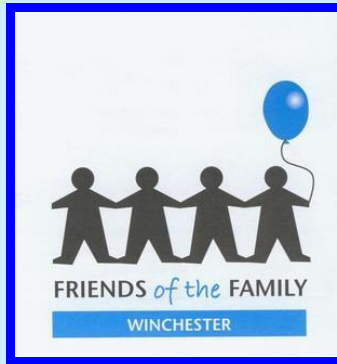


# Friends *of the* Family Winchester



## Annual Review

April 2013 – March 2014

## Patron

Bishop John Dennis

## Trustees

Chair – Viv Wheeler

Vice Chair – Angela Moody (resigned 27/3/2014)

Secretary – Andrew Rutter (resigned 1/7/2013)

Hon. Treasurer - Jonathan Flory

Marcia Cunningham

Chris Morse

Dorothy Hamilton

Clare Sheppard

Wynn Rees

Amelia Ashton

Administrator/Bookkeeper – Helen Cramp

## Under 5s Project Staff and Volunteers

Project Leader – Colette Dunford

Play Leader – Pat Slade

Consultant Psychiatrist – Dr Richard Fox

## Volunteers

Marcia	Elaine	Nigel	Iris
Chris	Tara	Valerie	Flora
Anri	Emily	Hannah	Kate
Gemma	Jean	Gemma	Liz

## 5s to 13s Project Staff and Volunteers

Project Leader – Samantha Hunt

## Volunteers

Judith	Nicky	Vanessa	Jane
Ann	Lara	Gerda	Lesley
Claire	Pat	Caroline	Ruth
James	Lucinda	Anne	Hannah

## Dad's Group

Project Leader - Charlie Wright

# Chair's Report

The last year has proved to be exciting. We have had much to celebrate. In November, we acknowledged our twentieth anniversary with a tea party for our Founder members, Trustees, the Mayor of Winchester, families, Volunteers and Project Leaders. We are very proud that we now provide support for all family members, Mums, Dads and children from 0-13 through our three projects. Our work in the past year has been acknowledged by substantial grants from Hampshire County Council, Trusts and individual donations. We were thrilled to discover in February 2014 we had been accepted as a beneficiary of a Big Lottery Grant for our 5s to 13s Project, enabling us to extend our support to more families as well as providing us with funding for the equivalent of a full time post for the next five years.

We have been helped in fund raising by a committed group organising coffee mornings and a Christmas Fair in the autumn term. Our Volunteers have supported our annual Covert sale and Quiz Night and Car Boot sale, generously giving their time.

Angela Moody recently retired as a Trustee and Volunteer with the Under 5s Project. She has been a devoted supporter of Friends of the Family over many years and we wish her well with her new project with her Canine Partner. We are delighted to welcome three new Trustees to the board who bring a multitude of talents. Clare Sheppard has many skills in branding, digital media and publicity as well as being a trained 5s to 13s volunteer. Wynn Rees joins us as a member of the Quaker body. He has already offered leadership for our Strategy training day last November. Our most recent appointment is Amelia Ashton, a neighbour to Friends of the Family. She offers us her expertise as a Magistrate, Chair of Trustees at the Theatre Royal Winchester as well as her academic abilities. We are fortunate to have such a talented and committed board.

This year we were sad to hear of the death of Ian Hadfield, one of our Founding Trustees who with his Child Psychiatry background offered invaluable insight to some of the families we were supporting. Ian leaves us a reminder of his work through the construction of both our office and toy shed, Hadfield Cottages in the Quaker garden!

As you will see from their reports all our three projects are well regarded in our locality. We know we offer outstanding support from our staff team to vulnerable families, recognised by the agencies who refer to us. However, our work would not be possible without the support of our volunteers. Most recently we have enjoyed the involvement of student volunteers from Winchester University who have enthusiastically supported our Under 5s Project. We welcome our newly trained volunteers and look forward to more people joining us for training in the autumn. Finally, I must say a huge thank you to Helen Cramp, our Administrator who has worked tirelessly supporting applications for grants and enabling the smooth and efficient running of our charity.

Viv Wheeler  
Chair of Trustees

# Dr Ian Hadfield (1921 - 2014)

As consultant child psychiatrist to the Under 5s Project for nearly 15 years Ian was an integral part of our monthly staff team meetings. He had been recommended by the retiring Quaker psychiatrist, Bill Allchin, and, although not a Quaker himself, Ian was conscious of continuing in the same tradition. He never stood on ceremony and treated us all as equals. He was both scrupulously professional and lovably human. He saw his role as working with the team to the benefit of the children rather than having any contact with the children themselves.

