



# **Bacup Family Centre Ltd**

## **Trustees' Annual Report**

### **April 2023 – March 2024**

Bacup Family Centre.

Charity Number: 1129644

ABD Community Centre, Top Floor, Burnley Road, Bacup.

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Facebook – 'bacup family centre'

## Charity Trustees

1. Janice Lewer – Chair of Trustees
2. Lynne Kemp – Treasurer (Until July 2023)
3. Jo Emberton – Marketing & Publicity, Treasurer
4. Alison Perry - Secretary
5. Suzanne Craven - Trustee
6. Janet O'Neill - Trustee

## Trustee recruitment and appointment

No new Trustees have been appointed this year. Lynne Kemp, a valued Trustee and friend sadly passed away in July 2023 and Jo Emberton took on the role and duties of Treasurer.

Trustees continue to play an active, supporting role. Trustees' meetings are held bi-monthly and more frequently when needed. Trustees are responsible for the oversight and implementation of policies and procedures, safeguarding, project development, staffing and volunteers, recruitment, health and safety, funding and finance.

We are still actively recruiting and open to new Trustees.

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## Objectives and activities

### Our Aims:

- Strengthen family relationships, supporting individuals as they develop their ability to care for themselves, their family, and the wider community.
- Help parents/carers understand and meet the needs of the children and young people in their care.
- Help people to overcome their difficulties and make lasting positive change, supporting them for the duration of time they need to make sought after changes.
- Enable service users to develop holistically, in mind, body and soul.

We will do this through:

- Individual support including emotional and practical care to children, young people, families, and individuals.
- Professional and affordable groups and activities for children, young people, and adults, developed in partnership with service users and other agencies.
- Developing, maintaining, and working in partnership with other agencies
- Offering a community focal point where individuals can meet and are encouraged to become actively involved in the decision-making process and service delivery.
- Opportunities that enable personal growth, self-confidence and esteem, respect, and positive self-image.

### Intended Outcomes:

To help people turn their lives around, increasing the chances for everybody to have loving and secure futures with a sense of respect and of worth.

This last 12 months has been an unprecedented year for Bacup Family Centre in which we have suffered great loss. We have sadly lost 2 remarkable women far too soon, Lynne Kemp – Trustee & Treasurer and Zoe Ashworth – Community Family Support Worker. Their loss has had a huge impact on everyone at Bacup Family Centre, our community and the wider Valley

Lynne was an amazing Trustee for 13 years, a friend and supporter of the project. Lynne alongside her husband Martin worked tirelessly for the community in the running of the 'not for profit' Library Café in Waterfoot and Lynne achieved so much as a family Magistrate and Justice of The Peace. Lynne's keen eye for detail and methodical approach helped us navigate through funding, grants and finances and helped steer project delivery and direction. We are very grateful and have been blessed for knowing Lynne, her strength, amazing faith, character and her friendship. Lynne's absence has been deeply felt by all that had the pleasure to know and work with her.

In January of this year our dear friend and colleague Zoe Ashworth tragically passed away. Zoe had worked as Community Family Support Worker for 2.5 years. Zoe had a profound impact in the lives of the families, children and individuals she supported and the staff and volunteers she worked with. Her loss was felt deeply within the community. Zoe was passionate about helping people and that came across in all that she did with her kind, funny and bubbly nature.



It is a testament to the character and determination of all staff, volunteers and trustees at Bacup Family Centre, that alongside their own loss and grief they have continued to provide care and support to many in the community with as little disruption to service delivery as possible.

## Summary of main activities – ‘Giving a helping hand’

### Individual Family Support (IFS)

Our dedicated team of Family Support Workers have made a profound impact on families facing various challenges. Through tailored support packages, we are fostering lasting change and resilience. We have worked closely with families to identify strengths, rebuild relationships, and create happier, healthier, and more hopeful lives.

Through our various programs and activities, we have continued to provide vital support and assistance tailored to the specific needs of each family. Our dedicated team of staff members and volunteers are committed to ensuring that every individual receives the care and resources they require to thrive for as long as it is needed. Through our IFS work this year we have supported 202 individuals, 62 families comprising of 86 adults, 116 children / young people.

