

FACES

**ANNUAL REPORT
2020-2021**



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

The MBE for volunteer groups



ANNUAL REPORT 2020-2021

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

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 2020-2021

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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

**Chief Executive and
Company Secretary:-**

Wendie Harvey

Bankers:-

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

**Independent Examiner and
Reporting Accountants:-**

C W LITTLE FCA
Keens Shay Keens Limited
Chartered Accountants
Exchange Building
16 St. Cuthberts Street
Bedford MK40 3JG

Solicitors:-

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

CHAIR'S INTRODUCTION

Every year the challenge of introducing the FACES Annual Report is just a little different. Last year we used the words 'unprecedented', 'lockdown' and 'global pandemic' in the report, rather with the feeling that by the time came for the 2020-21 report we might have been starting to see change. It remains an unprecedented time, a time of huge challenge in the world of charity and not-for-profit, and most importantly for the families we serve.

We do not need to scour research documents to know that the pressures on families during the pandemic were great. Jobs on furlough, home working, jobs lost, children needing to be home schooled. Space to work, technology and time were all squeezed and uncomfortable in many households. As the saying goes—we were all in the same storm but the boats were very different.

Team FACES has continued to create and innovate with new ways to keep families afloat. The team became even more adept at remote working, ensuring their own safety was also protected with office rotas and distancing.

Our Chief Executive will tell you more about the detail of services provided, the 3,600 lunches, 220 easter eggs, 240 laptops and tablets, and over £70,000 distributed in crisis funding. That is a tip of the iceberg snapshot - there has not been a moment during this year when the team were not striving to support a family in one way or another.



The good news - and there is some during this extraordinary year - is that we have had the most amazing support from the community, with funds, gifts and offers of support. We have been successful in a number of grant bids, ensuring that our services can continue to run, and that as we start to see that light at the end of the tunnel, that we will be an even stronger service going forward with more ways of working, and more strategic flexibility.

Do enjoy reading this report for a year in which we laughed and cried in equal measure.

My immense thanks go to Wendie Harvey, our indomitable CEO, to our fabulous staff team for the consistent work and dedication, to our volunteers that gives of their time so generously and have been so willing to try new ways of volunteering this year, and our volunteer Trustees who take their care of the charity very seriously to ensure a safe and stable base from which the team work.

Excellence in the not-for-profit world is vital. FACES continues to grow as we take on new challenges across the board, in family support, sexual exploitation work, domestic abuse, poverty issues and everything in between. Using creative and innovative strategies, having leadership for whom the word 'no' does not seem to compute, and for putting families at the very centre of all we do. FACES has and will continue to thrive in this ever more challenging world.

Eve Burt
Chair of the Trustee Board

Report of the Board of Trustees

The Board presents its report and financial statements for the year ended 31 March 2021

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.”

Governing Documents

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

MISSION

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

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's sub group..

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

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

Risk Management

FACES are firmly rooted in the local community and are 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 measure 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 2020/21



Safeguarding Children

FACES are 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 remain 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 2020-2021

3700 meals to children

- FACES provided over 3700 meals to children in the Summer Holidays
- We received an all time record in community and business donations.
- A record number of volunteers were trained and went on to support children and their families
- A record number of children were supported.
- FACES featured ITV Anglia News, BBC website, Big Issue website and local radio.



I am proud of being a FACES volunteer. It has given me so many opportunities. I now feel a lot more confident in pursuing a career in family support

Sara

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, some want to explore the possibility of working in a family support role, some are looking to bring more experience to vocational and further educational courses and some are families who have been supported by FACES in the past want to give something back and help a family. in a situation that was similar to their own.

Thank You

To the 67 FACES volunteers who supported children and their families throughout 2020/2021

REPORT FROM THE CEO



The challenges presented by the pandemic brought out the very best in the FACES team. We went from providing early help services to crisis delivery overnight on 23rd March 2020 when the country was locked down for the first time.

Many of families in Bedford Borough turned to FACES for urgent assistance and we delivered. We were quick to access crisis funding which paid for household essentials. We were also quick to set up an appeal for used laptops which were professionally refurbished and distributed to our most vulnerable and marginalised children and young people.

In addition we delivered support virtually to parents struggling with home schooling and coping with anxious children. Our Practitioners helped families to navigate lockdown when their usual sources of support were not available.

In 2020/21 FACES supported over 3,000 children and young people which was over 2000 more than the previous year. Many of the staff and volunteers were juggling with providing this incredible support with their own children's home schooling.