We loved his wonderful stories, the vividness of his descriptions leaving us with lasting impressions. How can we forget the supposedly school phobic child who actually spent all day hidden in bushes watching the family home out of concern for his mother? ... or the 4-year-old who regularly travelled unaccompanied on buses and took his younger sibling, again unaccompanied, on a day trip to the Isle of Wight? Through these stories, told with compassion, admiration and humour, he widened our horizons and changed our understandings of our children and families. Generous in his praise and sharing with us his admiration for our work he increased our confidence in what we did well. Through his pertinent comments and gentle guidance our effectiveness both individually and as a group was strengthened and transformed in ways that could be subtle and profound.

Ian's contribution was not limited to his clinical expertise. Being also a trustee he was valuable in keeping us in touch with other developments. We were full of admiration at his success as a fund-raiser, tailoring each grant application skilfully to the interests of the donor. With typical humility neither was he slow to offer practical help. He designed and built our office, including climbing ladders and heavy lifting, when aged over 80! His talents seemed endless. In his late 80's and after serious heart surgery our toy shed was his last big practical project. He thought of every requirement we might wish for and obviously enjoyed the challenge of finding solutions, from mouse proof underfloor ventilation to a skylight the length of the shed.

Honest about his increasing physical limitations Ian enlisted us in good time to join his hunt for a successor. To continue in the distinctive Friends of the Family tradition that was so important to Ian we needed someone with the right approach and attitudes as well as excellent clinical ability. After meeting with Dr Richard Fry he was pleased to recommend Richard, just as he, too, had been endorsed by his predecessor.

Retiring from his professional role with the team towards the end of 2010 he was visibly touched to see that the shed and office now have wooden name plaques – 1 and 2 Hadfield Cottages.

Ian is remembered with gratitude and affection and his legacy will live on with us for many years to come.

Pat Slade

# Under 5s Project Leader's Report

2013-2014 has been a very productive year for Friends of the Family. We have more families taking up our services and new mums and children joining us. It has been so busy that there have been some periods of time when we have had to operate a waiting list and stagger the take up.

The nature and degree of difficulties that some of our families face is due in part to the ongoing reduction of resources in public services.

We continue to work closely with the children's centres, GP's surgery, mental health and social services and I meet monthly with the Multi Agency Risk Assessment Committee hosted by the police. In this way we continue to liaise and provide an informed service.

Our mums speak regularly of the Family atmosphere we create and the issues they are able to address within this context. Mums who have moved on to further education and/or employment remain in contact and visit from time to time. Our mums are developing relationships and the children are being supported while some of our families go in and out of crisis. The children often don't have extended families and the traumatic effect of this on them is palpable. The experience and skills of our volunteers, led by the play leader, is vital to any chance of stability in the short/long term for these families.

This year has seen an increased integration between our three projects at Friends of the Family. We have referred some of our families to the services of the 5s to 13s Project and the Dads Project in conjunction with the service we offer.

We have our regular complement of committed volunteers and, in addition, two Psychology students from Winchester University. Without this team of people we would not be able to achieve such high standards of provision that maintains safety and that the families enjoy.

We continue to have our summer outing and celebrations, the Christmas Party with a visit from Father Christmas and the Pantomime. Last Christmas The Salvation Army and the staff at Waitrose, Winchester, bought and donated an amazing amount of children's gifts and food hampers to our families. It is a delight to work together with these organisations in Winchester and is testimony to the service we offer families that they choose us to support in this way.

We are looking forward to the year ahead and the growth that will take place.

Colette Dunford  
Under 5s Project Leader

# Under 5s Play Leader's Report

We moved back to the renovated Quaker Meeting House at the end of May 2013 and appreciate its homely, peaceful atmosphere. As most of our children live in flats, our many mornings in the garden have been especially valuable. Children with speech delay have shouted "GO!" on the way down a slide or sung "see-saw" on the crocodile rocker. We have done more painting in the garden, a particularly lively toddler showing unusual concentration whilst learning to paint with a brush.

Three children settled well into school last September whilst our younger ones have been taking advantage of government funded pre-school or nursery places. I have been impressed that most mothers have organised this so that children still come to us in term time as well as holidays, showing the value they place on what we offer.