### Befriending and Mentoring

A project within the IFS arena that is a hugely valuable service providing child-led face-to-face support for children and young people. The project caters for a wide age range, from 6 to 18 years old, and offers weekly sessions ranging from 1 to 2.5 hours.

Issues covered in these sessions are diverse and essential for the well-being of the children and young people involved. Addressing difficulties at home, understanding self-identity and sexuality, managing struggles in school, self-control, and challenging behaviours. By focusing on these areas and many more issues experienced, the project aims to mitigate negative impacts and help them develop positive coping mechanisms and experience, reassurance, positive change and relief.

The project also emphasizes highlighting positive aspects and achievements in the children's lives. By nurturing their self-confidence, self-esteem, and self-worth, empowering them to navigate life's challenges more effectively. One of the significant roles of the project is providing advocacy for the children and ensuring their voices are heard. We have worked with 30 children and young people in total in the reporting period.

## **Listening Project**

The Listening Project, held within the local high school, mirrors some of the Befriending and Mentoring support, providing consistency and a familiar approach for the young people involved. Young people are referred by school for a minimum of six weekly sessions that builds a commitment to providing ongoing support and building a strong foundation for positive change and re-engagement with their education.

We have supported 28 young people with an additional waiting list demonstrating the demand and need for the services we provide. The range of issues that we cover include; self-harm, extreme anxiety, behavioural difficulties, drug use, home life, relationships, identity, sexuality, emotional mental health and well-being, and living with disabilities such as ADHD/Autism.

## **Baby & Toddler Group**

Continues to be well attended running every Monday morning (term-time) Providing a chance for parents/carers to meet and allowing their children to learn through structured play, and language activities and make new friends. Not only do the children benefit from increased interactions with others and learning new skills. Parents/carers are confident in seeking support and advice from the staff and volunteers in group. Parents / carers are very supportive of new attendees and friendships have blossomed.

In the reporting period we have had 35 sessions, with a total of 82 beneficiaries and 700 attendances on our registers over the reporting year.

## **Monday Drop In**

Runs every Monday afternoon. This is an adult only group and ages range from 18 right up to 75. It's completely free, attendees pop along for a brew, a chat, a game of bingo, quiz and crafts. This group sees a wide spectrum of people attending from all walks of life. The atmosphere is fun and relaxed. Everyone feels comfortable and safe, and it provides opportunities to form new friendship groups. Attendees are comfortable accessing further support and we direct them to appropriate services where needed.

We have held 29 sessions with 32 Individuals regularly attending this group with a total of 179 attendances within the reporting year.

## After School Club

Formed in early March 2023 by our wonderful Zoe Ashworth this club was in its infancy at the start of the year and numbers were low to begin with – happily we can now say it is a thriving group with regular attendees every week. We are now nearly running at full capacity and are actively looking for more volunteers so we can increase group numbers. The aim of the group is to provide a space that is safe, welcoming and socially inclusive where children can embrace their individuality, have fun and be kids! We play games, offer a variety of crafts and activities and have a snack / light bite together where staff, volunteers and children “check in” with each other. This time of sharing provides an opportunity to express what has been good or not so good about their week, any accomplishments or worries. The group is not reliant on technology leaning towards traditional fun with board games, den building, junk modelling, team games and much more!

Over the reporting period we have seen 45 children within 34 sessions with a total of 214 attendances throughout the reporting period.

## Solutions Community Child & Youth Project Update

A huge achievement for us this year was the opening of our Youth Hub in July 2023! This took far longer than anticipated as we had to navigate change of use through planning and agreeing to the lease etc, and it was a long wait for our young people after almost 12 months of searching for the ideal premise, but we got there in the end!

Staff, volunteers, young people and some parents, worked extremely hard, decorating, cleaning, sourcing and moving furniture and resources for the Centre. The Fire Brigade moved our pool table for us, the Police and Town Regeneration Officer helped paint and our family members helped with some of the DIY projects such as hanging tv brackets and fitting locks to the doors. It’s worth a special mention that both Zoe & Rachel gave so much of their time and effort ensuring the space was ready to open on 13<sup>th</sup> July 23.

