the communities we serve. We will apply a bottom up approach when identifying emerging needs and designing services to meet those needs.

Think FACES

We will ensure that our volunteers and staff receive excellent and regular training and support. We will work closely with partners to learn with them and from them.

Measuring our Social Impact

FACES measures the extent to which our work makes a difference and how outcomes are achieved through regular evaluation with families, volunteers and referrers.

We have developed a web outcome tool which is child-focused and designed to capture the journey of change for each family and their child(ren). We use this tool to summarise how well we are doing on specific areas of support such as Domestic Abuse, child behaviour and safeguarding issues and concerns etc.

In 2021/22



9 Trustees
9 Staff
39 Volunteers
supported
146 Families
including **272** Children



Safeguarding Children

FACES is committed to:-

- Promoting a culture where issues about safeguarding the welfare of children are addressed and that there is a clear line of accountability.
- Ensuring that we comply with the Local Safeguarding Children Board procedures.
- Ensuring that all front line staff and volunteers receive mandatory safeguarding training and that our strict safer recruitment procedures are adhered to.
- The maintenance of accurate recording and effective arrangements for information sharing.

Partnership Working

FACES' aim is to improve services and outcomes for children and their families. FACES has an excellent reputation for working in partnership with different agencies such as health, social services, voluntary organisations and education, ensuring services are complementary, co-ordinated and community-orientated. Developing these relationships has ensured that FACES remains consistent in offering a tailored package of support which is unique to the services it offers.

FACES participates in various partnership working and development boards to ensure that the services offered are effective, joined-up and shaped around individuals and communities.

These external involvements include:-

- Member of the Bedford Borough Safeguarding Children Board on behalf of the VOCypf (Voluntary Organisation Consortium for Young People and Families).
- Executive member (Vice Chair) of the Voluntary Organisations Consortium for young people and families.
- Attending and reporting at Child Protection Conference meetings and other professional meetings as required.
- Consultation with the Local Authority, Central Government and Health.
- Consortium partner with the Early Childhood Partnership.
- Membership of the Bedford Independent Poverty Action Group (BedIPAG)

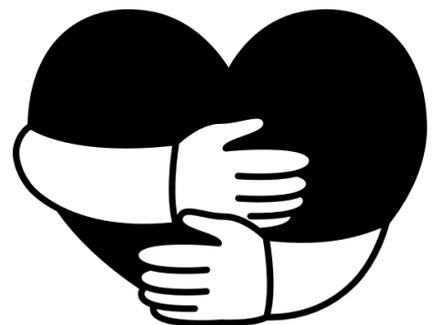
In addition FACES continues to share resources with other local voluntary organisations including training opportunities, mentoring support and consultation.

Moments and Milestones 2021-2022

590

lunch parcels

- **590 Lunch Parcels** during Easter and Summer Holidays
- **119 Easter Bunny Egg deliveries**
- Our **Christmas Party** was attended by Santa and 209 individuals. Each child had a visit to Santa where they were given a gift. Each family left with some extra goodies.
- Our first ever **Christmas pop up shop** was established to ensure parents who were struggling financially had gifts to give their children on Christmas morning.
- Our **Summer Gulliver's trip** was attended by 180 individuals. This annual trip provides an enjoyable day out for children who wouldn't ordinarily have an experience such as this.
- In Summer we partnered with Early Childhood Partnership and Bedford Blues Foundation to provide a provision for the **HAF (Holiday Activities and Food)** programme. Our element **providee family support and guidance to Bulgarian families.**



“ In May 2021 I began volunteering with FACES. Not being able to work due to the pandemic, I found myself thinking about lonely and vulnerable people who depended on others for support. This made me reach out to FACES because I feel passionately about helping families with young children.

After intense and invaluable training I began supporting a young family. My weekly visits involve taking Mum and baby to the Family centre run by FACES, where we enjoy lots of activities. We also do various things in the family home, playing games, cooking or visits to the park. I offer emotional and practical support whenever it is needed, and very much enjoy knowing that the family look forward to my visits and they are grateful for the support they receive from FACES.