During the pandemic, many parents have told us that they have become increasingly anxious regarding their financial security. We have seen a surge in the number of families needing to access support for the first time ever. We have seen an increase in children and young people struggling with mental health issues and online exploitation.

As we move beyond the crisis I am confident that we are in a strong position to adapt to meet the changing needs of vulnerable children and young people. However, whilst the crisis has continued, demand has grown and fundraising is under great pressure. 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.

Given the unprecedented times we find ourselves in, it is hard to predict what lies ahead. Our focus continues to be on those we support, and their changing needs. Taking time to reflect over the past 12 months on where we have come from makes me more determined as CEO to help secure our future. I am also greatly encouraged by the resilience, innovation and commitment of our trustees, volunteers and staff.

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.

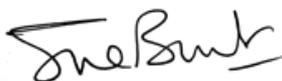
The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006, Financial Reporting Standards in so far as they are appropriate 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: 21.12.21

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 2021.

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 and have come across 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.



Charles Little
FCA
Keens Shay Keens Limited
Chartered Accountants
2nd Floor Exchange Building
16 St Cuthberts Street
Bedford
Bedfordshire
MK40 3JG

Date:01.12.2021.....

FACES BEDFORD STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	53,956	337,711	391,667	274,672
Investment income	3	96	-	96	486
Other income		<u>540</u>	<u>20,821</u>	<u>21,361</u>	<u>9,782</u>
Total		54,592	358,532	413,124	284,940
EXPENDITURE ON					
Raising funds	4	26,473	289,059	315,532	281,667
Other	5	<u>4,183</u>	-	<u>4,183</u>	<u>1,797</u>
Total		30,656	289,059	319,715	283,464
NET INCOME		23,936	69,473	93,409	1,476
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>134,951</u>	<u>86,809</u>	<u>221,760</u>	<u>220,284</u>
TOTAL FUNDS CARRIED FORWARD		<u>158,887</u>	<u>156,282</u>	<u>315,169</u>	<u>221,760</u>

The notes form part of these financial statements

FACES BEDFORD BALANCE SHEET AT 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	10	13,824	-	13,824	8,727
CURRENT ASSETS					
Debtors	11	64,894	48,489	113,383	40,188
Cash in hand		<u>94,417</u>	<u>161,620</u>	<u>256,037</u>	<u>252,765</u>
		159,311	210,109	369,420	292,953
CREDITORS					
Amounts falling due within one year	12	<u>(14,248)</u>	<u>(53,827)</u>	<u>(68,075)</u>	<u>(79,920)</u>
NET CURRENT ASSETS					
		<u>145,063</u>	<u>156,282</u>	<u>301,345</u>	<u>213,033</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>158,887</u>	<u>156,282</u>	<u>315,169</u>	<u>221,760</u>
NET ASSETS					
		<u>158,887</u>	<u>156,282</u>	<u>315,169</u>	<u>221,760</u>
FUNDS					
Unrestricted funds:					
Undesignated funds				158,887	134,950
Restricted funds:					
Friends of FACES Bedford				76,738	16,622
B&LCF 'Warm Homes'				-	(2,638)
Other				-	2,432
BDASS (Lottery Grant)				-	18,519
Lottery Grant BDASS				18,807	-
Dad & Me				-	(59)
ECP				23,927	48,154
Children's Parties				-	1,307
House of Industry - Crisis Funding				4,743	1,005
CIN - Youth Work				-	(2,981)
Project Jane				4,706	5,101
HOI - Early Help Service				-	251
Henry Smith - Early Help				5,325	4,002
PCC - Changing Faces				(24)	(4,905)
BLCF Winter Fuel				(1,615)	-
Emergency Covid Funding				12,589	-
Baby Rotary				240	-
PCC Veru Baby Faces +				(68)	-
Harpur Trust £ Seen				(3,205)	-
BBC Slow Cookers				(4,157)	-
Pancea Society				18,276	-
				<u>156,282</u>	<u>86,810</u>
TOTAL FUNDS					
				<u>315,169</u>	<u>221,760</u>

FACES BEDFORD BALANCE SHEET AT 31 MARCH 2021

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

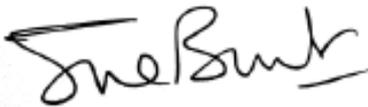
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

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.

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 01.12.2021 and were signed on its behalf by:



.....
E Burt - Trustee

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021****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.

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.



FACES

admin@facesbedford.org

01234 270601

www.facesbedford.org



FACESBedford