Sessions have been running weekly every Thursday evening with an early session 3.30 – 6.15pm for the younger age group (11 – 14 years / year's 7 – 9) and 6.30 – 9.30pm session for the older age group (14/15 – 18 / year 10 and up)

Upon opening we had many positive comments from the local community about how such a provision was needed and welcome in the area. That’s not to say it has been without its challenges! Running a youth club is not easy with a group of young people who have had no provision for them and have been essentially roaming the streets as their gathering space for the last few years, so, adjusting to a small space, with rules and boundaries was a new experience for them. ASB and exploitation of young people continues to be a concern and an issue in the

town. Whilst we have had some negativity and challenges, these have been far outweighed by many positive and encouraging comments and support, This provision would not exist without our dedicated, amazing volunteers (Maggie, Stella, Suzanne, Cheryl, Pat, Andrew, Jayde & Jane), the support of our community, grant funding, individual givers and that of our families and friends.

Staff, trustees and volunteers are keen to offer more in the way of sessions and the diversity of session content and the young people would be there 24/7 given the opportunity. The year ahead will focus on upskilling our volunteers with training enabling them with the confidence to lead sessions, increasing our partnership working and with the recruitment of 2 full time staff members to fill staff vacancies. With this we hope to see our sessions increase and look to re-opening our girls group 'Empowered' within the Station setting.

We have seen a total of 112 young people through our doors since opening in July with a regular weekly attendance of between 40 & 50 young people, we have held 66 sessions, not including ad-hoc contacts, through the weekly set sessions we have had 1,055 total attendances throughout the reporting period.

## **Achievements and Performance**

We say every year that we are grateful for the support we receive from the community, but this year it must be said that the support we have received has been astronomical. We have been very honest about our financial struggles and the fact that grant funding is harder and harder to secure. In response to our plight the community rallied round – we have doubled our income from individual giving, we have three new businesses who sponsor us monthly, we have been in receipt of a large number of collections, raffles, fairs, charity fund raisers from so many sources including local churches, schools, businesses, GP services.

Alongside financial support the community continues to generously help in other ways, responding and donating to our appeals, providing items such as clothing, houseware, toys and much more, anything we may need for families and individuals or to sell at our fundraising events, also, sharing our social media posts, sign posting people to our services and shouting about the good work we do.

Much of our existence relies on the goodwill and dedication of volunteers. We would like to thank each and every one of our volunteers for their hard work, kindness and commitment over the last 12 months. We simply couldn't do what we do without you! All our volunteers help mould the Project and bring their own individual skills, insight, advice and personalities, which they share abundantly. So, our big thanks and appreciation goes to Collette, Shirley, Naomi, Michelle, Di, Carol, Dave, Maggie, Stella, Janice, Jo, Suzanne, Alison, Janet, John, Andy, Pat,



Andrew, Matt, Jayde and Cheryl. Over the reporting period we have logged a total of 866 volunteering hours (increase of 240 hours). We know this a very conservative figure as all our volunteers give so much more behind the scenes and advocate for Bacup Family Centre!

We continue to firmly believe in partnership working and working together to provide the best outcome for the families, young people and the individuals we support. This past year we have worked closely with other agencies such as Children's & Adult Social Care, local schools, CVS, Citizens Advice, local policing team, Community Alcohol Partnership, the ABD Centre, Rossendale Borough Council and ward Counsellors, GP's, Health Visitors, Children's Family Wellbeing Services, Inspire and We are with You (Adult and Youth addiction support and advice services), Probation Service, Training Providers, hospitals, paediatricians, housing, the Valley Churches, Bacup Business Association, Bacup Cultural Consortium, Benefit Agency and providers, Job Centre's, Raft Food Bank,

Home Start, Local Businesses', Bacup Fellowship of Churches charity shops and Bacup Pride. Together we have made a difference!