We have been pleased to welcome several younger volunteers, including psychology students whose volunteering has formed an integral part of their studies. When we have had more volunteers than children they have been happy to sit and observe which has been of great benefit to the group as they have then been particularly in tune with individual children and our way of working. We have enjoyed their youthful vitality and their empathy with both children and mums. Most of our new volunteers have worked on both Tuesdays and Fridays, at least for part of the year; this has led to them integrating quickly into the established staff team and offering continuity to the children. I was able to run our first induction training course specifically for new volunteers. Having more volunteers has been particularly helpful in a year with more young babies, enabling us to give them all individual attention.

With 4 mums now having counselling during session time on Fridays their children need more attention and usually have 1:1 support. Almost all our Tuesday children now also attend on a Friday, helping them make better progress.

The year has been punctuated by our celebrations of special occasions such as our ever popular visit from Father Christmas. Former families were invited to join us on our summer outing, this year to Longdown Farm. They also shared a very special morning during the October half term to celebrate 20 years of Friends of the Family. The sun shone! This was a very happy relaxed occasion with 21 busy children, 15 of whom were still under 5. We catered for older children with special craft activities. All ages enjoyed the face painting and some seem never to grow out of play dough. One of the older children told us that it was the best party ever!

Pat Slade  
Under 5s Play Leader

# An Under 5s volunteer writes.....

In winter and in rainy weather.....

We begin with a bare room  
Transformed with colourful fabrics  
And a wonderland of toys to feed the imagination,  
Promising fun, or rhythm or a quiet place to find some peace.  
And then we sit expectantly, like actors waiting for the curtain to go up.  
Soon the gate opens, we see a Mum's head pass the window  
And hear the buggy with its small inhabitant.  
The morning has begun!  
Some children burst into the room to claim their favourite toys,  
While others sidle in reluctantly at first.  
But then we work our magic, offer comfort and affection  
So that, at the morning's end they do not want to leave.

In summer .....

The garden, full of sunlight is a place to run about,  
Unsteady feet go up the slide and then gain confidence  
Cars set out on long journeys up the slope and down again  
And we go on earthy grub hunts with magnifying glasses.  
Sand, and water, play-dough and watering cans all feature  
We revel in the sunshine and hope it lasts forever.  
Yes, I am a play-worker – and who could ask for better?

Iris Gould



.....and another volunteer says:

I'm taking this opportunity to invite all of the volunteers at Friends of the Family to the evening party of my wedding.

I would like to invite you, not as friends, but as family, because that is what it feels like when I'm there. What you guys do is wonderful for families and the support you give extends further than Mums and children, it extends to all the volunteers including me.

When I volunteer on a Tuesday and Friday I feel like I'm part of a great group of friendly, selfless people helping families who need friends.

Friends of the Family means so much to me and I will be very sad to leave.





# 5s to 13s Project Leader Report

The 5s to 13s Project continues to thrive supporting 20 families throughout the year. This is an increase of 6 families from the previous year. Our dedicated team of volunteers have been engaging with the children and their families in so many different ways, offering them the most basic of things which is their uninterrupted time and commitment for a full two hours a week; something that not many of the families have experienced before.

During regular reviews with the families, they are often surprised to discover that their volunteers are “helping them for free”. At a final review with one mum, she said “Our volunteer has been brilliant. When you first introduced her to me I thought, she is so old, how can she help us? I was so wrong! She has been fantastic, exactly the right volunteer for me and my family. She has helped us through really difficult times and I am so grateful to her and to Friends of the Family for everything.”

Volunteers of this calibre are rare, but here at Friends of the Family we have been very fortunate indeed to find such “treasures” in our local community, ready and willing to give their time to support local families who are experiencing difficulties. However, with the demand for this service growing year on year, we need more “gems” of volunteers like these in order to continue the work. This has proved particularly challenging this year with only four new volunteers undertaking training, but as families move on from the project’s support, seven of our existing volunteers have gone on to support further families.

Volunteers have offered their support and encouragement to the individual families and their focus children in so many different and innovative ways. One volunteer, whose focus child has behavioural difficulties, writes a short letter, card, postcard to him every week reinforcing the positive behaviour that she has observed and offering suggestion of what they could do together on her next visit. This regular contact demonstrates to the child that he is truly valued and that the volunteer cares and thinks about him between her visits. This has proven to be an extremely powerful tool when, just before Christmas, the child’s mother wanted to put some behaviour boundaries into place. With the volunteer’s support the mother devised a reward system where the child earned points throughout the week for good behaviour. When he had gained 10 points he was to be rewarded with an ice skating trip that the volunteer would help facilitate. So, as part of her weekly correspondence to the child the volunteer was able to reinforce the reward systems put into place and encourage the child to behave well in order to achieve the ultimate goal. It did take the child two weeks to get all ten points but he then had a fantastic time at the ice rink as his reward. The mother has continued to use this system several times since and the volunteer reports that there have been definite improvements in the boy’s behaviour.