Katrina ”

Volunteers



Induction and Training of Volunteers

FACES volunteers reflect the diversity of our communities. They provide us with a wealth of understanding about their lives and that of the area they live in. We value and encourage time in the volunteer training to discuss life experiences.

This forms a key part of the learning which has been invaluable in creating and improving services, promoting volunteering opportunities and it gives us a better understanding of family life in Bedford Borough.

We have robust safer recruitment policies and procedures.

All volunteers attend the 40 hour induction training and complete the LSCB e-learning on Awareness of Child Abuse and Neglect (core version) as part of this compulsory process.

Volunteers are supervised on a regular basis in line with the family review. This is approximately every six weeks for the majority of our volunteers.

During this supervision, volunteers are encouraged to develop their skills through further e-learning in areas of interest to them such as Mental Health, Domestic Abuse etc.

Our volunteers come to us with a wide variety of reasons for wanting to volunteer. Some are empty nesters and some want to explore the possibility of working to bring more experience to vocational and further educational courses. We always welcome volunteers who have previously been supported by FACES and feel they want to give something back and help a family in a situation that was similar to their own.

Thank You

To the 39 FACES volunteers who supported children and their families throughout 2021/2022

REPORT FROM THE SLT



The FACES team continued to provide exceptional support to the families we engaged with and our wider community. We adapted and evolved in response to the ever-changing lockdowns, restrictions and government guidance. This flexibility ensured there were no gaps in support and our families' needs were being met.

During these unprecedented times, we received an extremely high number of calls from families experiencing financial difficulty and crisis. We were able to support these families with foodbank vouchers, one-off emergency fuel payments and signposting to other agencies. Through our crisis funds, we were able to support families in need of white goods, emergency clothing, household items and school uniforms. We saw an increase in families fleeing domestic abuse and being placed in temporary accommodation. Quite often, this would be in a hotel or an unfurnished property. We created basic supply packages to issue to families on the same day.

As we begin to recover from the pandemic, we are seeing emerging issues arise. Many families experienced extreme isolation resulting in increased mental health difficulties. Babies and toddlers had minimal social interaction with their peers and wider family members. This has affected their social and emotional development that we anticipate will become more apparent as they head towards school readiness.

We are confident that FACES is in a strong position to continue to adapt to meeting the changing needs of vulnerable families, children and young people. However, demand has continued to grow and fundraising is under great pressure. We are in the early stages of a cost of living crisis and energy price rise, which is going to push the families we support and many others, into poverty or even further into poverty. It will be even more important in the coming months and years to redouble our fundraising efforts, and think creatively about how we generate the funds that we need to continue. It is also important to us that we maintain our identity as a local, independent and pre-eminent family support charity.

The Senior Leadership Team would like to express their gratitude to the FACES Team, Trustees and volunteers for their continued dedication and commitment despite conquering personal challenges brought on by the pandemic. The FACES team will continue to be present, responsive and beacon of hope for our families and the wider community.

TRUSTEES' RESPONSIBILITIES FOR THE ACCOUNTS

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 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 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.

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

Date: 05.12.22

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FACES BEDFORD

Independent examiner's report to the trustees of Faces Bedford ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns but do have the following observations

Trustees Annual Report was not available.

There are no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Craig Dyer
Addison Accounts & Training Ltd

FACES BEDFORD STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	25,922	261,399	287,321	391,667
Investment income	3	23	-	23	96
Other income		<u>1,800</u>	<u>-</u>	<u>1,800</u>	<u>21,361</u>
Total		27,745	261,399	289,144	413,124
EXPENDITURE ON					
Raising funds	4	36,499	271,452	307,952	315,532
Other	5	<u>6,112</u>	<u>-</u>	<u>6,112</u>	<u>4,183</u>
Total		42,611	271,452	314,064	319,715
NET INCOME		(14,866)	(10,054)	(24,920)	93,409
RECONCILIATION OF FUNDS					
Total funds brought forward		158,887	156,281	315,168	221,760
TOTAL FUNDS CARRIED FORWARD		<u>144,021</u>	<u>146,228</u>	<u>290,248</u>	<u>315,169</u>