During the last year we have continued to provide both practical and emotional support to families and individuals within the following areas;

- Living with addiction i.e., drugs/alcohol detox and rehab and the effects that the addiction has on children, family and self.
- Prisoner families (both when the family member is in prison and back home adjusting to family life)
- Family relationships and new ways of living.
- Support and intervention within incidents of anti-social behaviour within the community/other settings.
- Advice and the provision of activities & groups that have improved physical and mental health and well-being.
- Health and safety within the home.
- Living with hoarding – addressing the root cause and adapting to a new way of living.
- Provided essentials for the home/setting up a home, family living i.e., furniture, clothes, beds/bedding/curtains etc.
- Skills in managing a home, finance, living within and budget and reducing debt.
- Assisted people and attended health/other appointments, providing transport, advocacy, and emotional support.
- Attending Safeguarding and educational reviews and assessments – PIP.
- Securing appropriate housing, working with social and private landlords.
- Provision and delivery of food parcels, gas, electric in times of family/individual crisis.
- Financial support and provision of school uniforms and equipment.
- Provided Christmas and birthday presents.
- Support with issues of separation, bereavement/grief, and loss.

- Support for people experiencing isolation and loneliness.
- Supporting children and young people within family relationship - bonding/attachment issues.
- Supported parents in increased awareness and ability to provide basic needs- food, safety, warmth, sleep, shelter, clothing, care and protection and love.
- Parental awareness and responsibility I.e., guidance and boundaries – reinforcing a sense of family security and of being loved/valued.
- Personal safety – within the home and community.
- Support for those who self-harm and want to end life.
- Support for and increased confidence, self-esteem, and self-image/identity for children, young people, and adults.
- Support for children and young people around gender identity and sexuality.
- Support and parental increased confidence in managing children/young people challenging behaviours.
- Parental and young people support in anger management, verbal and physical aggression & understanding the root causes of their/another's anger.
- Domestic Violence - support and help for victims of abuse and support for those who harm others.
- Abuse – support for victims of abuse in all categories, supporting children, young people and adult victims of childhood abuse.
- Supporting people who are experiencing or at risk of homelessness.
- Support with managing challenging behaviour for parents and individuals - learning and gaining skills to practice self-control and discipline.
- Support around issues of actions and consequences and taking personal responsibility and criminality ASB.
- Support with personal development and taking on new challenges.
- Living with and understanding/managing mental ill health and its effect on all areas of life and relationships.
- Providing for daily living needs - food, clothes, furniture, and emergency gas and electric and much more....
- Supporting families going through court proceedings.

85% of families and individuals we have supported this year continue to have complex and multiple needs. What remains is the degree of unpredictability of those who seek our support at any given time, there is no one size fits all, so our support is tailored to each specific person or family. We have seen an increase in people popping in or self-referring, seeking urgent support, practical support, in need of food & fuel and items for setting up homes. Highlighting that there is an ever-present need for BFC to remain within the local community and continue to provide a wide range of services in a flexible and quick responsive manner.

All staff work with flexibility and constantly adapt to meet the needs of children, young people, families and the adults who seek our support. Their ever-growing experience of managing and supporting families and young people within different situations continues to be a major strength as staff (and volunteers) learn from

every person that they support. Their determination and compassion have been rewarded, many of those we have supported have reported that life is improving, they feel less isolated and more hopeful of the future. Their approach to everyone's situation is imaginative and responsive, rising to the challenge of working together to find the right solution and equipping them with the skills to change their own lives for the better.

It's important to mention that all staff have worked under the added pressure of knowing and working within the ongoing challenges of seeking and securing funding to ensure the future of the Project. Their dedication must be admired, and we are grateful for their loyalty and continued commitment to the work, they are driven by their belief in the difference that is being made in the lives of children, young people, families and all the individuals that seek support. On our recent reflection day, it was clear to see our position and why we do what we do and who we do it for and still our vision is huge, even in uncertain times all staff remained optimistic and hopeful about the future of the Project.

Staff meetings "Huddles", supervision and caseload supervision have continued throughout the year. Within each of the meetings safeguarding, risk-assessments, finance, premises, training and the well-being of staff and volunteer are regular items on the agenda. The well-being of staff and volunteers has been paramount this year considering the amount of pressure they have been under, the intensity of their increased workload, hugely important and time-consuming grant applications and the loss of Zoe & Lynne. Staff have gone above and beyond to ensure services continue.