Continued.....

# 5s to 13s Project Leader Report -

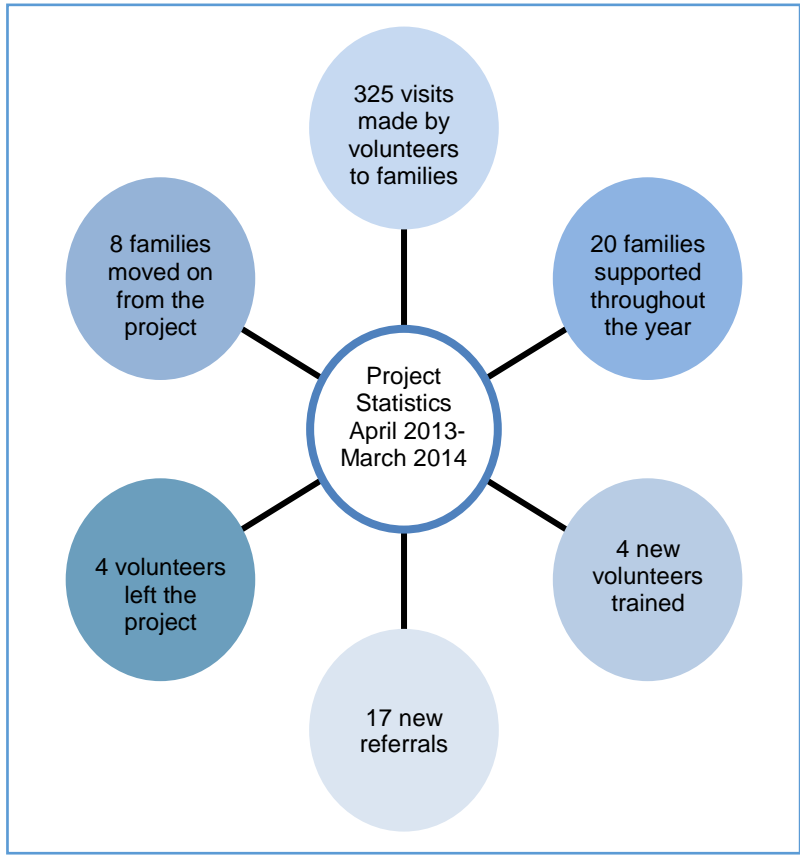
## continued

Another male volunteer, (a very rare thing within Friends of the Family!), was matched to a single mum with her three boys. The focus child, aged 10, had taken on a lot of emotional support for his mother since she and the boys' father had separated earlier in the year. This volunteer not only offered the focus child and his brothers a positive male role model but also gave the mother someone to talk to too about her sons' wellbeing. During his weekly visits he often supported the family to attend extra-curricular activities at their local church. The mother had found these particularly difficult to attend without additional support from another adult as she said "that she needed eyes in the back of her head to watch all three boys at the same time!" During the nine months the volunteer was with the family, he supported the focus child's reading, completed jigsaws with him, (a particular hobby for the child), and supported him with his homework activities. He also took him out on long relaxing bike rides around Winchester which was something that, although the mother wanted to do, she had found impossible with two younger siblings to support. The volunteer also introduced the focus child to a new activity of Geohashing, where they would go out looking for "treasure" that had been hidden in the local environment using GPS coordinates. The child became so enthused by this new activity that, even though the volunteer no longer visits the family, he and his brothers continue to undertake this activity regularly with their father.

It is always going to be very difficult to measure the full impact that our involvement has on families but it is always the question we are being asked. At a recent first review the mother said "My daughter is definitely happier and more relaxed since she has had her volunteer visiting her. I can't say if it's because of the volunteer or not but I also can't see any other reason for this change in her wellbeing." As the Project Leader, I do believe it is because of the volunteer's involvement; they are all amazing. I am always astounded and humbled by their dedication, commitment and the enthusiasm that they all bring their voluntary role. Their non-judgemental support provides so many families with the helping hand that they need to try a different approach and begin on a new path to a brighter family life together.