The notes form part of these financial statements

FACES BEDFORD BALANCE SHEET 31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	10	7,712	-	7,712	13,824
CURRENT ASSETS					
Debtors	11	75,027	13,323	88,350	113,383
Cash in hand		<u>92,856</u>	<u>148,738</u>	<u>241,593</u>	<u>256,037</u>
		167,882	162,061	329,943	369,420
CREDITORS					
Amounts falling due within one year	12	(31,574)	(15,833)	(47,407)	(68,075)
		<u>136,308</u>	<u>146,228</u>	<u>282,536</u>	<u>301,345</u>
NET CURRENT ASSETS					
		144,020	146,228	290,248	315,169
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>144,020</u>	<u>146,228</u>	<u>290,248</u>	<u>315,169</u>
NET ASSETS					

FACES BEDFORD BALANCE SHEET 31 MARCH 2022 CONTINUED

FUNDS	Notes 13	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Unrestricted funds:					
Undesignated funds				144,021	158,887
Restricted funds:					
Friends of FACES Bedford				71,081	76,738
B&LCF 'Warm Homes'				-	(2,638)
Other				-	2,432
BDASS (Lottery Grant)				-	18,519
Lottery Grant BDASS				22,495	18,807
Dad & Me				75	-
ECP				23,321	23,927
Children's Parties				-	1,307
House of Industry - Crisis Funding				4,108	4,743
CIN - Youth Work				-	(2,981)
Project Jane				-	4,706
HOI - Early Help Service				-	251
Henry Smith - Early Help				(6,163)	5,325
PCC - Changing Faces				-	(24)
BLCF Winter Fuel				-	(1615)
Emergency Covid Funding				12,589	12,589
Baby Rotary				-	240
PCC Veru Baby Faces +				-	(68)
Harpur Trust £ Seen				(415)	(3,205)
BBC Slow Cookers				-	(4157)
Pancea Society				7,671	18,276
BBC Emotion Detectives				11,450	-
BBC HAF Project				-	-
Sylvia Adams Trust				-	-
Multi Tots				-	-
				<u>146,227</u>	<u>156,282</u>
TOTAL FUNDS				<u>290,249</u>	<u>315,169</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

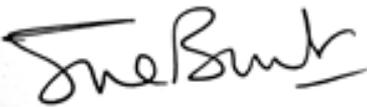
The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

FACES BEDFORD BALANCE SHEET 31 MARCH 2022 CONTINUED

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

The financial statements were approved by the Board of Trustees and authorised for issue on 05/12/2022 and were signed on its behalf by:



|

.....
E Burt - Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements have been prepared in accordance with the provisions of Section 1A "Small Entities" of Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Subsequently to the year end, the global health crisis caused by Coronavirus (COVID-19) has had a significant impact on all businesses. The trustees have assessed the potential impact of this uncertain situation on the charity and does not consider that it will lead to any subsequent impairment of the reported amount of the value of assets. Contingency plans have been put in place in order to mitigate the negative effects of any period of interrupted trading, which will enable the charity to continue as a going concern.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

Raising funds

Restricted funds are to be used for specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objectives of the charity.

Designated funds are unrestricted funds which have been designated for specific purposes by the trustees.

Pensions

The charity operates a defined contribution pension scheme for the benefit of the employees. The assets of the scheme are administered by trustees in a fund independent from those of the charity. Contributions payable to the charity's pension scheme are charged to the profit and loss account in the period to which they relate.

FACES BEDFORD NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

Tangible fixed assets

Depreciation is calculated to write down the cost of fixed assets over their expected useful lives.

The rates and methods generally applicable are:

Fixtures and fittings	15% - on cost
Office equipment	15% - on cost
Computers	15% - on cost

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £250 are not capitalised.

Taxation

The charity is exempt from corporation tax on its charitable activities.



office@facesbedford.org

01234 270601

www.facesbedford.org

 FACESBedford