***This year we have provided:***

- *Intensive family support to 62 families, 202 individuals = 86 adults, 116 children & young people.*
- *Ad-hoc emergency relief and support to 27 individuals.*
- *30 young people received 1 on 1 befriending and mentoring individual support.*
- *Listening project – has seen 28 young people receive support in a school setting.*

***Group Attendances:***

- *Toddlers – 82*
- *Monday Group – 32*
- *After School Club – 45*
- *The Station Youth Sessions – 112*

***Throughout the year we have worked with a total of 558 people through our support projects and groups.***

## Monitoring & Evaluation

We have robust monitoring and evaluation processes rooted in highly effective record keeping and regular team meetings and supervisions.

Our success, our outputs and outcomes are monitored by: -

- i. individual action plans completed by the family/worker at the start of and throughout their support
- ii. evaluations carried out by family at end of support
- iii. regular supervision sessions and team Huddles of staff held by the Project Manager
- iv. observations and verbal comments by others; parents, family members, staff, volunteers and other supporting professionals e.g., health visitors, teachers, social workers who all report progress and positive change
- v. multi agency meetings allow for the sharing and receiving of information/good practice and mutual support and advice, working this way makes the entire support package more effective
- vi. modelling best practice to families, volunteers and partner agencies

To help with our assessment of family's needs we refer to the levels below;

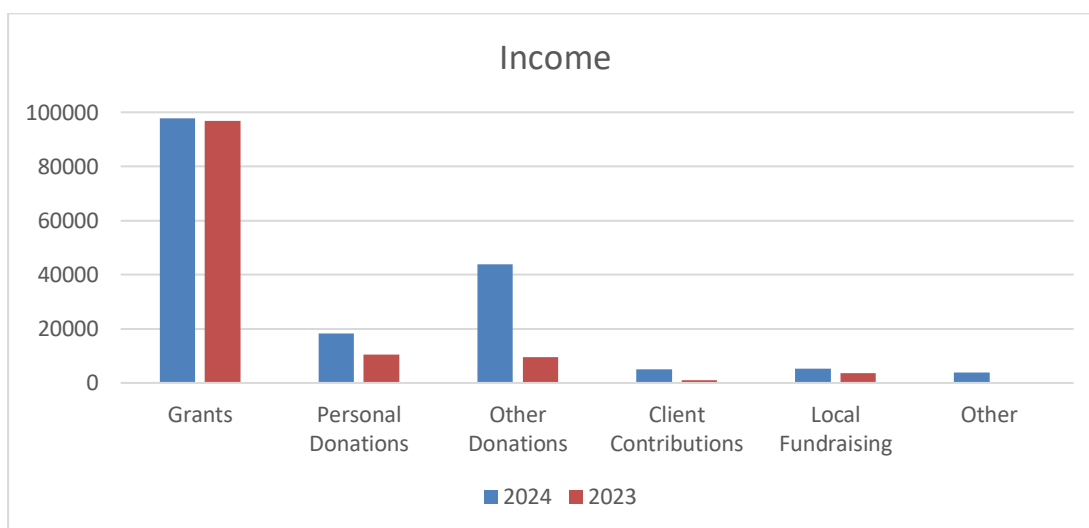
- Level 1 - need minimal support, occasional visits or contact and can be supported effectively with a befriender. Reduced need for professional family support.
- Level 2 - has more complicated needs and will need the support of a professional. They will require at least weekly contact but little need for accompanied visits.
- Level 3 - has the highest need. They have complex interrelated problems and will need multiple visits and support, including accompanying them to appointments and extensive contact, to reassure and set and monitor clear targets.

The outcomes for families over the reporting period has shown a reduced need for statutory intervention and improvements have been made in the following areas for e.g.

- Improved family relationships.
- Parents are more able to cope with children / young people with challenging behaviours.
- Increased ability to manage daily life and issues they may face.
- Provide a home that is safe, secure, and loving.
- Improved confidence in looking after their finances and working with a restricted budget.
- Ability to communicate more effectively with family members and professionals.
- Ability to recognise issues that have a negative effect on lives and make changes to improve this.