Samantha Hunt  
5s to 13s Project Leader

# 5s to 13s Project Activity



# My Friends of the Family Experience

A year ago, after completing my training with Sam Hunt, I was matched up with my family - a family of three, consisting of, a father bringing up two children on his own: a little girl of 7 and a little boy of 2.

On a weekly basis I have visited the family and in particular the little girl who is my focus child. I generally take her out as it is easier for her to "let go" and talk about her worries when it is just the two of us. We take my dogs for walks, go shopping and go to the park. We have also been to the zoo, have been to the beach and we go out for hot chocolates - skinny ones! We have chatted about her fears, how she can feel safe with her father and others around her who love and support her. I have tried to be a good, positive and caring adult female in her life.

Another part of what I try to do is to give the father confidence in what he is doing on a day to day basis. He so desperately doesn't want to let his children down and has been worried that, as a man, he would be judged for the way he brings up the children. We have reassured him that he is doing a great job. The children are well cared for, clean and tidy and always on time at school. Friends of the Family has helped him to source clothing, carpets, new beds and paint for the house. He has worked really hard to improve his situation and has grown in confidence. Dealing with giving antibiotics to a grumpy, ill 2 year old, potty training and coping with various hairstyles of a little girl with long, blond hair has been a challenge which he has faced with ease!

It has been a privilege to be allowed into their home and lives, to be warmly welcomed and, bit by bit, to help support them with the difficult things that have happened in their lives. Friends of the Family has given me the opportunity to do something worthwhile that is fulfilling for me and, hopefully, of benefit to a family that deserves to be happy.

5s to 13s Project Volunteer

## 5s to 13s Family quotes

"James was here for us, especially when I went through a bad patch. He gave me good advice and my son loved his time with him. Having a volunteer gave my son time to talk to someone else and opportunities to be more independent. The volunteer was also very flexible allowing my other children to join in too with the fun and games."

"Our daughter wouldn't be doing all the different things she is doing at school now if it hadn't been for Pat. Her behaviour has definitely got better and we can see she is feeling less frustrated. Pats' support at school meetings was good and it was helpful when she picked the kids up from school. The only reason we are stopping is because we cannot fit Pat's visits in with our child's after school clubs."

"Vanessa has been a great help to us, the match you made was really good as I don't think I would have got on with an older volunteer. I would definitely recommend this service to other families who need extra help. It's been brilliant; Vanessa is a really good friend to us all."

"I really like going out with Anne. We go to the library and to the park. I like the park as I can run about and have fun."

"I trust Nicky. She always tries to keep her promises. She sometimes brings her dog for a walk and we get a skinny hot chocolate as a treat."

"These are the letters that Lucinda sends me. I like this one. It's got a picture of a dog like our new puppy. It says we might go swimming next week!"



5s to 13s children enjoying themselves on outings and at workshops



# Dads' Group

This year I have counselled 7 clients on a 1:1 basis. I am also in regular contact with 3 other dads.

Most dads are apprehensive to come along and talk to me at The Meeting House, but by communicating initially through texting I am able to form a relationship and encourage them to take the next step. This is the case for my newest client who was referred by Sunbeams children centre in Alresford.

Some of the dads have moved on to find jobs, housing and further education. They leave knowing that there is always support for them at Friends of the Family Dads' group. Indeed some clients have returned for a 'top up' of support.

I work closely with a number of outside agencies. The Carroll Centre being one.

I have been a regular visitor to their Dads and Lads' group for the last eighteen months to promote Friends of the Family and the service I have to offer. In that time I have been able to access a private room, allowing me to talk to dads there in a safe environment.

One dad I have been seeing at the Carroll Centre, for the past 7 months, on an informal basis trying to build a trusting relationship with him in the hope he will feel comfortable talking to me in a slightly more formal manner.

I also work with Spurgeons, a charity, working with HMP Winchester through the Invisible Walls project. At the present time Spurgeons and myself are working on supporting a previous client who found life on the outside more hostile than he thought. It is hoped that in the near future I will be able to visit this person on a regular basis at the prison.

I have also worked closely with the Winchester Homeless team and have seen a number of clients referred by them.

The service provided by Friends of the Family is much needed and has made a difference to those dads who have used the service; this was recognised in a recent interview with Radio Solent. The radio station were running a half-term feature about the difficulties that dads have when looking after their children and they invited me to talk about the services offered for dads by Friends of the Family. During the last year 4 of my clients have found work, 2 their own houses and 1 has gone onto further education.