- Recognise the benefits of a healthier lifestyle and make changes to improve health and wellbeing.
- Respond positively and make changes to inherited negative behaviours and attitudes
- Identify for themselves areas requiring change, improving life for themselves and family.
- Make positive choices.
- Improve confidence to make their views / voice heard.
- Access and part-take in therapeutic support.
- Reduce stress within the home and increase health and well-being.
- Ability to recognise the early signs of crisis and seek support.

## Financial review



## Statement of the charity’s policy on reserves

Bacup Family Centre believes that the charity should hold financial reserves equating to a minimum of 6 months operational costs (the "Emergency Operation Reserve" - EOR) because:

- i. It has no endowment funding, or significant income, and is entirely dependent for income upon donor funding from year to year which is inevitably subject to fluctuation.
- ii. It requires protection against, and the ability to continue operating despite, catastrophic or lesser but damaging events.
- iii. Family work cannot be stopped immediately, and sufficient funds must be available to allow an appropriate “winding down” of support.

## Principal funding sources for 2023/24

Cost Of Living Fund	One off donations
Local Fundraising	Individual Giving
Local Members Grant	Local Churches
Smaller Local Grants	Local Fundraising
PCC – Safer Lancashire Neighbourhood Fund	Local members grants
Local Businesses	Smaller Local Grants

**Please see financial statements / accounts for 2023/2024**

## Future plans

Our priority for 24/25 is to source funding to cover the shortfall in our 5-year budget. In the last 12 months we have been successful in a number of grants (National Lottery, Council for Social Aid, Trusthouse and Safer Lancashire Neighbourhood Funding) Through these we have been able to carry forward funds into the current financial year. However, there is still a shortfall, so we continue to identify and submit multi-year funding bids and continue driving our local fundraising and increase individual giving.

We aim to increase the number of sessions available at The Station and increase volunteer numbers, offering increased training and responsibility for current volunteers, and to continue to nurture and increase partnership working.

Big changes are on the cards for Bacup Family Centre in the near future – both exciting and sad!

After 33 years we will be saying goodbye to Leila our Project Manager in November as she takes well-deserved retirement. Leila has been here throughout the lifetime of the project and will be greatly missed but when she's not busy cruising down canals, being a lady that lunches, or contributing to her church work we're sure she will keep up to date with all things Family Centre!

We are pleased to announce Rachel has successfully been recruited as the next Project Manager. Zoe has also been promoted to Team Leader – we know we are in very capable hands and look forward to seeing how they shape the future of the Project going forward. We are in the process of recruiting 2 full time Community Family Support Workers to fill our vacant posts who will contribute to the project development and help with the demand of our services and expand our capabilities.

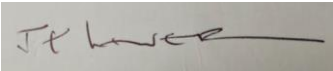
This is a time of great change, but also great opportunity and excitement, as staff settle into their new roles with the support of the Trustees, we are optimistic and trust in God's plan for the future.

## Structure, governance and management

Type of governing document	MEMORANDUM AND ARTICLES OF ASSOCIATION INCORPORATED 19 MARCH 2009
How the charity is constituted	Limited company
Trustee selection methods	Appointed by existing Trustees

## Declaration

Signed on behalf of the charity trustees:



Print name

Janice Lewer

Designation

Chair of Trustees

Date

18/06/2024

## Bacup Family Centre Events 23 / 24



*Tesco Fundraising Day June 23*



*Church Summer Fair Fundraiser August 23*



*The Station Open Day Sept 23*



*Trip to Panto - December 23*



*Christmas Pop Up Shop Dec 23*



*Bacup & Stacksteads Carnival June 23*



*60s Festival September 23*



*The Living Room*



*Lomax Bros - Methodist Fundraiser Oct 23*





*Police & Crime Commissioner Visit Sept 23*



*Girls Pamper Night @ The Station*



*Christmas Quiz & Carol Evening Dec*



*Volunteer Christmas Meal Dec*



*BBA Awards Oct 23*



*Fashion Show Nov 23*



*Church Summer Fundraiser August 23*



*The Station Remembrance Window*