Out of those 7 clients 3 are being supported for domestic abuse issues.

It is hoped that in the coming year I will have established a stronger link with Spurgeons to develop therapeutic relationships with prisoners prior to their release. I am also hoping to involve the Carroll Centre in a summer barbeque and fun day for dads and their families and to promote both Friends of the Family and the Carroll Centre.

Charlie Wright  
Dads' Project Leader

# Growing a Membership Base

This year saw a few additional members joining our loyal band of supporters who are giving Friends of the Family a regular annual donation. Thank you to our members for your support and this year our membership income rose to £2,209 (2012/3: £1,827). We have a suggested donation of £20 per annum with many members giving substantially more either by direct debit or by an annual gift.

We are interested to hear from members on how we can make membership meaningful and hope that each member might consider asking a friend or acquaintance to join.

Jonathan Flory  
Hon Treasurer

## Treasurer's Report

In this 20th year of Friends of the Family Winchester it is good to report that the charity's income has risen by some 22 per cent compared to last year to a total of £50,545. We are pleased in these budget constrained times to have been selected for continued support by both public sector and private grant makers in recognition of our purpose which is to meet a local family need in Winchester district.

Grant income rose significantly to £18,480 including two awards from Hampshire County Council to support our volunteering programme and the under 5s group. Donations totalled £19,445 which is very similar to last year and our thanks to both regular supporters among local trusts and churches and for generous individual members' gifts.

Fundraising events included the ever popular Quiz night and this year also a successful Christmas fair. We raised a total of £12,376 and particular thanks are due to those who organised and supported these events and to all the individuals, members, volunteers and local businesses that have offered support.

We benefit greatly from the gift of the Friends in allowing us free use of space and we are grateful for this continued support.

Total costs rose by some 10 per cent, mainly to reflect increased commitment of hourly paid staff.

Overall, our surplus for the year was £6,935 which contributed to a cash balance at year end of £27,792. Since the year end, we have been awarded a significant grant from Big Lottery Fund totalling £166K over five years and this will enable us to expand the 5s to 13s project and will help to give us some better visibility on income.

Jonathan Flory  
Hon Treasurer



# Fundraising

We didn't expect to match our remarkably good fundraising total of the previous year but we came pretty close!

A Christmas Fair hosted by Amelia Ashton, with an accompanying donation, raised a massive £5,245 and a coffee morning involving the same people raised £774. Our ever-popular Quiz Night, with fiendish questions again being set by Richard Morse, raised £1,450 and Andrew Rutter's ongoing Picture Project contributed £1,435 and gave several people beautiful pictures of their homes. Hannah Hawkins again put her athletic prowess to Friends of the Family's benefit with a Marathon run which raised £1,196.

Staff, trustees and volunteers turned out for a Covert Sale in September and a Car Boot sale in March; these raised £1,266 between them.

We are also indebted to Sam Hunt, whose 'Food for Friends' initiative raised over £300, and to the Westview Hostel in Hyde, some of whose residents took part in a sponsored walk in December.

The net total for the year (excluding membership contributions) was £10,166 (2012/3: £12,070).

Our thanks to everyone who has contributed to this excellent total.

Helen Cramp  
Administrator



The Covert Sale in September

# Highlights of the Year

Our 20<sup>th</sup> Birthday Party in November 2013. Guests included Ann Titman (left), one of our founders, and the Mayor and Mayoress of Winchester



5s to 13s volunteers enjoying dinner at El Sabio



Tiles made by 5s to 13s children as part of a workshop funded by the WACA 'Have Your Say' Grant





# THANKYOU

....to the many who have  
contributed to making this a good  
year for Friends of the Family

Hampshire County Council   Winchester City Council

Elizabeth and Prince Zaiger Trust

Lady Balogh Psychotherapy Trust   A Private Hampshire Charitable Trust

The Paul Lunn-Rockliffe Trust   Winchester Round Table   Ageas Insurance

Hannah Hawkins   Cornwall donors   Winchester Baptist Church

All Saints Church   Kingsworthy Parish Church   St Lawrence with St Swithun

St Matthews Winchester   Westview Hostel

Sir Jeremy Morse   Amelia and Guy Ashton   Richard & Chrissie Morse

Andrew Rutter   The Salvation Army

Alton Quakers   Easton WI

Anonymous donors   Members   Q Box holders

The Friends' Meeting House Winchester   WACA   YMCA

Our Project Leaders, Play Leader, Volunteers and Trustees



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